

Hospital Plan Template

Emergency Communications

Tactical Communications:

- List communications systems that the hospital has available for tactical communications. (Include primary, secondary, and all back up systems). Consider the following: telephone, cell phone, internal radios, state radio system, e-mail, fax, BT WAN, HC Standard, HAM radios, others.
- Ensure BTWAN access equipment, routers, room lights and ability heat room are on backup generation.
- Identify which additional communication systems have access to back up generator.
- If the hospital has gaps in communication prioritize systems for acquisition.
- Identify responsibility for maintenance and testing of communications systems.
- Define the minimum requirements for exercising each system.
- Identify whether or not the facility has an agreement for priority restoration of telephone service with the phone service provider.
 - If not, identify a person to contact your phone service provider and ensure this is in place.
- Identify whether or not the facility has applied for and received a Government Emergency Telecommunication Service (GETS) card. Government Emergency Telecommunications Service (GETS) is an emergency communications service designed to be used when National Security and Emergency Preparedness (NS/EP) personnel are unable to complete emergency calls through their regular telecommunications means.
 - If not, identify a person responsible for making the application.
 - Information available at <http://www.fcc.gov/pshs/emergency/gets.html>

Public Information Communication:

- Identify who has responsibility to authorize release of information (e.g., approve press releases).
- Identify hospital spokespersons for pandemic influenza and other predictable scenarios
- Describe how the hospital would participate in a local joint information center (JIC) and how it would coordinate messaging with the state.
- Identify how the hospital would notify families on patient status in a situation where visitors are restricted.
 - Identify responsible department or position.
 - Consider any alternative solutions if staffing does not allow for hospital staff to fulfill this role.
- Consider pre-scripting public messages for anticipated emergency conditions, such as visitor restrictions, how to access health care when normal processes have been altered, etc.
 - Reference or include pre-scripted messages.

Staff Information Communications:

- Describe how staff will receive notification of altered work schedules or assignments
- Describe how staff (on and off duty) will be briefed on the status of the situation
 - Frequency of briefings
 - Method(s) of briefings (e-mail, website, written memos, hot line)

Training:

- Describe staff training requirements regarding use of emergency communications systems.