



**Iowa Statewide Interoperable Communications System (ISICS)  
Standards, Protocols, Procedures**

Standard Name:	<b>Hospital Access</b>		Date Created:	<b>4-17-2018</b>	
Standard Policy #	<b>5.1.0</b>	Standard Title:	<b>System Access by Non-Governmental Organizations (NGO's)</b>	Status	<b>Approved</b>
Approval Authority:	<b>ISICSB</b>		Adopted:	<b>05-10-2018</b>	Reviewed: <b>05-10-2018</b>

**1. Purpose or Objective**

The purpose of this standard is to establish a policy that provides for hospital security voice communications over the ISICS platform where such communications would benefit the emergency preparedness of the facility. This policy does not apply to Hospital/Emergency Medical Services (EMS) communications or Inter-hospital compact communications addressed elsewhere.

**2. Policy Background**

The Federal Department of Homeland Security (DHS) has identified hospitals as critical facilities in the event of a chemical and/or biological emergency. Two-way radio communications between persons inside the hospital and public safety personnel outside the building is a critical need when an emergency occurs. The Iowa Statewide Interoperable Communications System Board (ISICSB) is empowered to enter into system use agreements with eligible hospitals when such use is consistent with the protection of life and safety.

**3. Operational Context**

Hospital security personnel often work directly with public safety personnel who respond to fire and safety/security incidents at these facilities. Hospitals have the potential for some or all areas of the facility to be under quarantine at times to manage communicable disease outbreaks or other infectious disease processes. It is important that a solid means of communication exists for coordination of hospital personnel inside and public safety personnel outside the facility in such circumstances.

Hospital Access  
State Standard 5.1.0  
ISICSB Approval: 05-10-2018

#### **4. Recommended Protocol/ Standard**

Licensed hospitals which operate an emergency department that is open to the general public 24 hours a day, seven days a week, may utilize the ISICS platform for communication with public safety personnel where such use is consistent with and supportive of the facility's Emergency Response Plan (ERP). Communications using the system shall be focused on protection of life and property, security, emergency situations, and emergency preparedness. Internal day-to-day communications for the purpose of operational, administrative support, or other non-emergency communication will not be allowed.

#### **5. Recommended Procedure**

Hospitals shall submit, for ISICSB approval, a plan which details the number and types of radios and number of talkgroups requested, how and by whom the talkgroups will be used, and how the use of the ISICS platform will interface with the hospital's Emergency Response Plan. Hospitals shall also include a copy of their Emergency Response Plan. Once approved, hospitals shall enter into a User Agreement with the ISICSB. Hospitals shall be responsible to coordinate use within their facility, as allowed by the User Agreement. Hospitals will agree to comply with the ISICSB State Standards and Standard Operating Procedures (SOPs) prior to use of the system. The User Agreement shall specify the maximum number of radios that may be owned by the hospital and activated on the system under this standard. The User Agreement shall also specify enforcement provisions, including consequences of misuse.

The talkgroups programmed in hospital radios under this policy shall be limited to those specified by the User Agreement: interoperability talkgroups authorized by the ISICS platform standards and/or public safety talkgroups that have been authorized by the respective agencies owning those talkgroups.

#### **6. Management**

An NGO participant seeking to access the ISICS platform shall follow the contracting entity guidelines illustrated in the flow chart found under State Standard, Regional Development and Responsible Entity.