



# Disaster & emergency communications checklist

When inclement weather, natural disasters and other emergencies happen, clear communication between healthcare providers and their patient base is critical. You want to operate your practice even if no one can physically get into the office.

Here's a 4-point checklist to make sure your office is prepared:

	<input type="checkbox"/> <b>POWER</b> Is your answering service locally based? In the event that it lost power, how would patients reach the correct on-call provider?	PerfectServe is cloud-based and automated, so power outages do not prevent you from reaching your patients or prevent them from reaching you.
	<input type="checkbox"/> <b>BACK-UP PROTOCOLS</b> Does your answering service have backup protocols in case of outages?	PerfectServe's system has triple redundancy, so it's always working.
	<input type="checkbox"/> <b>ROUTING</b> If your on-call provider cannot be reached after hours during an emergency (extreme weather, crime, power outage, etc.), where does your answering service send that message? Is anyone else contacted instead?	PerfectServe automatically routes messages based on your preferences, which can be changed on the fly. And our automatic escalation ensures unanswered notifications get re-routed based on your protocols.
	<input type="checkbox"/> <b>INFRASTRUCTURE</b> If a cell tower was damaged and cell reception was lost, how would your answering service notify an on-call provider of a call or message? If Internet connection was compromised, would your answering service be able to send messages to providers?	PerfectServe is device agnostic, so even landlines and pagers can be used to receive communications. An 800 number is also available that can be used by landlines and cell phones.

PerfectServe is the best alternative to a local traditional answering service because we are a fully automated, cloud-based solution that does not require a live person to be present to take and route incoming calls.

**HEALTHCARE DOESN'T STOP FOR NATURAL DISASTERS. YOUR PRACTICE COMMUNICATIONS CAN'T EITHER.**