

# Harrisonburg-Rockingham Free Clinic

## Personnel Safety Review

1. Waiting room security – visual, olfactory, auditory....and doors locked into clinic area
2. Emergency silent police alarms (@ front desk and under cabinet @ nurses station)
3. Overhead paging “Dr. Green”
4. Mandt approach to agitated patient
  - a. Avoid argument – calm tone
  - b. Empathize w/ patient’s feelings
  - c. Apologize for discomfort
  - d. Outnumber patient by gathering of FC staff/volunteers
  - e. Avoid physical contact but remain firm & focused on decision
  - f. Walk w/ patient toward front door
  - g. “I’m so sorry that we won’t be able.....”
    1. To see you today
    2. To make an appointment for you
    3. To fill your prescription for Valium
    4. To pay your hospital bill
5. Keep exam doors open if patient “fresh” or agitated
6. Keep yourself between door and patient
7. Show all new staff/vols the fire door exit in stairwell
8. Avoid walking in parking garage alone after dark
9. Closing procedure for clinic???? Fire Extinguisher/escape plan –posted???
10. Incident sheets should be filed if indicated (whether patient or staff/vol injured)

