

Amateur Radio Hospital Emergency Communications (ARHEC) Process and Procedure



**Version 2.4a
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Introduction

The Amateur Radio Hospital Emergency Communication (ARHEC) is an Amateur Radio service providing trained amateur radio Operators who are members of an Amateur Radio Public Service Corps (ARPSC) serving a State, County, or Municipality with a photo ID issued by the governmental agency. (Reference ARPSC Guidelines at www.mi-arpsc.org).

Mission

Support communications for a medical facility providing emergency communications that are critical to patient health and facility welfare.

Objective

Develop the ARPSC – ARHEC program into a fully integrated medical communications team at medical facilities to provide timely and accurate information to the Emergency Operation Control (EOC) of the State, County, or Municipality being served.

ARPSC – ARHEC Organizational Structure

See Annex A-1 for the Organization Structure.

Infrastructure

- Regional Medical Control Authority (MCA) provides information to local ARHEC Coordinator about which medical facility will be equipped for ARHEC.
- MCA reviews cost and installation per ARHEC requirements, develops budgets and purchases equipment.
- MCA, ARHEC and a facility representative will survey the medical facility, and consult on location of the radio station. MCA will advise the facility where they need to install the provided antenna and run the antenna cable to the station location. Station location must have an access to the facility emergency/backup power source.

Infrastructure (cont.)

- ARHEC will install or provide assistance in the final installation of the radio equipment when the antenna and cable are installed.
- ARHEC is a team process at each medical facility. There is a team leader and 5 to 6 team members. The team leader develops a schedule of when a team member is to do a check in on the last Thursday of the month. The team leader also is the person that the ARHEC Coordinator works with.

ARHEC Policies

- ARHEC operators will present a professional image in appearance whenever possible (Neat & Clean). Regardless of the time of day or night the amateur radio operators are activated appearance and actions should always be positive.
- Operators should present a professional image by avoiding confrontation with Security & Hospital Staff. If there is a problem, remove yourself from the facility and check in from your vehicle, home base station or phone. Contact ARHEC coordinator or assistant as soon as possible (within 24 hrs) to report the incident. The incident will be reviewed and resolved by the Region MCA and Hospital management.
- ARHEC Station Operators are to use the Medical Facilities name i.e. Huron Valley Sinai Hospital, Commerce Township, Oakland. This is a tactical call sign it describes FUNCTION and LOCATION. When ending each transmission operator's call sign is required. This serves 2 important functions:
 1. It tells the Net Control Station your transmission is complete
 2. It fulfills FCC requirements
- The Hospital Net is a directed net by Net Control. Hospitals report in via Roll Call from Net Control Operators. Net Control will provide directions for different operating modes as needed. Net Control will provide the ARHEC Coordinator with a written report of results from the Hospital Net.

Procedures

- The governing EOC (County, Districts or State ARPSC) is directed to activate a controlled net at least once a month to do a roll call of medical facilities equipped with ARHEC radios. This net is required to operate from the governing EOC once every 5 months.
- The governing EOC contact, the ARPSC EC, or the ARHEC Hospital Coordinator will send out an email to the facilities staff contact as a reminder to expect the ARHEC operators for the volunteers' monthly net.
- ARHEC Medical Facilities with 2 radios installed, one being known as **Primary** that is located within or near the Emergency Dept. The second Radio installation will be known as **Secondary** and located within the EOC of the facility.
- The Secondary Radio Station will be checked every 3rd month of the year (March, June, September and December).
- ARHEC radio operators will report to their designated hospital before the scheduled net time and inspect the station's connection before activating the station.
- Hospital personnel can verify radio volunteers by their blue & white ARPSC photo ID and/or orange RACES identification card provided by Michigan State Police Department of Homeland Security.
- Hospital personnel shall provide access to the radio and validate/provide tokens for parking or direct amateur radio operator to restricted parking area.
- The ARHEC radio system is intended only for emergency communications that are critical to patient health and facility welfare. Use requires an amateur radio license, granted by United States Federal Communication Commission (FCC).
- Personal messages are not permitted on the ARHEC System. The National Traffic System (NTS) is designed to send these types of messages.

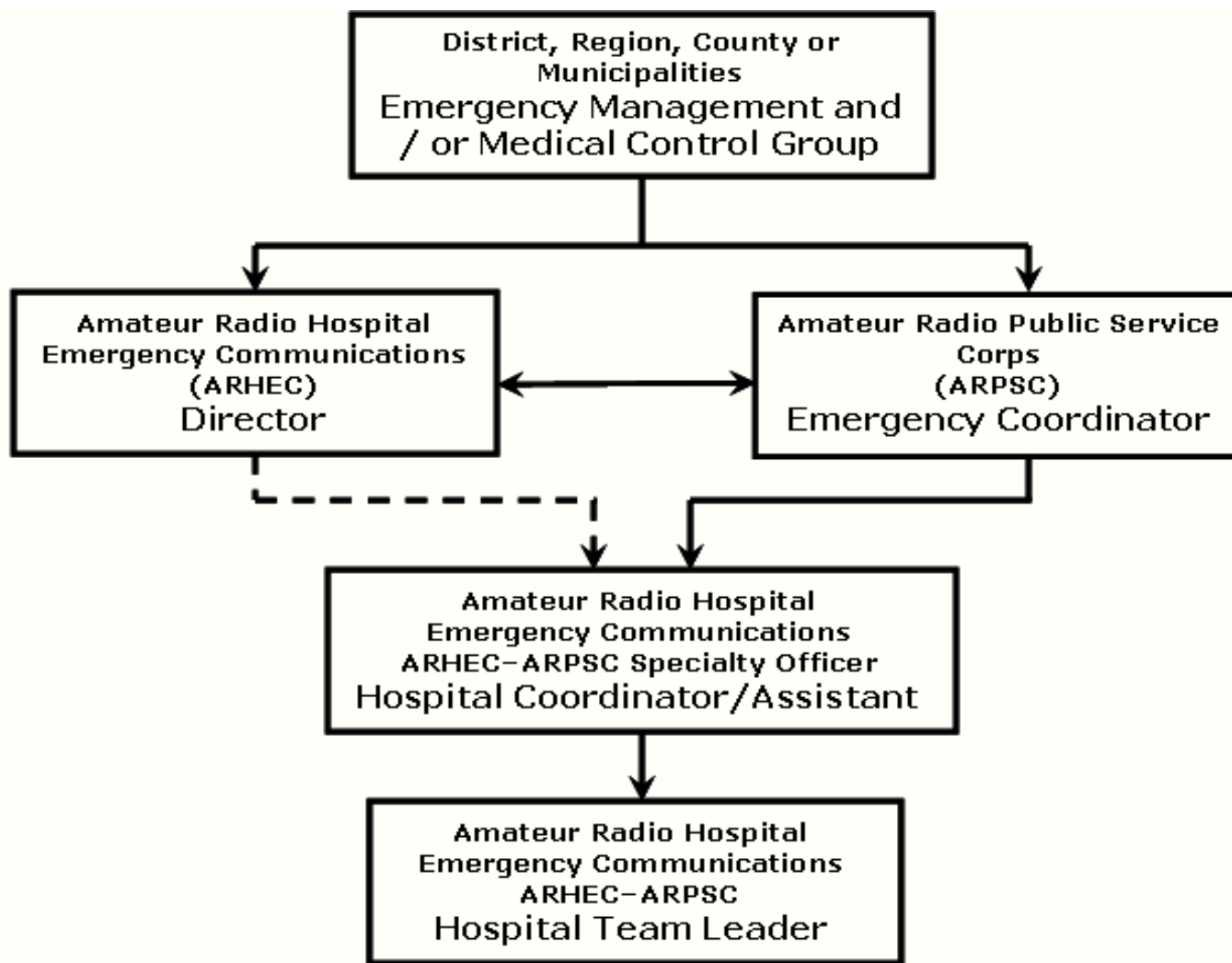
Procedures (cont.)

- If ARHEC station is inoperative the Hospital Coordinator or assistant should be contacted for repair coordination.
- The ARHEC system priority is to provide communications via governing EOC (County, Districts or State ARPSC) to obtain medical support that is critical to patient health and facility welfare.
- When an ARHEC station operator is requested to provide communications to somewhere other than EOC (Net Control), the operator must request permission from Medical Control at the EOC to go direct, Hospital to Hospital (or site to site).
- When permission is granted, the station operator will contact the Second Hospital (or site) and request that they move to a simplex frequency (or another repeater).
- The frequency move is communicated to the EOC, then both ARHEC stations move to the simplex (or another repeater if necessary). The secondary operator at the EOC will monitor this message.
- When the direct communications is concluded, then both hospital ARHEC stations will return to the main frequency and re-check in.
- The ARHEC stations during a directed net are to use **Break Tags** and the International Telecommunication Union (ITU) **Phonetic Alphabet**.
 1. See Annex A-2 for **Break Tags** / Descriptions
 2. See Annex A-3 for ITU **Phonetic Alphabet** Descriptions
 3. See Annex A-4 for **Oakland County** ARHEC Organization
 4. See Annex A-5 for **Macomb County** ARHEC Organization
 5. See Annex A-6 for **St. Clair County** ARHEC Organization

Annex A-1

ARPSC – ARHEC Organizational Structure

The ARHEC Organizations is coordinated through a structure of State, District Regions, Counties or Municipalities, and the ARPSC.



The Director of ARHEC and author of the ARHEC Process and Procedure, also Michigan District #2 Assistant Emergency Coordinator:

Bill Bond586-808-0405

Emailw8wrb@arri.net

Assistant, Mark Schurig248-217-8875

Emailkc8wps@arri.net

Break Tags

Annex A-2

ARHEC stations during a directed net are required to use the following **Break Tags**. Instead of saying 'break' in between transmissions during a directed net you use a **Break Tag** (followed with your call sign). They are to be used only when your traffic will be appreciated and results in more efficient communications. They are to be used wisely, as net control will stop and turn over the net to the station issuing a Break Tag. The message that follows a **Break Tag** should be as short as possible and of value to the Net. This method takes very little training. Its use is contagious and comes very naturally. It is required for all ARHEC and Directed Nets.

Break Tags and Description

Emergency: Only to be used to report an ongoing life threatening or property damaging incident.

Medical: Used when medical incident requires attention of the ARHEC Station Operator.

Priority: To be used to report an important but non-life threatening situation such as an accident that just happened.

Question: To be used when making a non-emergency, non-urgent inquiry. For instance when the Mayor is standing next to you and requested you to get some info using your radio.

Answer: To be used when you have the answer to a question currently being discussed on the radio.

Query: To be used for **emergency** or **urgent** inquiry about the situation.

Relay: To be used when providing communication link between Net Control and another ARHEC Station Having transmission problems.

Info: To be used when information needs to be transmitted rapidly but is nonrelated to what is being said on the air. For instance if something that net control needs to know about is going to happen in the next few seconds or if you wait for the end of an exchange it will negate the value of the information.

Your Call Sign: An indication that you have traffic that can wait and does not require the stoppage of the ongoing exchange.

Phonetic Alphabet

Annex A-3

- The ARHEC Stations are directed to use ITU phonetics to provide ACCURATE EFFICIENT communications.
- International Telecommunications Union (ITU) phonetic alphabet is considered the worldwide standard for military, naval, civilian aeronautical and maritime, search and rescue groups, amateur radio & public safety, (law enforcement being an exception).

A	Alfa	AL FAH	N	November	NO VEM BER
B	Bravo	BRAH VOH	O	Oscar	OSS CAH
C	Charlie	CHAR LEE	P	Papa	PAH PAH
D	Delta	DELL TAH	Q	Quebec	KEH BECK
E	Echo	ECK OH	R	Romeo	Row ME OH
F	Foxtrot	FOKS TROT	S	Sierra	SEE AIR RAH
G	Golf	GOLF	T	Tango	TANG GO
H	Hotel	HOH TELL	U	Uniform	YOU NEE FORM
I	India	IN DEE AH	V	Victor	VIK TAH
J	Juliett	JEW LEE ETT	W	Whiskey	WISS KEY
K	Kilo	KEY LOH	X	X-Ray	ECKS RAY
L	Lima	LEE MAH	Y	Yankee	YANG KEY
M	Mike	MIKE	Z	Zulu	ZOO LOO

If non-standard phonetics is used, it may cause confusion, be misunderstood and possibly delay the communication process.

Oakland County Michigan**Annex A-4****Net Schedule, Tactical Call Signs and Contact personnel**

Oakland County: Hospital Coordinator, Jerry Begel, w9npi (RACES Volunteer)

Contact Number.....248-543-2284

Emailw9npi@arrr.net

Assistant Coordinator, Mark Schurig, kc8wps (RACES) Volunteer

Contact Number248-217-8875

Emailkc8wps@arrr.net

Net Schedule

ARPSC-ARHEC serving Oakland County activates a net on the **Last Thursday** of every month at 7:30 pm. and other times as decided by the group to conduct a simulated emergency test.

Tactical Call Signs

- Beaumont Hospital, Royal Oak, Oakland
- Beaumont Hospital, Troy, Oakland
- Botsford Hospital, Farmington Hills, Oakland
- Crittenton Hospital, Rochester, Oakland
- Huron Valley Sinai Hospital, Commerce Township, Oakland
- DMC Surgery Hospital, Madison Heights, Oakland
- Ford Medical Center, West Bloomfield, Oakland
- Doctors Hospital of Michigan, Pontiac, Oakland
- Oakland Regional, Southfield, Oakland
- POH Medical Center, Pontiac, Oakland
- POH Medical Center, Clarkston, Oakland
- POH Medical Center, Oxford, Oakland
- St. John Oakland Hospital, Madison Heights, Oakland
- St John Providence Hospital, Southfield, Oakland
- ST. John Providence Park, Novi, Oakland
- St. Joseph Mercy Oakland, Pontiac, Oakland
- Genesys Hospital, Grand Blanc, Oakland

Macomb County Michigan

Annex A-5

Net Schedule, Tactical Call Signs and Contact personnel

Macomb County: ARPSC Emergency Coordinator, Paul Reinhardt, KC8BDK

Contact Number.....586-738-1861

Emailkc8bdk@wa8mac.net

Net Schedule

ARPSC-ARHEC serving Macomb County activates a net on the **3rd Monday** of every month at 8:30 pm. on frequency 146.58 Simplex.

Tactical Call Signs

- Henry Ford, Warren Campus, Macomb
- Henry Ford, Clinton Township, Macomb
- Henry Ford, Sterling Heights, Macomb
- Mount Clemens Regional, Macomb
- St. John Macomb Oakland, Macomb
- St. John Macomb Township, Macomb
- St. John North Shore, Macomb

St. Clair County Michigan

Annex A-6

Net Schedule, Tactical Call Signs and Contact personnel

St. Clair: ARHEC Hospital Coordinator, Stan Arnett, AC8W

Contact Number.....810-364-6674

Emailac8w@arrl.net

Net Schedule

ARPSC-ARHEC serving St. Clair County activates a net on the **3rd Wednesday** of every month. Immediately following the St. Clair County ARPSC Net which is held on 147.300 at 8:30 pm.

Tactical Call Signs

- Mercy Port Huron, St. Clair
- Port Huron, St. Clair
- St. John River District, St. Clair