



## Preparing for Emergencies in General Practice

### General practice is often the first point of contact for patients in a disaster or emergency.

To keep your staff and patients safe, it's important to prepare an emergency response plan. This will help you to prepare, respond and recover effectively from disaster, and give your patients confidence in the level and quality of care they receive.

You should test and update your disaster processes and emergency response plan regularly so you can manage unexpected events and continue to provide healthcare to the community.

[RACGP Standards for general practices \(5th Edition\)](#) require practices to have a documented emergency response plan which is maintained and reviewed frequently (Criterion 3.3A).

#### What do I need to do?

Get your practice ready for emergency response by reviewing or creating an emergency response plan and implementing processes to regularly review your plan.

#### What initial steps should I take?

- Save the [Get Ready Queensland](#) in your favourites for quick access to business preparedness tools, and links to state and local services
  - View [RACGP Emergency response planning](#) video (5:10)
  - Download [RACGP Preparing your practice for a natural disaster or other emergency](#) toolkit
  - Review [Managing emergencies in general practice](#) (RACGP)
  - Ensure clinical staff have access to Health Pathways:
    - Disaster management in general practice
    - Management in general practice and post-natural disaster health
- Health Pathways login details  
[Wide Bay](#) (Username: userwb Password: pwwb)  
[Central Queensland](#) (Username: usercentralqld Password: pwcentralqld)  
[Sunshine Coast and Gympie](#) (Username: usersc Password: pwsc)
- Consider purchasing a subscription to the [RACGP Emergency Response Planning Tool \(ERPT\)](#)
  - Create or review your emergency response plan
  - Ensure all staff are aware of your plan and provide training

#### What else should I do?

- Appoint a practice champion to manage your emergency response plan
- Set dates in your calendar to review your plan prior to storm and flu season
- Add emergency response as a standing agenda item to practice meetings
- Implement mock scenarios with practice team
- Create a process to identify vulnerable patients who may need additional care (e.g. older person, person with disability)
- Communicate with patients about how your practice will respond in a disaster situation
- Collaborate with other businesses to provide services
- Consider volunteering through the CCQ volunteer program