



Division of EMS

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TO: All emergency preparedness staff and partners
FROM: Samuel W. Adams, Tactical Communications Coordinator
DATE: May 5, 2011
SUBJECT: Technical support for healthcare emergency communication systems

EFFECTIVE MAY 1, 2011: To streamline the identification and resolution of technical support issues related to healthcare emergency preparedness data and voice communication systems, the Department of Health (HEALTH) has established a single point-of-contact process for technical assistance. This will facilitate a more rapid and effective response to external partners and provide a single mechanism to track all requests for assistance. This policy covers all healthcare tactical voice communication systems (i.e., RISON, Nextel, etc.) as well as components of the Public Health Emergency Management Suite (PHEMS.)

All users (i.e., hospital staff, dispatch centers, etc.) requesting assistance with healthcare tactical communications systems should email the tactical communications help desk at **comms@health.ri.gov**. If email access is not available, a voice message may be left in the tactical communications help desk mailbox at **(401) 222-1169**. These are checked at least daily and HEALTH staff will respond to all requests within 24 hours (excluding weekends.) **Any urgent/critical issues (for example, a non-functioning hospital Nextel), should also be reported immediately to the CEPR on-call staff person at (401) 222-6911.**

When a request is received for technical support, the assigned HEALTH staff will open a ticket in the Department's issue tracking system and then forward the request on to the appropriate party for corrective action (i.e., RIEMA, DoIT, etc.) Upon notification that the problem has been resolved, the assigned staff will follow up with the reporting party to verify that the issue is corrected, and then update the tracking system entry accordingly. All relevant HEALTH staff and external partners will have access to the tracking system in order to monitor requests.

Should the occasional support request be made directly to a staff person, that staff person may, based on their best judgment:

- 1.) Submit the request via email to comms@health.ri.gov as described above; OR
- 2.) Deal with the request directly and then notify comms@health.ri.gov after resolution.

Thank you for your attention to this matter. Should you have any questions or concerns, please do not hesitate to contact me at sam.adams@health.ri.gov.