
Doctors on Riccarton Business Continuity Plan

Last Review – December 2020

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INTRODUCTION

There are three elements to this plan, the response to an incident by general practitioners and primary care teams in support of the DHB as a whole; the business continuity of the practice during a widespread incident affecting the community; and the business continuity of the practice in the event of an internal incident affecting the business of the practice.

As a category 1 Responder, District Health Boards have a duty to ensure that those organisations delivering services on their behalf (e.g. contracted-out services) or capabilities that underpin services, can deliver to the extent required in the event of an emergency.

Priority order of services provided

Doctors on Riccarton offers a wide range of services to its patients. In the event of an emergency or business interruption this Practice will endeavour to maintain services to usual or as close to usual standard. However, it may be evident that this is not possible, at this point the Practice Manager will decide which are the priority services that the practice must continue and which will be reduced or stopped.

LOSS OF MEDICAL RECORDS

The medical records are stored on shelving behind reception and in DOR's PMS system. If records are lost or damaged in any way these may be constructed using the data held on the computer system. This data is backed up to the PMS provider's cloud storage.

FAILURE OF TELECOMMUNICATIONS

The telephone network system within the Practice is purchased from and installed by Teltrac.
Ph 0800 835 8722 or local 348 8641

The telephone lines are contracted to Spark.

In the event of a fault with the line it should be reported to Spark:-

Albert Yii

Senior Business Account Manager

Spark Business Hub

M 021995595

E albert.yii@spark.co.nz

Level 1, 166 Moorhouse Ave

Sydenham, Christchurch

www.spark.co.nz

If the system is dependent on electrical supply, check the supply. If found to be an electrical problem, follow the instructions for loss of electricity.

If the land line fails, redirect all calls into the surgery to 021 98 8989. This is set up by phoning Telecom 125 from a mobile phone to do this.

FAILURE OF ELECTRICAL SUPPLY

There are two electrical fuse boxes in this practice. The one for Areas 1, 2 & 3 (the original building), is located just to the north of the Practice Manager's doorway, in the staff hallway. The one to Area 4 (east wing) is located behind the Administrator's desk.

In the event of failure in the electricity supply, our supplier is Meridian Energy and their contact is 0800 496 496.

The emergency wind-up torches, if required, are stored in the Emergency Bag outside the West door of the Practice Manager's office.

In the event of a power failure first check the trip switches in the fuse box, if this is not the cause, contact the Electrician and report the failure.

A decision should be made as to whether the surgery business can be continued safely.

The systems and appliances that will be affected during a power failure are:

- Lighting
- IT System
- Telephones
- Fax Machine
- Air Conditioning and Heating
- Refrigerators
- Alarm systems
- Eftpos machine
- Medical equipment like ECG machine

Clinical refrigerators – a generator will be used to keep these in operation.

Air conditioning and heating - If air conditioning and heating is lost, assess the effect of the loss of heating related to time of year and general temperature, included forecast temperature. If it is felt that the practice's business will be affected by loss of heating contact a gas heating supplier such as Elgas, phone 0800 435 427.

Computers - During a mains electrical failure please switch off the computers to protect them from power surge when the power is restored.

Diagnostic Equipment - If such equipment does not have internal re-chargeable batteries consider the implications of not having it at your disposal. If equipment does have internal re-chargeable batteries, ensure you know the length of time the equipment can be used. See Table 1 below.

Table 1 (equipment)

Equipment	Internal Batteries Y/N	If Yes duration/times it can be used
Xray machine	N	
Spirometer	N	

FAILURE OF WATER SUPPLY

The mains water shut off within the practice is located in 4 places:

1. in the underbench cupboard in Room 402,
2. in the corridor wall between Room 303 and Room 304 (near the ceiling)
3. in Room 403, on the East wall (near the ceiling)
4. in the corridor wall above the fridge between the East wing and West wing staff door

and the mains water stopcock external to the practice is located on the Riccarton Road footpath, near the Doctors on Riccarton main signage.

The hot water units are located in 3 places

1. In the roof, above the intersection Corridor 2 and Corridor 4.
2. In the hot water unit cupboard outside the Manager's Office
3. In the roof, above WC toilet across from the Xray room

The water supplier for this practice is Christchurch City Council, and their phone is (03) 941 8999, 24 Hours a day.

For internal plumbing emergencies contact our plumber, Andrew Hunter

In the event that water supply fails assess the impact on the practice. Consider:

- Toilets
- Hand Hygiene
- Drinking water

Toilets

If toilets will be unavailable for a significant length of time arrange for portaloos to be hired from Superloo 0800 500 205.

Hand Hygiene

Anti-bacterial hand wash supplies are available.

Drinking Water

The Practice has a store of bottled drinking water kept in the south-east cupboard of the Steriliser room and underbench cupboard in the kitchen. The senior receptionist/administrator will be responsible for monitoring the expiry dates and replenishing stocks.

FUEL SHORTAGE

In the event of a fuel shortage the ability to maintain services may be affected either by staff being unable to carry out services such as home visits, or being able to get to the surgery. The Canterbury DHB will have a fuel crisis contingency plan, which will be integrated with the multi-agency plans. The arrangements for obtaining fuel will be communicated by the Canterbury DHB.

DISRUPTION TO SUPPLIES

During a major emergency there may be interruptions in the supply of consumables and equipment required by the practice. This may be a primary cause of an incident, i.e. a supplier factory fire, or disruption to the transport network such as in a fuel crisis.

In such an event, the Practice Manager will be responsible for assessing the impact on the business of the practice. If there is a need to obtain supplies from another source the options are:

- Mutual aid from another practice (such as the 24 Hour Surgery), Pegasus Health or the Canterbury DHB.
- Contact another supplier

STAFF SHORTAGE

There may be occasions when individual staff are incapacitated for a variety of reasons. Their absence will have a varying effect depending on the role they are responsible for. In some cases roles can be covered by other staff by ensuring that knowledge and skills are shared between groups of staff. Other roles may be highly specialised and cover will need more thought and planning especially if a service depends on that person alone. There may also be the scenario when a number of staff are all incapacitated at the same time such as in an influenza pandemic situation.

On discovering there is going to be a shortage of staff, inform the Practice Manager who will be responsible for assessing the impact on the business of the Practice and the contingency to be employed to maintain continuity of service.

Options available:

- The absence of staff for a short period does not have a significant impact on the business of the practice – monitor the situation only.
- The absence of staff will have direct impact on the front line services/business of the practice, - divert workload to or between other staff who are capable of covering.
- The absence of staff will have a direct impact on the front line services/business where there is no other employee who is able to cover the role(s).
- The impact of one or a number of staff being incapacitated is such that the practice is unable to continue services – the Practice Manager will be responsible for assessing the capabilities of the practice and possibly which services will be reduced (see list of services in priority above).

If there is a significant reduction in patient services, the Practice Manager will contact our PHO, Pegasus Health, phone 379 1739, to inform them of our situation and discuss alternative arrangements. Our service may require being diverted to the 24 Hour Surgery, 365 7777.

In the event that a business interruption is so severe that alternative arrangements for the provision of care need to be communicated to the patients of the practice, this will be done in collaboration with Pegasus Health.

In the event that there is a region wide shortage of staff, support from the Canterbury DHB is required in publicising the alternative arrangements. Pegasus Health will contact the Canterbury District Health Board at the earliest possible moment to allow as much time as possible to achieve communication with patients.

I.T. FAILURE

IT failure can result from:

- Hardware failure – the hard drive in your server could develop a mechanical failure, develop bad sectors or have an electrical component fail.
- Software failure – software application errors, operating system crashes and computer viruses can all cause data to become damaged or corrupted.
- Natural disasters – power failure, and other events outside your control such as fire, flood, lighting strike etc.
- Human error.

To help avoid disaster we have:

- 3 systems of back-up. Off-site iCloud backup supplied by KeepItSafe, weekly hard drive backup, daily back up on an alternative computer.
- A server connected to a UPS (uninterruptible power source) – this will give us time to shut down your server properly in the event of a power failure.
- KeepItSafe sends us a back-up log daily.
- Weekly hard drive back-ups are stored off site.
- The Practice Manager's computer is also backed up by KeepItSafe
- Use of the server is restricted.
- Antivirus and our operating system patches and service packs are updated.
- Our PHO have a robust firewall installed for access to the internet.

NOTIFYING PATIENTS OF BUSINESS INTERRUPTION

Patients will be notified of any business interruption if possible. Depending on the nature/cause of the business interruption, patients will be notified of contingency plans using one or more of the following methods:

- Via the Doctors on Riccarton website. Regular updates will be posted on the “News Flash” area which is on the home page.
- Homecare Medical (the after hours telephone triage service) will be notified and updated on progress so that they can notify patients if they ring.
- Signs will be posted on the Doctors on Riccarton gates.

NOTIFYING STAFF OF BUSINESS INTERRUPTION

Staff will be notified and updated of any business interruption via the following methods:

- Text messages
- Email messages
- Via the Doctors on Riccarton website

The following list of staff details has been made available to all staff so they can contact each other.

STAFF DETAILS

DOCTORS ON RICcarton - STAFF LIST & EMERGENCY CONTACT DETAILS (last updated 9-12-20)

Staff Member	Address	Suburb	Phone	Mobile	Email	Time to Surgery (mins)	Next of Kin	Next of Kin Phone	4WD
Doctors									
Colin Chin	52 Clifford Ave	Fendalton	351 1638	021 98 8989	cykchin@gmail.com	10	Winston (brother)	358 5887	chains
Adrienne Chin	17 The Brae	St Andrews Hill	384 8388	021 232 1952	adey8008@hotmail.com	30	Winston (brother)	358 5887	chains
Kent Johnston	50 Rotherham Dr	West Melton	03 260 1577	021 112 1119	kentjohnston70@hotmail.com	30	Si'i	021 140 1451	chains
Bernard Teo	1 Gallagher Close			021 0248 8188	bernardteo90@gmail.com	15	Jennifer Tirtawijaya	027 659 3910	no
Nigel Yeoh	91 Warren Cres	Hillmorton	338 6994	027 469 2321	nigelsyeoh@gmail.com	10	Liz Yeoh	027 338 3053	no
Jamie Ang	1/11 Office Road	Merivale		021 263 7657	jamie22ang@hotmail.com	10			
Practice Mgr									
Marina Chin	52 Clifford Ave	Fendalton	351 1638	021 995 188	mchin8989@gmail.com	10	Winston (b-in-law)	358 5887	chains
(Bao) Ling Zhang	240 Sawyers Arms Rd	Bishopdale	359 4041	022 621 0230	baolingz@hotmail.com	20	Shinsho	022 680 9787	no
Nurses									
Carolyn Davidson	3/97 Holmes Road	Tai Tapu	329 6008	027 469 2423	cm.davidson@yahoo.co.nz	30	Ralph		yes
Lynne Doubleday	10A Grange Street	Opawa	332 8573	027 777 6229	lynne.doubleday@xtra.co.nz	20	Andrew (husband)	027 324 9540	chains
Tania Grose	127A Brookside Tce	Burnside	351 7033	021 043 6667	tandmgrose@snap.net.nz	15	Malcolm	021 411 835	
Vivian Huang	20 Christie Place	Rolleston	379 8303	021 2266 713	vivianjhuang@gmail.com	40	Xuri Jin	021 557 525	
Kelley Li	39 Whaka Tce	St Martins	337 8026	021 231 9321	liykelley@hotmail.com	25	Jonathan Clark	021 047 8757	no
Shelley Wang	51 Bradwell Crescent	Longhurst		021 289 8886	Shelley0912@hotmail.com	20	Jackie Ji	021 965 066	no
Selena Bussy	43 Totara St	Fendalton	343 3631	027 380 1240	selenabusby@me.com	1	Margaret (Mum)	343 3631	
Matilda Wynn	1/100 Purchas St	Edgeware		022 193 7419	matyldawynn@hotmail.com	10	Simon Wynn-Thomas	355 4572	no
Cindy Lei	3 Kellys Road	Mairehau		022 039 5827	cindylei@hotmail.co.nz	20			no
Zhen Pan	72C Trafalgar St	St Albans	355 2886	021 108 1200	zhen@wat.co.nz	20	Stefan Anthony	021 851 495	no
Alex Zhang	26 Mariposa Cres	Aidanfield		021 108 4797	alexandriahenz@gmail.com	15	Yang Lyu	021 0270 0509	yes

Lisa Yu	2 Dunster Street	Burnside		022 159 4882	yulishansoro163@gmail.com	10			
Jordan Zheng	15 Ambrosia Lane	Halswell		022 533 9120	408878279@qq.com	10			
Receptionists									
KumFun Chan	30 Collins Street	Addington		027 386 5855	kumfun@hotmail.com	5	Toni Officer	027 672 6513	no
Carol Chin	5 Dalrye Pl	Ilam	358 5887	021 232 8882	carolchin@rocketmail.com	10	Winston Chin	021 139 1924	no
Jennifer Cheng	28 Grassmere St	Papanui	354 8688	027 234 5390	shou_ya@hotmail.com	20	Chucky Chockchaisuriya	021 174 2999	no
Alice Pai	36 Cameo Grove	Marshlands	360 3343	022 616 5756	yyaa25@gmail.com	40	Joyce Pai	323 9388	no
Kangsook Lee-Simpson	17 Hewlings Street	Shirley	980 0610	021 0837 2826	kangsook@gmail.com	20	Stephen	963 5558W	
Anna Tonkin	5 Schofield Lane , Hornby	Hornby		021 032 5032	anna54321@live.com	15	David Tonkin	021 112 5983	chains
Betty Mai		Wigram		021 183 7970	bettymai94@outlook.com	10	Thomas Trieu	027 823 9476	no
Ronnie Li	384 Wigram Road	Halswell		022 408 9397	chuisze.li@gmail.com	15	Tony Yiu	022 582 4880	
Rose O'Malley	56 Fisher Avenue	Beckenham		022 095 3072	rose94nz@hotmail.com				use bus
Coco Su	91B Hastings Street West	Sydenham		022 157 6680	cocoarea@hotmail.com				
Crystal Li	56 McClelland Road	Weedons		027 518 2688	licrystal12098@gmail.com	25			
Grace Pang	1269 West Coast Road	West Melton	347 8422	022 033 0847	gracepang99@hotmail.com	20			
Mae Infante	53 Sholto Duncan Cres	Halswell		022 370 6959	infantema200@gmail.com	15			
Radiographers									
Samantha Grieve	21 Kittyhawk Ave	Wigram		021 101 0309	samantha.yeoh87@gmail.com	15	Ben	021 766 403	no
August Malcolm	2/499 Ferry Rd	Woolston	942 0457	021 1663 729	augustm@clear.net.nz	25	Oliver	942 0457	no

KEY CONTACT AGENCIES

Utilities and Services	Supplier	Phone Number	Contact Person	Email
Air conditioning	Heatforce (355 Blenheim Road)	03 928 2629		info@heatforce.co.nz
Alarm system (see security)	Chubb	0800 800 535 (monitoring) 378 3000 (Chch office)	John – monthly fire alarm check Ian Tino 6 mthly emergency lights Kerry Faass Bldg Mgmt Svs - yearly	Monitoring 337 9800
Cleaner	R & K Cleaning	351 1398	Daniel Rho	
Computers	Pegasus (Medtech 32, internet, network system, hardware)	353 9990	IT Helpdesk	
	Christchurch Information Technology (CIT) for hardware, network issues	03 980 5995 021 795 124	Ken Newman	ken@cit.co.nz
	(Virus Busters) Virus Removal	359 5735 0800 243 843	Shane (021 465 547)	support@keepitsafe.co.nz
	Officetech Ltd– (Printers -Kyocera)	366 2217	For printer maintenance, Tony Thompson	123 Blenheim Road, tony@officetech.co.nz
Electrician	Miles Electrical	021 0523 548	Phil Miles	
Engineers	Cosgroves	377 8600		
Insurance	State	0800 80 24 24		
Internet Service Provider	Pegasus	353 9990	IT Helpdesk	
Plumber & Drainlayer	Andrew Hunter (Plumber)	021 268 6282		
Power supplier	Meridian	0800 496 496		
Rubbish	Waste Management	348 0619		
Security	Chubb	0800 800 535	Technical difficulties 378 3000	Monitoring 337 9800
Telecommunications	Telecom (lines)	125		
Telecommunications Water	Vodafone (mobile)	mobile phone 888 landline 0800 400 888		RADIO LIVE frequency 99.3FM 738AM
	Teltrac (phone system)	348 8641		
	Christchurch City Council	941 8999		
Police	Christchurch Police	111	344 1800 (Hornby Police)	9 Tower Street, Hornby
Fire	NZ Fire Service	111	371 3600 (Transalpine region)	NZ Fire Communications (drills) 341 0266
Ambulance	St John Ambulance	111	0800 ST JOHN (0800 785 646)	
Civil Defence		No fixed phone no.		http://www.civildefence.govt.nz/memwebsite.nsf
Health Related Contacts	Supplier	Phone Number	Contact Person	Email
24 Hour Surgery	24 Hour Surgery	365 7777		
After Hours Phone Triage	Homecare	09 375 7770		ops@homecaremedical.co.nz
Community & Public Health	Community & Public Health	364 4106	Corporate Office & Admin	(Communicable Disease)
DHB	CDHB			http://www.cdhb.govt.nz/
PHO	Pegasus Health	379 1739		
Pharmacy (nearest)	Life Pharmacy – Westfields Mall	348 9723		
	Radius Riccarton Clinic	341 4855		
	Remedy Pharmacy	925 9963		

