



Healthcare Emergency Coordination Center (HECC)

The Northwest Healthcare Response Network leads the Healthcare Coalition for most of the State of Washington. The Network supports the responding to emergencies or disasters that impact the healthcare ecosystem. The Network Duty Officer Line is available 24/7 for Healthcare Partners to report incidents that could impact healthcare and, when needed, the Healthcare Emergency Coordination Center (HECC) can be activated to coordinate situational awareness between Healthcare Partners, broker healthcare resource requests, support patient tracking, and share clinical or policy recommendations for decision-making.

24/7 DUTY OFFICER LINE: 425-988-2897



- Mass Casualty Incident
- Utility Disruption
- Patient Evacuation
- Weather Impacts
- Healthcare Emergency Activation
- Emergency Management or Public Health Activation
- Transportation Disruption (affecting patient movement)
- Healthcare Resource Needs (Public Health referred you to NWHRN to broker a need)

- **WHO:** Any healthcare facility (hospital, long-term care, clinic, dialysis, blood center, etc.), Public Health, EMS, Tribal Nations, Emergency Management, and community organizations serving Western Washington
- **HOW:** Call the NWHRN Duty Officer Line at 425-988-2897 24 hrs/7 days/365 days (holidays included) or email hecc@nwhrn.org
- **WHY:** NWHRN can help amplify your message/share information faster, support regional patient tracking during an MCI or evacuation, and act as a broker to connect you with healthcare resources

- **SITUATIONAL AWARENESS:** The Duty Officer will ask for your contact information (name, agency, call-back #) & initial situational awareness (What is the issue? What do you need from NWHRN or Healthcare Partners? Is a mass notification needed? If so, to whom? What actions have you taken? Who already knows?)
- **TRIAGE:** Based on the need or request, NWHRN will determine which HECC response functions are needed to support you
- **HECC ACTIVATION:** If multiple response functions are needed, the HECC will be activated to provide situational awareness, response coordination, resource requesting, and/or patient tracking

SECONDARY RESPONSE RESOURCES: (monitored if the Network is activated)

NWHRN Website	nwhrn.org
Social Media	Twitter: @TheNetworkNWHRN or Facebook: www.facebook.com/NWHRN

The Northwest Healthcare Response Network is a nonprofit corporation and 501 (c)(3) organization. For general inquiries, please visit nwhrn.org or contact our main office at info@nwhrn.org or 425-988-2898 during business hours.