

URGENT CARE CENTER PREPAREDNESS CHECKLIST

For FIFA and Other Major Events This Summer

Use this checklist to ensure your urgent care center is ready to provide safe, efficient, and high-quality care during periods of increased demand.



STAFFING & TRAINING

- Review staffing schedules, surge coverage, and extended-hour plans
- Ensure cross-training for high-demand roles and escalation workflows
- Communicate event schedules and reporting requirements with staff
- Reinforce customer service, cultural sensitivity, and language-access awareness
- Confirm availability of on-call providers and interpreter resources



SUPPLIES & EQUIPMENT

- Check inventory of medications, PPE, hydration, cooling, and medical supplies
- Ensure infection control supplies are adequate for summer surge periods
- Verify equipment is functioning and readily available
- Stock additional water, snacks, and comfort items
- Plan for secure storage and rapid supply restocking



OPERATIONS & TECH.

- Test EHR, billing, communication, and travel insurance workflows
- Validate internet, phone, and operational continuity systems
- Review patient flow, self-pay processes, and potential bottlenecks
- Prepare for increased walk-in volumes and longer wait times
- Ensure signage and multilingual patient education materials are current and accessible



MARKETING & COMMS.

- Update website, social media, and Google listings with operational updates
- Share extended hours, event-related services, and visitor resources
- Coordinate with local partners, hotels, and community organizations
- Promote services, insurance acceptance, and language-access resources
- Maintain plans for real-time alerts and situational awareness updates



SAFETY & COMPLIANCE

- Review emergency protocols, evacuation plans, and operational escalation procedures
- Ensure OSHA, CDC, and communicable disease guidance are followed
- Review screening workflows for travel-related and communicable illnesses
- Confirm emergency contacts, syndromic surveillance, and public health reporting pathways
- Verify privacy, liability, and data security measures



COMMUNITY & PARTNERS

- Coordinate with EMS, hospitals, healthcare coalitions, and emergency management partners
- Engage community leaders and regional response partners
- Support local event preparedness and public health initiatives
- Provide resources for visitors and international travelers
- Encourage staff wellness and team support during surge periods