

24/7 Contact Information

Duty Officer & Healthcare Emergency Coordination Center

The Northwest Healthcare Response Network (the Network) leads the local healthcare coalition: an affiliation of private and public partners working together to prepare for, respond to, and recover from emergencies among the healthcare organizations in our region. The Network will be a key partner in a healthcare facility's response to and recovery from our next emergency.

We provide **24/7 support through our Duty Officer**, and activate our **Healthcare Emergency Coordination Center (HECC)** to provide a critical link among healthcare facilities, public health departments and other key government partners. Through the HECC, we coordinate information sharing to increase situational awareness and facilitate resource requests, patient tracking and informed decision making.

Healthcare organizations are encouraged to call the Network's Duty Officer or HECC to report emergency events that significantly impact facility operations, such as a utility interruption, capacity issues, critical-need resource shortage or patient evacuation.

Other partners, such as Public Health, Emergency Management, EMS and community organizations, are encouraged to call the Network's Duty Officer or HECC to notify us of an incident, or to request healthcare situational awareness or a liaison.



Telephone

In an emergency, an organization's first call to the Network should be made to the Duty Officer:

(425) 988-2897 *(no text ability; monitored 24/7)*

Non-emergency calls should be made to:

(425) 988-2898 *(no text ability; answered normal business hours)*



Email

hecc@nwhrn.org

(monitored 24/7, but duty officer line should be initial contact)



800 MHz HAM Radio:

Hospital Common Talk Group (King County)

146.900 and 443.550 MHz Repeater

(monitored during testing and response only)



Fax

(206) 707-9920

(not HIPAA compliant; please request HIPAA-compliant fax number to relay patient health information)



Satellite Phone

(254) 241-2999

(used only during response when other communication systems fail)



Social Media

Twitter: @TheNetworkNWHRN

Facebook: www.facebook.com/NWHRN/

(closely monitored during response; otherwise normal business hours)

NWHRN is a nonprofit corporation and 501(c)(3) organization.

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Updated 11.28.17