**Regional Hospital Notification System (RHNS) GDAHA/GMVEMSC/MMRS**

**Mass Casualty Incident (MCI)/Emergency Communications Job Aid**

(RHNS sends messages to hospitals and Regional Coordinators in West Central Ohio)

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| **ACTION:** | **PERFORMED BY:** |
| 1. To Receive or Activate (RHNS):  * **Call 937-333-8727 (333-USAR)** * Ask to speak with RDC Supervisor * Request activation of **Regional Hospital Notification System: use the phrase, “MASS CASUALTY PAGE - HOSPITALS”** * Provide the following information:  1. Name of agency 2. There is an MCI/Emergency situation reported at **\_ \_\_\_\_\_\_** (location) as a result of **\_\_\_\_\_\_\_\_\_** (cause: bus crash, tornado, haz-mat spill, etc.) 3. General statement on severity, e.g., rough number of victims and other information 4. **Include these statements:**  * “Hospitals: update EMResource Triage Capacity * Monitor HSR3 MCI-MARCS talkgroup | First agency or facility aware of MCI or Emergency Situation |
| 1. Activate ED’s MCI Radio and have it monitored continuously (**No** alert tones on MCI Talk Group) | Hospitals |
| * MCI Talk Group is used by ALL EDs - you ***must*** **LISTEN carefully for your ED** to be called | Hospitals |
| 1. EMS Transport Officer or aide will use MCI Talk Group to communicate ***all*** information to hospitals | EMS |
| * MCI Talk Group is used by ALL EDs. **EMS MUST clearly announce what facility you are calling, and *may need to announce ED name repeatedly*** | EMS |
| 1. Update Juvare EMResource Triage Capacity | Hospitals |
| 1. Prepare to receive patients; make appropriate notifications within your agency; consider Code Yellow | Hospitals |
| 1. Log on to Juvare EMTrack and find or create the Incident ~~(may call OFCA ERS at 1-888-822-4900 for incident creation)~~ | **Availability of ERS TBD** |
| 1. On resolution of incident, send an update via RHNS | Hospital or EMS |

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**& Tips for Use**

**RHNS is a critical system. Both EMS and hospitals should give high priority to activating it.**

* It triggers hospitals to be ready and clarifies what they may have heard on media/social media.
* It triggers EDs to start considering which patients in their EDs could be discharged.

**In a real-world incident, the RHNS also triggers hospitals and EDs to take the following actions:**

* Activate each ED’s MCI Radio and have it monitored continuously. These are radios hospitals purchased specifically for mass casualty and other major incidents.
* Each will update their Juvare EMResource Triage Capacity. That is prompted by the RHNS message, and allows EMS and Dispatch Centers to see capabilities for each ED, and know how many patients each can take in each triage category (Red, Yellow, Gray, Green, Black).
* Each facility will prepare to receive patients, make notifications within their agency, and consider declaring a “Code Yellow” (disaster).
* As prompted by the RHNS message, each will log on to Juvare EMTrack and find or create an Incident that will be used by all hospitals and EMS to track all patients.
* On resolution of incident, consider the need for an update via RHNS.

**When requesting an RHNS:**

* Provide the name of your agency, and fill in the blanks that are on the Job Aid.
* Remember to use the phrase, “MASS CASUALTY PAGE – HOSPITALS.”
* Don’t forget information on severity and other pertinent data.
* *Tell the hospitals what they need to know!*  Are there actions you recommend that they take? Are there preparations they should make? Are they likely to need additional staff or other resources?
* Unless there is a reason for not doing so, ALWAYS Include these statements:
  + “Hospitals: update EMResource Triage Capacity
  + Monitor HSR3 MCI-MARCS talkgroup

**The RDC has several pre-typed out message templates that can be used for different pages. Those include:**

* **MCI EMERGENCY NOTIFICATION**
  + There is an MCI/Emergency situation reported at (location) as a result of (cause: bus crash, tornado, haz-mat spill, etc.).
  + **[**Provide a general statement on severity, such as approximate number of victims AND any other information to be conveyed.**]**
  + “All hospitals: Update your Juvare MCI page. All hospitals monitor HSR3 MCI-MARCS talkgroup. Enter all patients into Juvare EMTrack.”
* **FREEFORM** 
  + RDC can also do a freeform message if what you need to tell the hospitals does not fit into the format of the Job Aid. They will take notes of your message over the phone, or you can ask for the supervisor’s email and send them your typed message.
* **Generic EXERCISE message (advise them of specific details to add):**
  + This is an EXERCISE. This is a test of the Regional Hospital Notification System for Ohio Homeland Security Region 3, West Central Ohio.
  + **[Enter specifics]**
  + This is an EXERCISE. This is a test of the Regional Hospital Notification System for Ohio Homeland Security Region 3, West Central Ohio.
* **Exercise Regional Quarterly Triage Drill**
  + EXERCISE - REGIONAL QUARTERLY TRIAGE DRILL
  + THIS IS AN EXERCISE \*\*\* THIS IS AN EXERCISE
  + This is an EXERCISE. Today is a Regional Quarterly Triage **[**DAY/NIGHT**]** QTD Drill. The drill lasts until **[**TIME**]** tomorrow the **[**DATE HERE**]**. Every EMS and ED patient will receive a Triage Ribbon and Green Triage/Treatment Tag.
  + Each hospital should update their Triage Category numbers in Juvare EMResource now and every eight hours.
  + EMS and Hospitals should enter all patients into Juvare EMTrack. Hospitals should update status of arriving EMS patients in EMTrack.
  + Do NOT use “live” White Triage/Treatment Tags for the Drill. Those are only for real world incidents. EMS should call hospitals on the MCI Talk Group on every transport from **[**EXAMPLE 8 PM to midnight tonight**]**. At the conclusion of the drill or shift, provide feedback via the Survey link sent by email.
  + THIS IS AN EXERCISE