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To: Hospitals and Local Health Departments

From: David W. Culp, Ph.D.
Emergency Officer
Chief, Division of Disaster Planning and Readiness

Re: Emergency Contact and Request Procedures

Date: November 21, 2006

This memorandum supersedes that of October 23, 2006 regarding hospital request procedures

The key for all emergency contact procedures in Illinois, both public health and non-public health, is the State Emergency Line; staffed and monitored by the Illinois Emergency Management Agency (IEMA) Communications Center. During business hours Illinois Department of Public Health (IDPH) Staff can be reached by contacting the appropriate program, however all after-hours and weekend contacting of IDPH Staff is to be routed through the IEMA Communications Center. Individuals or agencies requesting assistance from IDPH or calling to report a public health emergency should call 1-800-782-7860 or 217-782-7860 and provide their request or report to the IEMA Staff Member in the Communications Center. The IEMA Communications Center Staff Member will then contact the IDPH Duty Officer and provide the report. The IDPH Duty Officer will subsequently contact the appropriate IDPH Program.

Three modes of emergency assistance request can be made by hospitals in Illinois:

- (1) Hospitals can request medical supplies, equipment and personnel from their POD Hospital
- (2) Hospitals can request emergency medical supplies and equipment via their jurisdictional local health department to their county emergency management agency
- (3) Hospitals can request non-medical supplies and personnel via their county emergency management agency

When Hospitals determine they do not have sufficient resources to respond to an emergency event they should first contact their POD Hospital to request assistance. Requests to the POD Hospital should be for assets such as medical personnel, supplies, equipment or Emergency Medical Services (EMS) assets. If the POD Hospital can fulfill the request they do so, if they cannot the requesting hospital should be directed to request assistance via their local resources and organization, namely emergency management.

The role of the POD Hospital is to conduct a regional assessment of the event as the lead hospital for the Emergency Medical Services Region. POD Hospitals are the lead repository of information within the hospital discipline or agency for their region. When requests for assistance can be fulfilled within the hospital discipline, the POD Hospital can handle the mission without the necessity to notify emergency management. Via the State Medical Disaster Plan and the Hospital Mutual Aid Agreement hospitals can request through their POD Hospital all hospital related supplies, equipment and personnel. Such requests can be fulfilled by the POD Hospital either by identifying resources within the region or coordinating with the Illinois Department of Public Health to identify and obtain resources from other Emergency Medical Services Regions, with their particular POD Hospitals as coordinating agencies.

When requests for assistance cannot be fulfilled within the hospital discipline, the POD Hospital must defer the requesting hospital to their jurisdictional county emergency management agency for assistance. All requests for state assistance from hospitals should be routed to their county emergency management agency either through their jurisdictional local health department for emergency medical supplies whereupon the local health department will forward the request to the county emergency management agency; or directly to the county emergency management agency for non-medical supplies and personnel. The county emergency management agency will contact the Regional IEMA representative or the Regional Unified Area Command Center who will approve the request and either deploy Regional Resources or pass along the request to IEMA Central Command and/or the State Emergency Operations Center for State Assistance. Hospitals should always notify their POD Hospital of any request for emergency assistance, including local requests for assistance to their jurisdictional local health department and emergency management agency.

The State Medical Disaster Plan will be updated during the January-February 2007 time period to reflect the information outlined in this memorandum. In the interim period the emergency request procedures outlined in this memorandum should be utilized during all emergency events involving hospitals.

Please direct any questions or concerns related to the aforementioned information or planning guidelines to

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