

24 / 7 EMERGENCY CONTACT INFORMATION

DUTY OFFICER & REGIONAL HEALTHCARE SUPPORT CELL (RHSC)

Healthcare organizations are encouraged to notify their **Local Emergency Management Agency** to report emergency events, such as a utility interruption, capacity issues, critical-need resource shortage or patient evacuation that significantly impacts facility operations.

Assets and resources to assist with emergency events can be provided as single resources or as mission packages and can be accompanied by the Logistics Coordinator or the Healthcare Preparedness Manager if needed.

We provide **24/7 support through our Duty Officer**, and activate our **Regional Healthcare Support Cell (RHSC)** at the onset of an incident, to provide a critical link among healthcare facilities, public health and emergency management departments as well as other key government partners. Through the (RHSC), we coordinate information sharing to increase situational awareness and facilitate resource requests, patient tracking and informed decision making.

Other partners, such as Public Health, Emergency Management, EMS and community healthcare organizations, are encouraged to call the **Duty Officer** to request incident situational awareness or to request liaison to your facility, after notification has been made to the local EMA.



Telephone

For emergency notification to SHPR, agencies should call the Novant Health NHRMC Regional Communications Center:
(800) 282-5465 - Prompt #6 / (910) 815-5155
Non-emergency calls should be made to: **(910) 667-4877**



Email

SHPR@NHRMC.ORG

Monitored, but **Regional Communications Center** should be the initial contact



WebEOC

www.ncsparta.gov/eoc7/

Monitored during an incident, but not monitored until a disaster event has been created by NCEM.

Contact your local EM to begin the resource request process



800 MHz Radio

VIPER talk group: VMG57552

Monitored during monthly testing and response only



Satellite Phone

(910) 667-7477

Used only during response when other communication systems fail



Facebook

www.facebook.com/SHPRstatedmedicalassistanceteam/

Incident updates and information will be posted