

NCOEMS EMERGENCY OPERATIONS PLAN (NCOEMS – EOP)

TAB G1A:

STATE-OPERATED SHELTERS HEALTHCARE SERVICES BRANCH JOB ACTION SHEETS

OCTOBER 2023

Table of Contents

Healthcare Services Supervisor2

Healthcare Services Coordinator - Telemedicine.....3

Healthcare Services Coordinator – Pharmaceutical Services4

Healthcare Services Coordinator – Dialysis5

Healthcare Service Worker6

SOS Medical Logistics Specialist7

Healthcare Services Supervisor

Selected by: NCOEMS ESF8 Lead or designee.

Supervised by: SOS Operations Section Chief

Recommended credentials: Paramedic or higher

Works in the role of a Healthcare Services Supervisor. Responsible for overseeing all healthcare services coordination including assignments of staff and communication with Shelter Manager about supply needs and medical support needs. Job actions may include:

- Oversight of Healthcare Services Branch within shelter sites
- Communicating healthcare support and logistics needs to the IMT.
- Selecting and directing the setup of medical treatment areas
- Coordinating information exchange between the Shelter IMT and the Healthcare Services Branch
- Coordinating the identification of medical logistics needs and acquisitions to fill identified needs between the SOS Logistics Chief and the Medical Logistics Specialist
- Directing the activity of the assigned ambulances and their personnel assigned to coordinate medical services and provide medical support.
- Provide situation reports to the ESF8 lead specific to healthcare services.

Healthcare Services Coordinator- Telemedicine

Selected by: SOS Healthcare Services Supervisor

Supervised by: SOS Healthcare Services Supervisor

Recommended credentials: EMT or higher

Works in the role of a Healthcare Services Coordinator. Responsible for coordinating the delivery of telemedicine services to sheltered individuals within the SOS. Job actions may include:

- Coordinating with designated telemedicine providers to provide services.
- Assisting sheltered individuals with scheduling and use of the services available
- Making appointments for sheltered individuals to utilize telemedicine, if necessary
- Taking vital signs and reporting that information to a Telemedicine Doctor
- Reporting to Healthcare Services Supervisor on the daily usage of the service

Healthcare Services Coordinator – Pharmaceutical Services

Selected by: SOS Healthcare Services Supervisor

Supervised by: SOS Healthcare Services Supervisor

Recommended credentials: EMT or higher

Works in the role of a Healthcare Services Coordinator. Responsible for assisting sheltered individuals with coordination of pharmaceutical services outside the SOS. Job actions may include:

- Assisting with the replacement of prescription medications
- Coordinating with the Telemedicine Coordinator to obtain patient prescription needs.
- Coordinating the pickup or delivery of prescription medications
- Reporting to Healthcare Services Supervisor on the daily needs of pharmaceutical services

Healthcare Services Coordinator – Dialysis

Selected by: SOS Healthcare Services Supervisor

Supervised by: SOS Healthcare Services Supervisor

Recommended credentials: EMT or higher

Works in the role of a Healthcare Services Coordinator. Responsible for assisting sheltered individuals with coordination of dialysis services outside the SOS. Job actions may include:

- Scheduling and tracking of dialysis appointments.
- Coordinating with the Healthcare Services Supervisor on the daily dialysis needs
- Coordinating transportation for scheduled services
- Coordination with the ESRD Network 6 on available services

Healthcare Service Worker

Selected by: SOS Healthcare Services Supervisor

Supervised by: Healthcare Services Coordinator

Recommended credentials: EMT or higher

Responsible for providing medical triage, physical health assessments, basic life support, assistance administering a patient's medications, assistance managing durable medical equipment, and assistance managing consumable medical supplies. Job actions may include:

- Performing health checks to sheltered individuals at registration and periodically after that in coordination with the SOS Healthcare Services Coordinator
- Identifying and assisting sheltered individuals with personal care needs if necessary, and including the administration of medications or operation of medical equipment
- Setting up and maintaining healthcare treatment areas for sheltered individuals and staff

SOS Medical Logistics Specialist

Selected by: NCOEMS ESF8 Lead or designee.

Supervised by: Healthcare Services Supervisor

Recommended credentials: HPP Logistics Specialist

Responsible for providing a limited inventory of medical supplies including durable medical equipment (DME) for the purpose of meeting the needs of sheltered individuals. Job actions may include:

- Assisting the SOS Healthcare Services Supervisor with shelter site assessments and development of initial medical needs
- Coordinating the setup of designated medical treatment areas
- Providing and maintaining medical supplies and Durable Medical Equipment (DME) for designated healthcare treatment areas
- Coordinating with the SOS Healthcare Services Supervisor and the SOS Logistics Section Chief to facilitate the ordering and delivery of needed medical supplies and equipment following established procedures