



## STORM PREPARATION

The 2017 hurricane season is in full swing and hurricane warnings are in affect for the Gulf Coast ahead of strengthening tropical storm Nate.

MEDTRON would like to remind clients to **be prepared**. The suggestions in the documents linked below are provided so that your practice can be familiar with the steps that should be taken before and after a storm.

Suggestions for Storm Preparation:

IBM iSeries Clients:

[https://www.medtronsoftware.com/pdf/Suggestions\\_for\\_Storm\\_Preparation-\\_iSeries\\_.pdf](https://www.medtronsoftware.com/pdf/Suggestions_for_Storm_Preparation-_iSeries_.pdf)

Timeshare/MEDDATA Clients (including **MEDEHR** Clients):

[https://www.medtronsoftware.com/pdf/Suggestions\\_for\\_Storm\\_Preparation-\\_TMS-MDS\\_.pdf](https://www.medtronsoftware.com/pdf/Suggestions_for_Storm_Preparation-_TMS-MDS_.pdf)

**MEDEHR** Clients:

**MEDEHR** is a cloud-hosted, web-based solution and all backups, disaster recovery, etc. are automatically managed by MEDTRON and the hosting service, therefore, EHR data is safe and there are no special procedures for the practice staff to follow regarding the storage of electronic patient chart data.

However, since **MEDEHR** is a cloud-hosted, web-based solution, the loss of Internet and/or loss of electricity in the office would cause the practice to be unable to access **MEDEHR**, i.e., patient data.

To prepare the practice for such an event, MEDTRON recommends that prior to any threat of losing Internet connectivity and/or electricity, print out Appointment Book and Front Desk Tickets for all patients scheduled for the next few days. Also, if those patients were previously seen and their chart data is stored in **MEDEHR**, MEDTRON recommends the practice staff print out the last encounter summary for reference if power outage continues.

Contact Software Support for assistance or any questions via:

From MEDTRON Sign On screen, double click on 'support@medtronsoftware.com' to compose an email to the Software Support Dept.

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Phone: (985) 234-0599 (local)  
(800) 978-0599 (toll free)

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Fax: (985) 234-0609