



## STORM PREPARATION CHECKLIST

Last updated: 10/27/2020

In preparation for inclement weather events, please prioritize the following tasks:

### Communications: Staffing

- Review your internal communication plan for contacting all staff (confirm that the contact information is accurate).
- Review the plan for communicating with patients regarding their appointment statuses.
- Confirm all your employees are signed up for the Partners Employee Alerts - [User Guide](#)
- Review the release plan for who in the practice can/will stay while the practice is open. Practice may close early or reduce operations.
- Some practices designate a back-office phone as a storm line. Messages about current or anticipated practice operations are recorded, and updated on this line, as needed. Staff and/or providers can leave messages as to transit delays or other arrival issues on this storm line.
- Determine and assign responsibility for rescheduling patients should that need to happen.
- Use your weather-related cancellation codes when rescheduling patients.

### Systems Access

- Ensure you can access Epic from an off-site location in case of an emergency. Ensure your VPN access is working. ([How to Connect to VPN](#))

### Telephones\*

- Be sure your practice is on Televox. Here is a [how-to guide](#).
- Be prepared to change voice mail greetings for practice phone lines
  - If your practice utilizes ACD lines and does not have an inclement weather closure message recorded, submit a Service Now ticket to have one recorded.
  - Provide your answering service and/or staff with inclement weather voicemail script. ([Samples](#))
  - Review the process for updating voicemail messages.
  - Have an up-to-date list of all practice voicemail passwords (If you must reset a password, please open a ticket with the [IS Service Hub](#))
  - Ensure your staff know how to change and update their voicemails. If you need to update or change a voicemail on behalf of another staff member – please open a ticket with the [IS Service Hub](#).

**\*Any tasks requiring that you enter an [IS Service HUB](#) ticket (password changes, ACD message recordings) should be addressed TODAY to allow for the necessary turnaround time and avoid any panic on the eve of a storm.**