

**SE Minnesota Disaster Health
Coalition**

Communications Guidelines

April 2018

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INTRODUCTION

The Disaster Health Coalition consists of organizations with responsibilities to mitigate the likelihood of a hazard negatively impacting the ability of a Disaster Health system to provide services and to prepare for, respond to, recover from consequences of a disaster to the Disaster Health system, the purpose of the SE MN Disaster Health Coalition (SEMNDHC) is to facilitate preparedness to assist communities with building a Health and Medical Services (Emergency Support Function 8/ESF8) Capability to respond to and recover from disasters.

The following groups are represented as part of the SE MN Disaster Health Coalition:

- Hospitals
- Local Public Health
- Emergency Management Agencies (Jurisdictional)
- Emergency Medical Services Regulatory Board (EMSRB)
- South East Emergency Medical Services (SE EMS)
- Long Term Care Facilities
- Home Health
- Specialty Services such as(e.g. dialysis centers, hospice centers)
- Volunteer Organizations Active in Disasters (VOAD)

This document outlines the SEMNDHC Communications Plan. The goal of this plan is to provide information to support interoperability and effective communication among Coalition partners during times of disaster, as appropriate.

This document was created in accordance with the [Minnesota Hospitals Communications Best Practice Guide](#) published by the EMS, Hospital & Public Health Workgroup of the [Statewide Emergency Communications Board](#), Operations & Technical Committee (SECB OTC).

DISASTER HEALTH COMMUNICATIONS PLANNING GROUPS

SEMNDHC Interoperable Communications Workgroup

This group is a secondary workgroup of the coalition and is comprised of representatives from each of the Coalitions primary disciplines, a representative from the Regional Radio Board and the MNTrac Regional Coordinator. This workgroup only convenes when a communication issue needs to be addressed.

SE Region User's Group

This group is a Workgroup of the [Southeast Regional Radio Board](#) Operation and Technical Committee. Members include 800 MHz Radio User's from across the SE Region working in the areas of Public Safety and Disaster Health.

[MNTrac](#) State Workgroups

The [MN Department of Health Office of Emergency Preparedness](#) facilitates an advisory workgroup to create policy, guidance, and training around the use of MNTrac

Health Alert Network (HAN) State Coordinator Meetings

This group is comprised of Local HAN coordinators which meet on a monthly conference call.

COMMUNICATION MODES & TIERS

This section describes different modes of communication used in the SE Region and how they are used to achieve interoperability.

The **Primary** communications modes are used day-to-day and as available during emergencies and disasters.

The **Secondary** modes are used when Primary Communications are down or during times of response.

The **Tertiary** modes are used when Primary and Secondary communications are down.

Communication Matrix (Refer to [Appendix B](#))

Primary Communication Modes

- **Phone**

Since phone is the primary method of communication, SEMNDHC members are encouraged to increase the continuity of their telecommunication systems by enrolling in one or more of the following programs.

- **TSP** - Telecommunications Service Priority
TSP is a program that authorizes national security and emergency preparedness (NS/EP) organizations to receive priority treatment for vital voice and data circuits or other telecommunications services. The TSP Program provides service vendors a Federal Communications Commission (FCC) mandate to prioritize requests by identifying those services critical to NS/EP. A TSP assignment ensures that it will receive priority attention by the service vendor before any non-TSP service during a disaster. <https://www.fcc.gov/general/telecommunications-service-priority>
- **GETS** – Government Emergency Telecommunications Service
The Government Emergency Telecommunications Service is a White House directed emergency phone service provided by the National Communications System (NCS) in the Office of Cybersecurity and Communications Division, National Protection and Programs Directorate, Department of Homeland Security. GETS provides emergency access and priority processing in the local and long distance segments of the Public Switched Telephone network (PSTN). It is intended to be used in an emergency or crisis situation when the PSTN is congested and the probability of completing a call over normal or other alternate telecommunication means has significantly decreased. <https://www.fcc.gov/general/government-emergency-telecommunications-service>
- **WPS** - Wireless Priority Services
Wireless Priority Services is a priority calling capability that greatly increases the probability of call completion during a national security and emergency preparedness (NS/EP) event while using their cellular phone. To make a WPS call, the user must first have the WPS feature added to their cellular service. Once established, the caller can dial *272 plus the destination telephone number to place an emergency wireless call.

NOTE: WPS and GETS are requested through a secure on-line system. Before service can be requested, participating organizations must establish a Point of Contact (POC) account. The GETS/WPS POC serves as each organization's program administrator. Once an organization has an established POC, they can request GETS and WPS. The NCS recommends that each WPS user also have a GETS card.
<https://www.fcc.gov/general/government-emergency-telecommunications-service>

- **Email**

- **MN Healthcare Alert Network (MNHAN) Messages located within PartnerLink**

All of Minnesota's 91 public health agencies have built local HANs to distribute alert information rapidly to health care providers and others in their jurisdiction. Tribal governments have also developed their own health alert networks. Minnesota's Health Alert Networks are connected to a national Health Alert Network managed by the Centers for Disease Control and Prevention. This decentralized development has resulted in a robust and flexible communication tool for local, state, or national emergencies.

- **[MissionMode](#) Alert Notification**

MissionMode is a third party application that rapidly sends notification alerts by landline phone, cellular phone both voice and text, pager, fax, and/or email. It also tracks the acknowledgement of those alerts in real-time and can send up follow-up alerts.

- **[MNTrac](#)**

Alert Notification - This MNTrac module is a mechanism for System Administrators, Disaster Health Multi-Agency Coordination Center (H-MACC), and Mayo Clinic ECC to quickly send out alert notifications to users. Users decide which alerts they wish to receive. (Notification Settings) Although some alert types can be forced out to all users.

Bed Availability – This MNTrac module is a mechanism for the SEMN Health-MACC to electronically request and track bed availability for hospitals and skilled nursing facilities in SEMN.

- **MTAT (Mayo Transport Awareness Tool)**

MTAT routinely supports EMS-transported patient tracking throughout Mayo Clinic Emergency Communications Center dispatch services areas. Participating organizations are able to view MTAT data specific to their area/agency. During disasters, Mayo Clinic uses MTAT to support patient tracking for all agencies dispatched by the ECC or with patients being transported to participating MTAT sites.

- **ARMER Radio**

The acronym [ARMER](#) stands for Allied Radio Matrix for Emergency Response. The ARMER system is the network of interconnected public safety radio towers that make up the backbone of Minnesota's statewide public safety radio system. Towers are interconnected by microwave connections linking each tower to one of six zone controllers strategically located throughout the state. It is a [P25](#) Open Standard digital trunked radio system where the zone controller allows users to share radio frequencies (800 MHz range) by creating multiple virtual channels using any available frequency. This is the primary radio system used by most first responders within Minnesota.

Secondary Communication Modes

- **MNTrac Coordination Center** (MNTrac CC)

The MNTrac Coordination Center provides a central location for users from around the state to communicate with one another and share resources electronically. It allows for on-line conferencing and emergency communication that is supported in real time. The Coordination Center may be used to improve collaboration and improve response times during an event or for routine administrative use for resource sharing and planning discussions on a day-to-day basis. Example: workgroup meetings and document sharing. www.MNTrac.org

- **Fax**

Tertiary Communications Modes

- **Satellite Phone**

A satellite telephone, satellite phone (SAT Phone) is a type of mobile phone that connects to orbiting satellites instead of terrestrial cell sites. They provide similar functionality to terrestrial mobile telephones; voice, [short messaging service](#) and low-bandwidth internet access are supported through most systems.

- **Amateur Radio**

[Amateur radio](#) (also called ham radio) is the use of designated radio frequency spectrum for purposes of private recreation, non-commercial exchange of messages, wireless experimentation, self-training, and emergency communication. The term "amateur" is used to specify persons interested in radio technique solely with a personal aim and without pecuniary interest, and to differentiate it from commercial broadcasting, public safety (such as police and fire), or professional two-way radio services (such as maritime, aviation, taxis, etc.). Local amateur radio operators can be used to set up a communication network when other modes of communication are not meeting the need.

The [Amateur Radio Emergency Service](#)® (ARES) consists of licensed amateurs who have voluntarily registered their qualifications and equipment, with their local ARES leadership, for communications duty in the public service when disaster strikes. Med-ARES are volunteers that work specifically supporting Disaster Healthcare response.

GENERAL INFORMATION

PartnerLink (MIR3)

PartnerLink (MIR3) houses the public health directory that is used to distribute emails to people based on the roles they fill. Roles include Leadership (CHB or Tribal), EP Coordinator, HAN Coordinator, 24/7 Alert Contact, plus a variety of immunization, disease and other topics. (<https://ondemand.mir3.com/mdh/login/>) For assistance, contact workspace@state.mn.us.

SharePoint

SharePoint is a secure place to store, organize, share, and access information. Emergency Preparedness and Response Section uses it primarily for Grant Reporting, although each Region has their own shared document site. (<https://mn365.sharepoint.com/sites/MDH/oeop/SitePages/Home.aspx>) For technical assistance, email health.epr@state.mn.us.

MNTrac Knowledge Base

An electronic library of resource documents. These documents can be viewed and referred to at any time by a user logged in to [MNTrac](#). It is a central location to collect important documents, including training materials, reference guides or other important resource documents. Knowledge base is also equipped with a search function. Information access is permission based.

MNTRAIN (Minnesota Trainingfinder Real-time Affiliate Integrated Network)

[MNTRAIN](#) is a password-protected, web-based learning management system designed for the continuing education of professionals who protect the public's health. Minnesota course providers, local public health, hospitals, EMS, and other users will be able to track their training easily.

HEALTH MULTI AGENCY COORDINATION CENTER (H-MACC)

A Health Multi-Agency Coordination Center (H-MACC) is a support structure that can be utilized as a conduit for communication and information flow between several organizations or jurisdictions affected by an incident and a state's response.

Health and Disaster Health Multi-agency coordination can occur virtually, at a physical MAC Center, or a combination of both. A multi-agency coordination center denotes a place or physical location where representatives from multiple agencies and facilities gather to coordinate information, regional resource needs, and response efforts on a regional level and to relay state-supported resources and information. A virtual MACC conducts the same activities, but does so using various communications tools from remote locations.

SE MN Disaster Health MACC activation is requested by calling the Mayo Clinic Emergency Communications Center. Refer to [Appendix A](#) for activation pathway details.

APPENDIX A - SOUTHEAST MN DISASTER HEALTH COALITION ACTIVATION

Mayo Clinic Emergency Communications Center (ECC) is the 24/7 SEMN Disaster Health Coalition emergency contact.

This functionality was developed for distressed Health facilities to:

- Notify Disaster Health Coalition members of an emergency situation or incident that is, or has the potential to, stress or overwhelm the reporting facility or jurisdiction.
- Activate regional Disaster Health response plans or compacts.
- Request support in responding to an incident.

Notify the Mayo Clinic ECC to report an incident that may impact Coalition partners or to request support:

- **Primary Phone: 855.606.5458**
- **Secondary Phone: 507.255.2808**
- **ARMER Radio: SE Hospital Talk Group**

Example radio script to contact Mayo Clinic ECC: “[Your Hospital/LTC facility Name] to Mayo Clinic ECC on SE Hospital.”

Prior to contacting the ECC support, identify the following information:

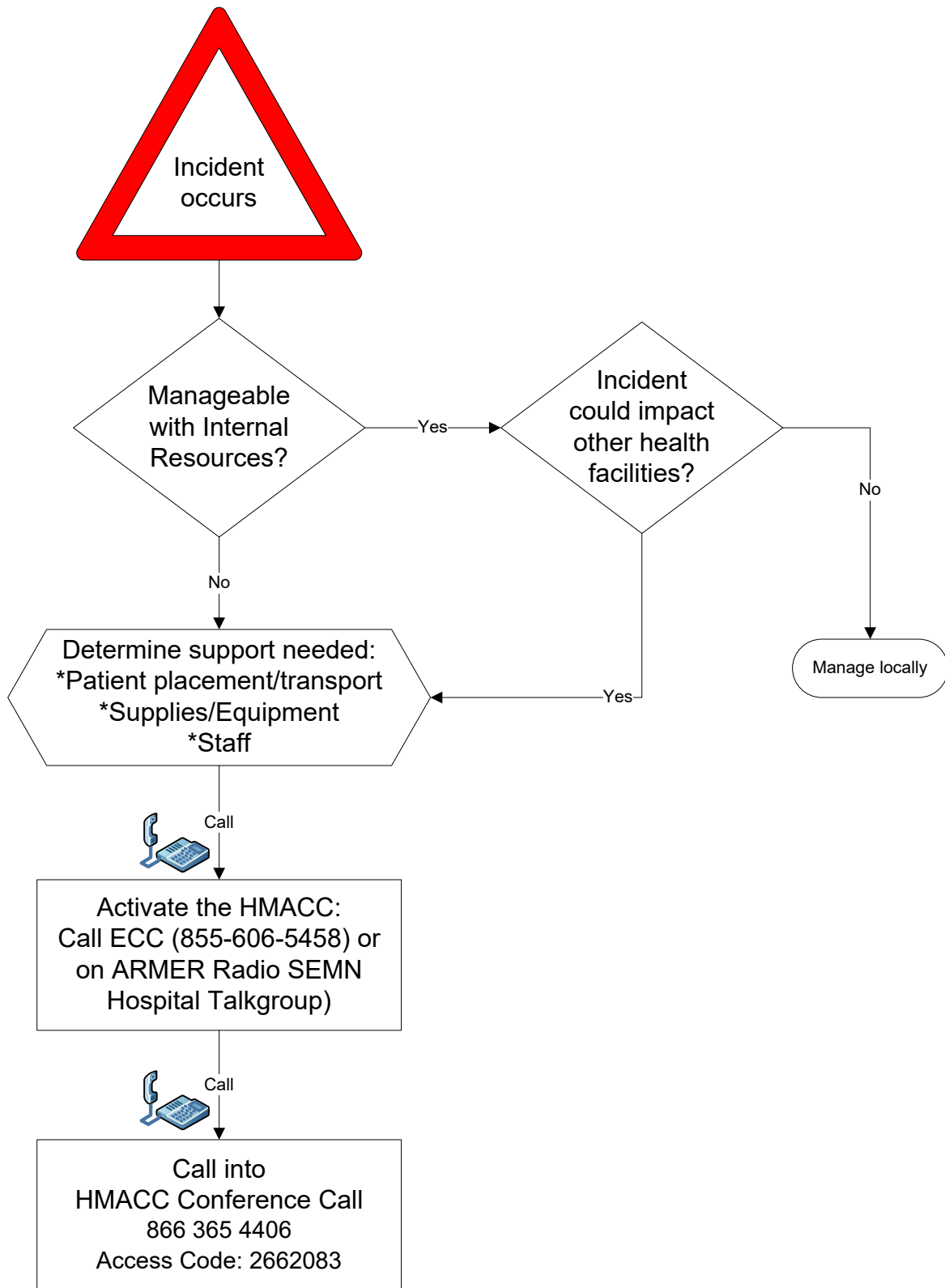
- Incident Location
- Incident Type
- What support you need:
 - Patient Evacuation/Transfer Support
 - Reference: Mayo Clinic Patient Intake Form
 - Supply/Equipment Support (Type and Quantity)
 - Reference: SE Region Supply/Equipment Request Form (found in Appendix I of the H_MACC Guidelines)
 - Personnel/Staffing Support (Type and Quantity)

Provide this information to the ECC:

- a. “This is [Your facility name] requesting Disaster Health MACC activation.”
- b. Your callback information if calling via telephone.

Join the Disaster Health-MACC Conference Call (Primary number: 866.365.4406; Access Code: 2662083), **which will be immediately initiated by the ECC following the initial call.**
Provide this information on the conference call:

- a. Who, What, Where, When, Why
 - Current “external” (community) situation
 - Current “internal” (facility) situation
 - Anticipated or actual support needs (patient transfer/evacuation, supplies/equipment, personnel, etc.)
 - A facility contact and contact information to allow for follow up during a disaster.



APPENDIX B - COMMUNICATION PLATFORM MATRIX

MNHAN = MN Health Alert Network

MNTrac CC = Minnesota system for Tracking Resources, Alerts, and Communications (MNTrac) Coordination Center

ARMER = Allied Radio Matrix for Emergency Response; MN 800 MHz Radio System

ARES = Amateur Radio Emergency Services (HAM Radio Operators)

JIC = Joint Information Center

GETS = Government Emergency Telecommunications System calling card

Primary Mode
Secondary
Tertiary

	Mayo Clinic ECC	Hospital IMT	Local Public Health	State Public Health	Regional Health MACC	Emergency Management	EMS
Hospital Incident Management Team (IMT)	Phone	Phone Email MissionMode Alert (receive only)	Phone Email MNHAN (receive only)	Phone Email MNTrac Alert MNHAN	Phone Email MissionMode MNTrac Alert (receive only)	Phone Email	MNTrac
	ARMER Phone(GETS)	MNTrac CC Cell Phone Phone(GETS) Fax	MNTrac CC Cell Phone Phone(GETS) Fax	MNTrac CC Cell Phone Phone(GETS) Fax	MNTrac CC Cell Phone Phone(GETS) Fax	MNTrac CC ARMER Cell Phone Phone(GETS) Fax	
		ARMER ARES/MED-ARES	ARMER ARES/MED-ARES	ARMER ARES/MED-ARES	ARMER ARES/MED-ARES	ARES/MED-ARES	
Hospital Emergency Department	Phone	Phone			Phone		ARMER Cell Phone
	MN ARMER; Phone(GETS)	Internal Radio Runner			MN ARMER Fax		
Hospital Public Information Officer	Phone	Phone/Email	Phone/Email	Phone/Email/ Fax	Phone/Email	Phone/Email	Phone/Email/ Cell Phone Phone(GETS) Fax In Person(JIC)
	Cell Phone Phone(GETS)	Cell Phone Phone(GETS) Fax In Person(JIC)	Cell Phone Phone(GETS) Fax In Person(JIC)		Fax	Cell Phone Phone(GETS) Fax In Person(JIC)	Cell Phone Phone(GETS) Fax In Person(JIC)
		ARMER	ARMER			ARMER	ARMER
Hospital Patient Transfer/ Admissions Office/Center	Phone/Fax/ Cell Phone Phone(GETS)	Phone/Fax			Phone/Email		
					MNTrac HAVBED Fax		

APPENDIX C - REFERENCES

[Minnesota Emergency Medical Services Communications Plan](#) - A Radio Planning Guide for Minnesota EMS & Hospitals

[MN Hospitals Communication Best Practices Guide](#)
(<https://dps.mn.gov/divisions/ecn/programs/armer/Documents/Best%20Practice%20Guides/minnesota-hospital-communications-best-practice-guide-6-2011.pdf>)

[Hospital Disaster Preparedness & Response Compact](#)

[SEMN Disaster Healthcare Coalition Activation Drill Exercise Plan](#)

APPENDIX D - SE MINNESOTA HOSPITAL EMERGENCY DEPARTMENT CHANNEL LAYOUT

Minimum Channels

SE Hosp	SE Regional Interop (SE)
Hospital Specific Talkgroup	SE Call
EMH-SED (MRCC patching)	

RADIO ETIQUETTE

1. Identify who you are
2. Identify who you are calling
3. Identify what channel on which you are communicating

APPENDIX E - SE MINNESOTA HOSPITAL INCIDENT COMMAND CHANNEL LAYOUT

CHANNEL	SE Hosp	SE Regional Interop	State Wide Interop (IC)	Scene of Action (SA)– Conventional
1	SE HOSP	SECALL	STAC1	8SOA-1
2	SMH	SE2	STAC2	8SOA-2
3	OLMC	SE3	STAC3	8SOA-3
4	LCMC	SE4	STAC4	8SOA-4
5	CFMC	SE5	STAC5	8CALL90-D
6	OWTMC	SE6	STAC6	8TAC91-D
7	WNHOSP	SE7	STAC7	8TAC92-D
8	AUSTMC	SE8	STAC8	8TAC93-D
9	STELIZMC	SE9	STAC9	8TAC94-D
10	ABLEAMC	SE10	STAC10	8CALL90-R
11	DISTONE	SE11	STAC11	8TAC91-R
12	RWMC	SE12	STAC12	8TAC92-R
13	FMC	SE13	STAC13E	8TAC93-R
14	MDH EM1	SE14E	STAC14E	8TAC94-R
15	MDH EM2	SE15E	MSPCALL	F-SOA-1
16	SE HOSP	SECALL	8SOA-1	F-SOA-2

RADIO ETIQUETTE

- Identify who you are
- Identify who you are calling
- Identify what channel/talkgroup on which you are communicating

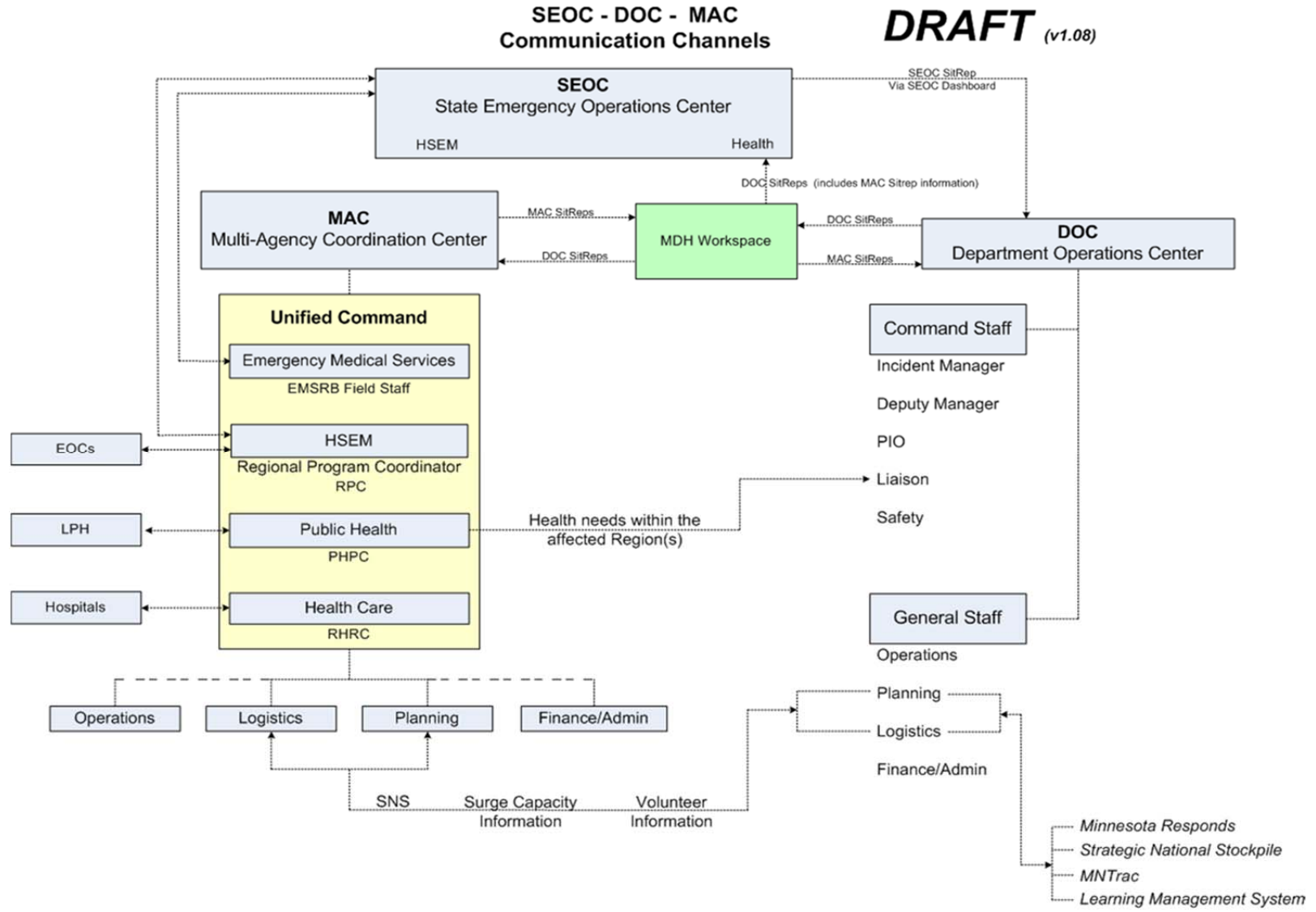
APPENDIX F – RHPC CHANNEL LAYOUT

CHANNEL	EM	MN	SE	OL	8C	H
1	OL PH1	STAC1	SECALL	OL-01	8SOA-1	SE HOSP
2	OL PH2	STAC2	SE2	OL-02	8SOA-2	SMH
3	OL PH3	STAC3	SE3	OL-03	8SOA-3	OLMC
4	SE EM TAC	STAC4	SE4	OL-04	8SOA-4	LCMC
5	SEMTAC	STAC5	SE5	OL-05	8CALL90-D	CFMC
6	LAXWTH	STAC6	SE6	OL-06	8TAC91-D	OWTMC
7	ROCH EOC	STAC7	SE7	OL-07	8TAC92-D	WNHOSP
8	OL EOC	STAC8	SE8	OL-08	8TAC93-D	AUSTMC
9	MNDUTY	STAC9	SE9	OL-09	8TAC94-D	STELIZMC
10		STAC10	SE10	OL-10	8CALL90-R	ABLEAMC
11		STAC11	SE11	OL-11	8TAC91-R	DISTONE
12		STAC12	SE12	OL-12	8TAC92-R	RWMC
13		STAC13E	SE13	BUILDOPS1	8TAC93-R	FMC
14		STAC14E	SE14E	BUILDOPS2	8TAC94-R	MDH EM1
15		MSPCALL	SE15E	OL PUBWRK	F-SOA-1	MDH EM2
16		8SOA-1	SECALL	OL STS	F-SOA-2	SE HOSP

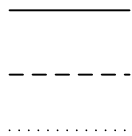
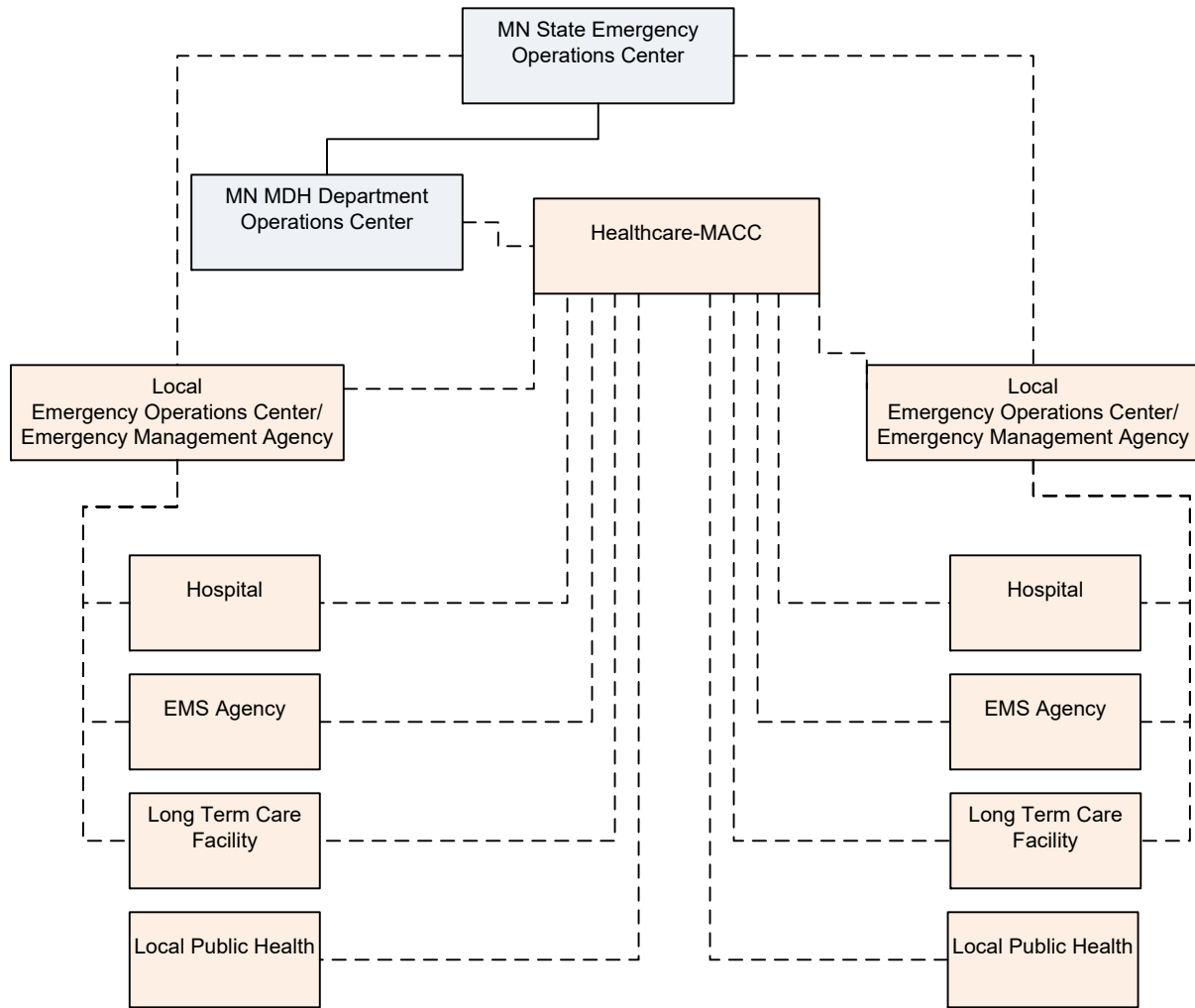
APPENDIX G – SE MINNESOTA HOSPITAL CHANNEL LAYOUT TALKGROUP DESCRIPTIONS

Name of Talkgroup	Description
SE HOSP	This talkgroup is dedicated for SE Hospital Incident Command. Default place to go when primary communications are down. Will communicate to other SE Region Hospital IC and SE Health MAC
LAXWTH	National Weather Service
SE Call	This talkgroup will be heard by all Region Dispatch Centers
SE 2 - 15	Regional interoperability talkgroup. Assigned to users through PSAP (local dispatch center) upon request or need
EMH-SED	Emergency Medical Hospital Statewide Emergency Department (EMH-SED) talkgroup. It is used by Metro Region Communication Center (MRCC) to patch an EMS unit which does not have a specific hospital talkgroup to that hospital. MRCC will contact the hospital by phone to instruct the emergency department to communicate with the hailing EMS unit on the EMH-SED.(ED use only - <i>not monitored</i>)
S- TAC	State interoperability talkgroups assigned by a PSAP for a statewide response (i.e. responders coming from outside region)
MSPCall	Minnesota State Patrol – Rochester (to be used only for immediate requests)
SOA	Scene of Action Channels. Used when ARMER system is not available. Essentially it turns 800 MHz radios into walkie-talkies. Function in 5 mile range. Do not need to be checked out.
8 Call 8 TAC	National Channels for conventional or walkie-talkie use

APPENDIX H – STATE, HEALTH-MACC, LOCAL



COMMUNICATIONS FRAMEWORK



APPENDIX I – MDH CHANNEL LAYOUT

MDH 800MHz ARMER Radio Talk Group Matrix / Fleet Map

#	Z1=HM (Home)	Z2=MA (Agencys)	Z3=MT (Metro)	Z4 = SE	Z5 = SR	Z6 = SW	Z7 = CM	Z8 = NW	Z9 = NE	Z10= (EMH1)	Z11= (EMH2)	Z12= (EMH3)	Z13 = MN	Z14 = 8C
1	MN Health E	MN Health	MN Health	MN Health	MN Health	MN Health	MN Health	MN Health	MN Health	MN Health	MN Health	MN Health	MN Health	8Call 90R
2	MDH TAC1	MDA INT	ME PH 1	SE EOC*	SR EOC*	SW EMTAC (15)	CM EM	NW EOC	NE EOC*	EMH SED	UNITED	METHO DIST	STAC 1	8Tac 91R
3	MDH TAC2 e	MDA EXT	ME PH 2	SE- HOSP	EMH- MK	SW- HOSP (14)	EMS- HAIL	NW- HOSP	EMH- SLRTC	EMS COORD	REGIONS	UOFM RS	STAC 2	8Tac 92R
4	MDH EM1	MN HSEM	ME PH 3	SE CALL	SR CALL	SW CALL	CM CALL	NW Call	NE CALL	EMS SMRCC	ST JOES	REGINA	STAC 3	8Tac 93R
5	MDH EM2	PCA EXT	ME PH 4	SE 2	SR 2	SW 2	CM 2	NW 2	NE 2	EMS W MRCC	ST JOHNS	Open*	STAC 4	8Tac 94R
6	Open*	MN HSEM HAZM	ME TAC5	SE 3	SR 3	SW 3	CM 3	NW 3	NE 3	EMS E MRCC	WOODW INS	STC. ETC. (Centra C)	STAC 5	8Call 90D
7	Open*	DOT HAZM	ME TAC 6	SE 4	SR 4	SW 4	CM 4	NW 4	NE 4	EMS MRCC XP1	UOFM CAMP	MKTO. MAYO	STAC 6	8Tac 91D
8	Open*	DHS EM3	ME TAC 7	SE 5	SR 5	SW 5	CM 5	NW 5	NE 5	EMS MRCC XP2	UNITY	ROCH. MAYO (Dsip)	STAC 7	8Tac 92D
9	MSP CALL	Open*	ME TAC 8	SE 6	SR 6	SW 6	CM 6	NW 6	NE 6	Open*	HCMC	ST.MAR YS DUL	STAC 8	8Tac 93D
10	MN HSEM	Open*	METEM	SE 7	SR 7	SW 7	CM 7	NW 7	NE 7	NW HSPP (NW HOSP)	RIDGES BV	ST.LUKE S DUL	STAC 9	8Tac 94D

MDH 800MHz ARMER Radio Talk Group Matrix / Fleet Map

#	Z1=HM (Home)	Z2=MA (Agencys)	Z3=MT (Metro)	Z4 = SE	Z5 = SR	Z6 = SW	Z7 = CM	Z8 = NW	Z9 = NE	Z10= (EMH1)	Z11= (EMH2)	Z12= (EMH3)	Z13 = MN	Z14 = 8C
1 1	SEMTAC	Open*	OPEN*	SE 8	SR 8	SW 8	CM 8	NW 8	NE 8	NE HSPP (NE-HOSP)	MAPLEG RV	RICE Wilmar	STAC 10	8SO A1
1 2	MN DO	Open*	ME EMH CALL	SE 9	SR 9	SW 9	CM 9	NW 9	NE 9	WC HSPP (EMHWCR- HSP)	FRV SDL	Open*	STAC 11	8SO A2
1 3	8SOA1	DRO 1 RC	ME EMH COM 1	SE 10	SR 10	SW 10	CM 10	NW 10	NE 10	CM HSPP (CMRGHSP)	ABBOT	Open*	STAC 12	8SO A3
1 4	8SOA2	DRO 2 SA	ME EMH COM 2	SE 11	SR 11	SW 11	CM 11	NW 11	NE 11	SE HSPP (SE HOSP)	MPLS CHILD	Open*	STAC 13 E	8SO A4
1 5	8SOA3	DRO 3	ME EMH COM 3	SE 12	SR 12	SW 12	CM 12	NW 12	NE 12	SR HSPP (EMH SR)	NORTH	Open*	STAC1 4 E	FSO A1
1 6	8SOA4	DRO 4	ME EMH COM 4	SE 13	DYNA MIC RG	SW 13	Open*	NW EMS	Open*	SW HSPP (SW HOSP 14)	MERCY	Open*	Open *	FSO A2

Note: * = place holder. Not programmed

E = "FORCED" Encrypted - MDH Internal Talk Group

e = "SELECTABLE" Encrypted - MDH Internal Talk Group

MDH Non-Encrypted - MDH Internal and select partners

MDH Non-Encrypted - MDH External Shared by Permission

APPENDIX J – DOCUMENT CHANGE HISTORY

Change Date	Page	Comments
6/18/13	6	Added clarifying language to indicate MNTrac as an electronic bed tracking tool. Added information about Mayo Transport Awareness Tool as a patient tracking support tool.
4/2.2018	Multiple	Updated names, membership list, hyperlinks Moved fax to secondary communication mode Updated talkgroups Various other minor editorial changes