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PPM SEC: XX-01 (TBD)

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## Disaster Services Policies and Procedures Manual

### GUIDELINES FOR NOTIFICATION OF HEALTH SERVICES

#### I. PURPOSE: TO PROVIDE GUIDELINES FOR ALL RESPONSE PERSONNEL REGARDING NOTIFICATION OF HEALTH SERVICES

If the client has any life-threatening symptoms

or

Appears to be a danger to self or others

**CALL 9-1-1 FOR IMMEDIATE ASSISTANCE**

#### II. HEALTH SERVICES SHALL BE NOTIFIED IMMEDIATELY UNDER THE FOLLOWING CONDITIONS:

- A. Shelter, Evacuation Center, Emergency Operating Center, or Service Center is going to be opened.
- B. There is *any* request for medical assistance by the client (*Client Assistance Memorandum ARC1475 required*).
- C. If the DAT feels there is a need for medical evaluation (*Client Assistance Memorandum ARC 1475 required*).
- D. When Disaster Mental Health is called at the initial contact with client (*Client Assistance Memorandum ARC 1475 required*).
- E. Prescription medications or urgent medical equipment (such as oxygen) have been lost (*Client Assistance Memorandum ARC 1475 required*).
- F. Death of a client (*Client Assistance Memorandum ARC 1475 required*).
- G. Incidents involving hazardous materials or radiation that result in evacuations.
- H. Any disaster or transportation incident involving mass casualties (20 injuries or 10 fatalities . guidelines to be consistent with recommendations of the Operations Management Committee).

- I. Client or Red Cross worker is injured as a result of the disaster and receives treatment in the emergency room or is hospitalized (*Client Assistance Memorandum ARC 1475 required*).
- J. If there is suspected neglect or abuse of either an adult or child (*Client Assistance Memorandum ARC 1475 required*).
- K. Call Health Services for guidance whenever in doubt.

**III. HEALTH SERVICES SHALL BE NOTIFIED WITHIN 24 HOURS UNDER THE FOLLOWING CONDITIONS:**

- A. Dentures or routine medical equipment have been lost (*Client Assistance Memorandum ARC 1475 required*).
- B. Vision Service Plan (VSP) cannot be used for glasses (*Client Assistance Memorandum ARC 1475 required*).
- C. Client or Red Cross worker is injured but not transported to the hospital (*Client Assistance Memorandum ARC 1475 required*).
- D. Any disaster related fatality occurs and there are no survivors (*Client Assistance Memorandum ARC 1475 required*).
- E. There are other Health Services disaster-related needs, such as co-payment assistance, referral to a clinic or assistance with a doctor appointment or follow-up visit, evaluation for motel/lodging assistance because of health reasons, etc.
- F. Whenever a Client Assistance Memorandum ARC 1475 is issued to Health Services.
- G. Call Health Services for guidance whenever in doubt.

**Cross References:**

Also see:

PPM Sec. XX-XX

PPM Sec. XX-XX

CrossNet:

[https://crossnet.redcross.org/office/forms/disaster\\_1475\\_client\\_assistance\\_memorandum.doc](https://crossnet.redcross.org/office/forms/disaster_1475_client_assistance_memorandum.doc)