

11/05/05 (Update 3/6/06)

FERTILITY INSTITUTE OF NEW ORLEANS EMERGENCY PLAN

Page	Section
1.	Purpose.
2.	General.
3.	Hurricane.
3.	I. Personnel safety.
3.	II. IVF and Gonadotropin Induction Cycles.
5.	III. Untransferred embryos in incubators.
5.	IV. Cryopreserved embryos.
6.	V. Frozen Sperm.
6.	VI. Laboratory and patient records.
6.	VII. Laboratory and clinic equipment and 'manuals'
6.	VIII. Continuation of patient care during evacuation or clinic closure.
8.	Civil Riot.
8.	Fire.
8.	Gunman inside clinic.
9.	Gunman outside clinic.
9.	Hostage Situation.
9.	Terrorist threat.
10.	Terrorist attack outside of clinic area.
10.	Flooding due to rainstorm or burst pipes – Slow rise.
11.	Flooding due to levee break – Rapid rise.
12.	Gas explosion.
13.	Tornado warning.

PURPOSE

This plan describes actions to be taken by FINO personnel in certain emergency situations, it prioritizes actions according to the following order: 1) Safety of FINO personnel and patients, 2) Safety of fresh and cryopreserved embryos, 3) Preservation of patient records and financial records, 4) preservations of personal belongings and papers of clinic personnel, 5) Preservation of equipment and supplies within the clinics and in-hospital IVF laboratories. 6) Preservation of books, journals and furnishings. Since all emergencies cannot be anticipated, these actions should be applied in additional emergency situations as appropriate. All FINO employees are required to read this document and to be prepared to take those actions appropriate to their job.

GENERAL INFORMATION

I. Safety of personnel and patients.

- a. At the first sign of a possible emergency, clinic personnel will determine the location of all patients and fellow workers and notify them of the nature of the emergency and also of the appropriate action for them to take: either to stay where they are, leave the building immediately and go home, or leave the building and meet in a designated location – usually a parking lot.
 - i. Nurses and nursing clerks will check all exam rooms, consult rooms, nursing offices, and bathrooms other than the lobby.
 - ii. Receptionists will check the waiting room and lobby bathroom.
 - iii. Business clerks will check all business offices, file and storage rooms, and the lunch room.
 - iv. Laboratory and ultrasound personnel will check their areas, including any bathrooms, storage rooms and the donor room.
 - v. FINO personnel not in the office; who are at the hospital, at lunch or on errands will be notified by a person from their work area.
 - vi. The senior management person (Office Manager, Nurse or Physician) in the office will be responsible for knowing that all patients and FINO personnel have been accounted for; one or more people from each work area will report to that person.
- b. As they leave the clinic, patients will be informed how to contact FINO for future appointments, and for emergency care; usually this will be by calling another FINO clinic that has remained open, the main clinic number which is forwarded to a 24 hr. answering service, or by email at info@fertilityinstitute.com.
- c. As soon as possible after returning home or to another place of safety, all FINO personnel must notify the office manager or their immediate supervisor regarding: their safety, their whereabouts, how they can be contacted, and whether they are able to return to work.

II. The first employee to identify an emergency situation will immediately notify the senior management person and their fellow employees.

- a. If it is a police or fire situation, the first person to notice it should call 911. Do not assume that someone else will do it. It is better to call twice than not at all.
- b. If it is a situation in which the clinic is not in immediate danger report it first to senior management, before notifying others.

HURRICANE

I. Personnel safety

- a. Hurricanes are slow moving, 8-12 mi hour, but may rapidly change course and intensify. Employees should plan to begin evacuation 48 hours before a hurricane is projected to strike.
- b. It may not be possible to return to the clinic or IVF laboratory for an extended period after a hurricane. *With Katrina, it was 6 days after the storm before the IVF laboratory was accessible, 5 weeks before the Lakeside clinic building, and 10 weeks before IVF procedures could be performed.*
- c. If possible patient phone calls will be answered and patients will be seen on an emergency basis in a FINO clinic which is not in the path of the hurricane.
- d. Our goal should be that all embryos have been removed from incubators, and either transferred or cryopreserved, a minimum of 48 hours before a hurricane is projected to strike, in order for patients, embryology personnel, hospital personnel and physicians to evacuate.
- e. It is essential that in the event personnel evacuate or are unable to return to work, they notify _____ by phone or email of their safety, their location and contact number and their ability to return to work.

II. IVF and Gonadotropin Induction Cycles

- a. Ideally, embryos are transferred or cryopreserved on the 5th day post retrieval in order to select the best one or two embryos to transfer and minimize the risk of multiple pregnancy. This means that hCG should not be given later than 9 days, or retrieval for IVF performed later than 7 days before a hurricane is expected to strike. However, the possibility that a hurricane could strike a particular area is usually not known until 48 hours beforehand. Embryos can be selected and transferred as early as two days after retrieval, and fertilized oocytes (pronuclear eggs) can be selected and transferred one day post retrieval with reduced chance of pregnancy due to inability to select the best embryos. This means that if mutually agreed by patients, physicians, embryologist and the hospital or clinic where transfer is performed, and after all risks are considered, and

- there is sufficient time to cryopreserve untransferred embryos if any, and providing evacuation of all personnel will be possible, hCG can be given as late as 3 days and retrieval performed as late as one day before 1 day before the hurricane winds and tidal waves are expected (this is usually 24 hours before the center of a hurricane arrives).
- b. In some cases retrieval will have to be cancelled after hCG is given, if this occurs it may be possible to complete the IVF cycle in a non FINO clinic in another city or state outside of the hurricane danger zone.
 - c. IVF patients who are not ready for hCG have the option to continue medication, in the hope that the IVF laboratory will be unaffected, however they assume the risk that it will not be possible to complete the IVF cycle if the IVF laboratory cannot be used. . They can also coast for up to two days without severely affecting their chance for success.
 - d. Patients undergoing ovulation induction with gonadotropins or oral drugs, outside of IVF, with or without IUI, will in most instances be able to complete their cycle by having monitoring and/or IUI performed in another FINO clinic, or in a non FINO clinic in another city or state. Patients should be informed that ultrasound, hormone lab studies and IUI will not be done within 48 hours of a hurricane. This is for their safety and the safety of clinic, and laboratory personnel. Most cycles can be completed using the following information.
 - i. hCG for ovulation can be given as soon as the lead follicle is 14 mm in gonadotropin cycles and when it is 16 mm in natural and oral medication cycles.
 - ii. Fresh sperm remain alive for 3 days, so that IUI can be performed the day of hCG or anytime in the next 36 hours, but not after 48 hours. Frozen-thawed sperm, whether husband or donor, has a short half life so that IUI should be performed in 30 to 36 hours after hCG.
 - e. Cycle cancellation policy. Inevitably some patients will have IVF cycles cancelled after they have begun gonadotropin injections. They will have to be told that in the event a hurricane strikes New Orleans there may be no IVF for up to 10 weeks, *as was the case after Katrina*. In the case of IVF cycles cancelled because the IVF lab is closed, patients may be told that FINO policy is to apply any fees they have paid to their next cycle. Instances where patients cancelled their cycle on their own and the IVF laboratory did not close will be handled on a case by case basis.

III. Untransferred embryos in incubators.

- f. It should rarely be necessary for physicians or embryologists to stay and ride out a hurricane in the hospital where the IVF lab is located, in order to care for embryos remaining in the incubators. If this becomes necessary, the hospital administration must be notified that there are still Human Embryos in the IVF laboratory that FINO personnel are staying to care for them, and that FINO personnel will need accommodations in the hospital.
- g. Allowing fresh embryos to remain in incubators, with the intent of transferring or cryopreservation the embryos after the hurricane has passed, is strongly discouraged because of the possibility that emergency power supplies may fail, a sudden emergency evacuation may be necessary, or reentry to the hospital may not be possible for an extended period of time. This is so regardless of whether FINO personnel remain in the hospital or temporarily evacuate with the intent of returning to the hospital. *During Katrina, reentry of the area where hospital is located was not allowed until 13 days after Katrina had passed.*

IV. Cryopreserved embryos.

- h. As soon as a hurricane is 48 hours from a possible strike, if not before, the IVF Laboratory Director or his or her designate will top off all embryo storage tanks with liquid nitrogen and move them to a prearranged secure location, on a third floor or higher.
- i. As soon as the embryos have been moved FINO personnel will notify authorities at the building at the building where they are stored, the hospital CEO or his or her designate of where they are within the hospital or a clinic building associated with the hospital, both orally and in writing that Human Embryos have been moved to 'specify the room or location' and need to be safeguarded at all times. Also, that in the event there is a fire or other threat to the storage area, the Human Embryos will need to be moved to safety. A duplicate list identifying the embryos should be made and deposited in a safe place, but in no circumstances should it be kept where unauthorized persons may learn the names of the embryo donors.
- j. The location to which cryopreserved embryo tanks will be moved should be determined beforehand and a sign posted in the current embryo storage area specifying the location where they are to be moved, the person who is to be notified, and where the identification records are to be stored.

- k. At FINO, cryopreserved embryos are stored in 30 and 45 liter liquid nitrogen tanks that weigh 75 and 90 lbs respectively. The tanks are supposed to retain subzero temperatures for 27 days once they have been topped off. However, every effort should be made to refill the tanks within 14 days.

V. Frozen sperm

- l. Cryopreserved sperm will be treated in the same way as cryopreserved embryos.
- m. Storage tanks containing frozen sperm will be topped off and moved to a predetermined secure location.
- n. Duplicate records identifying the sperm source will be kept in a secure place.

VI. Laboratory and patient records.

- o. Laboratory log books and records should be duplicated when possible and moved to a secure predetermined location. Computer records should be copied to a CD or similar suitable storage and kept in a secure but accessible place, even though they may also have been copied to our master server at another site.
- p. The IVF log books, which are customarily never removed from the IVF lab, will be removed by the IVF laboratory director or their designate and kept in their personal possession.

VII. Laboratory and clinic equipment and 'manuals'

- q. Laboratory equipment and manuals will moved to the top of counters as much as possible. Equipment should not be removed from the clinic or IVF laboratory as it can be replaced. Operating manuals may be removed.

VIII. Continuation of patient care during evacuation or clinic closure.

In the event that the clinic is forced to close or patients have evacuated to other states they will need to find another IVF clinic to continue care and in case of a medical emergency. Before hurricane season begins in June, patients will be given information about how to find a SART certified IVF clinic in another city, and how to contact FINO in case land phone lines are inoperable.

- a. Patients can find an IVF program in another city or state that is in compliance with Society of Assisted Reproductive Technology (SART) and CDC regulations by the internet at www.SART.com, and selecting 'Find a Clinic'. they will see a map of the United States. If they place the curser on any state and left click, they will see a list of all SART/CDC compliant IVF programs in the state arranged by city. They can select a clinic to see their phone number. They may also contact

the SART office by phone 205-978-5000 Ext 109, or FAX 205-978-5015.

Patients may also find a clinic in another city or state, by contacting a pharmaceutical company that makes their FSH or hMG medication. More clinics sites are listed than on the SART site but those listed may not be ASRM/CDC compliant or may not perform IVF. The internet sites and 24/7 phone numbers of companies that provide a clinic finding service are: Serono, www.fertilitylifelines.com, 866-538-7879; Organon, www.fertilityjourney.com, 800-631-1253.

- b. Patients should first try to reach FINO by phone, email or FAX. These numbers will be provided beforehand. The FINO answering service is located on the North Shore and was able to operate after New Orleans phones were out. During and after hurricane Katrina, cell phone towers were down and where not down the circuits were overloaded so that voice communication was rarely possible. In some cases text messages went through but after a considerable time delay. In the case of medical emergency patients should go to the nearest emergency room that is open. When possible they should choose a hospital that provides obstetrical care since they will have gynecologists and sometimes Reproductive Endocrinology Infertility specialists on their staff.
- c. It is the responsibility of all physicians to notify the answer service by phone and FINO management by phone, FAX or email about their location, phone contact number and availability to take messages or see patients. Additionally, physicians should notify the SART office of their phone and email contact numbers and whether they can take patient messages or provide care. They may do this by phone or FAX to Joyce Zeitz at the SART numbers above or by email jzeitz@asrm.org, or they can ask FINO management to notify SART provided they can get through to FINO.
- d. In order to insure availability of patient records, at the first indication of a hurricane or other slow moving emergency, and at daily intervals until the danger is past, the office the office manager or their designate, and the IVF laboratory or their designate, must call FINO's computer service and request an emergency backup They must check
once initially and daily thereafter that the backup system is working.

OTHER EMERGENCIES

CIVIL RIOT

- I. Lock all exterior doors immediately.
- II. Notify patients and employees to stay inside but be prepared to leave immediately when it is safe to do so.
- III. Notify senior management so that they can check with police when it is safe to leave.
- IV. Notify FINO Security System monitor if clinic is evacuated.
- V. Encourage patients to remain calm, tell them the steps you have taken to call police and lock doors.

FIRE

- I. Notify patients, fellow employees, and senior management.
- II. Call 911.
- III. Close but unlock all interior doors.
- IV. If fire is small attempt to extinguish with fire extinguisher.
- V. Evacuate building; you can always go back if the fire is easily contained.
- VI. When safely out of the building;
 - a. Check that all patients and personnel are outside and safe
 - b. Call FINOs computer service and request an immediate emergency backup
 - c. Notify FINO Security System monitor that clinic has closed and reason why.

GUNMAN INSIDE CLINIC

- I. Lock all interior doors immediately.
- II. Call 911
- III. Notify patients and employees to leave immediately if is safe to do so.
- IV. Check on the location and safety of all patients and employees. Be prepared to report this information to police officers.
- V. Notify senior management.

GUNMAN OUTSIDE CLINIC

- I. Lock all exterior doors immediately.
- II. Call 911.
- III. Notify patients and employees to stay inside but be prepared to leave immediately when it is safe to do so.
- IV. Notify senior management so that they can check with police when it is safe to leave.
- V. Encourage patients to remain calm, tell them the steps you have taken to call police and lock doors.

HOSTAGE SITUATION

- I. Call 911 immediately.
- II. Lock all interior doors, Unlock all exterior doors if it is safe to do so.
- III. Notify patients and employees to leave immediately if it is safe to do so.
- IV. Check on the location and safety of all patients and employees. Be prepared to report this information to police officers.
- V. Notify senior management.

TERRORIST THREAT

- I. Notify patients, and fellow employees of a potential emergency.
- II. Allow senior management to determine from police if evacuation to home is recommended and best route to follow.
- III. Evacuate all patients and personnel to home if instructed by senior management to do so. If in doubt evacuate, you can always return.
- IV. Lock all exterior doors when evacuating.
- V. When safely out of the building;
 - a. Check that all patients and personnel are outside and safe.
Call FINO's computer service and request an immediate emergency backup
 - c. Notify FINO Security System monitor that clinic has closed and reason. .

TERROIST ATTACK OUTSIDE OF CLINIC AREA

- I. Notify patients, and fellow employees.
- II. Allow senior management to determine from police if evacuation to home is recommended and best route to follow.
- III. Evacuate all patients and personnel to home if instructed by senior management to do so.
If in doubt evacuate you can always return.
- IV. Lock all exterior doors when evacuating.
- V. When safely out of the building;
 - a. Check that all patients and personnel are outside and safe.
 - b. Call FINO's computer service and request an immediate emergency backup
 - c. Notify FINO Security System monitor that clinic has closed and reason why.

FLOODING DUE TO RAINSTORM OR BURST PIPES – SLOW RISE

(Maximum height expected 1-2 feet).

A. If emergency develops outside clinic hours

- I. Notify scheduled patients and employees of potential emergency and whether clinic will be closed.
- II. Tell patients and employees how to contact clinic for future appointments and work schedules.
- III. Notify answer service that clinic will be closed and how patients should contact the clinic; our answer service is physically located on the north shore and in most cases will not flood when FINO clinics do.
- IV. Identify to the answer service the physician on call, provide updated contact numbers if necessary; notify physician that they are on call.
- V. Call FINO's computer service and request an immediate emergency backup
- VI. Notify FINO Security System monitor that clinic will be closed.
- VII. If possible senior FINO management should enter clinic and move charts, supplies and equipment to top of counters.
- VIII. If possible senior FINO Laboratory personnel should enter clinic to move sperm storage tanks, records, supplies and equipment to top of counters.

B. If emergency occurs during clinic hours

- I. Evacuate any patients and personnel to home.
- II. Allow senior management to determine from police best route to follow home: roads may be flooded.
- III. Tell patients and employees how to contact clinic for future appointments and work schedules. In most cases this will be to call another FINO clinic not in the flood zone.
- IV. Notify Answer Service that you are leaving and how and we want patients to contact the clinic; our answer service is physically located on the north shore and in most cases will not flood when FINO clinics do.
- V. Move all possible charts, supplies and equipment to top of counters.
- VI. Before leaving the building, call FINO's computer service and request an immediate emergency backup
- VII. Lock all exterior doors when leaving.
- VIII. Notify FINO Security System monitor that clinic has closed.

FLOODING DUE TO LEVEE BREAK- RAPID RISE

(Possible height 16 feet, height in NO east from Katrina 4 feet)

A. If emergency develops outside clinic hours

- I. Notify scheduled patients and employees of that clinic is closed.
- II. Inform patients and employees how to contact clinic for future appointments and work schedules. In most cases this will be to call another FINO clinic not in the flood zone.
- III. Notify Answer Service that clinic is closed and how patients should contact the clinic; our answer service is physically located on the north shore.
- IV. Identify to the answer service the physician on call; provide updated contact numbers if necessary; notify physician who is on call.
Call FINO's computer service and request an immediate emergency backup
- VI. Notify FINO Security System monitor that clinic is closed.
- VII. Do not attempt to enter clinic in order to move charts, supplies and equipment or sperm tanks to top of counters.

B. If emergency occurs during clinic hours

- I. Notify patients and personnel to evacuate immediately
- II. If possible allow senior management to determine from police best route to follow home: roads may be flooded.
- III. As they are leaving inform patients and employees how to contact clinic for future appointments and work schedules. I
- IV. Lock all exterior doors when leaving.
- V. After you have left, notify Answer Service that the clinic is closed and how patients can contact us in an emergency.
- VI. After leaving, call FINO's computer service and request an immediate emergency backup
- VII. After leaving notify FINO Security System monitor that clinic has closed.
- VIII. Do not attempt to move charts, supplies and equipment to top of counters; Leave immediately, evacuation routes may be crowded or closed.
- IX. In the event that it is impossible to leave the building due to rising water, go to the third or a higher floor or roof and await rescue. Take any food or water you have or can find in the kitchen or vending machine with you.

GAS OR OTHER EXPLOSIONS

A. Inside Clinic

- I. Notify patients, and fellow employees, to evacuate immediately.
- II. Call 911.
- III. Close but unlock all interior doors.
- IV. When safely out of the building;
- V. Check that all patients and personnel are outside and safe.
- VI. Call FINO's computer service and request an immediate emergency backup
- VII. Notify FINO Security System monitor that clinic has closed and reason why.

B. Outside Clinic

- I. Notify patients, and fellow employees of the potential emergency.
- II. Allow senior management to determine from police if evacuation to home is recommended and best route to follow.

- III. Evacuate all patients and personnel to home if instructed by senior management to do so. If in doubt evacuate, you can always return.
- IV. Lock all exterior doors when leaving.
- V. If you do evacuate, when safely out of the building;
- VI. Check that all patients and personnel are outside and safe.
- VII. Call FINOs computer service and request an immediate emergency backup

- VIII. Notify FINO Security System monitor that clinic has closed and reason why.

TORNADO WARNING

(Tornado warning are broadcast frequently on TV during spring and summer months)

- I. Notify patients and personnel that a tornado warning has been received (these usually specify a time period and location), even if it does not include the clinic location, it may be a location near a patients home or one they would drive through when returning home.
- II. Monitor the Weather Station and radio for details as long as the warning is in effect.
- III. If a tornado appears from the weather broadcasts to be nearing the clinic, all patients and personnel should go immediately to an inside room without windows. Clinic personnel should show patients where they should go (point out doors to go through etc). All personnel should have a personal plan as to where they will go.
- IV. Clinical personnel are responsible for seeing that patients in their area of responsibility (See above) get to a place of safety.
- V. Tornado can appear suddenly with very little warning and great ferocity. Do not attempt to secure private belongings or clinic property.