

## **Emergency Preparedness Program**

American Health Associates (AHA) is committed to providing the highest quality laboratory services and has established Emergency Preparedness protocols that include IT redundancies and service contingencies to ensure that our clients have access to laboratory information and real-time updates about the laboratory's operational status during extreme weather emergencies.

### **Information Technology**

In preparation for any potential interruption in power and electrical service, AHA maintains a full facility generator at its corporate laboratory in Davie, FL. All critical systems are maintained in a redundant state, with failovers stored securely in our New Jersey office location. The company's IT/IS interconnectivity among its multiple testing sites across the country, allows AHA to re-route each lab's operations to an alternate location in the event that an emergency event renders any individual site inoperable.

In the event of a Hurricane Watch, AHA testing sites will transition to operate in Disaster Alert Mode. This designation initiates multiple internal preparedness activities and alerts across the company's readiness network and triggers contingencies for providing site service support should the capacity of any network lab be impaired.

In the time preceding, during, and after a Hurricane, AHA clients will have access to AHA's Client Portal as well as AHA's toll-free number of a Weather Advisory Service Hotline that will:

- \* Provide real-time status reports about lab service operations
- \* Identify issues in effected service areas; and,
- \* Provide a communication channel for our clients to relay pertinent information about their facilities to the laboratory operating center

### **Phlebotomy and Laboratory Services**

AHA is committed to providing phlebotomy and laboratory services to our healthcare partner facilities. Reasonable attempts will be made to provide those services to the best of our ability without jeopardizing the safety of our mobile phlebotomy team members. In coordination with the company's corporate office, AHA's Regional General Managers and Phlebotomy Supervisors will provide continuous monitoring of National Weather Service and local agency alerts about hazardous weather conditions that pose significant risk for safe travel during weather emergencies. Employees will be advised and directed about travel safety conditions, including: road hazards and outages; gusting and high velocity winds (typically above 45 mph); tornados, flooding, snow and ice advisories, and other information related to travel-related safety risk. Pertinent weather updates and information about the lab's operating status will be available to our healthcare facility partners via a dedicated Weather Advisory Service Hotline listed below. The notification service will provide these updates until the company returns to full operational service status.

**Toll Free number 866-954-0194**