

Kemper Services, Inc. Emergency Policy & Procedures

Kemper Services, Inc., staff will implement appropriate emergency actions for patients in a crisis situation. In order to establish guidelines for actions to be taken by program personnel in emergency situations the following procedures will be understood and implemented.

Medical emergency/life threatening situations:

1. Call the emergency rescue service (911) or direct someone else to do so
2. Stay with the patient, offer assistance within the scope of practice of the personnel present, until the emergency rescue service arrives
3. Notify the Administrator or Clinical Director
4. For licensed staff, call the patient's physician and report the nature and circumstances of the emergency.

Non-life threatening medical emergencies:

1. Contact the Clinical Director or the Licensed Nurse and inform of the situation
2. For licensed staff contact the patient's physician and report the patients condition and circumstances
3. Provide interventions ordered by the physician.

Unexpected death of a patient:

1. Notify the physician
2. Notify the medical examiner's office
3. Stay in attendance until the medical examiner or police arrive
4. Do not disturb the body
5. If the patient is receiving public welfare assistance (Medicaid) and has no relatives, the caseworker shall be notified
6. Notify the Administrator or Clinical Director.

Inability to gain access to the patient's residence:

1. Staff who cannot gain access to the patient's residence, i.e. patient does not answer the door or staff has reason to believe that the patient may not be safe, must pursue all possible avenues for ascertaining thy condition of the patient
2. Notify the Administrator or Clinical Director
3. Contact resources available in the community to gain access to the home and determine the status of the patient

In the event of a man-made or natural disaster the agency procedure will be as follows:

1. The agency will instruct all medically fragile patients to contact their local fire/emergency resources in the community and inform them of their medical needs in case of an emergency or disaster
2. The agency will maintain a list of the most medically fragile patients.

Sign _____ Date: _____