

## **Risk Tip: In-Office Emergencies**

1. **Call** 9-911 or 911 from office phones
  - Triage the situation and dispatch the appropriate response team
2. Report any pertinent information to the dispatcher, such as:
  - Location: which building and room number
  - Best entrance for responder to go to (someone should meet responder at this entrance if able to do so)
  - Nature and extent of emergency
  - Your name and telephone number
  - Chemical or radioactive materials involved
  - DO NOT hang up unless told to do so
3. Help if you are able and qualified to – only trained personnel should provide first aid or CPR
  - Do not jeopardize your health or the health of the patient, wait for professional help if you are not appropriately trained.
  - If you are trained, conduct basic lifesaving methods within your skill set until help arrives
4. In the event of fire, follow these specific procedures for our office:
  - Keep calm
  - Call the fire department; know the emergency phone number, 9-911
  - If you are trapped in the office, keep the doors closed and seal any cracks (with wet towels if possible)

In preparation, be sure to:

1. Check all fire extinguishers and ensure they are in proper working condition
2. Know where each extinguisher is located
3. Become familiar with the right procedure for their use. all of your practice's needs. You are encouraged to contact your attorney and/or other advisors when implementing policies in your own practice.

This resource may not be reprinted, in part or in whole, without the prior, express consent of Professional Solutions Insurance Company. If you would like to discuss a particular situation, please contact our risk management division at 1-888-336-2642 or [riskmanagement@psinsurance.com](mailto:riskmanagement@psinsurance.com). Information provided is offered solely for general information and educational purposes. It is not offered as, nor does it constitute, legal advice or opinion. You should not act or rely upon this information without seeking the advice of an attorney.