



## **Suggestions for Storm Preparation: MEDDATA and TIMESHARE Practices**

Visit the National Oceanic and Atmospheric Administration (NOAA) website at:  
<http://www.cpc.ncep.noaa.gov/products/outlooks/hurricane.shtml>

**The suggestions below are being provided so that your practice can be familiar with the steps that should be taken before and after a storm. The most important thing a practice can do is be prepared. As always, MEDTRON will be here to assist in any way possible.**

### **Prior to the Storm**

Practice should consider printing key reports, i.e., Appointment Book, Patient Alpha Listing, Charge Master, Insurance Master by Provider #..., in the event the practice is without computer access.

Practices that have a Windows Network File Server should move critical files from individual PC's to that server then perform a full system backup of the server.

Practices that do not have a Windows Network File Server should perform a backup of the individual PC or at minimum, burn CD's, floppy back-ups etc. of critical files, i.e., Quick Books, documents, etc.

Practice should consider disconnecting or unplugging all major equipment as UPS surge protectors may not withstand a lightning strike; and then designate a time and a person to orchestrate.

Practice should assess the location of all major equipment (iSeries PCs, peripheral devices, Windows Network File Servers, printers, fax machines, etc.) to determine if they could be in threat of flood, water leakage, window/door/roof breach, and consider moving these items to a secure location.

If movement/relocation of equipment is warranted, consider use of digital camera photos prior to any disconnect/movement/relocation to assist in reassembly. These photos could also be useful if it becomes necessary to file an insurance claim.

Practice should obtain boxes, zip-lock bags, etc. to package computer or network parts. Bags may be used to hold cables, power cords, computer mouse, and keyboards unique to each unit and labeled accordingly. Bags may be packaged with/or taped to the side of the CPU unit for easier identification and reconnection. Prior to this disconnect/move, label all peripheral devices (routers, switches) and connections (power cords, Ethernet cards, cables, ports) in a fashion that will enable easier reconnection. (Address labels or color coded dots work well.) Large installations should consider mapping the equipment so that it can be easily reconnected after the storm.

**NOTE:** If any major equipment is relocated with the intent to operate in a new location, confirm there is adequate ventilation, proper power and network connections prior to setup.

Practice should develop and print out an employee phone list with alternate means of contact (relatives out of the threatened area) as a relay contact for your office personnel, such as cell phones (text messaging) and email addresses. In the event phone lines are damaged, alert all that a notice of whom to contact in the event of emergency will be posted on your door and assign a staff member (not evacuating) with this responsibility.

## Before Leaving the Practice

Practice should insure all backups are complete and the tapes, CD's or other media is removed from the unit and carried off site to a secure location. This media is the practice's only means of restoring data in the event the Windows Network File Server or PC's are damaged or lost.

Practice should power down all equipment, turn the UPS off and disconnect from the wall outlet.

Practice should move PC's and other equipment that need to be relocated to the designated location(s).

Practice should insure that all critical software, software keys/licenses and back-up tapes/media are stored in a waterproof container and carried off site to a secure location.

Practice should insure all cables and equipment are marked and packaged as appropriate and ready to be lifted or moved as planned.

Practice should insure that all power cords, Ethernet, telephone cables and ports are labeled appropriately and disconnected to minimize the chance of lightning damage.

Practice should close the door(s) to each office in order to contain any damage that may occur.

**NOTE:** The practice may want to leave an answering machine plugged in, so that it can be easily determined if and when the practice has power and telephone service during and after the storm.

## After the Storm

Practice should reconnect:

All cables to the router and plug into the UPS.

All cables to the switches and plug into the UPS.

The power cord for the UPS to the wall outlet and power on the UPS.

Practice should power on the router.

**NOTE:** The switch will come on automatically.

Practice should locate, reconnect and power on all PC's.

**NOTE:** If the PC's are powered on without being plugged into the switch, the PC's will not have access to MEDTRON or the internet.

**For technical assistance, please call our Technical Department at  
(985) 234-0500 or (866) 334-0500.**