

MEDICAL-TECHNICAL SPECIALIST: CLINIC ADMINISTRATION

Mission: Maintain hospital-based clinic's capabilities and services as the situation warrants and circumstances allow. Advise the Incident Commander or Section Chief, as assigned, on issues related to clinic operations.

Position Reports to: Incident Commander		Command Location: _____
Position Contact Information: Phone: (____) _____ - _____		Radio Channel: _____
Hospital Command Center (HCC): Phone: (____) _____ - _____		Fax: (____) _____ - _____
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.
Position Assigned to:	Date: / /	Start: ____:____ hrs.
Signature:	Initials:	End: ____:____ hrs.

Immediate Response (0 – 2 hours)	Time	Initial
<p>Receive appointment</p> <ul style="list-style-type: none"> • Obtain briefing from the Incident Commander on: <ul style="list-style-type: none"> ○ Size and complexity of the incident ○ Expectations of the Incident Commander ○ Incident objectives ○ Involvement of outside agencies, stakeholders, and organizations ○ The situation, incident activities, and any special concerns • Assume the role of Medical-Technical Specialist: Clinic Administration • Review this Job Action Sheet • Put on position identification (e.g., position vest) • Notify your usual supervisor of your assignment 		
<p>Assess the operational situation</p> <ul style="list-style-type: none"> • Assess the clinical resources (staff, supplies, equipment, and facilities) that could be mobilized to assist as needed during the incident • Obtain clinic census and status 		
<p>Activities</p> <ul style="list-style-type: none"> • Regularly meet with Operations and Planning Section Chiefs to determine current status of operations and need to continue or expand clinic operations • Notify appropriate clinic managers and staff of the incident and brief them on the current status • Request or prepare projections on clinical activities, as appropriate, for 4, 8, 12, 24, 48, and 96 hours from the time of the incident onset • Maintain the routine flow of clinic patients, materials, and information while the incident is being addressed, and respond promptly to issues that may disrupt that flow • Implement interim measures to maintain critical clinic operations, as necessary, in response to any disruption of patient services • Implement Business Continuity Plans for any affected clinics • Determine which clinic sites could support acute patient care (immediate or delayed) 		

MEDICAL-TECHNICAL SPECIALIST: CLINIC ADMINISTRATION

<ul style="list-style-type: none"> • Provide clinic resources (staff, supplies, and facilities) to assist hospital operations as requested • Oversee medication distribution of antibiotic prophylaxis or vaccination to staff or their families if directed • Participate in briefings and meetings, and contribute to the Incident Action Plan (IAP), as requested 		
Documentation <ul style="list-style-type: none"> • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis 		
Communication <i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i>		

Intermediate Response (2 – 12 hours)	Time	Initial
Activities <ul style="list-style-type: none"> • Transfer the Clinic Administration Medical-Technical Specialist role, if appropriate <ul style="list-style-type: none"> ○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital ○ Address any health, medical, and safety concerns ○ Address political sensitivities, when appropriate ○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) • Receive updates from the clinic managers on issues that may be pertinent to the incident • Establish a regular meeting schedule with the Incident Commander or Operations Section Chief for updates on the situation regarding hospital operational needs • Determine the capability and financial impact of extended clinic operations beyond normal operating hours 		
Documentation <ul style="list-style-type: none"> • HICS 213: Document all communications on a General Message Form • HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis 		
Communication <i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i>		

Extended Response (greater than 12 hours)	Time	Initial
Activities <ul style="list-style-type: none"> • Transfer the Clinic Administration Medical-Technical Specialist role, if appropriate <ul style="list-style-type: none"> ○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital ○ Address any health, medical, and safety concerns 		

MEDICAL-TECHNICAL SPECIALIST: CLINIC ADMINISTRATION

<ul style="list-style-type: none"> ○ Address political sensitivities, when appropriate ○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) 		
<p>Documentation</p> <ul style="list-style-type: none"> ● HICS 213: Document all communications on a General Message Form ● HICS 214: Document all key activities, actions, and decisions in an Activity Log on a continual basis 		
<p>Communication</p> <p><i>Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners</i></p>		

Demobilization/System Recovery	Time	Initial
<p>Activities</p> <ul style="list-style-type: none"> ● Transfer the Clinic Administration Medical-Technical Specialist role, if appropriate <ul style="list-style-type: none"> ○ Conduct a transition meeting to brief your replacement on the current situation, response actions, available resources, and the role of external agencies in support of the hospital ○ Address any health, medical, and safety concerns ○ Address political sensitivities, when appropriate ○ Instruct your replacement to complete the appropriate documentation and ensure that appropriate personnel are properly briefed on response issues and objectives (see HICS Forms 203, 204, 214, and 215A) ● Participate in other briefings and meetings as required ● Submit comments to Incident Commander on lessons learned and procedural or equipment changes needed ● Submit comments to the Planning Section Chief for discussion and possible inclusion in an After Action Report and Corrective Action and Improvement Plan. Topics include: <ul style="list-style-type: none"> ○ Review of pertinent position activities and operational checklists ○ Recommendations for procedure changes ○ Accomplishments and issues ● Participate in stress management and after action debriefings 		
<p>Documentation</p> <ul style="list-style-type: none"> ● HICS 221: Demobilization Check-Out ● Ensure all documentation is provided to the Planning Section Documentation Unit 		

MEDICAL-TECHNICAL SPECIALIST: CLINIC ADMINISTRATION

Documents and Tools

- HICS 203 - Organization Assignment List
- HICS 213 - General Message Form
- HICS 214 - Activity Log
- HICS 215A - Incident Action Plan (IAP) Safety Analysis
- HICS 221 - Demobilization Check-Out
- Clinic Emergency Operations Plan
- Hospital Emergency Operations Plan
- Incident Specific Plans or Annexes
- Department and hospital Business Continuity Plans
- Hospital organization chart
- Hospital telephone directory
- Telephone/cell phone/satellite phone/internet/amateur radio/2-way radio for communication