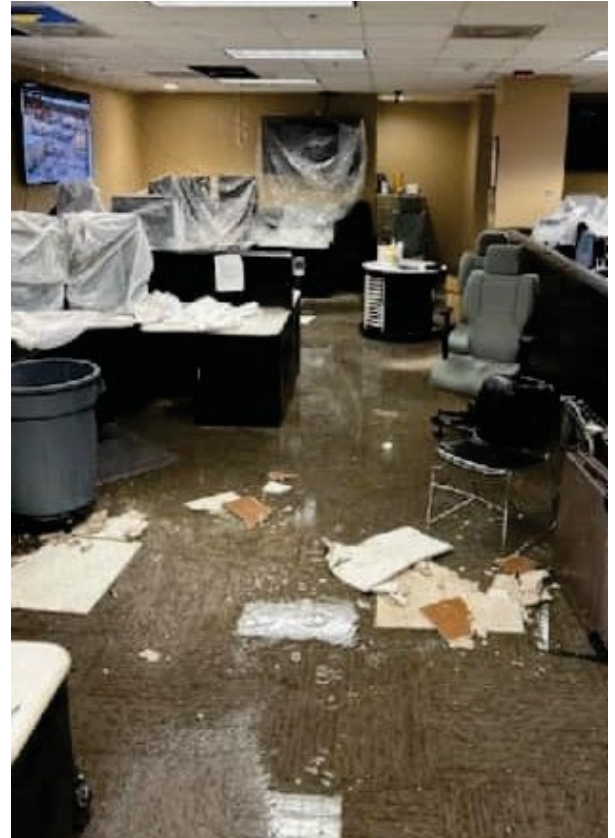


Jackson Med-Link Dispatch Center Flood January 2024

Situation

On January 21st, the sprinkler system in the Emergency Department (ED) at Jackson Madison County General Hospital burst after thawing from freezing temperatures. This caused water to flood the ED and then leak down into the offices of Jackson MedLink RMCC below. Jackson MedLink, which handles medical 911 calls and dispatches ambulances for Medical Center EMS across five counties in West Tennessee and all Incoming ambulance radio communications was forced to evacuate.



Interventions

The WATCH Coalition was notified of the situation and Jackson Medlink RMCC requested the Regional Mobile Command Center bus, belonging to Jackson Madison County Regional Health Department, and a generator from the WATCH Coalition to be deployed immediately. Within an hour after arrival, the Regional Mobile Command Center was set up and ready for use. All staff quickly moved to the RMCC and was set up to take 911 calls within one and a half hours. Despite the disruption, no 911 calls went unanswered, and Jackson Medlink continued operations seamlessly.

Impact

The Regional Mobile Command Center Bus was set up with 3 PSAP stations active and the ready for use. The dispatchers were able to facilitate calls and make sure that the center functioned as normal as possible. Many local partners help play a role in getting communications back up and running as well. These partners include staff from Jackson Madison County Regional Health Department, WATCH Coalition, Madison County Fire Department, and Integrated Communications.



The HCC strengthens the ability of our nation's communities to prepare for, withstand, and recover from public health threats-saving lives 24/7/365.