# TUSCARAWAS COUNTY
# GENERAL HEALTH DISTRICT

## Contingency Plan:  Allscripts or TCHD relocation

**Purpose:**  To continue as many services of the TCHD clinic as possible in the event All Scripts is unavailable and/or the department is in need of evacuation.

**Protocol:**
1. If TCHD has to be relocated and Allscripts is functioning, business as usual will continue for documentation.
    a. Depending on space available, patient visits may need to be limited
    b. Patient needs will also be addressed by
        i. Diverting patient care to other physicians, stat cares, etc.
        ii. Providing for needs that may not require a visit such as: medication refills, referrals, etc.
2. If All Scripts is down then the Allscripts app for iPhone or iPad will be utilized if at all possible as the app provides a "read only" option for providers and/or clinic staff to be able to see current medications, lab results, etc.
    a. If the app is unavailable, patients will be made aware the visit may have limitations due to the inability to view information.
    b. Contact Allscripts IT for assistance
3. In case the building needs to be evacuated and the internet is unavailable, a To-Go kit will be utilized containing the following: (these forms will also be available on the tchdnow.org web site—employee portal—forms—clinic forms). These forms will be printed off and utilized if the system is down at TCHD, as well.
    a. Patient Assessment Form
    b. Reproductive Health and Wellness Screens

    d.  Reproductive Assessment Form

    e.  Nurse Visit Form

    f.  Forms unable to be on the website include:

        i.  Prescription pads:  these are located in the accounting safe

        ii.  Lab Requisitions:  Lab Corp and or Union Hospital personnel will provider forms

4. Scheduling Patients
   a. Two dedicated phone lines will be made one for immunization/nurse visits and one for providers.
   b. An additional phone line will be established for triaging patients
   c. Patients will be scheduled utilizing a scheduling notebook
   d. The schedule will be copied and distributed, daily.
   e. Scheduling priorities will be determined by the medical director
5. Registration of Patients
   a. If Allscripts is functioning, registration of patients will continue, as usual.
   b. If Allscripts is down, the following forms will be on the employee portal under forms- registration forms.  They will also be in the to-go box in case the internet is down or evacuation is necessary.
      i. Combined Consent and Income Log
      ii. Immunization Clinic Form
      iii. HIPAA/Contact Consent
      iv. Reproductive Life Plan
      v. Self-declared Income Assessment for Reproductive Health and Wellness
      vi. "Annie" Policy
      vii. Abnormal Pap/Lab Recommendation Contract for Reproductive Health and Wellness
      viii. Flu/Vaccine Consent form and administration documentation
      ix. Latent TB treatment and contraception agreement
      x. Accounting Forms needed for registration.  These forms will be located in the employee portal under forms---accounting
         1. Payment Agreement
         2. Waiver of Health Insurance
         3. Charge Waiver
         4. Sliding Fee Discount Application

6. Billing Patients/Check Out Process/ Scheduling Patients
   a. The co-pay, donation, payment will be collected, if able
   b. If billing is a possibility then this will be completed, as usual. The patient will be made aware of potential delay in receiving a bill
   c. If the patient is to be seen for a follow up appointment, the patient will be made aware he/she will receive a phone call to schedule the appointment once the system has been restored or once TCHD relocated back to the health department.
   d. A patient log will be kept with patient name, telephone number and timeframe for the next appointment
7. After Action: once the system is functioning or the clinic has been relocated back to TCHD, Allscripts will be contacted to obtain instructions on how to properly scan all paper forms/documentation into the system.
8. A scripted message by TCHD PIO will be created so all staff will be relaying the same information. The scripted message will be updated, as needed.

### Revision Page

| Date | Revision | Responsible Party |
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| 6/2018 | Created | DON |
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