

Recover checklist

Recover

Timeframe: Short-term (days to weeks) and long-term (months to years) after the end of the disaster.

To **recover from a disaster** means to return to a state of normalcy or improve the conditions after a disaster has occurred. This phase involves rebuilding, restoring essential services, and addressing long-term physical, emotional, and economic impacts on patients, staff and the practice.

Key aspects of disaster recovery include:

1. **Assessing damage** and determining priorities for immediate recovery efforts and ability to reopen the practice.
2. **Restoring services:** Ensuring safe access for patients, staff and community.
3. **Providing mental health and emotional support:** Addressing the psychological impact of the disaster on affected all individual.
4. **Economic recovery:** Rebuilding business and practice.
5. **Rebuilding infrastructure:** Repairing and reconstructing facility.
6. **Mitigating future risks:** Implementing strategies to reduce vulnerability to future disasters, debrief with staff and evaluate emergency plans.

Disaster recovery is typically a long-term process and focuses on healing, rebuilding, and preparing for a more resilient future.

Business continuity

☐	Evaluate business continuity plan.
☐	Evaluate emergency response plan.
☐	Evaluate computer information security plan.
☐	Evaluate pandemic plan (if appropriate).
☐	Evaluate evacuation plan (if appropriate).
☐	Consider benevolent funds, RDA foundation, AMA foundation, government grants etc.
☐	Consider reaching out to similar practices or NQPHN for support in finding offices to work from and let patients know.
☐	Do you need security?
☐	Short term job offers for staff from other practices.
☐	Where is everyone storing their backups off site?

Communication

Internal

☐	Check in with staff and GPs on their personal safety and wellbeing.
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NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.



ISO 9001
QUALITY



☐	Discuss with staff and doctor options for practice - condition of facility and equipment.
☐	Staffing required and re-opening options.
☐	Advise staff and doctors of final opening and operating decision.
External	
☐	Update email signatures, message bank on phone, social media, websites etc. as per current situation.
☐	Update or remove any signage for practice status.
☐	Advise customers and suppliers about your business operations, if necessary.
☐	Communicate regular updates to clients on progress.
☐	Liaise with pharmacies, allied health services if applicable.
☐	Update NQPHN on status and any support needed.
Monitor	
☐	Assistance available relevant to disaster.
Infrastructure and equipment	
Premises	
☐	Inspection of facility and recording of concerns or damage.
☐	Activate practice opening procedure assessing for hazards and damages.
☐	Evaluate damage to practice.
☐	Evaluate ability to reopen.
☐	Prepare damage assessment and instigate contact with insurance agencies if required.
☐	Record damage, including photos and/or video, and record in the event log.
☐	Repair or replace damaged systems or equipment.
Power	
☐	Check power safety at practice and surrounding the practice, report if any issues and keep clear.
☐	Only if safe, reinstate power at main switch.
Information and technology	
☐	Activate IT reinstatement processes, in partnership with IT provider.
☐	Commence recover data and business records, if required.
☐	Reconnect and test all IT equipment and server.
Vaccines and supplies	
☐	Stocktake of medical supplies – dressings, wound care etc.
☐	Are sensitive materials and drugs safe and secure?
☐	Report any cold chain breaches via QHIP.

Insurance	
☐	Contact insurance companies and banks who may need to be notified if damage has been sustained.
Equipment	
☐	Evaluate damage to equipment.
☐	Prepare damage assessment and instigate contact with insurance agencies if required.
☐	Record damage to equipment, including photos and/or video, and record in the event log.
Practice relocation sites	
☐	GPs contacted their indemnity organisations to ensure they are adequately covered whilst in the temporary location.
☐	In the event of the Practice building becoming damaged or unsafe, nominate the relocation sites which have been identified to operate from.
☐	Practice manager to contact Services Australia to determine if the practice can continue with the current Medicare provider numbers or if temporary provider numbers are needed.
☐	Contact NQPHN who can help expedite the application of provider numbers if required.
Patients	
☐	Check in with your vulnerable patients.
☐	Commence rescheduling of appointments for patients that were cancelled prior to emergency disaster event.
Staff	
☐	Take your own pulse first and look after your staff and yourself before worrying about opening.
☐	Debrief with staff and evaluation of plans.
☐	Determine back to work status and requirements.
☐	Consider alternative roles or tasks for staff.
☐	Employee Assistance Program (EAP) – details for staff if needed.
Resources	
☐	NQPHN - Recover