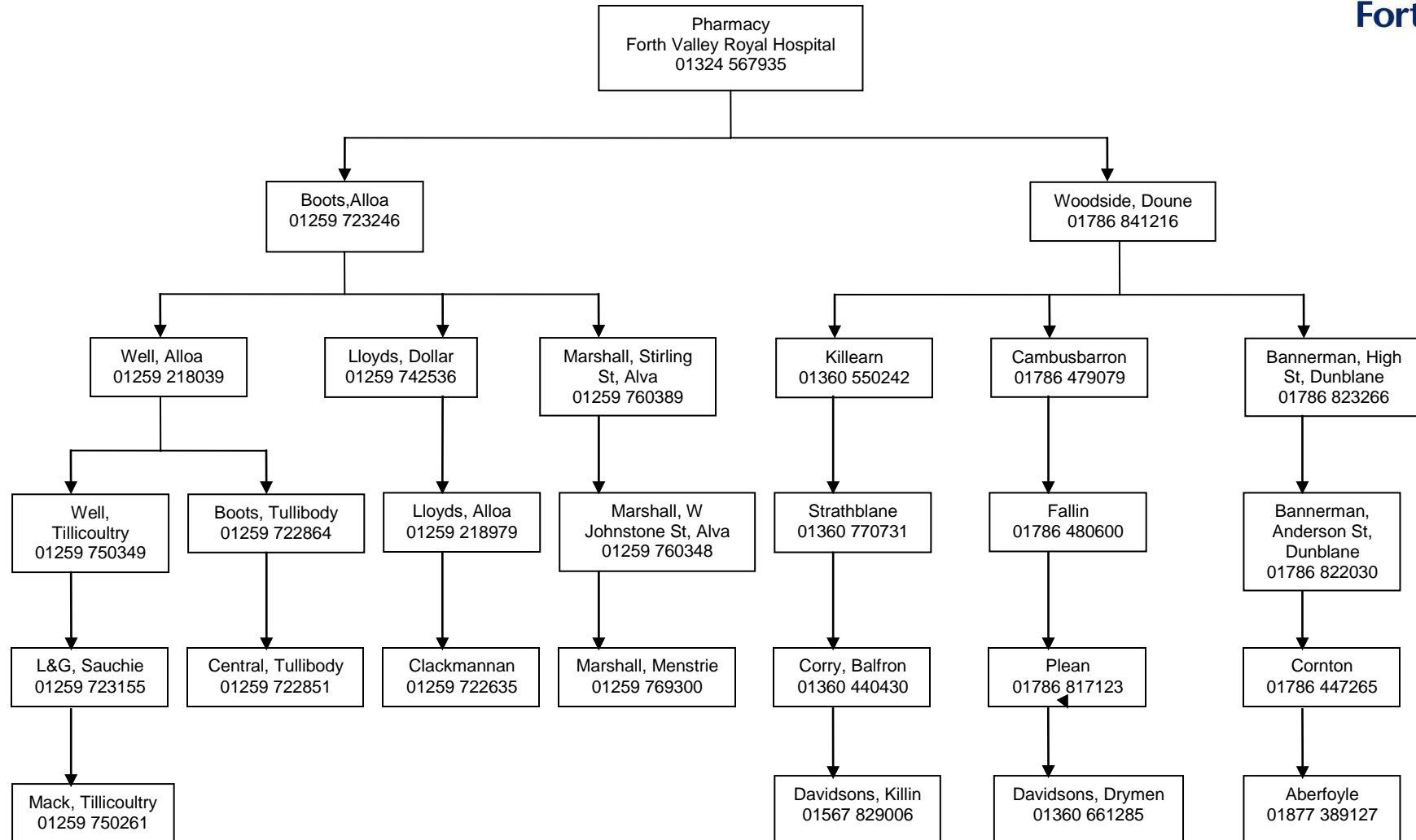


Telephone Cascade for use in Emergency Situations

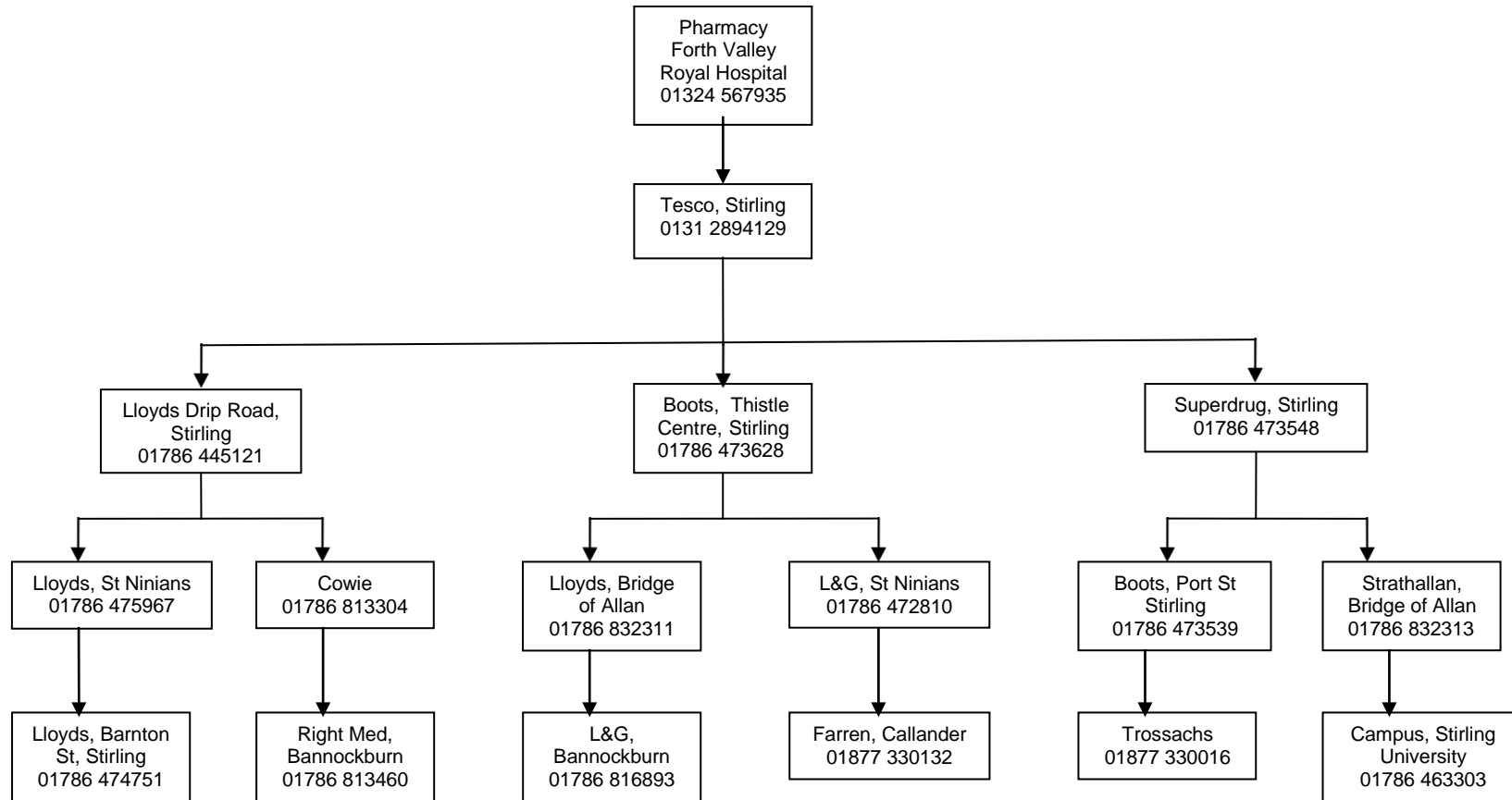
In the event of an emergency situation requiring immediate dissemination of information to community pharmacies within Forth Valley the following process will be used.

1. The use of the telephone cascade can be authorised by any member of the NHS Forth Valley Pharmacy Senior Team.
2. An e-mail is sent to all NHS Forth Valley community pharmacies on the distribution list. This message will contain information about the situation and any actions required. A copy of the cascade will be attached.
3. The Pharmacy Team at Forth Valley Royal Hospital will initiate the telephone cascade by contacting the first pharmacy on each branch asking them to check their e-mail and phone the next pharmacy on the list.
4. This pharmacy will progress the cascade. If a pharmacy is closed, the next pharmacy on the list should be contacted and the 'closed' pharmacy contacted at the earliest opportunity.
5. The cascade will continue from pharmacy to pharmacy.
6. In the eventuality that a pharmacy cannot access their mailbox they should phone the team at Forth Valley Royal Hospital to arrange for an alternative method of delivery. The cascade must still continue.
7. The final pharmacy on each branch of the cascade should reply to the e-mail sent to inform the team at Forth Valley Royal Hospital that the process has been completed.

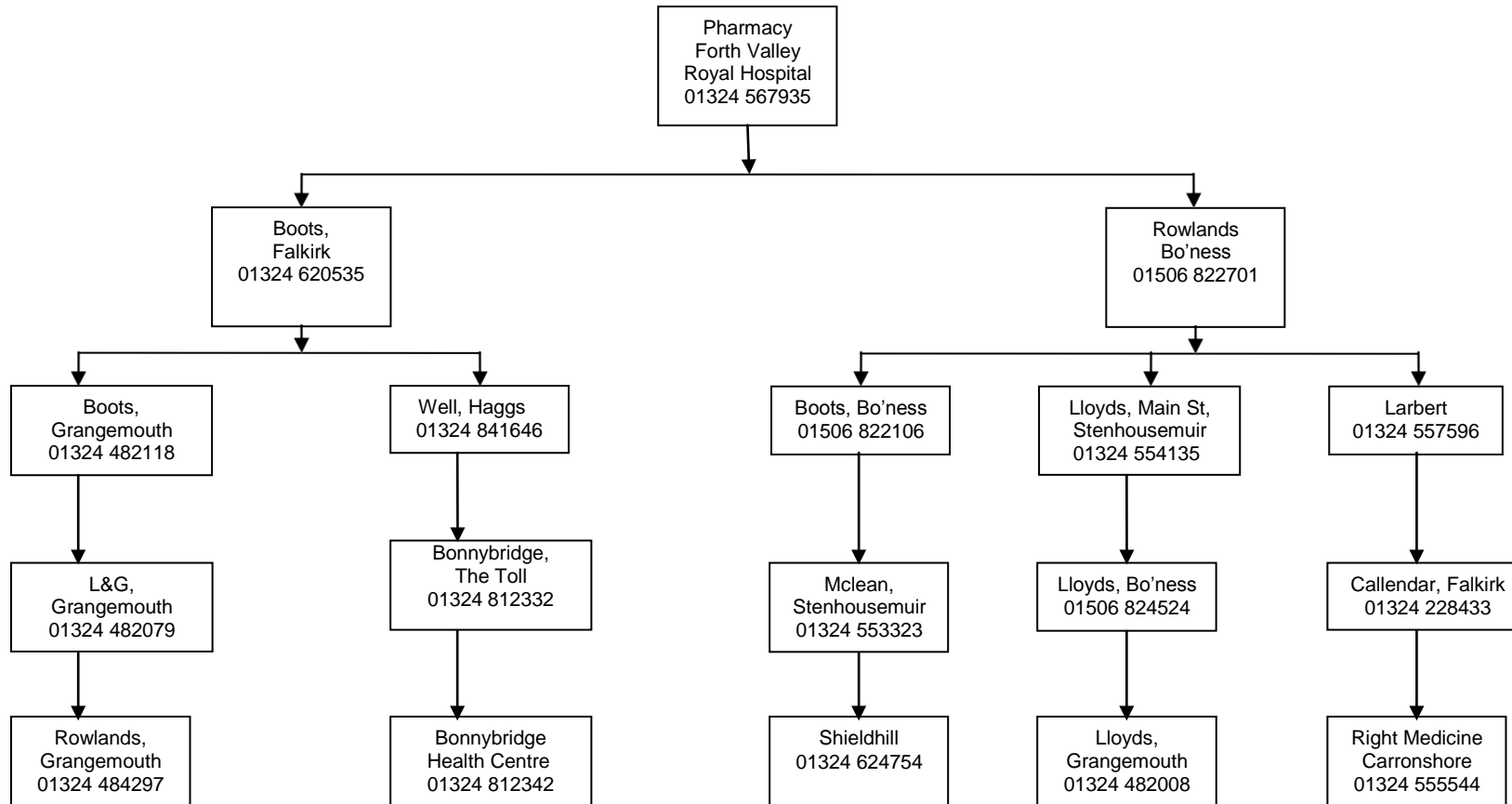
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