

SAFETY AND ACCIDENTS

A concern of DoctorsManagement management is the safety of our employees and clients. Having accepted this responsibility we feel that you, in turn, must also accept the responsibility to work safely. The best way to ensure safety is through constant awareness. This means working intelligently with common sense and foresight.

The new OSHA standards are very explicit about AIDS, Hepatitis B, and other communicable disease exposure in medical practice settings. DoctorsManagement practice managers, specialists, and consultants may have potential exposure in their client settings. DoctorsManagement employees at a clinical site are required to take reasonable precautions at all times.

If you have an on-the-job accident, report it at once to management (within 24 hours). An accident report must be completed. It is not the employee's responsibility to determine the severity or insignificance of the injury. Prompt reporting of an accident is important not only for your own welfare but also because minor accidents could be an indication of unsafe conditions or practices that could result in a more serious injury to another employee or client.

Failure to observe common safety practices, or contributing to unsanitary or unsafe conditions is a violation of DoctorsManagement policy.

Again, our safety policy is established with the belief that many accidents can be prevented. However, rules alone will not prevent accidents, it takes the cooperation of all of us to see that accidents are eliminated. *Think safety!*

- Be alert on the job
- Think before you act
- Consciously taking care to avoid unnecessary rush
- Report unsafe firms and faulty equipment

Safety in Work Areas

To minimize the hazards of fire or accidents, you are requested to maintain a clean and uncluttered work area. You share the responsibility for the appearance of DoctorsManagement. Do not discard waste on DoctorsManagement grounds or parking lot. Receptacles are provided for rubbish. It is up to you to set an example of neatness and pride in the cleanliness of DoctorsManagement.

Accidents to Clients and Visitors

Incident reports are to be prepared on all accidents involving clients. Report the accident immediately to management. *CAUTION: Do not attempt to move an injured person yourself- get assistance (i.e., call 911). Be alert to the conditions causing the accident. Check for any unusual circumstances that might affect their condition.*

Listen carefully to their report of the accident, *but avoid any conversation or statements concerning the possible cause, fault, or liability.*

SECURITY

Because of the constant flow of people through the office, personal valuables should be kept in a safe place. DoctorsManagement is not responsible for theft of personal valuables.

Please, always keep your eyes open to assure that clients and other outside individuals are in their appropriate places. Notify management if you question the presence of any person in the office who is not recognized and/or is in the area of the office utilized by employees only.

In the event that an attempt is made to rob the office, no action should be taken by any staff member who in any way subjects them to possible bodily injury. No amount of cash or other office valuables is worth the risk of harm to any member of the staff or clients within the office.

Staff staying late or arriving early need to advise management of their presence in the office. In keeping with employee safety, always lock the door behind you if you are entering or leaving the building during any time other than regular business hours. **Always remain cognizant of your surroundings.** Turn on lighting when entering the building after dark. Look for poor lighting, hidden corners, and unidentified persons in and around the parking lot. Notify management and/or law enforcement if you become “concerned” for your safety while on DM property.

On the job threats should be reported to the management *immediately*. This includes:

- Threats from clients
- Obscene or abusive phone calls
- Bomb Threats
- Indirect threats against the employee or the employee’s family

Do not hesitate; report such incidents at once.

HOUSEKEEPING

DoctorsManagement is proud of its facilities and takes further pride in keeping it clean, neat, and safe. Quality client services demands an extra measure of cleanliness. While it may not be your responsibility to clean the entire facility, we do expect your participation in caring for the areas in which you work.

We expect drawers, cabinets, and storage areas to be neatly arranged. This helps in controlling quantities of supplies being stored, and expedites reordering. Desktops and work counters should be kept uncluttered and completely cleaned at the end of the day.

Public areas must always be kept clean, neat, and safe. Anytime you see something in those areas that need to be picked up, wiped off, or cleaned, please help by getting it done as quickly as possible.

Housekeeping personnel work diligently to keep the office neat, clean, and safe, but they cannot accomplish this task without your help. A little effort goes a long way!

OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION - OSHA

In September 1986, OSHA was petitioned by various unions representing healthcare employees to develop an emergency temporary standard to protect employees from occupational exposure to bloodborne diseases. The agency concluded that the risk of contracting the Hepatitis B virus (HBV) and Human Immunodeficiency virus (HIV) among members of various occupations within the healthcare section required an immediate response.

On December 6, 1991 the agency issued its final regulation on occupational exposure to bloodborne pathogens (29 CFR 1910.1030). Based on a review of the information in the rule-making record, OSHA has determined that employees face a significant health risk as the result of occupational exposure to blood and other potential infectious materials because they may contain bloodborne pathogens. These pathogens include HBV that causes Hepatitis B, a serious liver disease, and HIV, which causes Acquired Immunodeficiency Syndrome (AIDS). The agency further concludes that this hazard can be minimized or eliminated using a combination of engineering and work firm controls, personal protective clothing and equipment, training, medical surveillance, hepatitis B vaccination, signs and labels, and other provisions.

Frequency and type of exposure in a client's medical office depends on the type of practice and the distribution of tasks. It is likely that phlebotomy is performed in a large number of offices, especially those with laboratory facilities. Injections are also commonly administered. Physicians performing gynecological examinations or examining clients for sexually transmitted diseases are most certainly at risk. Routine physical exams can also put the examining physician at risk. Other types of procedures commonly encountered which place physicians and physicians' assistants at risk are treatment of lacerations, abrasions, and compound fractures. While some physicians' offices have contracted out blood analysis work, others have established office laboratories (POLs). Another possible activity that could involve occupations exposure to blood in the physicians' office is housekeeping cleaning of workstations, laundry, etc.

DoctorsManagement practice managers, specialists, and consultants may have potential exposure in their client settings to AIDS, Hepatitis B, or other communicable diseases. DoctorsManagement employees are expected to work intelligently with common sense and foresight, exercising safety precautions at all times.

An exposure control plan should be in place at all physicians' practices. DoctorsManagement serves to meet the standards of the Occupational Exposure to Bloodborne Pathogens Standards established by OSHA.

VIOLENCE IN THE WORKPLACE

DoctorsManagement has a zero tolerance for violence. If you display violence or threaten violence in the workplace, you are subject to immediate termination. No talk of violence or joking about violence will be tolerated.

“Violence” is defined to include physically harming another, shoving, pushing, harassment, intimidation, coercion, brandishing weapons and threats or talk of violence.

Security and/or law enforcement personnel will be summoned as necessary.

WEAPONS IN THE WORKPLACE

DoctorsManagement does not allow weapons of any type to be brought onto its premises (The only exception is weapons carried by law enforcement officials in the conduct of duty). A “weapon” is defined as anything that can harm or has the potential to harm another. The possession of a small blade knife (approx 2") is not considered a weapon for the purposes of this policy, but the inappropriate use of this or other devices, whether brought onto or already on site, will be cause for disciplinary action, including termination.

Security and/or law enforcement personnel will be summoned as necessary.

HOW TO HANDLE ANTHRAX AND OTHER BIOLOGICAL AGENT THREATS

Many facilities in communities around the country have received anthrax threat letters. Most were empty envelopes; some have contained powdery substances. The purpose of these guidelines is to recommend procedures for handling such incidents.

DO NOT PANIC

1. Anthrax organisms can cause infection in the skin, gastrointestinal system, or the lungs. To do so, the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine, aerosolized mist. Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics. Anthrax is not spread from one person to another person.
2. For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do, and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.

SUSPICIOUS UNOPENED LETTER OR PACKAGE MARKED WITH THREATENING MESSAGE SUCH AS “ANTHRAX”:

1. Do not shake or empty the contents of any suspicious envelope or package.
2. PLACE the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
3. If you do not have any container, then COVER the envelope or package with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
4. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
5. WASH your hands with soap and water to prevent spreading any powder to your face.
6. What to do next...
 - If you are at HOME, then report the incident to local police.
 - If you are at WORK, then report the incident to management. Management will complete an incident report and contact proper local authorities (e.g., Public Health Department, Postal Service, law enforcement).

7. LIST all people who were in the room or area when this suspicious letter or package was recognized. Give this list to both the local public health authorities and law enforcement officials for follow-up investigations and advice.

ENVELOPE WITH POWDER AND POWDER SPILLS OUT ONTO SURFACE:

1. DO NOT try to CLEAN UP the powder. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover!
2. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
3. WASH your hands with soap and water to prevent spreading any powder to your face.
4. What to do next...
 - If you are at HOME, then report the incident to local police.
 - If you are at WORK, then report the incident to management. Management will complete an incident report and contact proper local authorities (e.g., Public Health Department, Postal Service, law enforcement).
5. REMOVE heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
6. SHOWER with soap and water as soon as possible. *Do Not Use Bleach Or Other Disinfectant On Your Skin.*
7. If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

QUESTION OF ROOM CONTAMINATION BY AEROSOLIZATION:

For example: small device triggered, warning that air-handling system is contaminated or warning that a biological agent was released in a public space.

1. Turn off local fans or ventilation units in the area.
2. LEAVE area immediately.
3. CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).

4. What to do next...
 - If you are at HOME, then *dial "911"* to report the incident to local police and the local FBI field office.
 - If you are at WORK, then report the incident to management. Management will complete an incident report and contact proper local authorities (e.g., Public Health Department, Postal Service, law enforcement).
5. SHUT down the air handling system in the building, if possible.
6. If possible, list all people who were in the room or area. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

HOW TO IDENTIFY SUSPICIOUS PACKAGES AND LETTERS:

Some characteristics of suspicious packages and letters include the following...

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspellings of common words
- Oily stains, discolorations or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Visual distractions
- Ticking sound
- Marked with restrictive endorsements, such as "Personal" or "Confidential"
- Shows a city or state in the postmark that does not match the return address