**Response in an Emergency**

**Duke University Health System**

**Emergency Phone Numbers**
Duke Police - 919-684-2444  
Emergency & Fire DRH - 222  
Emergency DUH - 911  
Emergency DRAH - 3111 (fire); 39111 (emergency)

DRH Information - 919-470-4000  
DUH Information - 919-684-8111  
DRAH Information - 919-954-3000

**Hospital Emergency Codes**
Security Alert - Code Gray  
Infant/Child Abduction - Code Pink  
Fire - Code Red  
Cardiac Arrest - Code Blue  
Chemical Spill - Code Orange  
Utility Failure - Code Black  
Emergency Plan Activation - Code Triage

**Evacuations**
1. Horizontal  
2. Vertical  
3. External

*Follow instructions of DUHS staff in all emergencies relating to the facility*

**Infection Control**
Hand washing is your best protection against acquiring an infection. Wash your hands before & after contact with patients, before eating & drinking, & before putting on or after removing protective gear.

Personal protective equipment (PPE) is available for your protection & use. Choose gowns, gloves, face protection, masks, etc., as required by OSHA when handling patients.

If you are ill with fever or diarrhea or have a rash or skin lesion, you are not permitted to work in the hospital.

**Restraints**
Clinical - physical restrictions for therapeutic interventions or patient self-protection initiated by clinical staff. Clinical staff must do appropriate monitoring of clinical restraints.

Administrative - physical restrictions of patient in custody of law enforcement agency initiated by forensic staff.

**Patient Confidentiality**
Patient confidentiality must be protected at all times. HIPAA requires that protected health information must not be shared.

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**To be given to the Visiting Observer**