

## 24 / 7 EMERGENCY CONTACT INFORMATION

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

The Southeastern Healthcare Preparedness Region leads the local healthcare coalition: an affiliation of private and public partners working together to prepare for, respond to, and recover from emergencies among the healthcare organizations in our region.

We provide **24/7 support through our Duty Officer**, and activate our **Regional Healthcare Support Cell (RHSC)** 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.

**Healthcare organizations** are encouraged to call the **Duty Officer or HECC** to report emergency events that significantly impact facility operations, such as a utility interruption, capacity issues, critical-need resource shortage or patient evacuation.

**Other partners, such as Public Health, Emergency Management, EMS and community organizations**, are encouraged to call the Duty Officer or RHSC to notify us of an incident, or to request healthcare situational awareness or a liaison.



#### Telephone

In an emergency, an organization's first call to SHPR should be made to the NHRMC Regional Communications Center:

**(800) 282-5465**

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.net/eoc7/](http://www.ncsparta.net/eoc7/)**

(Monitored during an incident, but not monitored until a disaster event has been created by NCEM. Contact local EM to begin the resource request process)



#### 800 MHz Radio

**VIPER talk group: VMK 79201**

(Monitored during monthly testing and response only)



#### Satellite Phone

**(800) 236-0118**

(Used only during response when other communication systems fail)



#### Social Media

**Facebook:** **<http://southeasternhpr.org/smat/>**

(Incident updates and information will be posted)