

POLICY

TELEPHONE DISASTER

7019

Policy:

In the event of a telephone outage at Bullhook Community Health Center, all attempts at alternate communication will be made.

Purpose:

To establish back up communications and telephone usage.

Procedure:

The front desk lead supervisor will notify CEO.

The front desk lead supervisor will email all staff, or CEO will designate someone to relay the current status of the problem.

In the event of total system failure, the CEO will designate someone to call Triangle Telephone, Night Nurse and First Call of telephone outage, via cellphone.

Bullhook Community Health Center will request preferred access to restoration of phone lines to minimize disruption in services.

In the event of a disaster, external or internal, Bullhook Community Health Center will follow instructions from Incident Commander leading disaster response and recovery.

Alternative communication means:

There are two way radios available and accessible to use in the event of external community disaster, upon request from Hill County Disaster Coordinator.

Local radio stations may be a means of alternative communications with messages approved by Public Information Officer (PIO)

Cell phones from medical and dental can also be used as a backup communication method.

Carol A. Reinhard

CHIEF EXECUTIVE OFFICER

Date: 9-12-2017

Carol A. Reinhard

CHAIR, BOARD OF DIRECTORS

Date: 9-11-17

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