



SOUTHEASTERN HEALTHCARE  
PREPAREDNESS REGION

312 RALEIGH ST. SUITE 11, WILMINGTON, NC 28412

(800) 282-5465 | [WWW.SOUTHEASTERNHPR.ORG](http://WWW.SOUTHEASTERNHPR.ORG)

## 24 / 7 EMERGENCY CONTACT INFORMATION

### DUTY OFFICER & REGIONAL HEALTHCARE SUPPORT CELL (RHSC)

Healthcare organizations are encouraged to notify their Local Emergency Management Agency (EMA) when experiencing emergency events that significantly impact facility operations. This includes, but is not limited to, utility interruptions, capacity constraints, critical resource shortages, or patient evacuations.

To support emergency response efforts, assets and resources may be deployed either as individual resources or as coordinated mission packages. When appropriate, these resources may be accompanied by a Logistics Coordinator or the Healthcare Preparedness Manager to assist with coordination and operational support.

We provide 24/7 support through our Duty Officer and will activate the Regional Healthcare Support Cell (RHSC) at the onset of an incident. The RHSC serves as a critical coordination hub, linking healthcare facilities with public health agencies, emergency management, and other key government partners. Through the RHSC, we facilitate information sharing to enhance situational awareness and support resource requests, patient tracking, and informed decision-making.

Partner agencies, including Public Health, Emergency Management, EMS, and community healthcare organizations, are encouraged to contact the Duty Officer to request incident situational awareness updates or to request a liaison to their facility, following notification 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

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#### WebEOC

**[www.ncsparta.gov/eoc7/](http://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*



#### Facebook

**[www.facebook.com/SHPRstatemedicalassistanceteam/](http://www.facebook.com/SHPRstatemedicalassistanceteam/)**

*Incident updates and information will be posted*