

ACCESS LYNX
Hurricane Procedures with Dialysis Customers/Facilities

12- to 24-hours prior to the Hurricane striking our area

- All non-essential trips cancelled except return trips of those already transported
- Evacuation trips performed
- Dialysis and oncology trips performed
- Dialysis facilities contacted for scheduling of additional treatments

Wind speeds expected to reach 35 miles per hour within three hours

- All dialysis facilities notified
- Vehicles immediately dispatched to take all dialysis customers home
- Three hours notice to allow:
 - Vehicles to reach dialysis facility
 - Loading of customers
 - Transporting customers to their residence/hurricane safe place
 - Vehicle returning to base
 - Driver safely traveling to their residence/hurricane safe place (driver safety is a priority)

Winds reach sustained 35 miles per hour

- All vehicles are removed from service

Sustained winds fall below 35 miles per hour

- Clearance from the Emergency Operations Center to transport life sustaining medical trips
- Contact all dialysis facilities (by telephone or in person) to determine which facilities are able to open and able to receive customers
- Work with open and closed facilities to schedule/temporarily transition dialysis customers to open facilities
- Transport customers to and from evacuation locations
- Transport only life sustaining medical trips (dialysis and oncology)

Daytime curfew lifted

- Verify streets and facilities that are open and able to receive customers
- Provide limited services based on open facilities, clear streets, and customers with subscription and existing reservations

Streets cleared and facilities reopened

- Return to providing full services