

EMERGENCY PREPAREDNESS Webinar For RHCs CMS Policy and Procedure Template









Meet the Panelist







Contact Information

Mark Lynn, CPA (Inactive)
RHC Consultant
Healthcare Business Specialists
Suite 214, 502 Shadow Parkway
Chattanooga, Tennessee 37421
Phone: (423) 243-6185

marklynnrhc@gmail.com www.ruralhealthclinic.com





Contact Information

Dani Gilbert, CPA RHC Consultant Healthcare Business Specialists Suite 214, 502 Shadow Parkway Chattanooga, Tennessee 37421 Phone: (423) 650-7250

<u>dani.gilbert@outlook.com</u> <u>www.ruralhealthclinic.com</u>

RHC Information Exchange Group on Facebook

•"A place to share and find information on RHCs."





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What does Healthcare Business Specialists do?

- 1. We prepare Medicare and Medicaid Cost Reports for Rural Health Clinics. In 2016, we will prepare 140 cost reports.
- 2. We prepare annual evaluations of RHCs. We conduct 50 of these on an annual basis.
- 3. We help clinics startup as RHCs. (about 30 per year)
- 4. Billing and Cost Report Seminars





About this Webinar





RuralHealthClinic.com Experienced Knowledge

Disclaimer

- This is being recorded, if you do not agree please disconnect.
- 2. To watch this and our other Webinars:

https://www.youtube.com/channel/UCXW4pkwNzDXVTMFrFwMy2 A

3. Information is current as of 7/25/2017.







Files and PDFs

1. There are five files and PDFs that you can use to prepare the Emergency Preparedness Policy and Procedures.







Questions or Comments?

Press the raise your hand button and I will open your phone line after the 30 minute presentation.



The New Emergency Preparedness Plans Must be implemented by 11/15/2017







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CRITICAL DECISION SUPPORT

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RULE READY?

If you are a Health Care Provider and unprepared for the

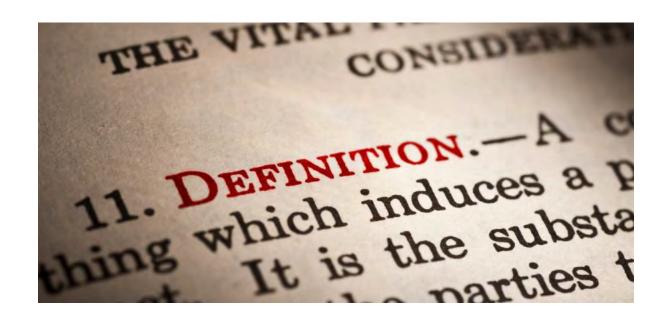
2017 Emergency Preparedness Rule,

you will be out of compliance in exactly:



Resources | Contact Firestorm

Definitions of Key Terms



Source https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertEmergPrep/Downloads/FAQ-Round-Four-Definitions.pdf

Emergency Preparedness

• Emergency Preparedness Program: The Emergency Preparedness Program is a facility's comprehensive approach to meeting the health and safety needs of their patient population and provides facilities with guidance on how to respond to emergency situations that could impact the operation of the facility, such as natural or man-made disasters. It includes (1) all-hazards risk assessment and emergency planning, (2) development and implementation of policies and procedures, (3) a communication plan, and (4) training and testing. The program as a whole consists of the Emergency Plan, which is based on the four core elements.

Emergency Plan

• Emergency Plan: An emergency plan is one part of a facility's emergency preparedness program and provides the framework which includes conducting facility-based and community-based risk assessments that will assist a facility in addressing patient needs along with the continuity of business operations. Additionally, a plan will support, guide and ensure a facility's ability to collaborate with local emergency preparedness officials.

Hazard Vulnerability Assessments (HVAs)

- Hazard Vulnerability Assessments (HVAs)(2) are systematic approaches to identifying hazards or risks that are most likely to have an impact on a healthcare facility and the surrounding community. The HVA describes the process by which a provider or supplier will assess and identify potential gaps in its emergency plan(s)
- (2)The Assistant Secretary for Response and Preparedness (ASPR) Technical Resources Assistance Center and Information Exchange (TRACIE) Hazard Vulnerability/Risk Assessment.

https://asprtracie.hhs.gov/technicalresources/3/Hazard-Vulnerability-Risk-Assessment/0

Kaiser Permanente Tool: https://www.calhospitalprepare.org/hazard-vulnerability-analysis

Full-Scale & Facility-Based Exercises

- Full-Scale Exercise: A full scale exercise is a multi-agency, multijurisdictional, multi-discipline exercise involving functional (for example, joint field office, emergency operation centers, etc.) and "boots on the ground" response (for example, firefighters decontaminating mock victims).
- Facility-Based: When discussing the terms "all-hazards approach" and facility-based risk assessments, We consider the term "facility-based" to mean that the emergency preparedness program is specific to the facility. Facility-based includes, but is not limited to, hazards specific to a facility based on the geographic location; Patient/Resident/Client population; facility type and potential surrounding community assets (i.e. rural area versus a large metropolitan area).

Full-Scale & Facility-Based Exercises



Lessons Learned: If you are having a drill ensure that all authorities and participants are informed ahead of time.

What does an EP Plan look like?

- Emergency Preparedness Program must be established and maintained by RHCs. An EP program includes:
 - A facility-based and community-based **Risk Assessment** utilizing an all hazards approach and an **Emergency Plan** based upon the **RA**.
 - Emergency Policies and Procedures based upon Risk Assessment and Emergency Plan. (How are you going to implement the EP)
 - A Communication Plan which identifies staff, providers, volunteers, state and federal contacts and methods to contact them.
 - **Testing and Training** of the procedures annually through exercises including at least one community-based or facility-based exercise and one Table-Top Exercise. (or two community-based/facility based)

Table-Top Exercise

 Table-top Exercise (TTX): A table-top exercise is a group discussion led by a facilitator, using narrated, clinicallyrelevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan. It involves key personnel discussing simulated scenarios, including computer-simulated exercises, in an informal setting. TTXs can be used to assess plans, policies, and procedures.



The Hierarchy of EP Planning

Why –

Emergency

What – Emergency Plan

How – Emergency Preparedness Plan (Policies and Procedures)

The Emergency Preparedness Action Plan

1. Read the Regulations, Resources, Templates & watch MLM Videos.

- 2. Document any and all activities that are spent on EP. (phone calls)
- 3. Select an Emergency Preparedness Champion to lead the process and an Executive Team of three or more to implement EP.
- 4. Reach out to the local, CERT, county, state EP officials or coalitions and piggyback off their efforts. Be involved with any drills or tabletops.
- 5. Conduct the all hazards risk assessment or use the one obtained in 4. if appropriate.
- 6. Prepare your Emergency Plan to address the most common hazards.
- 7. Prepare your Emergency Policy and Procedures implementing EP.
- 8. Prepare your Communication Plan including how to contact people.

The Emergency Preparedness Action Plan (2)

9. Train everyone in the RHC about the EP Plan. Test and document.

- 10. Train volunteers (spouses or immediate family in smaller RHCs) on HIPAA, OSHA, and the Emergency Plan.
- 11. Participate in a community-wide drill or a facility-drill if one is not available. Write up any lessons learned from the drill.
- 12. Participate in another community-wide drill or facility-drill or conduct a table-top exercise instead. (Recommended)
- 13. Review, Update and Approve (RUA) changes to the EP, EPP, and CP yearly.
- 14. Repeat the following year. Document. Document. Document.

Information for the Communication Plan

Description	What is needed for the Communication Plan
Employees	Names, Position, Phone Numbers – Cell, Home phone, Email, Emergency Contact including name and Cell, Home phone, Email. Any other secondary ways to contact them in case of emergency.
Volunteers	Names, Licensure, Phone Numbers – Cell, Home phone, Email, Emergency Contact including name and Cell, Home phone, Email. Any other secondary ways to contact them in case of emergency.
Incident Command Center/County EP Director/Coalitions	Name, Phone Number, Email. Secondary way to communicate. Address to report if needed or to call.
911 Emergency	Phone number to call in case of an emergency.
Utilities	Who to call in case of an emergency. Phone Number.
Fire Depart.	Who to call in case of an emergency. Phone Number.
Telephone	Who to call in case of an emergency. Phone Number.



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Healthcare Business Specialists, LLC has included a Resource page for RHCs to comply with Emergency Preparedness regulations on our website. We have copied the information and links in this newsletter for your convenience and will continue to update the website as obtain more information and resources for RHCs in complying with the Emergency Preparedness requirements. Here is the link:

HTTP://WWW.RURALHEALTHCLINIC.COM/EMERGENCY-PREPAREDNESS



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The language of Emergency Preparedness is very specific. CMS has provided definitions of the terms used when discussing Emergency Planning for healthcare providers. We provide the link to the definitions below:

- CMS Definitions of terms used in Emergency Preparedness
- CMS Resources at your Fingertips by ASPR Tracie (16 page PDF with a list of resources)
- CMS Interpretative Guidelines Appendix Z released June 8, 2017





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Healthcare Business Specialists has provided some sample Emergency Preparedness policies and procedures for RHCs:

- Emergency Preparedness Sample Policies and Procedures for RHCs
- Emergency Preparedness Policy and Procedure Plan Sample Manual (Part 1 of 2 PDF)
- Emergency Preparedness Policy and Procedure Plan Sample Manual (Part 2 of 2 PDF)





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CMS Online Training Modules: CMS has recently published training modules for Emergency Preparedness and it is highly recommended that you go through these modules to help you understand what the RHC inspectors will be looking for:

• CMS Online Training Module for Emergency Preparedness Inspectors (includes more than just RHCs)

<u>FEMA Online Training Module for Incident Command Center operations</u>

Back to the Basics – How we got Here



Why do we have these new Emergency Preparedness Rules?

The difference between an Emergency and a Disaster is often Preparation.



Out with the Old



The prior regulations required RHCs to prepare for emergencies via three provisions:

- 1. Training staff in handling emergencies;
- 2. Placing exit signs in appropriate locations; and
- 3. Taking other appropriate measures consistent with the conditions of the area where the clinic is located.

Compliance Deadlines for RHCs

Facilities are expected to be in compliance with the requirements by 11/15/2017.

In the event facilities are non-compliant, the same general enforcement procedures will occur as is currently in place for any other conditions or requirements cited for non-compliance.



Source: CMS MLM Webinar

CMS will follow the normal inspection schedule for RHCs. There will not be special inspections for Emergency Preparedness.

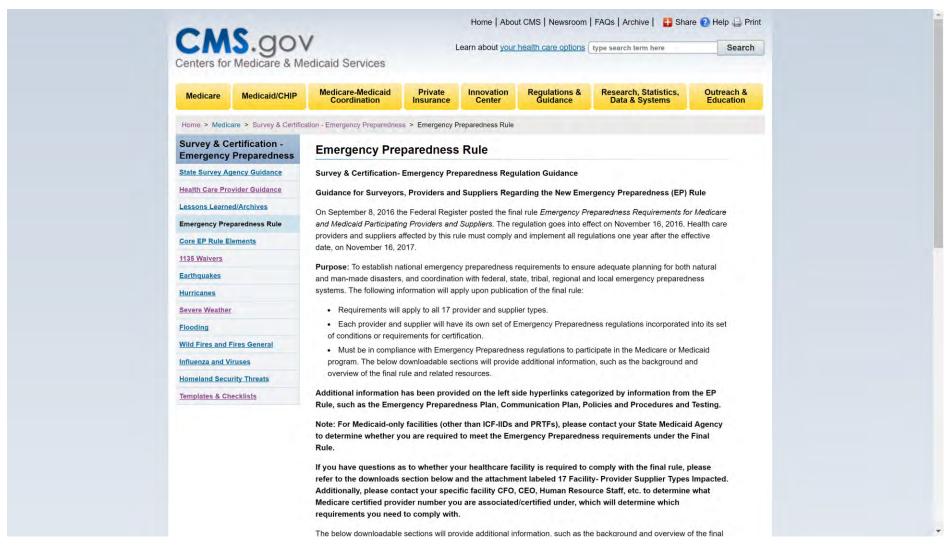
Emergency Preparedness Timeline



Final EP Regulation (186 PDF) https://www.gpo.gov/fdsys/pkg/FR-2016-09-16/pdf/2016-21404.pdf

Emergency Preparedness (EP) Regulations Website

https://www.cms.gov/medicare/provider-enrollment-and-certification/surveycertemergprep/emergency-prep-rule.html





The CMS Rules Apply to...

Inpatient

- Hospitals
- Critical Access Hospitals
- Religious Nonmedical Health Care Institutions (RNHCIs)
- Psychiatric Residential Treatment Facilities (PRTFs)
- Long-Term Care (LTC) / Skilled Nursing Facilities
- Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID)



Outpatient

- Ambulatory Surgical Centers
- Clinics, Rehabilitation Agencies, and Public Health Agencies as Providers of Outpatient Physical Therapy and Speech-Language Pathology Services
- Community Mental Health Centers (CMHCs)
- Comprehensive Outpatient Rehabilitation Facilities (CORFs)
- End-Stage Renal Disease (ESRD) Facilities
- Rural Health Clinics (RHCs) and Federally Qualified Health Centers (FQHCs)
- Home Health Agencies (HHAs)
- Hospice
- Organ Procurement Organizations (OPOs)
- Programs of All-Inclusive Care for the Elderly (PACE)
- Transplant Centers

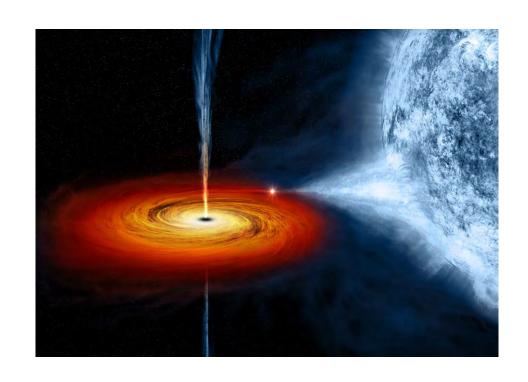
Why is Emergency Preparedness important for RHCs?

Adds a 9th Condition of Participation

Is a Condition Level Deficiency. (You can be terminated – Lose RHC Status)

Is time consuming and costly to implement.

Emergency Preparedness (EP) will be Time Consuming and Costly





Estimated to cost Independent RHCs \$6,016 annually



Emergency Preparedness Videos You Tube



Date	Title	Link
10/5/2016	Emergency Preparedness Requirements MLN Connects® Call 10/5/16	https://www.youtube.com /watch?v=GcPdvw4nZuU
3/10/2014	Understanding the Proposed Rule on Emergency Preparedness	https://www.youtube.com /watch?v=8splScqEEQM&t =1151s
3/7/2017	CMS Emergency Preparedness: Local Community Guidelines	https://www.youtube.com /watch?v=laMkR8d_BYY
10/6/2016	10 Keys to Healthcare Emergency Planning	https://www.youtube.com /watch?v=ip-mTeGqaqI

Emergency Preparedness Interpretative Guidelines June 2, 2017 Appendix Z



Appendix Z Interpretative Guidelines

Appendix Z Which is the Interpretative Guidelines | Certification | SurveyCertification for Emergency Preparedness. (All 17 GenInfo/Downloads/Survey-andprovider types are included)

On June 2, 2017, CMS released https://www.cms.gov/Medicare/Pr ovider-Enrollment-and-Cert-Letter-17-29.pdf (74 page PDF)

Surveyor Tool Microsoft Excel which https://www.cms.gov/Medicare/Pr lists surveyor procedures for all 17 provider types.

ovider-Enrollment-and-Certification/SurveyCertEmergPre p/Downloads/Surveyor-Tool-EP-Tags.xlsx

The Compliance Team Issues EP Standards in July, 2017



https://www.dropbox.com/s/16lp7 y2d2abib2e/2017%20Emergency% 20Preparedness%20The%20Comp liance%20Team%20Standards%20 Appendix%20Z.docx?dl=0 (14 page PDF)

http://www.thecomplianceteam.org/

Emergency Preparedness Documents

Description and Importance	Link
Steps to Compliance - Action Plan for	https://www.dropbox.com/s/vygnpzi2ff8r6ng
RHCs.	/2017%20Emergency%20Preparedness%20S
	teps%20for%20Compliance.docx?dl=0
Emergency Preparedness Policy and	https://www.dropbox.com/s/woequokf
Procedures Template	zv94fsa/2017%20Emergency%20Prep
	aredness%20Policy%20and%20Proce
	<u>dure%20%28Word%29.docx?dl=0</u>
Communication Plan for RHCs Template	https://www.dropbox.com/s/499ls30tv37bi
	4d/2017%20Emergency%20Preparedness%2
	OCommunication%20Plan%20by%20HBS%2
	Odeveloped%20on%20September%2013%2
	<u>C%202017.docx?dl=0</u>

Emergency Preparedness Documents

Description an	d Importa	ınce	Link
Emergency Preparedne	ess Checkl	ist	https://www.cms.gov/Medicare/Provider-
			Enrollment-and-
			Certification/SurveyCertEmergPrep/Downlo
			ads/SandC_EPChecklist_Provider.pdf
Emergency Prepare	edness	Healthcare	https://www.cms.gov/Medicare/Provid
Coalitions			er-Enrollment-and-
			Certification/SurveyCertEmergPrep/D
			ownloads/By-Name-by-State-
			<u>Healthcare-Coalitions.pdf</u>
Tabletop Exercise fro	m FEMA	on Winter	https://www.dropbox.com/s/prbwuz4ndi4v
Storms			8ou/2017%20Emergency%20Preparedness%
			20How%20to%20prepare%20for%20a%20wi
			nter%20storm%20with%20Tabletop%20Exer
			cise.pdf?dl=0

CERT – Community Emergency Response Team

https://www.fema.gov/media-library/assets/documents/107886



Community Emergency Response Team (CERT) Dataset

The Community Emergency Response Team (CERT) Program educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community. Visit https://www.fema.gov/community-emergency-response-teams for more information about CERT Program. This dataset provides the CERT registration program information for approved CERT programs that is featured online at https://www.citizencorps.fema.gov.



	Size	Publication Date
Community Emergency Response Team (CERT) Dataset	1.45M	

Resource Type: Document / Report Last Updated: November 4, 2015



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Emergency Preparedness What is Required?











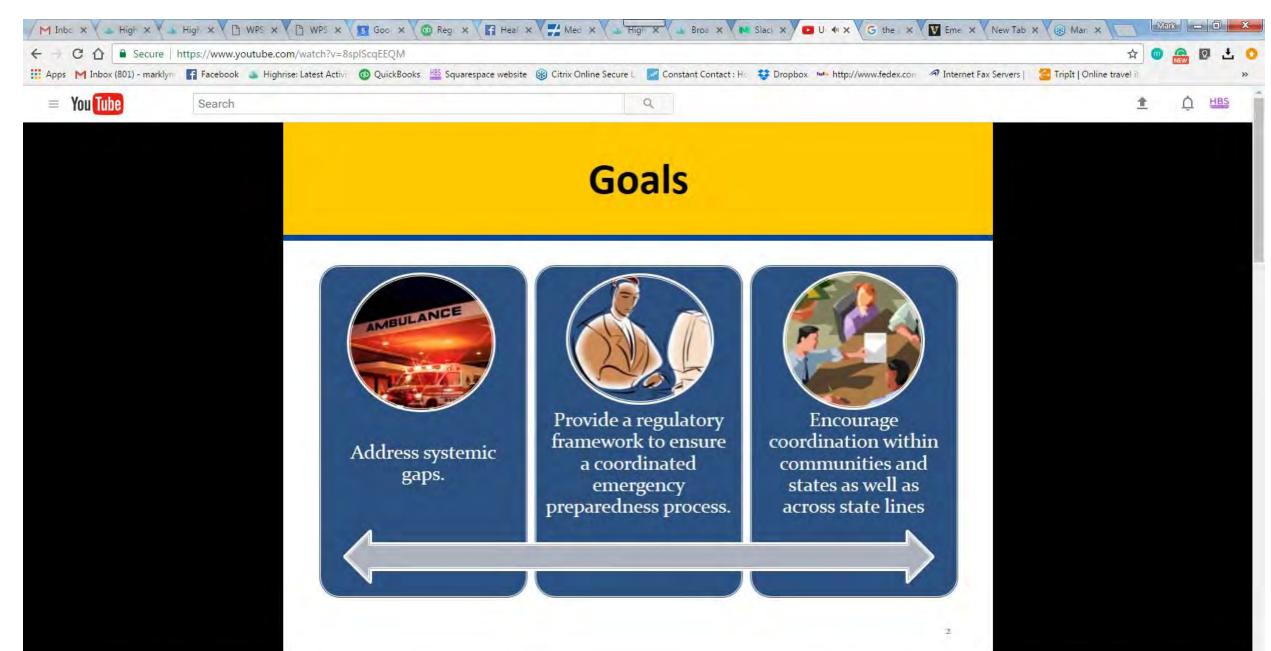
Words to Live By

"The time to repair the roof is when the sun is shining"



-JFK

What are the Goals and Objectives of EP



Four Mandated Components









Emergency Plan

- Based on a risk assessment
- Using an all-hazards approach
- · Update plan annually

Policies & Procedures

- Based on risk assessment and emergency plan
- Must address: subsistence of staff and patients, evacuation, sheltering in place, tracking patients and staff

Communications Plan

- Complies with Federal and State laws
- Coordinate patient care within facility, across providers, and with state and local public health and emergency management

Training & Exercise Program

- Develop training program, including initial training on policies & procedures
- Conduct drills and exercises

Four Core Elements of Emergency Preparedness 1. Risk Assessment and Emergency Plan

Identify the Following:

- Hazards likely in geographic area (an all hazards approach)
- Care-related emergencies
- Equipment and Power failures (one emergency leads to another)
- Interruption in Communications, including cyber attacks
 - Back up communication plans if primary plan fails.
- Loss of all/portion of facility
 - Test your generator for 4 hours at full 100% power annually.
 (not required for RHCs)
- Loss of all/portion of supplies
- Plan is to be reviewed and updated at least annually
- Risk Assessment may already be done by local agencies if the RHCs reasoning for using it is included in the EP Policies.



What is an All Hazards Risk Assessment

Hazards

- Fire
- Explosion
- Natural hazards
- Hazardous materials spill or release
- Terrorism
- · Workplace violence
- Pandemic disease
- Utility outage
- Mechanical breakdown
- Supplier failure
- Cyber attack

Probability & Magnitude

Assets at Risk

- People
- Property including buildings, critical infrastructure
- Supply chain
- Systems/equipment
- Information Technology
- Business operations
- Reputation of or confidence in entity
- Regulatory and contractual obligations

Impacts

- Casualties
- Property damage
- Business interruption
- Loss of customers
- Financial loss
- Environmental contamination
- Loss of confidence in the organization
- Fines and penalties
- Lawsuits

Environment

Hazard Identification

Vulnerability Assessment

Vulnerability

Impact Analysis

Four Core Elements of Emergency Preparedness – 2. Policies & Procedures

Policies and procedures. The RHC must develop and implement emergency preparedness policies and procedures, based on the emergency plan set forth in paragraph (a) of this section, risk assessment at paragraph (a)(1) of this section, and the communication plan at paragraph (c) of this section. The policies and procedures must be reviewed and updated at least annually.

At a minimum, the policies and procedures must address the following:

- (1) Safe evacuation from the RHC, which includes appropriate placement of exit signs; staff responsibilities and patient needs.
- (2) A means to shelter in place for patients, staff, and volunteers who remain in the facility. (Not required to maintain food, water, etc.)

EP – 2. Policies & Procedures (continued)

- (3) A system of medical documentation that preserves patient information, protects confidentiality of patient information, and secures and maintains the availability of records.
- (4) The use of volunteers in an emergency or other emergency staffing strategies, including the process and role for integration of State and Federally designated health care professionals to address surge needs during an emergency.

Centers for Medicare and Medicaid Services (CMS) Emergency Preparedness Requirements by Provider Type

	Inpatient					
Provider Type	Emergency Plan	Policies and Procedures	Communication Plan	Training and Testing	Additional Requirements	
Hospital	Develop a plan based on a risk assessment using an "all hazards" approach, which is an integrated approach focusing on capacities and capabilities critical to preparedness for a full spectrum of emergencies and disasters. The plan must be updated annually.	Develop and implement policies and procedures based on the emergency plan, risk assessment, and communication plan which must be reviewed and updated at least annually. System to track on-duty staff & sheltered patients during the emergency.	Develop and maintain an emergency preparedness communication plan that complies with both federal and state laws. Patient care must be well-coordinated within the facility, across health care providers and with state and local public health departments and emergency systems. The plan must include contact information for other hospitals and CAHs; method for sharing information and medical documentation for patients.	Develop and maintain training and testing programs, including initial training in policies and procedures and demonstrate knowledge of emergency procedures and provide training at least annually. Also annually participate in: A full-scale exercise that is community- or facility-based; An additional exercise of the facility's choice.	Generators—Develop policies and procedures that address the provision of alternate sources of energy to maintain: (1) temperatures to protect patient health and safety and for the safe and sanitary storage of provisions; (2) emergency lighting; and (3) fire detection, extinguishing, and alarm systems.	
Critical Access Hospital	*	*	*	*	Generators	

https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertEmergPrep/Downloads/EP-Rule-Table-Provider-Type.pdf

The Regulations are not one size fits all

Outpatient Providers Outpatient providers are not required to provide subsistence needs for staff and patients.					
Provider Type	Emergency Plan	Policies and Procedures	Communication Plan	Training and Testing	Additional Requirements
RHC/FQHC	*	Does not have to track staff and patients, or have arrangements with other RHCs to receive patients or have alternate care sites.	Does not need to provide occupancy information.	*	

No need for subsistence for staff and patients.

No need to communicate with hospitals about occupancy.

A generator is not required.

Four Core Elements of Emergency Preparedness – 3. Communication Plan

2. Communication Plan

- (c) Communication plan. The RHC must develop and maintain an emergency preparedness communication plan that complies with Federal, State, and local laws and must be reviewed and updated at least annually. The communication plan must include all of the following:
 - (1) Names and contact information for the following:
 - (i) Staff.
 - (ii) Entities providing services under arrangement.
 - (iii) Patients' physicians.
 - (iv) Other RHCs.
 - (v) Volunteers.

Communication Plan - Continued

- (2) Contact information for the following:
 - (i) Federal, State, tribal, regional, and local emergency preparedness staff.
 - (ii) Other sources of assistance.
- (3) Primary and alternate means for communicating with the following:
 - (i) RHC staff.
 - (ii) Federal, State, tribal, regional, and local emergency management agencies...

Four Core Elements of Emergency Preparedness 4. Training & Testing

(1) Training program. The RHC must do all of the following:

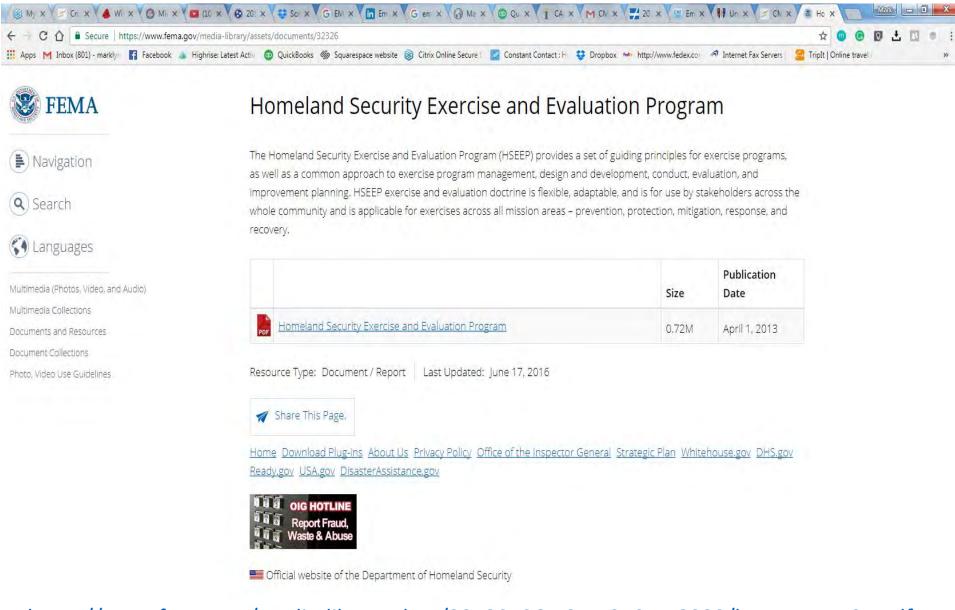
- (i) Initial training in emergency preparedness policies and procedures to all new and existing staff, individuals providing services under arrangement, and volunteers, consistent with their expected roles,
- (ii) Provide emergency preparedness training at least annually.
- (iii) Maintain documentation of the training.
- (iv) Demonstrate staff knowledge of emergency procedures.

Four Core Elements of Emergency Preparedness 4. Training & Testing (2)

- (1) Testing. The RHC/FQHC must conduct exercises to test the emergency plan at least annually. The RHC must do the following:
- (i)Participate in a full-scale exercise that is community-based or when a community-based exercise is not accessible, an individual, facility-based. If the RHC experiences an actual natural or man-made emergency that requires activation of the emergency plan, the RHC is exempt from engaging in a community-based or individual, facility-based full-scale exercise for 1 year following the onset of the actual event.

Training & Testing (3)

- (i)Conduct an additional exercise that may include, but is not limited to following:
 - (A) A second full-scale exercise that is community-based or individual, facility based.
 - (B) A tabletop exercise that includes a group discussion led by a facilitator, using a narrated, clinically-relevant emergency scenario, and a set of problem statements, directed messages, or prepared questions designed to challenge an emergency plan.

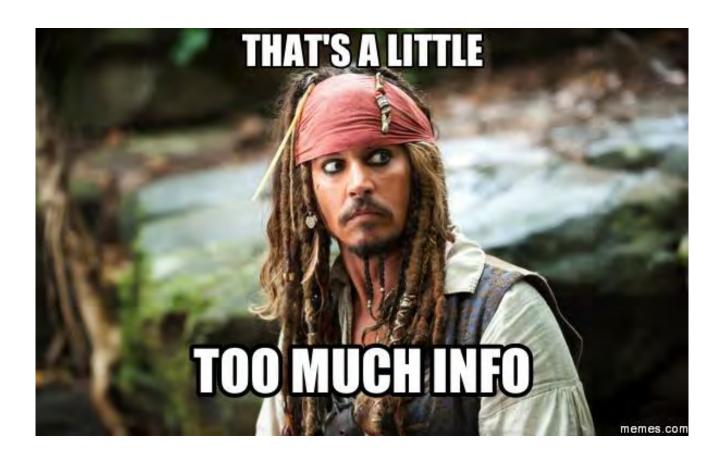


https://www.fema.gov/media-library-data/20130726-1914-25045-8890/hseep_apr13_.pdf



Information and Resources

It is very easy to get lost in all the information on Emergency Preparedness. Here are some resources.

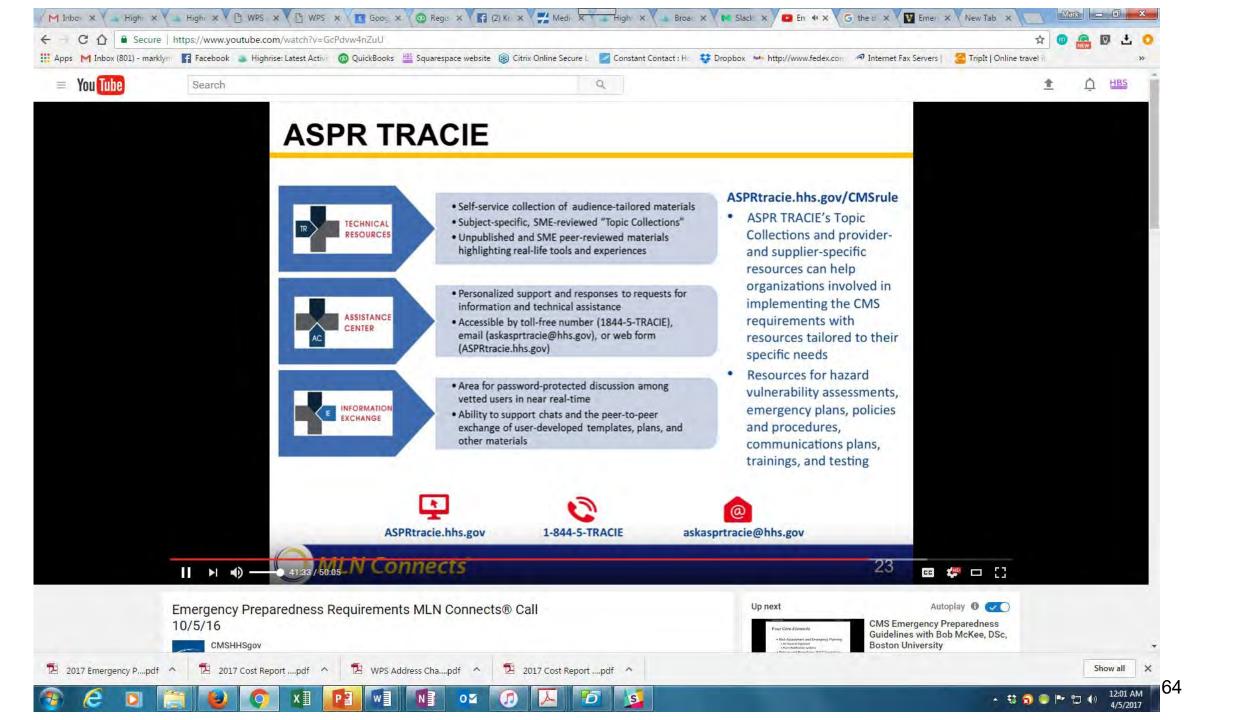


What is ASPR Tracie

The U.S. Department of Health and Human Services (HHS) Office of the **Assistant Secretary for Preparedness and Response (ASPR)** sponsors the ASPR **Technical Resources, Assistance Center, and Information Exchange (TRACIE).**

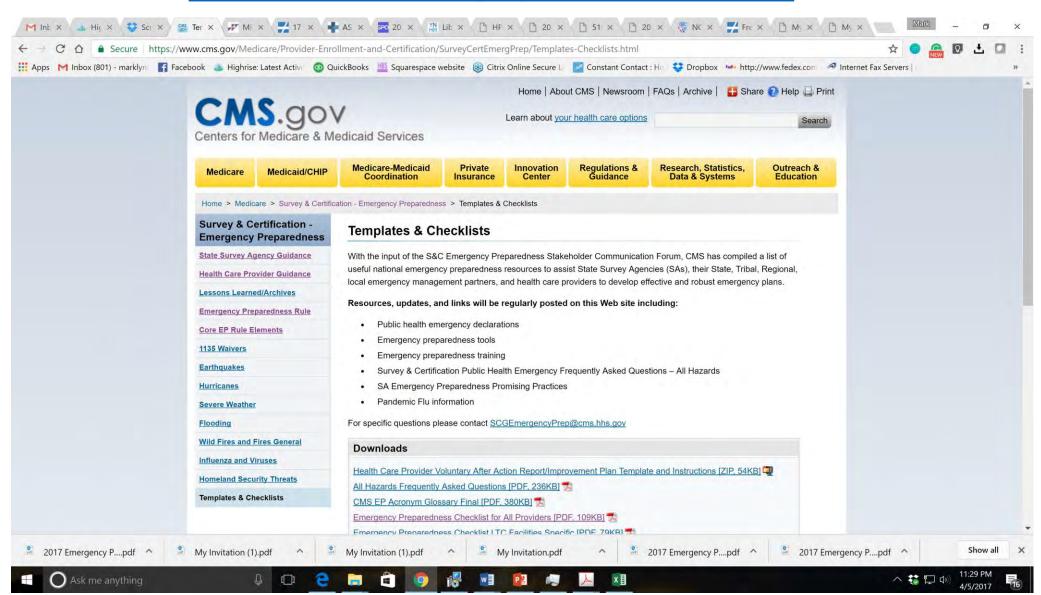
https://asprtracie.hhs.gov/cmsrule

Note: Think Regional Extension Center for Emergency Preparedness



CMS Resources

https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertEmergPrep/Templates-Checklists.html



Get Started. This will take Time!!!



Questions & Contact Information

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RHC Consultant
Healthcare Business Specialists
Suite 214, 502 Shadow Parkway
Chattanooga, Tennessee 37421
Phone: (423) 243-6185



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