

A Recovery Guide for the Office-Based Practitioner
Helping Dental and Medical Practices
Rebound from Natural Disasters



“We at Henry Schein are deeply concerned about the impact of natural disasters on our customers. It is of the utmost importance to us to be a valuable business partner to our customers, and we are always ready to stand by them when assistance is needed. We are proud to present this recovery guide as one tool that customers can use to get their businesses up and running.”

Stanley M. Bergman
Chairman and CEO
Henry Schein, Inc.



First came the disaster, and now comes the challenge of rebuilding a small business. This concise guidebook provides the office-based practitioner with advice, information, and links to resources inside and outside of Henry Schein that can help accelerate the process of getting a business back to full production.

First Actions

- 1. Contact your insurance company.** They are a big priority when there is material damage to your practice.
- 2. Photograph and chronicle the damage.** Have an independent record of what occurred. See below for more guidance on chronicling the cost.
- 3. Connect.** Use your cell phone number as your business number, if need be. Update your website with contact information and/or changes of venue.
- 4. Inform.** Think about your customers and team members, and anticipate their concerns. Update your social media pages to keep customers current on your practice.
- 5. Money.** Call your bank, your credit card companies, and other lenders (for equipment or practice financing). Ask about deferring payments, extended grace periods, and waivers of fees.
- 6. Call suppliers.** Discuss how to work together. Convey what you need to re-open, and what you can manage financially, particularly since you will likely have insurance claims pending.
- 7. Think long-term.** Will you use the rebuilding to make changes you have wanted to make? This will help keep you from getting discouraged.
- 8. Use our government.** Federal, state, and local governments have considerable resources at their disposal to help the small-business owner get back to business.



Chronicling the Cost

It's good practice for tax and insurance purposes to set up an internal expense account to record the following items:

- Reimbursable employee travel and lodging expenses associated with the event.
- Rental charges for office space, equipment, supplies, generators, and fuel.
- Additional communication costs, including off-site connections, VPN connections, etc.
- Employee costs in excess of normal hours associated with the event.
- Any other cost incurred to minimize revenue loss or to keep operations functioning.

Federal Resources

Federal Emergency Management Agency / www.fema.gov / 1-800-621-3362

U.S. Small Business Administration / www.sba.gov /

Disaster Recovery Assistance:

<https://www.sba.gov/tools/sba-learning-center/training/disaster-recovery-guide-sbas-disaster-assistance-programs>

Internal Revenue Service / www.irs.gov /

Tax Relief in Disaster Situations: www.irs.gov/uac/Tax-Relief-in-Disaster-Situations

DisasterAssistance.gov / www.DisasterAssistance.gov / Website provides information on how to get help from the U.S. Government before, during, and after a disaster.

Centers for Disease Control and Prevention / Instructions on cleaning up your office after a disaster, such as how to remove drywall, clean surfaces, etc. /

<http://www.cdc.gov/niosh/topics/emres/flood.html>



Henry Schein Resources

Henry Schein is dedicated to providing humanitarian relief for those in need. Please know that we are available to help you and your families recover and get back to business as quickly as possible.

Purchase History/Insurance Claims Documentation Support

Customers who have lost inventory and/or purchasing records may receive copies of their past invoices and purchasing history to aid with insurance claims and recovery assistance. To receive copies of these records, customers of our Medical business may contact their Sales Consultant directly or call (800) 772-4346 and choose prompt 3 for Customer Service. For Dental customers, please call (800) 372-4346.

Damaged Equipment

Henry Schein has dedicated Equipment and Laboratory Specialists available to assist with the evaluation of your recovery and rebuilding needs. Henry Schein can assist you with the estimated value of your current equipment as well as the cost to replace damaged equipment. Office design services are also available for planning of major renovations if necessary.

Controlled Substance Loss Assistance

It is critical to have proper reporting of any lost, damaged, or returned controlled substance. To follow the proper DEA procedures, call (855) 472-4346.

Special Financing

Special financing and payment terms are available to qualified customers through Henry Schein Financial Services (HSFS). HSFS equipment and working capital financing requests will be prioritized for qualified participants. Qualifying customers may be eligible for special payment terms. Please contact HSFS at 800.853.9493 or hsfs@henryschein.com

Henry Schein Customer Assistance Hotline

Available for dental and medical practitioners who have experienced operational, logistical, or financial issues as a result of a natural disaster. We encourage you to call (800) 999-9729, 7:00 a.m. to 5:00 p.m. (CT) to request help.