



# Community Care Plan

The **Health Plan** with a Heart



## Provider Guide to **Emergency Preparedness & Response**

Providers play a critical role in preparing patients for emergencies by ensuring they have the necessary resources and information. This guide highlights key steps providers should take to help their patients stay safe and manage their health during emergencies.

### Key Items to Address with Patients

#### **24/7 Medical Services**

- PCPs and specialists must ensure that members have access to covered medical services at all times.
- This can be accomplished through an on-call system, answering service, or other arrangements that provide continuous access to care.
- Provide clear instructions on how to reach providers for urgent medical questions outside of normal office hours.

## When to Call 911

Encourage patients to call 911 for life-threatening emergencies such as:

- Severe injuries
- Heart attacks or stroke symptoms
- Difficulty breathing
- Loss of consciousness
- Remind patients not to delay care in an emergency situation

## Medication Preparedness

Advise patients to keep a 7-10 day supply of prescribed medications, including:

- Blood pressure medications.
- Insulin or other diabetes medications.
- Asthma inhalers or other necessary respiratory aids.
- Encourage patients to have extra copies of their prescriptions and information on pharmacy locations that remain open during emergencies.

## Natural Disaster Preparedness

Ensure patients know their evacuation routes and nearest shelters.

Emphasize the importance of having:

- Non-perishable food and water for at least 3 days.
- Backup power for medical devices (e.g., oxygen, CPAP machines)
- First aid kits and basic medical supplies.
- Educate patients on how to protect medical equipment from flood damage.

## Special considerations for Vulnerable Populations

- Elderly patients, individuals with disabilities, and those with chronic conditions may require additional assistance.
- Providers should ensure these patients have a support system or know how to register with special needs shelters.

## Post-Disaster Medical Care

- Provide information on local healthcare resources available after a disaster, such as mobile clinics or emergency treatment centers.
- Guide patients on how to access care if primary clinics or hospitals are unavailable.

## How CCP Helps During Disaster:

- CCP works to maintain open communication channels between members, providers, and CCP's Care Management team. This includes providing updated information about service availability, access to emergency care, and ensuring members know where to go in the event of service disruptions.
- During a disaster, CCP's Care Coordinators and Social Workers assist members by facilitating access to essential healthcare services, including linking members with community resources. CCP helps identify alternative care locations, coordinates with other healthcare providers, and ensures members receive appropriate follow-up care, particularly for those with ongoing chronic health conditions.

## Additional Resources:

- Encourage patients to sign up for emergency alerts from local government authorities (e.g., Florida Division of Emergency Management).
- Provide contact information for local pharmacies, hospitals, and shelters that may stay open during emergencies.
- Suggest patients create a family emergency plan with a focus on health and safety.