
 OSPITAL NG PARAÑAQUE 		Document Code: OSPAR-ADM-TO-003
		Issue Date:
ADMINISTRATIVE DIVISION APPROVAL MATRIX		Section / Department TELEPHONE OPERATOR SECTION
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Policy Title: POLICY ON EMERGENCY OPERATION CENTER	Prepared By: Carmi S. Torio OIC - Telephone Operator	Reviewed By: Arnaldo S. Cortes, RN Administrative Division Head
		Reviewed and Approved By: Darius J. Sebastian, MD, MPH, PHSAE Hospital Administrator Jefferson R. Pagsisihan, MD, MHM Hospital Director

OBJECTIVES:

This policy shall include operations for the Hospital Emergency and Communication Office during emergency situations.

COVERAGE:



This policy shall cover policies for employees under the Hospital Emergency and Communication Office.

RESPONSIBILITIES:

- I. The telephone operators shall be responsible for establishing a network and coordinating with the Task Force for COVID 19 and other Task Forces created to respond to other forms of disasters.
- II. The members of the office shall be responsible for identifying adequate solutions to issues and concerns raised to the office.
- III. The telephone operators shall also be responsible for providing feedback to Ospar Command and General staff and other health partners.
- IV. It shall be the responsibility of the Hospital Emergency and Communication Office to monitor and evaluate plan and protocol implementation within the organization.

PROCEDURE:

1. The EOC leader shall oversee the activities of the Emergency Operation Center and be in-charge of trouble shooting problems when necessary. He/she must review and sign documents in coordination with other departments and must be ready to submit a situation report. The EOC leader shall then coordinate with the Local Government Unit, Hems, DRRMO, CESu, CHO, BFP, BGYS, Hospitals and other relevant agencies.
2. The Assistant shall take the place of the leader, should he/she be absent.
3. For COVID 19-related cases, the Data Manager shall update the list of PUIs-PUM and positive cases at Ospar 1 and 2. He/she must update the

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hospital bed availability of Ospar 2 for PUI/Positive Cases if there are any.

4. For other disasters and emergency situations, the Data Manager shall update relevant tools that would monitor the situation. He/she must report to the EOC leader regarding all problems encountered and daily census.
5. The EOC staff shall oversee activities of the operations during their 24 hours of duty. They shall be responsible for facilitating referrals and transfer of patients through the EOC. The staff must also answer questions from individuals, other agencies and other health facilities. They must update the team with the number of admitted patients.
6. For COVID-19-related cases, the EOC staff shall coordinate with CESU for swabbing of PUIs and other agencies. They must also provide a real time validated report of confirmed cases, PUIs and PUM.

Implementation Date:

Implemented since 1979

Schedule for Policy Review:

Reviewed periodically as necessary

Last Reviewed:

March 2011

July 2018

September 2022