

Health Information Compliance Alert

COMPLIANCE TIP: NIP CRISIS CONFUSION IN THE BUD WITH A CALL LIST

Supply your team with contact names and numbers to cut out confusion

Even if you've prepared your staff to handle any catastrophe that comes their way, you can't expect them to go it alone. Keep them from stumbling around in the dark after a disaster by supplying them with a contact card.

How it works: The contact list should have all the telephone numbers of key recovery players in both the department and the facility, recommends consultant **Stephen Priest** of Bedford, VT's Professor Steve & Associates. That includes any software or hardware consultants and vendors, Priest notes.

Trainees' contact cards should provide enough information to help them through any last minute snags. Tip: Make your staffers regularly test the numbers on their list to be sure they are correct. Bonus: Making the call helps you determine if the person on the other end of the line can follow through on her part of the plan.

Lesson Learned: Be sure to address even the smallest contact problems your staff uncover during these calls. You don't want to wait until it's too late, Priest stresses.

Start developing your contact list by asking your staff members these questions:

1. "Whom do you contact during the day to get your job done?"
2. "Who provides support for your applications?"
3. "What methods do you use to get in touch with those people?"