



### **Contra Costa Health Services (CCHS) Crisis Care Activation Communications Plan**

All hospitals in Contra Costa County have been asked to immediately notify the emergency medical services duty officer (925-570-9708) when activating their crisis or contingency care plans.

When Contra Costa Health Services (CCHS) receives notice that a hospital in the county is implementing its crisis or contingency care plan, the public information officer or designee shall post a message adapted from the template below on the CCHS web page and link to it from CCHS social media accounts.

CCHS shall contact the appropriate representative at the impacted facility to determine if additional public information support or assistance is needed.

#### **Contingency Care Activation Public Message Template**

Impacted Healthcare Facility

[DATE/TIME]

Contra Costa Health Services (CCHS) has been notified by [HOSPITAL] that its facility at [LOCATION] is operating under contingency care status in response to an unusually high volume of patients.

People who have appointments or other business at this facility should be aware that some care and services may be delayed. Contact [HOSPITAL] for information.

Please avoid nonessential trips to this location.

#### **Crisis Care Activation Public Message Template**

Impacted Healthcare Facility

[DATE/TIME]

Contra Costa Health Services (CCHS) has been notified by [HOSPITAL] that its facility at [LOCATION] has activated its crisis care plan in response to an unusually high volume of patients.

People who have appointments or other business at this facility should be aware that some care and services may be delayed. Contact [HOSPITAL] for information.

Please avoid nonessential trips to this location.

