



Healthcare Association of *Hawaii*

800 MHz RADIO SYSTEM

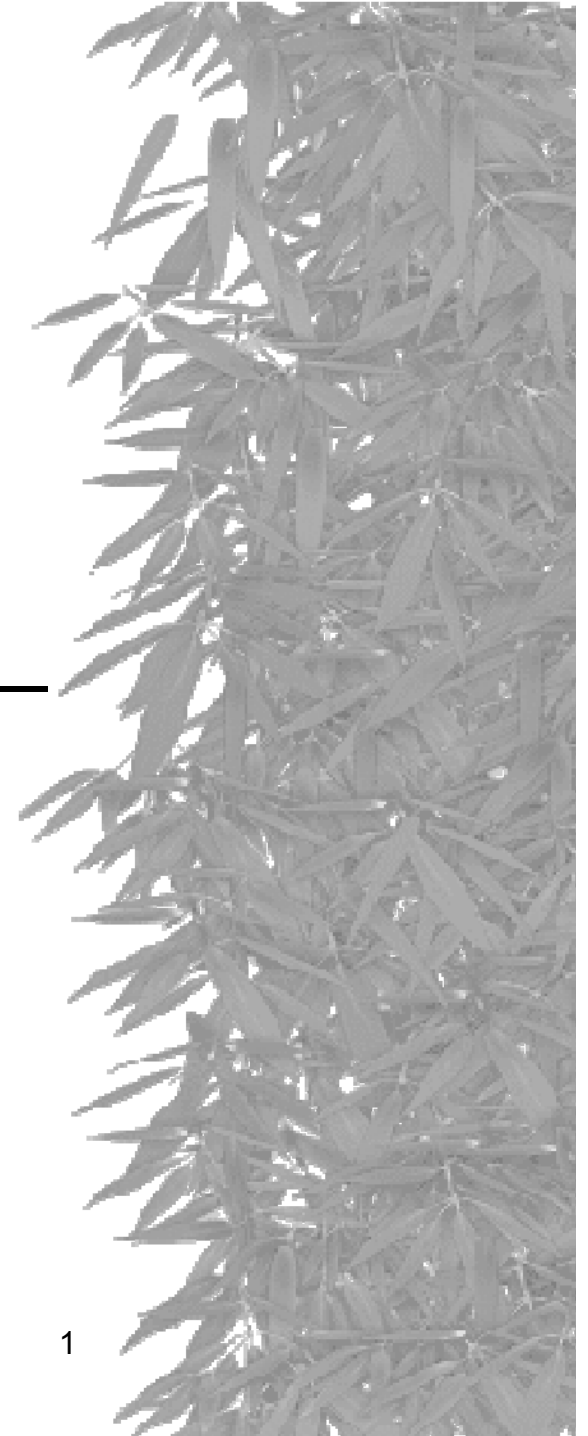
Harris M7300 Base Station

End-User Orientation
for HAH Coalition Members

HAH Emergency Services

Office: (808) 599-2899

24-hour: (808) 566-5052



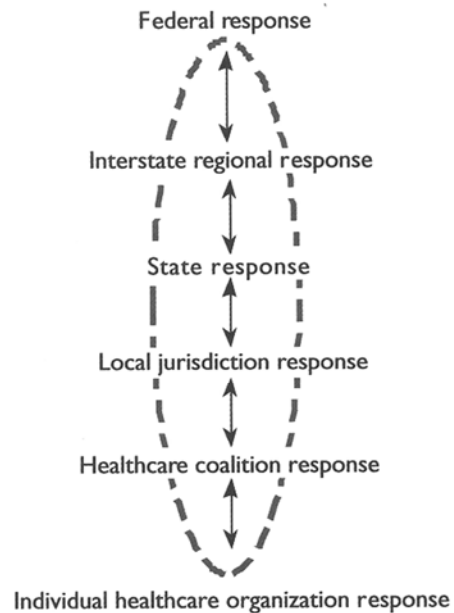
The Harris (formerly M/A COM) M7300 Base Station radio is used by all Oahu Hospitals with an ED.



- Operates on the City & County of Honolulu 800 MHz radio system under an agreement with the Healthcare Association of Hawaii (HAH)
- Latest generation of ‘interoperable’ digital communications technology
- Tough – built to MIL-SPEC standards
- Secure – communications on this radio are difficult to intercept (HIPAA-compliant)

PURPOSE

Public health and medical response management across the intergovernmental and public-private divides



This communications technology is provided to members of the HAH Healthcare Emergency Preparedness Coalition for the purposes of facilitating reliable and secure medical communications among:

- Oahu Hospitals
- Oahu Hospitals and EMS providers
- Air and ground ambulance providers
- HAH Emergency Services
- Fire and law enforcement
- Emergency Management
- Hawaii Disaster Medical Assistance Team
- Public health – CDC and State DOH



CONTROLS



SPEAKER VOLUME

- **Works exactly like any other power and volume control – rotate clockwise for higher volume**
- **Volume cannot be completely turned-off (feature)**



CHANNEL SELECTOR

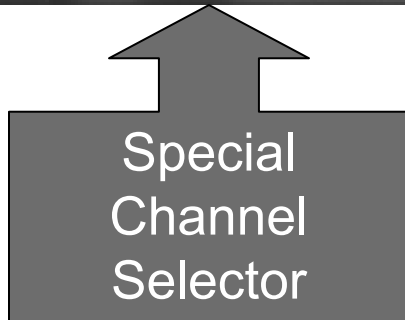
- Rotate to select the channel you wish to use
- Leave this positioned to **YOUR HOSPITAL'S HOME CHANNEL** to ensure receipt of incoming calls



Channel
Selector

SPECIAL CHANNEL SELECTOR

- Lever $\uparrow\downarrow$ to select special state and federal interoperability channels
- You will be told when to use any of these channels



HOME BUTTON

- Depress to toggle between your hospital's home channel and the last channel used
- Works like the 'last channel' button on your TV remote



DISABLED CONTROLS

- The remaining controls are either disabled or are used only by radio technicians
- It is probably best to just to leave them alone





MICROPHONE



TRANSMIT BUTTON

- Depress and hold to talk (transmit)
- Wait ~ one second after depressing before you begin talking (beep)
- Maximum continuous talk time is ~ one minute
- Release to listen (receive)



Transmit
Button

MONITOR BUTTON

- Leave this control in the 'up' position





CHANNEL SELECTION





HAH 1 HAILING CHANNEL

- **HAH 1 is the HAH hailing and disaster tactical operations channel**
- **It is a *quiet* channel given that very little communications activity is carried on a daily basis**
- **HAH Emergency Services staff use and monitor this channel during normal working hours**





HAH 2 WORKING CHANNEL

- **HAH 2 is a working channel used primarily by air and ground ambulance providers such as American Medical Response (AMR)**
- **It can also be used by any other user as a working channel once that user has been ‘hailed’ on channel HAH 1**





HOSPITAL WORKING CHANNELS

- Each hospital has it's own working channel for EMS and inter-hospital communications

HAH CMC
 HAH HMW
 HAH KFH
 HAH KUA
 HAH STB
 HAH QMC
 HAH WGH

Castle Med Ctr
 Hawaii Med Ctr – West
 Kaiser Med Ctr
 Kuakini Med Ctr
 Straub Clinic & Hosp
 The Queens Med Ctr
 Wahiawa Gen Hosp

HAH HME
 HAH KAH
 HAH KMC
 HAH PAL
 HAH TMC
 HAH WCC

Hawaii Med Ctr – East
 Kahuku Med Ctr
 Kapiolani Med Ctr
 Pali Momi Med Ctr
 Tripler Army Med Ctr
 Waianae Comp Hlth Ctr





INTEROP CHANNELS

- There are four (4) Interoperability channels on the system
- These channels are used to communicate with various City and County of Honolulu agencies

INTEROP1	DEM, OTS (bus), Ocean Safety
INTEROP2	Honolulu Fire
INTEROP3	Honolulu Police
INTEROP4	Honolulu EMS



HAH FLEET CHANNEL

- **HAH FLT (fleet) will simulcast on all channels**
- **It is used to broadcast emergency warnings and other time-critical advisories to all users**
- **Only authorized HAH Emergency Services and EMS Dispatch staff may use this channel**

Hail these agencies:	On channel:
HAH Emergency Services, USCG, Priority One, Hawaii Life Flight, Hawaii DMAT and CDC quarantine	HAH 1
American Medical Response	HAH 2
Honolulu Department of Emergency Management, OTS (bus), Ocean Safety	INTEROP1
Honolulu Fire Department	INTEROP2
Honolulu Police Department	INTEROP3
Honolulu Emergency Medical Services	INTEROP4
Hospital emergency departments	Use their individual working channels





HAILING and COMMUNICATING

HAILING ANOTHER USER



1. Select the appropriate channel
2. Depress the Transmit button and wait for the beep (~ one second)
3. Call the other user using the ‘TO/FROM’ hailing protocol
 - “Hawaii Life Flight from Queens Medical Center”
 - “AMR Dispatch from Kaiser Medical Center”
4. When using an INTEROP channel, use the ‘TO/FROM/ON’ hailing protocol
 - “Honolulu EMS from Kuakini Medical Center on Interop 4”

ADDITIONAL GUIDANCE



- **Use plain language at all times - do not use unusual abbreviations or 'ten-codes'**
- **In the event of WebEOC (computer) failure, hospital status changes should be called into EMS Dispatch using INTEROP4**
- **HAH will transmit time-sensitive advisories (known as Emergency Action Messages - EAM) on the HAH FLEET channel**
- **HAH is the owner of all radio equipment and will maintain the system**

TECHNICAL SUPPORT



- Any user experiencing problems with their radio should first:
 1. Turn the radio 'off' then back 'on' to reinitialize the radio – power switch is on the back of radio
 2. Try using another channel to rule-out channel-related problems
- If problems persist, contact the HAH Staff Duty Officer by calling 566-5052
- **DO NOT** contact the City & County of Honolulu, Pacific Wireless or State EMS directly for assistance

CONCLUSION

- You have been supplied with the the latest in digital communications technology
- Use this equipment to communicate with hospital emergency departments, air and ground ambulance providers, CDC quarantine officers, Hawaii DMAT and HAH Emergency Services
- Protect this equipment from damage and unauthorized use
- Never use channel HAH FLT unless authorized to do so by HAH



ACKNOWLEDGEMENTS



The Healthcare Association of Hawaii gratefully acknowledges the support of the City & County of Honolulu in the development and continuing operations of the 800 MHz interoperable communications system.

This initiative is funded by the U.S. Department of Health & Human Services, Office of the Assistant Secretary for Preparedness and Response, Hospital Preparedness Program.