**I**. Emergency Management of the Clinical Lab at Bioreach Laboratories involves assessing risks, preparedness, response and recovery. This policy details the Emergency Operations Plan for Bioreach Laboratories Clinical Laboratory

**II**. **Policy Statement**: In the event of an emergency rendering the facility inoperable, Bioreach Laboratories will follow the procedures found in this protocol. These events include electrical failure, fire, bomb threats, or any disaster that cannot be anticipated.

* Emergency Risks at Bioreach Laboratories include safety of employees, safety of patients and protection of temperature dependent reagents/supplies. Possible emergencies include loss of power, fire, other natural disasters, loss of IT connectivity and workplace violence.
* Bioreach Laboratories laboratory staff will respond to a facility emergency and protect temperature dependent reagents and samples, provided the emergency does not pose a threat to the personal safety of the employees. In the event it is deemed unsafe to return to the facility, reagents/specimens may be moved to an alternate location.
* The Operations Manager, Laboratory Manager, or Administrator will oversee any evacuation from the facility. The Laboratory Director, or designee, will ensure a safe environment and safe protection of temperature dependent reagents and samples. All documentation and relative chart information will be evacuated with the reagents/specimens if safe to do so.

**Emergency Contacts**: Calls to the laboratory concerning emergency operations should be made in this order. Please call until “live” contact is made. Individual(s) contacted will continue to call additional employees if necessary.

**Jack Matsen, Bioreach President 801-910-7274**

**Jeremy Hymas, Bioreach Operations Manager 801-243-3094**

**Laurence Schuermann, Clinical Laboratory Manager 208-365-8296**

**Jaxon Treu, Bioreach Supply Manager 801-599-0965**

**Daryl Blackwell, Lead Clinical Laboratory Scientist 910-409-5826**

**Cindy Romero, Laboratory Information Specialist 801-833-3500**

**Ammon Bayles, PhD, HCLD – Lab Director 435-881-5576**

**III. PROCEDURE**

1. Electrical emergency or outage:
   1. Notification tree from Rocky Mountain Power is to be maintained to ensure prompt notification during non-work hours and weekends.
   2. Offsight Generators are to be secured and powered up. Initiate calls to Jeremy or Jaxon to secure generators. In the event of a power outage, Laboratory Refrigerators and Freezers are to be connected to generator power continuously until power is restored.
   3. In the event of an electrical outage, the procedures for the day may be completed only if it is determined that there is no risk to either the staff or the patients in proceeding.
   4. Chemistry analyzers are equipped with UPS units that will ensure testing can be completed and reagent unloaded before power is interrupted. Unloaded reagents are to be sealed with parafilm after unloading and placed in cooler boxes.
   5. All non-essential equipment will be turned off until power has been restored.
   6. Electronic Temperature monitoring system will be utilized to ensure continuance of proper storage temperatures. Temperatures are to be recorded every 4 hours until power is restored.
2. In the event of a catastrophic emergency with warning, the following shall be in effect:
   1. If a procedure/analysis is in progress, it must be stopped immediately, and any patients or employees evacuated to a safe area.
   2. The Lab Director, President, Manager, or designee, will determine if it is necessary and safe to move reagents/samples from the building.
3. In the event of a Fire and/or other natural disaster:
   1. Individual discovering fire or natural disaster will promptly notify local authorities and notify coworkers.
   2. If fire is contained and manageable, use of fire extinguisher is appropriate as long as there is no immediate risk of harm to the individual.
   3. All Employees and Patients will meet at the designated meeting place. Designated meeting place is the footpath bridge located to the west of the building. The Lab Director, President, Manager, or designee will account for all employees/patients.
   4. All Bioreach testing personnel will complete the Medtraining.org Fire Safety course annually.
4. In the event of Electronic System Downtime:
   1. Bioreach Laboratories System Downtime protocols will be followed. (See below in this protocol).
5. Security:
   1. General Security:
      1. Every employee is responsible for helping to make this a secure work environment. Upon leaving work, lock all desks, lockers, and doors protecting valuable or sensitive material in your work area and report any lost or stolen keys, passes, or other similar devices to your supervisor immediately.
      2. You should refrain from discussing with nonemployees specifics regarding Bioreach security systems, alarms, passwords, etc.
      3. Immediately advise your supervisor of any known or potential security electronic risks and/or suspicious conduct of employees, customers, or guests of the Laboratory.
   2. Security during planned or unplanned emergency operations:
      1. Laboratory must be secure during emergency operations.
      2. Lab Director, President, or Manager will designate an individual responsible for ensuring building security during an emergency.
      3. A designated individual will ensure continuous security of the laboratory until the emergency is over. Lab Director, President or Manager is to inform the designated security individual that the emergency event is over and normal building security (locked doors) can be resumed.
6. Recovery:
   1. Post disaster clean-up of office and equipment will be under the direction of Lab Director, President, Manager, Administrator or designee and any public or utility emergency manager.
   2. Post Emergency briefing will be held with the Lab Director, President, Manager, Administrator or designee and staff.
   3. Additional needs are to be assessed and action items set for changes to Emergency Operations plan as needed.
   4. Other Post Emergency communications with all staff are to occur on an as needed basis.
   5. All documentation should be sequestered and delivered to the laboratory manager.

**IV. Bioreach Operating Electronic Systems Downtime Protocol:** The following is the minimum information necessary to be communicated to all staff

* **Protocol for announcing planned downtimes and communicating during unplanned downtimes.** Communication is to be primarily via all-staff email. If email is unavailable, communication is to be to each clinic site manager via text, to be distributed to all staff personally via each clinic site manager.

• What system will be down?

• When will the downtime begin?

• How long will the system be unavailable?

• Why will the system be down?

• What changes are being made to the system, and what can the end user expect?

1. **Procedures for Planned Downtime- LIS/Stratus DX**

• Notification of scheduled downtimes will be communicated from StratusDx via e-mail or direct phone call if e-mail is not available. Be sure to read your e-mail regularly.

• StratusDx or the software vendor will notify the practice via e-mail or phone call when the situation has been addressed and the system is back online.

1. **Scheduling/Phlebotomy Staff**

• Upon notification, the scheduling department should print out schedules for those hours (or days) that the system will be down.

• Blank requisition forms and charge slips should be made available. Patient information will either be written by hand or pre-printed labels applied, if applicable.

• Master copies of paper forms for charting should be kept in a folder at each office front desk. Once downtime is announced, Copies will be made available to staff.

• Upon notification that the system is back up, a designated person will: ◦ Schedule and check-in those patients who were scheduled during downtime (in chronological order).

• Initiate a manual process for patient phone calls (phone call log). Non-emergency phone calls can be returned once the system is back up. Emergency calls should be referred to the Lab Director, President, Manager, Administrator or designee.

1. **Unplanned Downtime: StratusDx**

• Notification of unplanned downtime will be communicated by the StratusDx or Laboratory staff via direct phone call.

• If the practice has not been notified by StratusDx, then the Lab Director, President, Manager, Administrator or designee should contact a StratusDx representative during regular operating hours or contact the after hours help to report the downtime.

• StratusDx will notify the clinic via e-mail or phone call when the system is back online.

1. **Scheduling/Phlebotomy Staff**

• Upon notification, the scheduling department should secure schedules for those hours (or days) that the system will be down.

• Blank requisition forms and charge slips should be made available. Patient information will either be written by hand or pre-printed labels applied, if applicable.

• Master copies of paper forms for charting should be kept in a folder in the laboratory. Copies will be made available to staff.

• Upon notification that the system is back up, a designated person will: ◦ Schedule and check-in those patients who were scheduled during downtime (in chronological order).

• Initiate a manual process for patient phone calls (phone call log). Non-emergency phone calls can be returned once the system is back up. Emergency calls should be referred to the Lab Director, President, Manager, Administrator or designee.