**Sacramento Medical Reserve Corps – 0042**

**COVID-19 Hotline – Phone Call Triage/Assessment Mission Set**

**Mission Set**: A scalable response and recovery capability for MRC units and volunteers that is organized, developed, trained, and exercised prior to an emergency or disaster for local, state, and/or regional deployment purposes.

**Introduction:** The Sacramento Medical Reserve Corps serves a population of 1.5 million suburban, urban, and rural residents of Sacramento County, CA. The Sacramento MRC is a program of the Sacramento County Office of Emergency Services and works closely with Sacramento County Public Health, fire departments, EMS, the Coroner, and law enforcement. The Sacramento MRC started in 2003 and has a strong background in emergency response including staffing H1N1 vaccination PODs, transporting lab kits and specimens for the Public Health Laboratory; Northern CA wildfire response providing medical care at shelters for evacuees and support for the Coroner’s office, extreme weather and winter storm response efforts. In non-emergency times, the Sacramento MRC staffs Public Health flu clinics, provides first aid at large public events including the CA International Marathon and Capitol Air Show, and promotes emergency preparedness.

This mission set reflects the work of 34 Sacramento MRC members who staffed the COVID-19 Hotline at the Sacramento County Public Health Office, from March – December 2020. Members staff the Hotline Monday – Friday 8:00 AM – 5:00 PM. A total of 1,752 Sacramento MRC volunteer hours were served by medical professionals including MDs, NPs, RNs, and LVNs for an estimated economic value of $125,355. 92% of members who responded to the survey said they enjoyed working on the Hotline.

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| **Mission Set Title: COVID-19 Hotline – Phone Cal Triage/Assessment** | | |
| **Resource Description**: The Hotline team member will answer phone calls from the public and provide COVID-19 information, triage, and assessment. | | |
| Resource Components: | | |
| **Personnel:** | **Type** | **Licenses or Certifications Required?** (yes/no) if yes, list requirement. |
| Medical MRC members – MDs, NPs, RNs, and LVNs, Level 3.  Members work individually in a cubicle.  Skills Needed: Medical triage experienceExcellent Verbal Communications skillsPositive attitudeTeam playerCustomer serviceProblem solvingPatienceComputer Proficiency in Windows and Microsoft OutlookAble to sit for 4 hoursCritical thinking skillsMultilingual | Background checked volunteers and verified medical licenses. State medical licenses required for medical roles. |
| **Training Requirements:** | Orientation and just in time training provided by shadowing experienced MRC members and Public Health resources and guidance provided weekly. | |
| **Equipment Required:** | Desk, computer, phone with voice mail, office supplies, PPE – Masks, gloves, and hand sanitizer, cleaner. Resource info and phone numbers.  Water, lunch | |
| **Deployment Timeline:** | N+ 4 hours (local) | |
| **Requirements for Rotation of Personnel:** | Provide shift rotation requirements.  Shifts are 4.5 hours – 2 shifts per day from 8 a.m.-5 p.m. Monday through Friday. Lunch, water and snacks provided daily by Public Health. | |
| **Pre-Planning Considerations:** | **Space Requirements:** Office cubicle  **Support Requirements:** Internet access, phone and printer, access to restroom, water, snacks and lunch. | |
| **Limiting Factors:** | No limiting factors. | |

**Sacramento County Public Health**

**Volunteer: Phone Call Triage/Assessment**

**Duty Statement**

Sacramento County Public Health (SCPH) is receiving a large volume of phone calls with questions and concerns regarding COVID-19. Some of these calls require basic disease information but others from people potentially exposed to COVID-19 require follow-up by a Public Health Nurse (PHN). Persons with strong critical thinking skills are needed to assess the nature of these calls and direct appropriately.

This volunteer position will answer phone calls from the public, and provide general COVID-19 information if that is sufficient, and direct caller information to various SCPH staff. If necessary, calls will be directed to a PHN if attention by a medical person is required.

Experience in medical triage is desirable. Computer proficiency in Windows and Microsoft Outlook is required.

This volunteer position is needed during regular business hours (Monday-Friday 8:00 a.m.-5:00 p.m.). Office location is 7001 East Parkway, Sacramento, CA 95823.

**Absolute confidentiality and anonymity must be maintained if any health information is obtained. Volunteers are required to fill out and sign a HIPAA Privacy & Security Rule Policies & Procedures Acknowledgement Form.**

**Qualifications:**

* Must be a member in-good-standing with the Sacramento County Medical Reserve Corps.