



Coalition Response Services

Revised: 11.14.18

As an emergency response organization, the Healthcare Coalition (HCC) maintains a duty officer and response protocols to assist partners during emergencies affecting the healthcare community.

HCC Response Functions

- Information sharing among participating healthcare organizations and with jurisdictional authorities to promote common situational awareness
 - WATrac Support – Alert and Notification
 - Situational Awareness Response Process
 - 24/7 Agency Contact List
- Resource support by expediting the mutual aid process or other resource sharing arrangements among HCC members. Support request and receipt of assistance from local, State, and Federal authorities
 - Memorandum of Understanding (MOUs) Activation
 - Resource Request Assistance
- Coordination of incident response actions for the participating healthcare organizations - incident objectives, strategy, and tactics are consistent for the healthcare response
 - Coordination Calls
- Serving as the interface between the HCC and relevant jurisdictional authorities to establish effective support for healthcare system resiliency and medical surge
 - Regional Patient Tracking Coordination
 - On-scene Liaison for Emergency Operation Centers, Emergency Support Function-8 (ESF8), hospitals incident command, and other healthcare partners

HCC Duty Officer

The HCC Duty Officer (DO) acts as the emergency point of contact for coalition partners for 24 hours a day, 7 days a week, 365 days a year to respond to emergencies in the healthcare community. The primary functions of the HCC DO include:

- Serving as the HCC emergency point of contact for healthcare partners, local health jurisdictions, emergency management, and other emergency response partners
- Documenting incident information and linking callers with resources as needed
- Keeping HCC staff and partners notified and briefed of significant incidents
- Initiating activation of the HCC response protocols and staff as needed

HCC Duty Officer Phone Number: 509.362.0041

For questions regarding the use of this number, please contact the HCC at hcc@srhd.org.

MISSION

To prepare for, respond to and recover from crisis using all available resources to provide patient care at the appropriate level in the most efficient manner for the best patient outcomes.
