

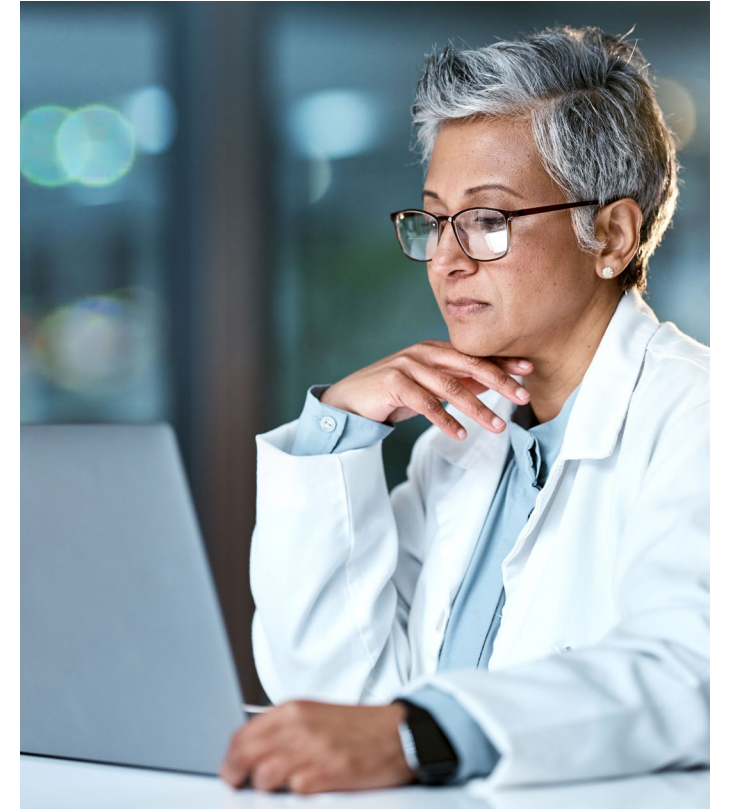


Emergency Recovery Guide for Office-Based Healthcare Practitioners

Emergency Recovery Guide for Office-Based Practitioners

Importance of an Emergency Recovery Plan

Rebuilding a small business after an emergency presents unique challenges. This concise guidebook offers office-based practitioners information, and links to resources both within and outside of Henry Schein to expedite the process of returning to full operational capacity.



The advice, guidelines and checklists contained herein are not a complete list that may be applicable to your practice in connection with natural disaster preparedness and recovery plans. The information contained herein is intended to be informative in nature, and is not intended to be a substitute for professional advice. The information was obtained from sources we believe to be reliable, but is not guaranteed. Henry Schein does not undertake any obligation to update or revise any statements contained herein, or correct inaccuracies whether as a result of new information, future events, or otherwise. Dental and medical professionals must make their own business decisions and may wish to seek professional advice before acting with regard to the subjects mentioned herein. Nothing contained herein should be treated as legal, business, accounting, international, insurance, tax, financial or other professional advice.



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Step 1: Initial Steps

Key recommendations include:

1. **Contact Your Insurance Company:** This is a top priority if your practice has sustained material damage.
2. **Document the Damage:** Photograph and record the damage to create a record. Refer to the section below for detailed guidance on tracking costs.
3. **Maintain Communication:** Use your cell phone as a business contact if necessary. Update your website with current contact information and any changes in location.
4. **Inform Stakeholders:** Consider the concerns of your customers and team members. Update your social media pages to keep everyone informed about your practice's status.
5. **Financial Management:** Contact your bank, credit card companies, and other lenders. Inquire about deferring payments, extended grace periods, and fee waivers.
6. **Contact Suppliers:** Communicate your needs to re-open and discuss financial arrangements, particularly since insurance claims may be pending.
7. **Contact Patients:** Set up a communication plan for patients. Determine what will need to be communicated (appointment cancellations, business closure, anticipated re-openings, etc.) and how this information will be best communicated (email, text message, social media).
8. **Plan for the Future:** Consider using the rebuilding process as an opportunity to make desired changes to your practice. Engaging your team in this process can also help maintain morale.
9. **Utilize Government Resources:** Local governments offer significant resources to assist small business owners in resuming operations.



Step 2: Tracking Costs

For tax and insurance purposes, establish an internal expense account to document the following items:

- Reimbursable employee travel and lodging expenses related to the event
- Rental charges for office space, equipment, supplies, generators, and fuel
- Additional communication costs, including off-site connections and VPN connections
- Employee costs exceeding normal hours due to the event
- Any other costs incurred to minimize revenue loss or maintain operations



Step 3: U.S. Resources

Develop policies and procedures to protect crucial business operations in advance of an emergency.

Key steps include:

- **Federal Emergency Management Agency (FEMA):**
www.fema.gov / 1-800-621-3362
- **U.S. Small Business Administration (SBA):**
www.sba.gov / [Disaster Recovery Assistance](#)
- **Internal Revenue Service (IRS):**
www.irs.gov / [Tax Relief in Disaster Situations](#)
- **DisasterAssistance.gov:**
www.DisasterAssistance.gov / Provides information on obtaining help from the U.S. Government before, during, and after a disaster.
- **Centers for Disease Control and Prevention (CDC):**
[Instructions on office cleanup after a disaster](#)



Step 4: Henry Schein Resources

Henry Schein is committed to providing humanitarian relief and supporting your recovery and business resumption, as follows:

Purchase History/Insurance Claims Documentation Support:

- Customers who have lost inventory or purchasing records can receive copies of past invoices and purchasing history to assist with insurance claims and recovery.
- Medical customers: Contact Field Sales Consultant directly or call (800) 772-4346, prompt 3 for Customer Service.
- Dental customers: Contact Field Sales Consultant directly or call (800) 372-4346.

Damaged Equipment:

- Henry Schein provides Equipment and Laboratory Specialists to assist with evaluating recovery and rebuilding needs. They can help estimate the value of your current equipment and the cost of replacements. Office design services are available for major renovations if needed.

Special Financing:

- Qualified customers can access special financing and payment terms through Henry Schein Financial Services (HSFS). Equipment and working capital financing requests will be prioritized, and eligible customers may receive special payment terms. Contact HSFS at (800) 853-9493.

Customer Emergency Support Hotline:

- Available for dental and medical practitioners facing operational, logistical, or financial issues due to a natural disaster. Call (800) 999-9729 from 8:00 a.m. to 6:00 p.m. Eastern time for assistance.



Resources

Please note: This guide offers insights and strategies applicable to all office-based healthcare practitioners. The particular resources and references provided are primarily focused on the United States. We encourage international practitioners to seek similar resources and support from local authorities and organizations in their respective countries.

Customer Emergency Support Hotline: 1-800-999-9729

Henry Schein provides a toll-free emergency phone number (1-800-999-9729) for customers who have been affected by disasters to help them reopen their practices as soon as possible. The hotline is open with real-time assistance available from Team Schein Members from 8AM to 8PM ET, for dentists and physicians who experience operational, logistical, or financial issues. Voicemail is available 24/7 with a call back within the next business day.

Emergency Contact Information

Keep the following emergency contact information readily available:

- Life safety issues: 9-1-1
- Small Business Administration (SBA): 1-800-359-2227
- FEMA Tele-registration hotline: 1-800-462-9029
- Your insurance company and agent's contact information

