**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.

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| 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. |

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| **Immediate Response (0 – 2 hours)** | **Time** | **Initial** |
| **Receive appointment** * Obtain briefing from the Incident Commander on:
* 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
 |  |  |
| **Assess the operational situation*** 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
 |  |  |
| **Activities*** 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)
* 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*** 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***Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners* |  |  |

| **Intermediate Response (2 – 12 hours)** | **Time** | **Initial** |
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| **Activities*** Transfer the Clinic Administration Medical-Technical Specialist role, if appropriate
* 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*** 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***Hospital to complete: Insert communications technology, instructions for use and protocols for interface with external partners* |  |  |

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| **Extended Response (greater than 12 hours)** | **Time** | **Initial** |
| **Activities*** Transfer the Clinic Administration Medical-Technical Specialist role, if appropriate
* 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)
 |  |  |
| **Documentation*** 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** *Hospital to complete: Insert communications technology, instructions for use and*  *protocols for interface with external partners* |  |  |

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| **Demobilization/System Recovery** | **Time** | **Initial** |
| **Activities** * Transfer the Clinic Administration Medical-Technical Specialist role, if appropriate
* 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:
* Review of pertinent position activities and operational checklists
* Recommendations for procedure changes
* Accomplishments and issues
* Participate in stress management and after action debriefings
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| **Documentation*** HICS 221: Demobilization Check-Out
* Ensure all documentation is provided to the Planning Section Documentation Unit
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| **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
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