

Puget Sound Call Center Coordination Project

Project Definition:

A consortium of call centers networked to provide medical phone triage as well as disseminate up-to-date public health information in King, Pierce, and Snohomish Counties.

Events:

1. An acute surge in medical needs of the community that places people with life-threatening conditions at risk of not receiving timely and sufficient medical care.
2. Reduction in healthcare infrastructure such that essential medical services may no longer be widely available within the region, and for which a medical collection point would be necessary prior to regional evacuation.

Objectives:

1. Accurately triage people with medical needs and direct them to the most appropriate venue.
 - a. Reduce the number of outpatient visits so that services can be maintained for those who require face-to-face visits with clinicians.
 - b. Reduce transmission of contagious diseases at outpatient healthcare sites by redirecting people away from those settings unless the benefit of the visit outweighs the potential risks to them and others.
 - c. Support care at home.
2. Provide up-to-date information for the public regarding pertinent health issues and interventions during emergencies.

Current Planning Priorities:

1. Continue to engage potential call center partners from the medical and business communities
2. Establish MOUs/agreements
3. Begin cross-county collaboration regarding phone triage guidelines and scripting
4. Convene workgroup for review of software and technology
5. Develop activation/deactivation plan

Staff:

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