



## Resource Guide

Subject:	Emergency Phone Number Contacts
Facility Site Review Source:	Department of Health Care Services (DHCS) All Plan Letter 20-006, Site Reviews: Facility Site Review and Medical Record Review or any superseding APL
Relevant Law/Standard:	
Agency/Organization Source:	
Agency/Organization URL	

**Background:**

Emergency health care services are available and accessible 24 hours a day, 7 days a week.

**Purpose:**

Staff is able to describe site-specific action or procedures for handling medical emergencies until the individual is stable or under care of local emergency medical services (EMS). There is a written procedure for providing immediate emergent medical care on site until the local EMS is on the scene. Although site proximity to emergency care facilities may be considered when evaluating medical emergency procedures, the key factor is the ability to provide immediate care to patients on site until the patient is stable or MES has taken over care/treatment. When the MD or NPMP is not on site, staff/MA may call 911 and CPR certified staff may initiate CPR if needed. Non-CPR-certified staff may still only call 911 and stay with the patient until help arrives.

Emergency Phone Number list:

Posted in an accessible and prominent location(s) and includes:

- Local emergency response services (e.g., fire, police/sheriff, ambulance).
- Emergency contacts (e.g., responsible managers, supervisors).
- Appropriate State, County, City, and local agencies (e.g., local poison control number).

The list should be dated, and telephone numbers updated annually and as changes occur.

The material in this document is a knowledge-sharing tool provided by the FSR team to enhance compliance with Facility Site Review requirements. All content is for informational purposes and may be used and/or modified according to site-specific practices. Ensure appropriate review and approval by site management prior to adoption.

**Appendix A (See next page)**

# EMERGENCY CONTACT SHEET

OFFICE NAME \_\_\_\_\_

OFFICE ADDRESS \_\_\_\_\_

**FOR EMERGENCY SERVICES: DIAL 911**

<b>POISON CONTROL</b> <b>1-800-222-1222</b>	<b>POLICE</b> _____	<b>FIRE</b> _____	<b>AMBULANCE</b> _____	<b>HOSPITAL</b> _____
--	------------------------	----------------------	---------------------------	--------------------------

## Emergency Numbers

**HOSPITAL:** \_\_\_\_\_

**MD #** \_\_\_\_\_

**MD #** \_\_\_\_\_

**OFFICE MANAGER:** \_\_\_\_\_

**GAS LEAK/EMERGENCY:** \_\_\_\_\_

**POWER OUTAGE#:** \_\_\_\_\_

**CLOSEST URGENT CARE:** \_\_\_\_\_

**FACILITIES:** \_\_\_\_\_

## Locations

**FIRE EXTINGUISHERS:** \_\_\_\_\_

**FIRST AID BOX:** \_\_\_\_\_

**GAS ON/OFF VALVE:** \_\_\_\_\_

**WATER ON/OFF VALVE:** \_\_\_\_\_

**BREAKER PANEL:** \_\_\_\_\_