General Safety Policy

Otolaryngology Head and Neck Surgery

Policy:

The General Safety Policy is provided to promote safety in the workplace and provide general guidelines for action in the event of an emergency. All employees should refer to and familiarize themselves with the Safety Policies covering specific events/circumstances. Specific Policies can be located on the EVMS Intranet, the Department of Otolaryngology Policy Manual &/or the Resident Handbook.

Policies Outlined:

- Inclement Weather Policy (Hurricane, Nor’easter, Snow Storm)
- Fire Emergency (SNGH Code Red)
- Tornado
- Bomb Threat (SNGH Code Brown)
- Emergency Response Protocol for Respiratory or Cardiac Arrest (SNGH Code Blue)
- Potentially Violent Situation (SNGH Code Silver)
- Building Evacuation (SNGH Code Black)
- HIPAA Compliance (EVMS Intranet Training & Testing)
- Blood Borne Pathogen (EVMS Intranet Compliance, Testing & Training)
- H1N1 Training (EVMS Intranet Compliance & Testing)
Inclement Weather Policy and Procedures Department of Otolaryngology Head and Neck Surgery Inclement Weather Plan (Hurricane, Nor’easter, Snow Storm)

• The Administrator, or their designate, shall act as coordinator following EVMS Inclement Weather Policy 3.43. In the event that the Administrator cannot be reached, the standing designate shall be the Office Manager at the Department’s Primary office location.

• Upon notification of a weather alert for our immediate area, the following individuals will be responsible for taking home a schedule of office hours: Administrator, Director of Audiology, Office Managers, Receptionists, Lead Clinical Staff & Surgery Schedulers.

• During a period prolong inclement weather or the threat thereof, the Administrator shall advise employees daily of the current state of readiness.

• Office Managers, upon notification of a weather alert, shall instruct all employees to secure computers and equipment from possible weather damage. This shall be done at the end of each workday until the threat has passed. I.E.: close blinds on perimeter windows, move computers and equipment away from windows, cover or move equipment that may be in harms way.

• Any decision to alter clinical schedules shall come at the direction of EVMS and/or the Chairman and shall be communicated to all Department employees by the Department Administrator.

Notification of Department Staff & Patients:

• The Department Administrator will notify the following individuals of any closing or delayed opening of the office: the Chairman, the Academic Manager, site managers, physician(s) scheduled for office hours and the Answering Service.

• The Answering Service will be advised of the Department’s closing or delayed opening and instructed to manage patient phone calls and emergencies per standing orders.

• Site managers will activate the phone tree to notify all Residents and Department employees.

• Department employees should monitor the local news channels and the EVMS intranet for posted closings.

• Designated individuals will begin notifying patients of changes in scheduled appointments.

• All patients will be called to reschedule on the next business day. Patients shall not be advised to “call the office” for an appointment at the time they are notified of the closing.

• Cancelled appointments will be rescheduled based on priority of need. Office hours will be extended to accommodate all priority appointments.

• Department employees are expected to report to work at their usual time unless EVMS or EVMS Health Services are closed or delayed due to weather conditions. In the event that EVMS & the Department remain open, any employee who is unable to report to work must notify their immediate supervisor. Employees who are unable to report due to inclement weather while EVMS is open, may use vacation time with their supervisor’s approval.
Policy:

The office, in conjunction with SNGH, has the responsibility to the patient, visitor, employee and staff is to provide a plan in the event of a fire emergency. It is also to provide rules and regulations that will promote fire safety and provide knowledge for action in the event of a fire emergency.

General Guidelines & Emergency Preparedness:

• The Main Entrance shall remain unlocked during regular business hours. Employees who arrive first shall unlock the main exterior doors and those last exiting the building shall lock all doors.

• The Fire Emergency doors shall remain unobstructed at all times.

• All employees must be aware of the location of fire extinguishers within the office suite.

• All employees must be aware of the most direct route of exit in the event of a fire.

• Fire extinguishers will be checked monthly and serviced and replaced according to Fire Codes.

In Case of a Fire Emergency:

• If the fire is located in the office facility, the Office Manager (or designate) will appoint an employee to contact the Sentara Emergency operator (dial 12 on any department phone) to notify them that a Fire emergency exits. The employee reporting the emergency will provide the location of the office, the location of the fire and any other information requested by the Emergency Operator.

• The Office Manager (or designate) will be responsible for notifying staff members throughout the suite.

• All employees will calmly notify patients in their immediate area and escort them out of the affected area.

• All Employees will follow the recommendations and instructions of the Sentara Emergency Response team &/or Management.

• If evacuation is advised employees are instructed to follow procedures for Emergency Evacuation (Code Black).
Tornado

Emergency Plan

- Upon notification of a weather advisory for tornados in the immediate area, the Administrator or their designate shall alert all staff members that an alert has been posted.

- During a period of the alert the Administrator or their designate shall provide employees with updates regarding any eminent tornado activity and advise them if emergency measures should be taken. All employees should remain calm and focused.

- If a tornado is imminent, management will advise employees to begin to escort patients to the clinical hallway and the audiology hall way.

- Employees working in exterior offices & the Academic corridor shall immediately move to the interior hallway between the Academic and Clinical area. The doors to exterior offices should be closed as the office is vacated. All staff members and patients are to remain in this location until management or Sentara security notifies them that the threat has passed.

- Employees will be notified when the threat has passed and calmly return to their workstation. Patients should be escorted back to the waiting areas.
Bomb Threat (SNGH code Brown)

**Emergency Plan**

Upon receiving a bomb threat, immediately notify the Administrator or the Office Manager. They will immediately notify Sentara Emergency Operator.

When a bomb threat is received, try to remember the following items listed below:

1. Any clues as to the caller’s age, sex and race.
2. Time of the call.
3. Exact words used.
4. Time the bomb will explode.
5. Where the bomb is located.
6. Any information or description of the bomb.
7. Reason for the bomb and any additional threats.
8. Special characteristics of the caller’s voice, i.e. accent, slang, etc.
9. Background noise or sounds.
10. The Administrator (or designate) will in consultation with the SNGH Director of Security assess the threat and act accordingly.

**Evacuation (Code Black):** The decision to evacuate will come at the direction of SNG Hospital Security. If evacuation is advised, the staff shall follow procedures for Evacuation (Code Black).
EMERGENCY RESPONSE – RESPIRATORY OR CARDIAC ARREST (Code Blue)

Purpose: To define responsibilities and clear lines of communication in the event of a respiratory or cardiac emergency. To ensure a rapid medical response to respiratory or cardiac distress.

• The clinical staff member who identifies the patient in distress will advise the nearest coworker to call a Code Blue. The Code Blue should be called in by the nearest individual; do not spend time contacting the Reception Staff to call the code.

• Code Blue: Dial 12 and provide the following information to the Sentara Operator:
  • This is your name from ENT Office in the River Pavilion
  • We have a Code Blue in
  • ENT office – first floor River Pavilion
  • Stay on the line and respond to any questions asked by the operator.

• Someone in proximity to the emergency should immediately seek the assistance of sufficient clinical staff to assist until the Code Team arrives.

• Another individual should immediately notify the front desk & management. PLEASE DO NOT ASSUME THAT THE INFORMATION WILL BE HEARD OVER THE LOUD SPEAKER.

• All other staff members should remain at their workstations and await direction from management.

• All employees should remain at their workstations unless you are involved with caring for the patient or managing an assigned duty in support of the emergency.
Potentially Violent Situation (SNG Code Silver)

Policy

In the event of an intruder to the office, an unruly patient or visitor, the following procedures will be used.

Procedure:

• Alert the Office Manager, or designate, of a potentially violent situation.

• If the employee determines that a situation has already escalated, is concerned for their immediate safety or those around them, they are directed to contact the SNGH Emergency line (12 on any department phone) and call a Code Silver.

• Code Silver: Dial 12 and provide the following information to the Sentara Operator:
  • This is __________ from ENT Office in the River Pavilion
  • We have a Code Silver in (provide the location)
  • ENT office – first floor River Pavilion
  • Stay on the line and respond to any questions asked by the operator.

• Notify the clinical staff to remove patients and family members away from the area of the disturbance. If indicated patients should be escorted from the building by means of the most secure remote exit.

• Follow the instruction of the SNGH Emergency / Security officers.
EVACUATION OF THE BUILDING (SNGH Code Black)

Policy

In the event of a building evacuation (SNGH Code Black) the following procedure should be followed.

Procedure:

• If evacuation is advised, the staff shall ensure that patients are handled and evacuated in a calm and efficient manner.

• Upon notification of a Code Black, the staff shall calmly advise the patients in their immediate area that the building is being evacuated.

• Management will be sure that all employees have been notified that evacuation is underway.

• All patients should be escorted from the office by the closest means possible.

• Once outside the building proceed as directed by SNGH Security and EMS workers.

• Re-entry to the building will come at the advice and direction of SNGH Security &/or EMS workers.

• All employees are expected to return to their work stations once the emergency has passed.

• If possible, all employees are asked to proceed to the RP1 parking lot. This will assist management in determining that all employees have evacuated the building.

• If it appears that the emergency will continue for a prolonged period, employees should check in with the EVMS Campus Security office for further direction.
Compliance Standards, Policies, Testing & Training

All employees are expected to understand and adhere to the Compliance Program located on the EVMS Intranet.
http://info.evms.edu/complianceprogram_html/index.html

Links are provided to the Policies, On-line Training & Testing for the following:
- EVMS HIPAA Internal Information http://info.evms.edu/complianceprogram/postdocs/internalinforma_/default.htm
  - EVMS Public Web Site http://www.evms.edu/
  - EVMS Training http://info.evms.edu/evmstraining_HTML/index.htm
  - HIPAA Privacy http://info.evms.edu/healthservices/postdocs/
  - HIPAA Security http://info.evms.edu/healthservices/postdocs/
  - Silent Notification https://evms.alertline.com/gcs/welcome
- Compliance Office Contact Information Stacy Purcell, Esq., General Counsel and Compliance Office Josephine Pendleton, Associate Director of Compliance Phone: 757-446-6008