



Title: 24/7 Contact Policy and After-Hours Emergency Reporting		Division: All Divisions	Program: All Programs
Orig Eff Date: 6/14/2019	Rev Eff Date: 5/26/2022 Revised by: M. Spears		Distribution/ Filed: <input checked="" type="checkbox"/> Orientation <input checked="" type="checkbox"/> Affected Staff <input type="checkbox"/> _____
Orig Prepared by: Tracev Henderson. BSN. RN	Date: 5/24/2019		
Orig Approved by: Scioto County Board of Health	Date:		
Board Approved Revision:	Date:		
Distribution: <input checked="" type="checkbox"/> Staff <input checked="" type="checkbox"/> Admin <input checked="" type="checkbox"/> Managers <input type="checkbox"/> Division			

I. Purpose:

Public health emergencies may occur outside of regular business hours. For this reason, the Scioto County Health Department provides 24/7 access to the community and to partner agencies for reporting of public health emergencies.

II. Policy:

The main phone line 740-355-8358 is the main point of contact during business hours and after business hours. When the office is closed, or if no one is available to answer the phone, a recorded message directs the caller to contact the Scioto County Sheriff's Department to report public health emergencies. The Scioto County Health Commissioner is the designated after-hours on-call person unless he delegates this responsibility to another staff member on a temporary basis. The Sheriff's Department has been instructed to contact the Health Commissioner by cell phone if a public health emergency is reported outside of business hours. The Scioto County Health Department maintains an up-to-date list of staff after-hours phone numbers. The Health Commissioner, Health Department Staff, and the Sheriff's Department have copies of this list. Seven Scioto County Health Department staff are also enrolled in OPHCS (Ohio Public Health Communication System) and can be contacted 24/7 through OPHCS.

III. Procedures

1. During normal business hours (8:30 am – 4:30 pm Monday – Friday except holidays), the main phone line 740-355-8358 is the primary contact for Scioto County Health Department staff.
2. When the office is closed, a recorded message on the main number will direct callers who need to report a public health emergency to call the Scioto County Sheriff Department (911 for local calls, or 740-354-7566 if calling from out of town). The Sheriff's Department will in turn contact the Health Commissioner or his designee, who will decide how to proceed.
3. The Scioto County Health Department website will post the 24/7 access phone number for the public, in the top section (banner) of the home page.
4. The Sheriff's Department will keep a copy of the Scioto County Health Department Internal Response Protocol (see attached). The Health Commissioner, Administrator, Nursing Director, Environmental Director, and other staff as necessary will have copies of the Initial Response Protocol available to them outside of office hours.
5. The Internal Response Protocol will be reviewed every three months and updated as needed. It will also be updated any time there are changes in staff and/or staff contact information.
6. The Health Commissioner, Administrator, Environmental Director, Nursing Director, and other staff as designated will maintain enrollment and current contact information (phone numbers and email addresses) in the Ohio Public Health Communication System (OPHCS), in order to receive emergency communications directly from the Ohio Department of Health through the OPCHS system.

Effective date: 6/14/2019

Revised date: 5/26/2022



612 6TH STREET, SUITE D
PORTSMOUTH, OH 45662
P: 740.355.8358
F: 740.354.8623
SCHD@SCIOTOCOUNTY.NET
SCIOTOCOUNTYHEALTH.COM

MEMORANDUM OF COOPERATION

SCIOTO COUNTY HEALTH DEPARTMENT and SCIOTO COUNTY SHERIFF'S DEPARTMENT

AFTER-HOURS REPORTING OF PUBLIC HEALTH EMERGENCIES

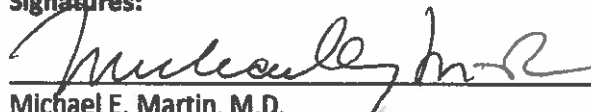
Purpose:

Public health emergencies may occur outside of regular business hours. For this reason, the Scioto County Health Department provides 24/7/365 access to the community and to partner agencies for reporting of public health emergencies. The Scioto County Sheriff's Department dispatch phone line is staffed 24/7/365. The Scioto County Sheriff's Department agrees to work in cooperation with the Scioto County Health Department by serving as the after-hours point of contact for public to report public health emergencies in Scioto County.

Protocol:

The Scioto County Health Department's main phone line, 740-355 8358, is the primary point of contact during and after business hours. This phone number is posted on the Scioto County Health Department website, <http://www.sciotocountyhealth.com>. When the Health Department's office is closed, a recorded message at this number directs the caller to contact the Scioto County Sheriff's Department to report public health emergencies. Local callers are instructed to call 911 and out-of-county callers are instructed to call 740-354-7566. The message instructs the public not to tie up the Sheriff's Department lines with non-emergency calls. If a public health emergency is reported to the Sheriff's Department outside of Health Department business hours (Monday-Friday, 8:30 am -4:30 pm), the dispatcher will contact the Scioto County Health Commissioner by cell phone. The Sheriff's dispatcher will keep an up-to-date copy of the Scioto County Health Department's Internal Response Protocol, which has 24/7/365 phone numbers for the Health Commissioner, Division Directors, Regional Epidemiologist, and the Ohio Department of Health Outbreak Response Team. This Internal Response Protocol will be reviewed every three months. If the Health Commissioner is unable to be reached, the dispatcher will continue down the Internal Response Protocol call-down list until they reach a Scioto County Health Department staff member. Once reported to the Health Commissioner or a staff member, the Health Commissioner or staff member will determine how to proceed.

Signatures:



Michael E. Martin, M.D.
Scioto County Health Commissioner

Date: 5-27-22



David Thoroughman
Scioto County Sheriff

Date: 5-26-22



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AFTER-HOURS REPORTING OF PUBLIC HEALTH EMERGENCIES

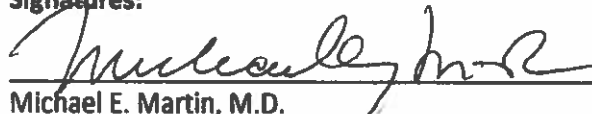
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Signatures:



Michael E. Martin, M.D.
Scioto County Health Commissioner

Date: 5-27-22



David Thoroughman
Scioto County Sheriff

Date: 5-26-22



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**SCIOTO COUNTY HEALTH DEPARTMENT EMERGENCY CONTACT INFO
 FOR USE BY SHERIFF’S DISPATCH IN CASE OF PUBLIC HEALTH EMERGENCY IN SCIOTO COUNTY**

Important: If there is an after-hours public health emergency in Scioto County, the public is instructed to call the Sheriff’s Department dispatch number. If you receive a call about a public health emergency in Scioto County (excluding Portsmouth City), please obtain the following information and contact the appropriate person at the Scioto County Health Department (see list below).

Case #: _____ Date Reported: _____ Time Reported: _____
 Person/Agency Reporting: _____ Phone: _____
 Incident Details: _____ *(Use the back of this report for any additional information)*
 Name of Person(s) Affected: _____ Phone: _____
 Address: _____ Alternate Phone: _____
 Health Official Notified: _____ Date/Time Notified: _____

PUBLIC HEALTH EMERGENCY RESPONSE for incidents in Scioto County (excluding Portsmouth City).
 (Note: For incidents in Portsmouth City, call the Portsmouth City Health Dept.)
 Within each group, immediately notify the first person on the appropriate list. Proceed down until you reach someone.

FOR PUBLIC HEALTH EMERGENCY AND CLASS A REPORTABLE DISEASES:

Anthrax, Food-borne Botulism, Cholera, Diptheria, Influenza A-Novel Virus, Measles, Meningococcal Disease, Middle East Respiratory Syndrome (MERS), Plague, Rabies (human), Rubella(not Congenital), Severe Acute Respiratory Syndrome (SARS), Smallpox, Tularemia, Viral Hemorrhagic Fever (Ebola), Yellow Fever

MUST BE REPORTED IMMEDIATELY!!

CALL CONTACTS BELOW:

FOR ALL OTHER EMERGENCIES WARRANTING

LAW ENFORCEMENT

FIRE DEPARTMENT

or EMS, call 911

Other Emergency Numbers Listed Below:

Michael Martin, MD SCHD Health Commissioner michael.martin@sciotocounty.net	Cell: 740-821-4145 Office: 740-355-8358	Scioto County Sheriff	740-354-7566
Melissa Spears, RS SCHD Administrator melissa.spears@sciotocounty.net	Cell: 740-352-9505 Office: 740-355-8358	New Boston Police	740-456-4109
Tracey Henderson, RN SCHD Nursing Director tracey.henderson@sciotocounty.net	Cell: 740-352-9505 Office: 740-355-8358	Portsmouth City Police	740-353-4101
Garet Bennett, RS SCHD Environmental Director garet.bennett@sciotocounty.net	740-935-5315	Portsmouth Fire Department	740-354-1200
Ohio Department of Health Class A Reportable Diseases 24/7/365	614-722-7221	Ohio State Highway Patrol	740-354-2888

Rev. 5/26/2022

Prevent. Promote. Protect.



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Additional Information / Details about Incident:
