



COTS

An affiliate of the Columbus Medical Association



When to contact the Healthcare Incident Liaison (HIL)

- System-wide communication outages
- COTS RTAS, COHDIMS, EMResource website is not working properly
- No-notice mass casualty incidents (Surge of ED patients- trauma or any other reason)
- Haz-Mat exposures requiring decon at an ED
- Internal hospital emergencies that require total diversion of all EMS patients, reallocation of patients, and/or additional resources.
- An injured suspect fleeing from law enforcement who may present at a COTS partner ED
- Significant security event or active aggressor/shooter
- Helipad offline (1st notify Medflight Medcom at 1-800-222-5433)
- System outages that impact patient care
- Need to evacuate your facility
- Resource Request

How to contact the Healthcare Incident Liaison (HIL)

- Option 1

Call **855-266-7243** & enter ID: **26874451** (COTSHIL1) then enter/verify contact phone number; or

- Option 2

Email 26874451@onpage.com