

# Patient Emergency Preparedness

Emergencies and environmental disasters can occur at any time. Please take some time and review the following to prepare for these emergencies:

- **For all medical emergencies, Dial 911**
- Listen to your radio and television for up-to-date emergency information and instructions
- The following numbers may also be helpful:  
American Red Cross 412-263-3100  
The Salvation Army 724-375-4373

## Power Outages

- If your home infusion equipment is operated by A/C current with a battery back-up, notify the electric company to alert them of your need for priority restoration of power should an outage occur.
- Always keep extra Alkaline batteries (9 volt, AA, etc) available for operating your infusion device should you be unable to recharge the power pack.
- Notify Chartwell of any power outages lasting longer than 6 hours in order for a recharged battery or pump to be delivered to you.
- Fill an ice chest with ice to store all refrigerated medications.

## Floods

- If you live in a flood prone area, know your route to higher grounds.
- Keep alert to flash flood warnings over local radio/TV stations.
- If unable to evacuate, move to highest level of home.
- Prepare a disaster kit with essential supplies including battery-operated radio.

## Tornado

- Keep alert to tornado watch/warning alerts on local radio/TV.
- Be prepared to move to the basement, in a corner along an outside wall or under stairs.
- If no basement, go to lowest possible level, in a bathroom, closet, inner hallway, or under stairs.
- Stay away from doors and windows.
- Crouch or lie flat and protect your head.
- If you live in a trailer, leave immediately to take shelter in a sturdy building. Do not use car.

## Winter Storms / Blizzards

- Keep emergency supply of food and water in home.
- Conserve energy – close off unused rooms.
- Dress warmly in layers.
- Use caution when using kerosene and/or electric heaters.
- Observe caution and good judgement with snow removal.
- Your nurse will familiarize you with basic care and flushing of your IV catheter in the event she/he cannot reach you and you must discontinue your infusion pump and/or therapy for any period of time.
- Chartwell will make every effort to maintain your services without interruption. Dependent upon the extent of the emergency situation and urgency of your needs, you will be contacted and advised of the status of your delivery and/or nursing visit.