

Instructions for Satellite Radio Call Checks in Regional Districts

Effective September, 2014 your facility's scheduled satellite radio check day for the **MS Northern District** is every: **TUESDAY at 10:30 a.m.**

NOTE To: Hospitals who have opted to assume individual facility monthly payment for their unit due to decreased HPP grant funding: Your unit may not work until you have completed your account transfer paperwork with the service provider. Instructions on this were forwarded to these hospitals by Candy Brown at MHA.

Attached is a new roll call schedule sheet for your district's region along with radio and telephone operating instructions.

The MSDH Public Health Districts ASPR Hospital Preparedness Program Weekly Satellite Radio Call Checks are held Tuesday mornings at 10:30 a.m. The hospital designated as the Control Station, (or facility responsible for roll call on the appointed day) is marked with a "C" on the schedule will perform the roll call for their designated week. The Control Station is rotated from one facility to the next each week using the attached District radio Call Schedule. **IF THE APPOINTED CONTROL STATION DOES NOT INITIATE THE CALL BY 10:32 A.M. ON YOUR SCHEDULED MORNING, ANYONE COULD START THE CALL CHECK FOR THEM AND** send a copy of the results to Valarie Jackson at the MS Hospital Association at vjackson@mhanet.org or fax to (601) 368-3200. Report any non-working units to Candy Brown at cbrown@mhanet.org or (601) 368-3372.

Use the attached "call check form" for your district's region. The forms were created in "Excel". Once the dates run out or expire on your columns, you may re-date the dates by changing the dates in the date columns at the top of the page. Or contact Valarie Jackson at MS Hospital Association to have an updated copy sent directly to you. The order/ cycle will start all over again to repeat.

Procedure:

1. At 10:25 a.m. the Control Station will announce "This is (insert control station ID), 5 minutes to the Northern, Central, or Southern District roll call check."
2. **If the indicated control station should not be able to serve (or has not started the call by 10:32 a.m.), the next hospital scheduled for control station on the call schedule will assume the lead role and begin the call down.**
3. At 10:30 a.m. the Control Station will begin by announcing "This is (insert Control Station ID) calling (insert first hospital name on the list). Are you present (insert radio ID for that hospital)?" You may repeat once if no response.
4. If the reply is "present" from the hospital you call, the control station will acknowledge the response "Thank you (insert radio ID name for hospital that responded)" and

indicate a “P” in the P for present column beside that hospital on the schedule spreadsheet.

5. Continue with the next hospitals in similar fashion.
6. Upon completing the entire list, go back over and call each station/hospital that did not answer the first time. If there is no response the second time, indicate an “A” in the absent column on the line for that hospital. If the backup control station led the test move the “C” for control to the line with that hospital for that date and mark the originally scheduled control station as absent for that date. (Note: Dates are at the top of the spreadsheet.)
7. Complete the roll call by thanking the participants and announcing the scheduled control station for next week’s call.
8. The Control Station hospital that initiates the call check should forward a copy of the completed roll call check-in list to Valarie Jackson at vjackson@mhanet.org each week.
9. Technical questions regarding the satellite radios should be addressed to Candy Brown at the MS Hospital Association at phone: 601-368-3372 or e-mail: cbrown@mhanet.org or to your MSDH Emergency Response Coordinator (ERC) for your district.

EXAMPLE OF ROLL CALL:

“This is MS Hospital Association calling (Hospital Name) for a satellite radio check, (Hospital Name) are your present?”

They should answer by saying “This is (Hospital Name) present.”

MHA should say, “Thank you (Hospital Name).” Then MHA should repeat with the next hospital on the schedule spreadsheet.

In order to know which satellite units are working properly and provide opportunities for multiple hospital staff to use their satellite radio in a non-emergency event to keep their skill sharp, it is critical that all your hospital participate in regularly scheduled call checks with their satellite radio units. The call checks are beneficial to your hospital and your staff if the same one or two persons do not do the call checks every week. Each week the staff that is doing the call checks should show other staff how to work the unit. As feasible, the new person should then work the call check another week and so on, until you have a large number of staff that are comfortable using the satellite radio.

Call schedules by Regional District are attached to offer an efficient system to provide this opportunity in a minimal amount of time. This will help to identify hospitals that may have equipment problems before a disaster occurs; they are more likely to get quick repair service. Also included in the attached call schedule spreadsheet is the most current satellite phone (800 #s) and radio (4 digit dish #s) numbers that we have for your hospital unit. **PLEASE CHECK THE NUMBERS** on your unit and if they are different from the spreadsheet or if any number is not provided for your unit, notify **Valarie Jackson at MHA** with corrections.

NOTE: Important Funding Info:

It is **important to remember** that unlimited airtime for use of the satellite PTT (push to talk) **RADIO is FUNDED only** for those units designated by the MSDH OEPR through the ASPR (Assistant Secretary for Preparedness) grant, but ANY cost for use of the satellite **PHONE is NOT COVERED** under the grant and payment for phone use is the responsibility of the hospital. Some hospitals choose to detach the phone set and store it in a safe place where it can be quickly and easily obtained and reattached to the radio unit in an emergency, when necessary to communicate with it. Due to significant program funding cuts in Healthcare Preparedness from the Federal Government, the MSDH is no longer approving funding of ALL Preparedness Program Satellite Phone/Radio units by HPP grant funds. All unfunded facilities were provided information on how to convert their service account to their own facility and pay on their own. Some Hospitals and Agencies have elected to assume their own monthly fees in order to continue their satellite communication capacity. They will also participate in the weekly call checks.

Please let us know if you have any questions, or I can assist you.

Valarie Jackson
Project Coordinator,
Hospital Preparedness Program
MS Hospital Association Health, Education & Research Foundation
116 Woodgreen Crossing
Madison, MS 39110
Phone: 601-368-3219
Fax: 601-368-3200
E-mail: vjackson@mhanet.org

Candy Brown
Assistant to the Director,
Hospital Preparedness Program
MS Hospital Association Health, Education & Research Foundation
116 Woodgreen Crossing
Madison, MS 39110
Phone: 601-368-3372
Fax: 601-368-3200
E-mail: cbrown@mhanet.org