

## **APPENDIX H MEDICAL SERVICES**

This Appendix provides medical service guidance to operational commanders and medical support personnel. In addition to providing planning and medical evacuation (MEDEVAC) coordination advice to operational commanders, medical support personnel will need to provide on-site medical care for on-scene forces mobilized for contingency response. This may include other responders on scene.

### **1. Assumptions**

- The incident will result in illness or injuries, which will require immediate medical attention and transport of persons to medical facilities, which will be overwhelming the system immediately.
- Civilian facilities will provide the majority of triage, medical treatment, and landside transportation of injured persons, based on availability and capacity as will be rapidly overwhelmed.

### **2. Limitations**

- Rapid recovery and transport of victims by vessel or rotary-winged aircrafts will be the primary method of rendering assistance.
- U.S. Coast Guard Sector San Juan is very limited in the amount of aircrafts and vessels that they can provide to render assistance. For this reason, for this reason, USCG Sector San Juan must notify Puerto Rico local emergency support jurisdictions to assist.
- U.S. Coast Guard Sector San Juan SAR crews are not equipped or prepared to handle a large amount of persons in distress due to lack of resources locally. For this reason, USCG Sector San Juan must notify Puerto Rico local emergency support jurisdictions to assist.

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### 3. Mission

To save and protect lives of persons in distress during a Mass Rescue Operations incident covered by this plan and to provide health and safety support to U.S. Coast Guard forces and other responders.

Responsible	Actions
<p><b>USCG Sector San Juan (with assistance of District SEVEN (if requested).</b></p>	<ol style="list-style-type: none"> <li>1. Take reports of injured persons, evaluate the situation, and render appropriate assistance by coordinating with Puerto Rico local emergency response services.</li> <li>2. Render immediate assistance to persons in distress (if no Puerto Rico local emergency response service or Good Samaritan vessels are in the vicinity).</li> <li>3. Administer first responder care and coordinate the response with local EMS.</li> <li>4. Arrange a location for the responding vessel(s) and aircraft to transfer victims to EMS ambulances on shore identified Landing Sites (see Appendix B).</li> <li>5. Refer to Appendix B to obtain a list of local evacuation piers/casualty collections points and triage locations.</li> <li>6. Conduct medical evacuations (MEDEVAC) to transport the victim(s), by the most rapid means available, based on the urgency of the case, to an appropriate medical facility or designated Landing Site.</li> <li>7. For mass rescue incidents the flight surgeon recommendations may not be required.</li> <li>8. Provide appropriate personnel for the medical unit of the incident command.</li> <li>9. Coast Guard assets will be used mainly for the recovery and transport of injured persons to shore or to other vessels where appropriate medical attention may be rendered.</li> </ol>
<p><b>Non-Coast Guard assets &amp; resources</b></p>	<ol style="list-style-type: none"> <li>1. Depending on the size of the incident, several non-Coast Guard agencies may be involved in providing medical services to the injured (Contact PR Emergency Management Bureau (PREMB) for immediate coordination.</li> <li>2. A listing of those potential agencies is provided below along with a description of their capabilities.</li> </ol>

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### **4. Personnel**

Critical Incident Stress Management (CISM) is defined as stress, which is generated by an event of significant emotional power sufficient to overwhelm a person or group's ability to cope. Commanders and commanding officers can take steps to reduce CIS including:

1. Having critical incident stress debriefing teams available to talk with workers following watches or shifts
2. Provide a counselor in the day room to talk with off-going personnel.
3. Ensuring workers are relieved. The tendency in a disaster to focus exclusively on operations must be resisted.
4. Reserve and TAD personnel should be brought on board as soon as possible.
5. Ensuring off duty personnel take time away from the operation.
6. In mass rescue situations, personnel will push themselves beyond normal limits making themselves more impatient and susceptible to illness or injury.
7. Off-duty personnel should be encouraged to rest or go home and to ensure their personal affairs and family responsibilities are taken care of.

### **5. Federal**

Under the National Response Framework (NRF) Emergency Support Function #8 (ESF #8) – Public Health and Medical Services Annex, the Department of Health and Human Services provided the mechanism for coordinated federal assistance to supplement state, local and resources in response to public health and medical care needs for potential or actual Incidents of National Significance and/or during a developing potential health and medical situation.

ESF #8 is coordinated by the Secretary of the Department of Health of Puerto Rico. ESF #8 resources can be activated through the Robert T. Stafford Act or the Public Health Service Act (pending the availability of funds) for the purposes of Federal-to-Federal support or in accordance with the memorandum for Federal mutual aid included in the National Response Framework (NRF) Financial Management Support Annex.

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ESF #8 provides supplemental assistance to State, local, and tribal governments in identifying and meeting the public health and medical needs of victims of an Incident of National Significance. This support is categorized in the following core functional areas:

1. Assessment of public health/medical needs
2. (including behavioral health);
3. Public health surveillance;
4. Medical care personnel; and
5. Medical equipment and supplies.

**The list of EMS and Department of Health liaison officers is available on in Appendix Q. A list of medical facilities in Puerto Rico and U.S. Virgin Islands go to page 9 of this Appendix.**

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The following except from ESF #8 provides Support Agencies may be of use during Mass Rescue Operations:

Agency	Functions
<b>PREMB (with the assistance of local Department of Health and local EMS)</b>	<ol style="list-style-type: none"> <li>1. Provide support for the evacuation of seriously ill or injured patients to locations where hospital care or outpatient services are available by request of Department of Health or EMS.</li> <li>2. Evacuates and manages victims/patients from the Landing Site point or other location in or near the incident site to hospitals or Passenger Reception Centers identified by means of local available transportation resources.</li> <li>3. Provides available logistical support to health/medical response operations.</li> <li>4. Provides available medical personnel for casualty clearing/staging and other missions as needed including aero-medical evacuation and medical treatment.</li> <li>5. Mobilizes and deploys available medical units, when authorized and necessary to provide support.</li> <li>6. Coordinates patient reception, tracking, and management to nearby hospitals.</li> <li>7. Provides available medical personnel to assist EMS and Department of Health in the protection of public health (such as food, water, wastewater, solid waste disposal, vectors, hygiene, and other environmental conditions).</li> <li>8. Provides available medical supplies for distribution to Passenger Reception Center and medical care locations being operated for incident victims.</li> <li>9. Provides available emergency medical support to assist State, local, and tribal governments within the disaster area and the surrounding vicinity. Such services may include triage, medical treatment, mental health support, and the use of medical facilities within or near the incident area.</li> <li>10. Provides assistance in managing human remains, including victim identification and mortuary affairs.</li> <li>11. Provides available blood products in coordination with local Department of Health.</li> </ol>

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### 6. State and Local

Agency	Action
<b>PREMB and VITEMA</b>	<ol style="list-style-type: none"> <li>1. Coordinate medical assistance, to local governments and state agencies as requested and available.</li> <li>2. Coordinate all required resources with other state and local emergency response agencies and community.</li> <li>3. Provide emergency medical assistance and transportation of injured persons.</li> <li>4. Provide medical through local EMS assistance and first aid to injured persons with its medical personnel if available.</li> </ol>
<b>State Health Department</b>	<ol style="list-style-type: none"> <li>1. Provides advice to the governor on medical services required.</li> <li>2. Provides medical services to responds to mass rescue at landing sites.</li> <li>3. Coordinate emergency medical assistance with each group's AOR.</li> </ol>
<b>EMS</b>	<ol style="list-style-type: none"> <li>1. Provides first medical treatment to victims and injured persons at Landing site or Passenger Reception Center, or another location after being discharged by rescue personnel.</li> <li>2. Provide emergency transportation of injured to hospitals and clinics.</li> <li>3. Perform triage for mass rescue incidents upon request.</li> </ol>
<b>Medical Facilities</b>	<ol style="list-style-type: none"> <li>1. Local civilian medical facilities will be the primary receivers of injured persons. Medical facilities have different resources: trauma centers/24-hour staffed emergency departments, hyperbaric chambers (for SCUBA diving accidents), and burn treatment.</li> <li>2. A list of local medical facilities and a brief list of their capabilities can be found at the end of this Appendix.</li> </ol>
<b>American Red Cross (coordinated by PREMB).</b>	<ol style="list-style-type: none"> <li>1. Provides emergency first aid, referral to appropriate medical personnel and facilities, supportive counseling, and health care for injured victims.</li> <li>2. Provides supportive counseling for the family members of the victims, injured, and others affected by the incident.</li> <li>3. Acquaints families with available health resources and services, and makes appropriate referrals.</li> <li>4. Provides coordination for uploading appropriate casualty/patient information from ESF #8 into the Disaster Welfare Information system.</li> </ol>

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### LOCAL MEDICAL FACILITIES

FOR THE PORT: San Juan			
FACILITY/LOCATION	POC/Phone	UPDATED	SPECIALIZED CAPABILITIES
Centro Medico San Juan	Urb. Reparto Metropolitano San Juan, PR Phone: (787) 777-3535	JAN 2016	Hospital, ER, Trauma
Presbyterian Ashford Medical Center	1415 Ashford Condado, San Juan, PR Phone: (787) 722-3785	JAN 2016	Hospital, ER, Trauma
Hospital del Maestro	Doménech Ave. Hato Rey, San Juan, PR Phone: (787) 758-8383	JAN 2016	Hospital, ER, Trauma
Hospital Pavia Santurce	431 Ponce de Leon Avenue Santurce, San Juan, PR Phone: (787) 282-6652/ 282-0438	JAN 2016	Hospital, ER, Trauma
Hospital Hermanos Melendez	PR-2, Km 11.7 Bayamon, PR Phone: (787) 620-8181/ 798-8181	JAN 2016	Hospital, ER, Trauma, Cardio
Hospital HIMA-San Pablo Caguas	Luis Munoz Marin Ave. Urb. Mariolga Caguas, PR Phone: (787) 653-3434	JAN 2016	Hospital, ER, Trauma, Cardio
Doctor Center Hospital San Juan	1395 San Rafael St. Santurce, San Juan, PR Phone: (787) 999-7620	JAN 2016	Hospital, ER, Trauma, Cardio
Auxilio Mutuo Hospital	Ponce de Leon Ave. Hato Rey, PR Phone: (787) 758-2000	JAN 2016	Hospital, ER, Trauma, Cardio
Hospital HIMA-San Pablo Bayamon	70 Santa Cruz St, Santa Cruz, Bayamon, PR Phone: (787) 620-4747	JAN 2016	Hospital, ER, Trauma, Cardio
Hospital Universidad de Puerto Rico Carolina	Rd-3, 65 Infantry Ave. Carolina, PR Phone: (787)	JAN 2016	

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FOR THE PORT: Ponce			
FACILITY/LOCATION	Address/Phone	DATE LAST UPDATED	SPECIALIZED CAPABILITIES
Hospital Damas	Ponce By-Pass, Ponce, PR Phone: 787-840-8686	JAN 2016	Hospital, ER, Trauma
Hospital San Cristobal	Rd-506, Km 1.0 Coto Laurel, Ponce, PR Phone: (787) 848-2100	JAN 2016	Hospital, ER
Hospital Menonita	Mario Braschi St. Coamo, PR Phone: (787) 825-1020	JAN 2016	Hospital, ER
Hospital Episcopal San Lucas	Rd-14, Km 127.5 Ponce, PR Phone: (787) 651-0564	JAN 2016	Hospital, ER

FOR THE PORT: Humacao			
FACILITY/LOCATION	Address/Phone	DATE LAST UPDATED	SPECIALIZED CAPABILITIES
Hospital Ryder Memorial Inc.	355 Font Martelo Ave. Humacao, PR Phone: (787) 852-0768	JAN 2016	Hospital, ER, Trauma, Cardio



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### LOCAL MEDICAL FACILITIES

<b>FOR THE PORT: Mayaguez</b>			
<b>FACILITY/LOCATION</b>	<b>Address/Phone</b>	<b>DATE LAST UPDATED</b>	<b>SPECIALIZED CAPABILITIES</b>
<b>Centro Medico Mayaguez</b>	<b>Rd-2 Sabalos, Mayagüez, PR Phone: (787) 834-8690</b>	<b>JAN 2016</b>	<b>Hospital, ER, Trauma, Cardio</b>
<b>Hospital Buen Samaritano</b>	<b>Rd-2, Km 141.7, Caimital Bajo Aguadilla, PR Phone: (787) 658-0000</b>	<b>JAN 2016</b>	<b>Hospital, ER</b>
<b>Hospital Metropolitano Cabo Rojo</b>	<b>108 Munoz Rivera St. Cabo Rojo, PR Phone: (787) 851-0888</b>	<b>JAN 2016</b>	<b>Hospital, ER</b>

<b>FOR THE PORT: Arecibo</b>			
<b>FACILITY/LOCATION</b>	<b>Address/Phone</b>	<b>DATE LAST UPDATED</b>	<b>SPECIALIZED CAPABILITIES</b>
<b>Hospital San Carlos Borromeo</b>	<b>550-S, Concepcion Rivera Ayala Moca, PR Phone: (787) 877-8000</b>	<b>JAN 2016</b>	<b>Hospital, ER</b>
<b>Manati Medical Center</b>	<b>Rd-1, Urb. Hernandez Carrion Manati, PR Phone: (787) 854-3700</b>	<b>JAN 2016</b>	<b>Hospital, ER</b>

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<b>FOR THE PORT: St. Thomas, USVI/ St. Croix, USVI, St. John, USVI</b>			
<b>FACILITY/LOCATION</b>	<b>Address/Phone</b>	<b>DATE LAST UPDATED</b>	<b>SPECIALIZED CAPABILITIES</b>
<b>Schneider Regional Medical Center</b>	<b>9084 Sugar Estate St. Thomas, USVI Phone: (340) 776-8311</b>	<b>JAN 2016</b>	<b>Hospital, ER, Trauma, Cardio (Serves also St. John, USVI.</b>
<b>Governor Juan F. Luis Hospital &amp; Medical Center</b>	<b>Sunny Isle, across from Innovative Bldg. St. Croix, USVI Phone: (340) 778-6311</b>	<b>JAN 2016</b>	<b>Hospital, ER, Trauma, Cardio</b>
<b>Myra S Keating Clinic</b>	<b>St. John, USVI 776-6400</b>	<b>JAN 2016</b>	<b>Clinic</b>

Note: There is only one clinic but no Hospital in St. John, USVI. Medical services are covered by St. Thomas, Medical Center.