

Annual Associate Safety Module

Emergency Response Codes

Responding to Emergency or Disaster Situations

Be treated well.



- MLH has several codes you may hear at the time of an emergency or disaster situation. This presentation highlights some of the most used codes. A full list of codes and responses can be found in the Disaster Quick Reference Guide located in hospital departments or on the Safety Department page on MOLLI.
- Offsite/physician practices will have different responses and codes. Refer to your specific location plan.

Dr. RED

Fire

- Dr. Red will be announced in the event of an actual or potential fire.
- Dr. Red is discussed more in the fire safety module

DR. CHILD

Pediatric/Adolescent Abduction

- Upon discovery of a missing child, you should notify Security.
- Give the description of the infant, child, or teen and the location of the abduction.
- If known, give a description of the suspected abductor.

DR. CHILD, cont.

- **When a Dr. Child is paged announced you should:**
 - Ask anyone in your area with a child to remain on site and in your area until Dr. Child is all clear
 - Proceed to exterior exits, halls, elevators, and stairs
 - Look for the child or abductor
 - Be observant of persons with large bags or boxes
 - If you see the suspected abductor, delay exit, without force, i.e., ask to look in their bags
 - Report any suspicious persons or activity to Security/police

Active Shooter: CODE SILVER
**is a violent/armed individual that may pose a threat to
our environment.**

Associate Response

If the incident is occurring on your unit or general area:

- **R:** Recognize that the event is occurring (stay calm, alert others)
- **E:** Evade the shooter (take shelter and hide- **Do Not** try to reason with the shooter)
- **T:** Take all necessary precautions (Silence phones pagers, computers, radio's)
- **R:** Remain hidden (**Do Not** come out of hiding! Stay away from windows)
- **E:** Escape **only** if possible
- **A:** Attend to the wounded **after** the incident is cleared
- **T:** Talk to onsite counselors for a debriefing following the incident

CODE SILVER, cont.

If the incident in an open/public area (cafeteria, lobby, waiting area) or if escape is not possible:

- **C:** Close all doors on the unit.
- **H:** Hide or barricade yourself in an area and do not move until incident is cleared.
- **I:** If possible, take others with you to seek refuge.
- **L:** Listen for updates from the operator
- **D:** Do Not come out of hiding until the incident is cleared by the Police.
- Do Not open the door if there is any doubt of safety.
- Do Not pull the fire alarm.

DR. STRONG - Out of Control Person

- A Dr. Strong can be
 - A situation (hostage situation) in which a person is unlawfully held in custody by another
 - A situation involving physical force or the threat of violence which requires intervention by Security
- If a Dr. Strong occurs call Security
 - Adult hospitals - 516-7767
 - Olive Branch - 662-932-9007
 - Le Bonheur - 287-6111
 - Affiliated Services, Summer Trees, Physician Practices, Other MLH entities- 911

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DR. STRONG, cont.

- **When Notifying Security/Police**
 - Give the location of the incident
 - Identify all persons involved
 - Identify any special situation or circumstances that would increase the danger to patients, visitors, or Associates
 - Ensure the safety of others in your area

DR. STRONG, cont.

If Dr. Strong is paged overhead Associates should

- Be observant for the suspect
- Notify Security/police if you see the suspect
- Ensure all Associates are safe in your area
- NOTE: Dr. Strong is a Security response **ONLY** and will be paged overhead if Security deems it necessary
- Dr. Strong **IS NOT** utilized for lifting help or for assistance to restrain a non-violent person

DR. EMORY HOUSE/ HARVEY TEAM

Adult and Pediatric Resuscitation

- Dr. Emory House is the code used in the adult hospitals when a patient/visitor is in cardiac arrest
- Harvey Team is the code used at Le Bonheur when a patient/visitor is in cardiac arrest
- Hospital Response
 - If you find a patient/visitor in cardiac arrest, notify the PBX operator and give him/her the location of the person
- Non Hospital Response
 - Call 911

DR. ABLE - Emergency Response

- Dr. Able will be announced overhead upon activation of our Incident Command system due to an internal or external event. These events overwhelm our system and we have to call on Associates within the hospital to assist with the event.
- There are three stages of Dr. Able.
 - Stage 1, Stage 2, Stage 3

BOMB THREAT - No Code

- How to management the threat of a bomb

- What to do if you receive the call

Step 1: Remain calm and relaxed. Do not excite the caller

Step 2: Use the “**Bomb Threat Report**” to keep the caller on the line as long as possible.

Step 3: Listen carefully. Focus on what the caller is saying. Write down as much information as you can.

Step 4 :Alert Security/police as soon as possible.

Step 5: Continue to reflect on the call and write down any additional information you can recall such as:

- Back ground sounds
- Caller’s Voice
- Time of Call
- Accents

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Bomb Threat/Suspicious Package

- **Recognizing Suspicious Packages**
 - You are not familiar with the name and address of the sender
 - The package has no return address
 - The package contains restrictive markings such as confidential, personal, etc
 - The package has excessive or unusual stamps instead of metered postage
 - The name, title, or address are incorrect or misspelled
 - Its contents appear lumpy or powdery
- If you receive a suspicious package or letter, call Security/police immediately.
- Do not move the package