Region 2 Public Health
Regional Duty Officer Protocol

PURPOSE

This protocol establishes the procedures whereby the Region 2 Public Health Duty Officer (RDO) provides professional public health consultation across Clallam, Jefferson, and Kitsap counties on a 24/7 basis. The RDO will serve as a single Region 2 Public Health point of contact for the purpose of after-hours emergency notification and emergency response system activation.

CONCEPT OF OPERATIONS

NORMAL WORKING HOURS

During normal working hours, emergency notification and response system activation will be accomplished through the respective LHJ switchboard numbers:

**Clallam County Health and Human Services (CCHHS):**
Normal working hours: Monday – Friday, 8:30 AM - 12:00 PM and 1:00 PM -4:30 PM.
Switchboard number: (360) 417-2274
Fax number: (360) 452-4492

**Jefferson County Public Health (JCPH):**
Normal working hours: Monday – Friday: 9:00 AM - 4:30 PM.
Switchboard number: (360) 385-9400
Fax number: (360) 385-9401

**Kitsap Public Health District (KPHD):**
Normal working hours: Monday – Friday: 8:00 AM – 4:30 PM.
Switchboard number: (360) 337-5235
Fax number: (360) 337-5298

AFTER WORKING HOURS

Calls placed to the respective LHJ switchboard numbers after normal working hours will be answered by a recording that refers any emergency calls to 911.

The respective communications/9-1-1 dispatch centers in Clallam, Jefferson, and Kitsap counties will take all emergency calls for the LHJ that are placed after normal working hours:

**Clallam County 9-1-1 Dispatch/Peninsula Communications (PenCom):** (360) 417-4970
**Jefferson County 9-1-1 Center (JeffCom):** (360) 385-3831 Extension 1
**Kitsap County Central Communications (CenCom):** (360) 308-5400
The respective communications/9-1-1 dispatch centers will refer all public health related emergency calls to the Region 2 Public Health Duty Officer (RDO) via the RDO pager number: (360) 415-2005.

Regional hospitals, clinics, and health care providers are encouraged to contact the RDO directly after hours with public health related emergency calls (e.g. immediately reportable notifiable conditions).

The Washington State Department of Health (DOH) may contact the RDO directly with urgent Health Alert Network (HAN) reports. Depending upon the nature of the HAN report, the RDO may be required to activate one or more of the LHJ emergency response plans.

The respective emergency management agencies in Clallam, Jefferson, and Kitsap counties may contact the RDO directly with emergency related information that impacts the public health.

Region 2 has ten pagers for RDO use. All pagers have the same number. The individual “on call” will turn on their pager for the duration of their shift (a seven-day period), and the other nine pagers will be turned off.

If the RDO does not return the page within 15 minutes, the organization placing the page will call the appropriate county Health Officer and/or Health director.

**RDO ROLES & RESPONSIBILITIES**

The Region 2 Public Health Duty Officer (RDO) will be a qualified public health professional employed by one of the three Region 2 LHJs.

The RDO will carry a pager (360-415-2005) accessible throughout the region. Region 2 has 10 pagers for RDO use, each with the same number. The “on-call” RDO will turn on his/her pager for the duration of their shift (a seven-day period), and the other nine pagers will be turned off. Shifts will run from Monday to Monday, starting at 9:00 a.m. The exception to this is if the following Monday is an observed holiday then the turn over will occur on Tuesday morning at 9:00 a.m.

The RDO’s main responsibilities will be to:

1. Respond to the pager within 15 minutes, whenever possible, in a courteous and professional manner.
2. Triage requests for public health services.
   a. Emergency related issues include:
      - Infectious diseases that are immediately reportable notifiable conditions.
      - Suspicious substances.
      - Environmental health issues impacting solid and hazardous waste, food, water systems, and water quality (including fuel spills that affect shellfish).
- Health Alert Network (HAN) notices advising of an imminent threat to the public health.
- Natural disasters impacting the public health (winter storms, earthquakes, etc.).

b. Refer non-emergency calls to the appropriate LHJ for resolution during normal working hours.

c. Should after-hours action be required, contact the appropriate staff member in the affected LHJ and pass the action to them for their resolution.

d. If the appropriate staff member in the affected LHJ is not available, contact the county Health Officer. Subsequent to discussion with the Health Officer, the RDO may be required to take action.

e. If a concern arises, contact the Health Officer of the affected county.

**Clallam & Jefferson Counties – Dr. Tom Locke**
Office (Clallam): (360) 417-2437
Office (Jefferson): (360) 385-9448
Home: (360) 683-9152
Cell Phone: (360) 461-9327
Pager: (360) 582-8353

**Kitsap County – Dr. Scott Lindquist**
Office: (360) 337-5237
Home: (206) 780-6923
Cell Phone: (206) 718-2664

3. Receive and assess emergency-related information, including Health Alert Network (HAN) messages, which may necessitate the activation of the Region 2 or LHJ public health emergency response plans.

4. Complete an RDO Report Form for each call/page received. This form includes the following information:
   a. Time pager went off.
   b. Time RDO called back phone number on pager.
   c. Time appropriate public health professional was reached.

5. At the conclusion of the RDO’s shift, email the RDO Report Form(s) to the Region 2 RDO distribution list.

**RDO ROSTER AND SHIFT ROTATION**

The RDO roster and shift rotation will reflect the population distribution within the region.

<table>
<thead>
<tr>
<th>Population (2010 OFM Estimates)</th>
<th>Region %</th>
<th>Weeks of Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clallam</td>
<td>70,100</td>
<td>20</td>
</tr>
<tr>
<td>Jefferson</td>
<td>29,300</td>
<td>8</td>
</tr>
<tr>
<td>Kitsap</td>
<td>248,300</td>
<td>72</td>
</tr>
</tbody>
</table>
RDO Triage Flow Chart

Telephone Call Received

A Public Health Emergency?
Contact County Health Officer
Take action as directed and record action taken.

A Call Needing Timely LHJ Response?
Consult Tab 2B
Contact identified local public health worker.

A Routine Inquiry?
Refer to LHJ on Next Business Morning
Record contact information and public health question.

Identified Public Health Personnel contacted?
Yes
Record times and actions taken.

No
Continue to attempt contact with back-up

If no backup available:
Contact County Health Officer Take action as directed and record action taken.

Notify Affected Local Health Jurisdiction on the next business day of all actions taken.