



## CNA HealthPro

### FAQs – Guarding Against Flood Damage

**Q.** My practice is in a flood-prone area, and I fear for the safety of my patient files. What practice information should I keep off-site for safekeeping, and how can I reduce potential flood damage?

**A.** To protect against such perils as flood, fire and tornado, we strongly advise all dentists to keep updated copies of the following lists in a secure, off-site location:

- your patient list
- home phone numbers of partners, associates and staff
- phone numbers of key people and organizations, including your insurance agent, landlord, supply vendors, laboratories, utilities, etc.
- daily computer backup files of patients and accounts

As a precaution against rising flood waters, store all patient records, appointment books, important documents and supplies as high as possible in your office's file drawers and cabinets.

To protect paper files and documents from fire, store them in fire-resistant cabinets. Be certain to place your appointment book in a fire-resistant cabinet or safe every evening before leaving the office. It is also a good idea to post a metal plaque near your front door indicating whom to contact in case of an emergency. Should a disaster occur after hours, this will allow the authorities to reach you immediately.

*This publication is for educational purposes only. It is not legal or dental advice. CNA makes no representations as to its correctness or completeness and accepts no liability for any injury or damage that may arise from its use. Specific legal or dental questions should be referred to a competent attorney or dental professional. This material may address and discuss matters for which your policy does not provide coverage, and the material does not create or imply the existence of coverage. Please consult your insurance policy for the specific terms and conditions of coverage.*

*CNA policies are underwritten by the property/casualty companies of CNA, Chicago, IL. CNA is a registered service mark of CNA Financial Corporation. ©2005 Continental Casualty Company. All rights reserved.*