

Health Information Compliance Alert

Compliance Tips: Can Your Staffers Call On You For Help?

Give your employees the gift of communication.

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 disaster recovery 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 problems your staff uncovers during these calls. You don't want to wait until it's too late, Priest stresses.

Get started by asking your staff members these questions:

"Whom do you contact during the day to get your job done?"

"Who provides support for your applications?"

"How do you contact those people?"