

**ANNEX H**

**HEALTH  
&  
MEDICAL SERVICES**

**County of Hidalgo**

# APPROVAL & IMPLEMENTATION

## ANNEX H

### HEALTH & MEDICAL SERVICES

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Signature  
**Hidalgo County Judge**

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Date

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Signature  
**Emergency Management Coordinator**

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Date

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Signature  
**Chief Administrative Officer**

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Date



**ANNEX H**

**HEALTH & MEDICAL SERVICES**

**I. AUTHORITY**

See Basic Plan, Section I.

**II. PURPOSE**

The purpose of Annex H is to outline the local organization, operational concepts, responsibilities, and procedures to accomplish coordinated public health and medical services to reduce death and injury during emergency situations and restore essential health and medical services within a disaster area.

**III. EXPLANATION OF TERMS**

**A. Acronyms**

AAR	After Action Report
DDC	Disaster District Committee
DHS	U.S. Department of Homeland Security
DMAT	Disaster Medical Assistance Team
DMORT	Disaster Mortuary Services Team
DPS	Department of Public Safety
DSHS	Department of State Health Services
DSHS / EOC	Department of State Health Services / Emergency Operations Center
EMC	Emergency Management Coordinator
EMS	Emergency Medical Services
EOC	Emergency Operations Center
FEMA	Federal Emergency Management Agency
HCHHSD	Hidalgo County Health and Human Services Department
HSR 11 / EOC	Health Service Region 11 / Emergency Operations Center

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IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
ISD	Independent School Districts
JIC	Joint Information Center
MOA / MOU	Memorandum of Agreement / Memorandum of Understanding
NDMS	National Disaster Medical System
NIMS	National Incident Management System
NRP	National Response Plan
PIO	Public Information Officer
RRC	Regional Resource Committee
SOC	State Operations Center
SOP	Standard Operating Procedures
SITREP	Situation Report
TCEQ	Texas Commission for Environmental Quality
TRRN	Texas Regional Response Network

### B. Definitions

1. After Action Report. is developed to identify problems that need to be corrected or areas that can be improved, and who is responsible for implementing them.
2. Disaster Medical Assistance Team. A team of volunteer medical professionals and support personnel equipped with deployable equipment and supplies that can move quickly to a disaster area and provide medical care.
3. Disaster Mortuary Services Team. A team of mortuary service and medical personnel that provide mortuary and victim identification services following major or catastrophic disasters.
4. Emergency Medical Services. A service providing out-of-hospital acute care and transport to definitive care, to patients with illnesses and injuries which the patient believes constitutes a medical emergency. The most common and recognized EMS type is an ambulance organization.
5. Emergency Medical Technician. An individual who has completed the required training and is

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licensed by the State of Texas to perform emergency basic life support functions.

6. Joint Information Center. A location established by State and Federal Government subsequent to a Presidential Disaster Declaration. These centers have the dual role of collecting damage information relating to the private (individual) sector and serving as a referral center to help individual in getting available assistance to meet immediate needs.
7. National Disaster Medical System. A nation-wide mutual aid network consisting of federal agencies, businesses, and other organizations that coordinates disaster medical response, patient evacuation, and definitive medical care. At the federal level, it is a partnership between Department of Health and Human Services, the Department of Defense, the Department of Veterans Affairs, and FEMA. Non-federal participants include major pharmaceutical companies and hospital suppliers, the national Foundation for Mortuary Care, and certain international disaster response and health organizations.
8. National Incident Management System. A unified approach to incident management; standard command and management structures; and emphasis on preparedness, mutual aid and resource management.
9. Regional Resource Committee. A collaborative effort that brings together regional providers of community and economic services.
10. Situation Report. Updates are compiled for use in emergency management planning and operational activities. Updates include information and graphics gathered from a variety of sources including other federal agencies and departments, state and local government, and the news media.
11. Special Needs Individuals/Groups. Includes the homeless, elderly, medically fragile, mentally and/or physically challenged or handicapped, individuals with mental illness, and the developmentally delayed. May also include home-bound individuals, individuals in nursing / long term care facilities, and individuals with language difficulties. These groups may need specially trained health care providers to care for them, special facilities equipped to meet their needs, and / or require specialized vehicles and equipment for transport. This population requires specialized assistance in meeting daily needs and may need special assistance during emergency situations.

## IV. SITUATION & ASSUMPTIONS

### A. Situation

1. As outlined in Section IV - Figure 1 in the Basic Plan, our area is vulnerable to a number of hazards. These hazards could result in the evacuation, destruction of or damage to homes, Independent School Districts (ISD) and businesses, loss of personal property, disruption of food distribution and utility services, serious health risks, and other situations that adversely affect the daily life of our citizens.
2. Emergency situations could result in the loss of water supply, wastewater, and solid waste disposal services, creating potential health hazards.
3. Hospitals, nursing homes, ambulatory care centers, pharmacies, and other facilities for medical/health care and functional needs populations may be damaged or destroyed in major emergency situations.
4. Health and medical facilities that survive emergency situations with little or no damage may be unable to operate normally because of a lack of utilities or because staff are unable to report for duty as a result of personal injuries or damage to communications and transportation systems.
5. Medical and health care facilities that remain in operation and have the necessary utilities and staff could be overwhelmed by the “walking wounded” and seriously injured victims transported to facilities in the aftermath of a disaster.
6. Uninjured persons who require frequent medications such as insulin and antihypertensive drugs, or regular medical treatment, such as dialysis, may have difficulty in obtaining these medications and treatments in the aftermath of an emergency situation due to damage to pharmacies and treatment facilities and disruptions caused by loss of utilities and damage to transportation systems.
7. Use of radiological, nuclear, chemical or biological weapons of mass destruction could produce a large number of injuries requiring specialized treatment that could overwhelm the local and state health/medical system and possibly involve Mexican border towns. Similarly, these situations could produce a large number of deaths which would overwhelm the state’s ability to provide adequate

mortuary services.

8. Emergency responders, victims, and others who are affected by emergency situations may experience stress, anxiety, and display other physical and psychological symptoms that may adversely impinge on their daily lives. In some cases, disaster behavioral health services may be needed during response operations.

## **B. Assumptions**

1. Although many health-related problems are associated with disasters, there is an adequate local capability to meet most emergency situations.
2. Public and private medical, health, and mortuary services resources located in our region will be available for use during emergency situations; however, these resources may be adversely impacted by the emergency.
3. If hospitals and nursing homes are damaged, it may be necessary to relocate significant numbers of patients to other comparable facilities elsewhere.
4. Disruption of sanitation services and facilities, loss of power, and the concentration of people in shelters may increase the potential for disease and injury.
5. Damage to chemical plants, sewer lines and water distribution systems, and secondary hazards such as fires could result in toxic environmental and public health hazards that pose a threat to response personnel and the general public. This includes exposure to hazardous chemicals, biologics, radiological substances, and contaminated water supplies, crops, livestock, and food products.
6. The public will require guidance on how to avoid health hazards caused by the disaster or arising from its effects.
7. Some types of emergency situations, including earthquakes, hurricanes, and floods may affect a large proportion of our region, making it difficult to obtain mutual aid from the usual sources.

8. Appropriate Local, State and possibly federal, tribal medical, public health officials, and organizations will coordinate to determine current medical and public assistance requirements.

<b>V. CONCEPT OF OPERATIONS</b>
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**A. General**

1. This government will provide a consistent approach to the effective management of actual or potential public health or medical situations to ensure the health and welfare of its citizens operating under the principles and protocols in the National Incident Management System (NIMS).
2. In Hidalgo County Health and Human Services Department is the local agency primarily responsible for the day-to-day provision of many health and/or medical services.
3. This annex is based upon the concept that the emergency functions of the public health, medical, and mortuary services will generally parallel their normal day-to-day functions. To the extent possible, the same personnel and material resources will be employed in both cases. Some day-to-day functions that do not contribute directly to the emergency operation may be suspended for the duration of the emergency and the resources that would normally be committed to those functions will be redirected to the accomplishment of emergency tasks.
4. Provisions must be made for the following:
  - a) Establishment of a medical command post at the disaster site.
  - b) Coordinate and assist city health departments and other public and private health care providers with health & medical response.
  - c) Triage of the injured/ill, if appropriate.
  - d) Arrange for medical care for the injured/ill, as needed.
  - e) Holding and treatment areas for the injured/ill, if appropriate.
  - f) Provide guidance on isolation, quarantine, decontamination, and treatment of victims of hazardous materials or infectious diseases, as needed.
  - g) Provide guidance and assistance regarding identification of infectious diseases, control their

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spread, and report their presence to the appropriate state or federal health or environmental authorities.

- h) Issue health & medical advisories to emergency management, public and private health professionals, and the public on such issues as drinking water precautions, waste disposal, immunizations, disease outbreak control measures, and food protection techniques.
- i) Conduct health inspections of congregate care and emergency feeding facilities.
- j) Provide assistance and guidance for surveillance of infectious diseases/notifiable conditions in clusters, outbreaks, epidemics and pandemic.
- k) Provide direction on mass dispensing and / or vaccination operations and the use of the Strategic National Stockpile, as required.

### **B. Emergency Behavioral Health Services**

1. Appropriate emergency behavioral health services may be required for disaster victims, survivors, bystanders, responders and their families, and other community caregivers during response and recovery operations. Services may include crisis counseling, critical incident stress management, information and referral to other services, and education about normal, predictable reactions to a disaster experience and how to cope with them.
2. Information on disaster behavioral health services procedures can be found in Appendix 8, attachment D (Behavioral Health).

### **C. Medical Services**

1. Clinic Services: Hidalgo County Health and Human Services Department may provide limited clinical support in certain public health incidents. Responses may include small vaccination clinics, epidemiological investigation support, and sanitation inspections.

### **D. Mortuary Services**

1. When mass fatalities have occurred, it may be necessary to establish a temporary morgue and holding facilities and obtain additional mortuary service assistance. For events that exceed local mortuary capacity, federal disaster mortuary assistance may be requested.

**E. Medical and Mortuary Assistance**

1. Hidalgo County Emergency Management Center may request medical and / or mortuary assistance from DDC for Disaster Medical Assistance Teams (DMAT) and Disaster Mortuary Services Teams (DMORT).

**F. Damage Assessment**

1. Casualty Information. The Medical Authority has primary responsibility for surveillance of morbidities and mortalities resulting from emergency and disasters. Since accurate surveillance data is essential in identifying required levels of medical support, information of this type must be forwarded to Health Officer in the EOC as soon as it is available to support requests for assistance and for inclusion in required reports.
2. Water Supply Systems. In cooperation with Department State Health Services (DSHS), TCEQ has primary responsibility for evaluating damage to water treatment facilities following disaster occurrences. Due to system vulnerability to numerous forms of contamination and the impact which prolonged shutdown of water treatment facilities could have on public health and welfare, it is essential that rapid and accurate assessments of damage be completed and forwarded to the EOC as soon as possible. Accurate timely estimates for required repairs will permit the DSHS and TCEQ to identify appropriate interim measures such as rationing, expedient water treatment, or construction of temporary water delivery systems.
3. Wastewater Systems. Wastewater treatment facilities are vulnerable to disaster-related interruptions and their unavailability can have a major impact on the community's health and well being. The TCEQ, in cooperation with Public Works, has a responsibility for evaluating damage to those facilities, as well as advising local officials concerning expedient sanitation practices which may be required in the affected areas.

**G. Requesting External Assistance**

If health and medical problems resulting from an emergency situation cannot be resolved with local resources, inter-local agreements, or resources obtained by the Resource Management staff in the EOC, EMC may request medical or mortuary assistance from the appropriate supporting Disaster District Committee (DDC). Cities must request assistance from the County EOC before requesting assistance from the State.

**H. Actions by Phases of Emergency Management (refer to actions listed in Basic Plan, Section V. H)**

**1. Mitigation**

- a. Administer immunizations.
- b. Conduct health and sanitation inspections.
- c. Conduct specialized training to stakeholders/providers.
- d. Conduct epidemiological surveillance investigations/education/trainings.
- e. Conduct public health awareness programs.

**2. Preparedness**

- a. Coordinate with county/city emergency management and public / private health entities regarding public health practices.
- b. Train and exercise with County emergency response personnel.
- c. Educate and train for SNS program.
- d. Review, exercise and revise health and medical plans as necessary.
- e. Provide support with emergency equipment as necessary.

**3. Response**

- a. Conduct public information programs dealing with the public health threat and responses.
- b. Conduct disease investigations and collection of vital statistics to control measures.
- c. Monitor health and sanitation activities.
- d. Conduct environmental health activities as required.
- e. Support emergency responses by local emergency management and public / private health entities.

**4. Recovery**

- a. Compile health reports for local, state and federal officials.
- b. Identify potential and/or continuing hazards affecting public health.
- c. Distribute appropriate guidance for the prevention of the harmful effects of the hazard.

**VI. ORGANIZATION & ASSIGNMENT RESPONSIBILITIES**

See Annex N (Direction and Control)

**A. Organization**

1. Our normal emergency organization, described in Section VI.B of the Basic Plan and depicted in Attachment 3 to that Plan, will plan and carry out health and medical operations during emergency situations.
2. The Hidalgo County Health And Human Services Department functions as the local Medical Authority. The HCHHSD has primary responsibility for the health and medical services function and shall designate a Health Officer to plan and coordinate public health and medical services during emergency situations. The Health Officer or a designee shall serve as a member of the EOC Staff. Health and medical service response activities at an incident scene will be coordinated through the Incident Commander. Large-scale health and medical efforts shall be coordinated from the EOC.
3. Upon receipt of official notification of an actual or potential emergency condition, it is the responsibility of the Health Officer in conjunction with the Medical Authority and Emergency Management Coordinator will receive and evaluate requests for health and medical assistance and to disseminate such notification to all appropriate public health, medical, and mortuary services.

**B. Assignment of Responsibilities**

**1. General**

All agencies/organizations assigned to provide health and medical services support is responsible for the following:

- a. Designating and training representatives of their agency, to include NIMS and ICS training.
- b. Ensuring that appropriate SOPs are developed and maintained.
- c. Maintaining current notification procedures to insure trained personnel are available for extended emergency duty in the EOC and, as needed, in the field.

**2. Emergency Functions**

Under the Hidalgo County Emergency Management Plan, the Health Officer has primary responsibility to provide the following services in response to emergency situations:

- a. Essential medical and treatment for persons whose illnesses or injuries are a result of a public health disaster or where care and treatment are complicated by a public health disaster.
- b. Public health information, education, and awareness for the protection of the affected population.

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- c. Will support mortuary and vital records services in the event of a public health disaster or emergency.
  - d. Local public health will support state and federal entities in conducting a damage assessment for public health & medical facilities and systems.
3. To ensure that these services are available as needed, various medical and public health services have been assigned primary or support responsibility for specific activities.

### **C. Task Assignments**

#### **1. The Medical Authority will**

- a. Perform pre-emergency planning for emergency health and medical services and coordinate such activities during major emergencies and disasters.
- b. Provide qualified staff to support health and medical operations at the ICP and the EOC.

#### **2. The Health Officer and Medical Authority will**

- a. Coordinate emergency health and medical activities from the EOC when that facility is activated.
- b. Rapidly assess health and medical needs as determined during emergency event.
- c. Oversee and coordinate the efforts of local health and medical organizations activated for an emergency, assess their needs, help them obtain additional resources, and ensure that necessary services are provided.
- d. Ensure that emergency medical teams responding to a disaster site establish a medical command post.
- e. Coordinate with neighboring community health and medical organizations on matters related to assistance from other jurisdictions
- f. Coordinate with local, state and federal officials regarding available state and federal assistance as determined by DDC.
- g. Public health will Coordinate with various local teams as determined by DDC or EOC on each of the incoming response units, such as DMAT, and screen individual health and medical volunteers.
- h. Will assist in the identification and proof of licensure is obtained and documented from designated participants assigned by DDC or EOC .
- i. Will assist DDC or designee in coordinating the location, procurement, screening, and allocation of health and medical supplies and resources, including human resources, required to support health and medical operations.
- j. Provide pertinent and allowed information to the news media on casualties and instructions to the public on dealing with public health response. The information given will be determined by the JIC and DDC. (Annex I)
- k. Will assist in the coordination of laboratory services required in support of emergency health and medical response in accordance with state and federal guidelines as outlined by the SOC and DDC.
- l. Public health will coordinate the various immunization campaigns with our public/private partners as indicated by the SOC and DDC. Any public health quarantines, if required, will be coordinated

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by the medical authority and the appropriate legal entities ie:. Justice of the Peace, District Judges, etc.

- m. Coordinate inspection of food products, water, and other consumables that were exposed to hazards, will be assessed by local and state public health inspectors/sanitarions. In the event of large scale elimination of contamination consumables, efforts will be coordinated between local authorities and private entitles which deal with eradication of contaminated consumables.
- n. Will support state and federal agencies in coordinating the inspection of damaged buildings for health hazards.
- o. Disposal of small domestic animals will be coordinated by the various local animal control offices. The disposal of large domestic animals will be coordinated by the state animal extension office or designee.
- p. Coordinate the implementation of measures to prevent or control disease vectors such as flies, mosquitoes, and rodents.
- q. Establish preventive health services, including control of communicable diseases such as influenza, particularly in shelters.
- r. Monitor food handling and sanitation in emergency facilities.

### 3. **Emergency Medical Services will**

- a. All Emergency Medical Services (EMS) being requested to assist will be coordinated through Hidalgo County Emergency Management Coordinator.
- b. EMS services will be monitored at EOC thru EMSsystems.
- c. Establish and maintain field communications and coordination with other responding emergency teams (medical, fire, police, public works, etc.). Continue radio and/or telephone communications with hospitals.

### 4. **Hospitals will**

- a. Implement internal and/or external disaster plans.
- b. Health and medical services staff in the EOC will receive conditions at the facility and the number and type of available beds. Thru the EMSsystems.
- c. Establish and maintain field and inter-facility medical communications.
- d. Provide medical guidance, as needed, to EMS.
- e. Coordinate with EMS, other facilities, and any medical response personnel at the scene to ensure the following is accomplished:
  - 1) Casualties are transported to the appropriate medical facility.
  - 2) Patients are distributed to and among hospitals both inside and outside the area based on severity and types of injuries, time and mode of transport, capability to treat, and bed capacity.
  - 3) Take into account special designations such as trauma centers and burn centers.
  - 4) Consider the use of clinics to treat less than acute illnesses and injuries.
- f. Coordinate with local emergency responders to isolate and decontaminate incoming patients, if needed, to avoid the spread of chemical or bacterial agents to other patients and staff.
- g. Coordinate with other hospitals and with EMS on the evacuation of affected hospitals, if necessary. Evacuation provisions should specify where the patients are to be taken.
- h. Depending on the situation, deploy medical personnel, supplies, and equipment to the disaster site(s) or retain them at the hospital for incoming patients.

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- i. Establish and staff a reception and support center at each hospital for the relatives and friends of disaster victims who may converge there in search of their loved ones.
- j. Provide patient identification information to the American Red Cross upon request.

### 5. Independent School Districts will

- a. Coordinate emergency health and medical activities within their school district.
- b. Rapidly assess health and medical situation.
- c. Oversee and coordinate the efforts of disease reporting emergencies, assess their needs, obtain additional resources.
- d. Coordinate with local health department and neighboring hospitals and/or medical organizations on matters related to notifiable conditions.
- e. Coordinate the location, procurement, screening, and allocation of health and medical supplies and resources, including human resources, required to support health and medical operations.
- f. Coordinate immunization campaigns with appropriate agencies if required.
- g. Establish preventive health measures, including control of communicable diseases particularly in shelters.
- h. Implement internal and/or external medical/disaster plans.
- i. Provide medical guidance, as needed, to students, parents, and staff.
- j. Coordinate with Independent School District Risk Managers/Safety Managers if needed to avoid the spread of chemical or bacterial agents to other students and staff.
- k. Coordinate with ISD Risk Manager/Safety Managers on the evacuation of affected schools, if necessary. Evacuation provisions should specify where the students and staff are to be taken.
- l. Depending on the situation, deploy medical personnel, supplies, and equipment to the school(s) involved.
- m. Establish and staff a reception and support center at each school for the parents/guardians of affected students or staff.
- n. Continue to evaluate and report on a 24/7 basis urgent diseases/notifiable conditions to the local health department.
- o. Develop an Emergency Operation Plan to include Notifiable Conditions and or public health outbreaks.
- p. Develop Strategic National Stockpile protocols for managing and dispensing of vaccinations or prophylaxis.

### 6. The Mental Health Authority will

Ensure that appropriate mental health services are available for disaster victims, survivors, bystanders, responders and their families, and other community caregivers during response and recovery operations. Information on disaster mental health services procedures can be found in Annex O (Human Services).

### 7. The Justice(s) of the Peace/Medical Examiner will

- a. Conduct inquests for the deceased and prepare death certificates.
- b. Order or conduct autopsies if necessary to determine cause of death.

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- c. Order or conduct forensic investigations to identify unidentified bodies.
- d. Authorize removal of bodies from incident sites to the morgue or mortuary facilities.
- e. Provide information through the PIO to news media for the dissemination of public information / advisories as needed.

### **8. Law Enforcement will**

- a. Upon request, provide security for medical facilities.
- b. Conduct investigations of deaths not due to natural causes.
- c. Locate and notify next of kin.

### **9. Mortuary Services in conjunction with County-elected Justice of the Peace will**

- a. Provide for the collection and care of human remains.
- b. Establish temporary holding facilities and morgue sites, if required.
- c. Coordinate, as necessary, with emergency health and medical services.

### **10. The County Planning Administrator, Buildings & Grounds and the County Fire Marshall will**

- a. Inspect damaged County operated medical facilities.
- b. Make temporary repairs to County operated medical facilities.

### **11. The Hidalgo County EOC will**

Coordinate in restoring utility service to key county medical facilities through prioritization.

### **12. The Public Information Officer (PIO) will**

Disseminate emergency public information provided by health and medical officials. The Health Officer has primary responsibility for coordination of health & medical information intended for release through public media during emergency operations, with support provided by those public health and medical services responsible for particular aspects of the response. Additional information on emergency public information procedures can be found in Annex I (Public Information).

## VII. DIRECTION & CONTROL

### A. General

1. The Health Officer, working as a staff member of the Hidalgo County emergency organization, supported by an appropriate network, shall direct and coordinate the efforts of local health and medical services and agencies, and organizations during major emergencies and disasters requiring an integrated response.
2. Routine health and medical service operations may continue during less severe emergency situations. Direction and control of such operations will be by those that normally direct and control day-to-day health and medical activities.
3. External agencies providing health and medical support during emergencies are expected to conform to the general guidance provided by our senior decision-makers and carry out mission assignments directed by the Incident Commander or the EOC. However, organized response units will normally work under the immediate control of their own supervisors.

### B. Incident Command System – EOC Interface

If both the EOC and an ICP are operating, the Incident Commander and the EOC must agree upon a specific division of responsibilities for emergency response activities to avoid duplication of effort as well as conflicting guidance and direction. The EOC and the ICP must maintain a regular two-way information flow. A general division of responsibilities between the ICP and the EOC that can be used as a basis for more specific agreement is provided in Section VII of Annex N, Direction & Control.

### C. Disaster Area Medical Coordination

1. In emergency situations involving significant damage to Hidalgo County medical facilities, each facility shall be responsible for determining its overall status and compiling a consolidated list of resources or services needed to restore vital functions. Each operating unit will report its status and needs to a single contact point designated by the facility. This facility contact should consolidate the data provided and report it to the Health and Medical staff in the EOC.
2. The Health Officer must be prepared to receive the consolidated requests and channel various elements of those requests to those local health and medical facilities as well as other departments, agencies, and organizations that can best respond. Requests for resources that cannot be obtained through normal sources of supply or through mutual aid by health and medical facilities outside the local area should be identified to the Resource Management staff in the EOC for action.

**D. Line of Succession**

To ensure continuity of health and medical activities during public health threats or actual public health disasters, the following line of succession is established for the Health Officer:

The line of succession for administrative:

1. Hidalgo County Judge
2. Hidalgo County Emergency Management Coordinator
3. Chief Administrative Officer
4. Medical Authority

The line of succession for Medical:

1. Medical Authority
2. Regional Medical Authority, Regional Director Texas Department of State Health Services Region 11
3. Chief Administrative Officer

See Section VII Direction and Control of basic plan

<b>VIII. READINESS LEVELS</b>
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**A. State Levels of Readiness**

**1. Level 4: Normal Conditions:**

Emergency incidents occur and local officials are notified. One or more departments or agencies respond to handle the incident.

- a. Review and update plans and related SOPs.
- b. Review assignment of all personnel.
- c. Coordinate with local private industries on related activities.
- d. Maintain a list of health & medical resources (see Annex M).
- e. Maintain and periodically test equipment.
- f. Conduct appropriate training, drills, and exercises which are NIMS compliant.
- g. Develop tentative task assignments and identify potential resource shortfalls.
- h. Establish a liaison with private health & medical facilities.

**2. Level 3: Increased Readiness:**

Increased Readiness refers to a situation that presents a greater potential threat than “Level 4”, but poses no immediate threat to life and/or property.

- a. Check readiness of health and medical equipment, supplies, and facilities.
- b. Correct any deficiencies in equipment and facilities.
- c. Check readiness of equipment, supplies, and facilities.
- d. Correct shortages of essential supplies and equipment.
- e. Update incident notification and staff recall rosters.
- f. Notify key personnel of possible emergency operations.
- g. Review procedures for relocating patients and determine the availability of required specialized equipment if evacuation of health & medical facilities may be required.

**3. Level 2: High Readiness:**

High Readiness refers to a situation with a significant potential and probability of causing loss of life and/or property.

- a. Alert personnel to the possibility of emergency duty.
- b. Place selected personnel and equipment on standby.
- c. Identify personnel to staff the EOC and ICP if those facilities are activated.

**4. Level 1: Maximum Readiness:**

Maximum Readiness refers to situation that hazardous conditions are imminent.

- a. Mobilize health and medical resources to include personnel and equipment.
- b. Dispatch health and medical representative(s) to the EOC when activated.

See Annex N section VII - Direction and Control

<b>IX ADMINISTRATION &amp; SUPPORT</b>
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**A. Reporting**

1. In addition to reports that may be required by their parent organizations, health & medical elements participating in emergency operations should provide appropriate situation reports to the Incident Commander, or if an incident command operation has not been established, to the Health Officer in the EOC. The Incident Commander will forward periodic reports to the EOC as per NIMS compliance.
2. Pertinent information from all sources will be incorporated into the Initial Emergency Report and the periodic Situation Report that is prepared and disseminated to key officials, other affected jurisdictions, and state agencies during major emergency operations. The essential elements of information for the Initial Emergency Report and the Situation Report are outlined in Appendices 2 and 3 to Annex N, Direction and Control.

**B. Maintenance and Preservation of Records**

1. Maintenance of Records. Health and medical operational records generated during an emergency will be collected and filed in an orderly manner. This is so a record of events is preserved for use in determining the possible recovery of emergency operations expenses, response costs, settling claims, assessing the effectiveness of operations, and updating emergency plans and procedures.
2. Documentation of Costs. Expenses incurred in carrying out health and medical services for certain hazards, such as radiological accidents or hazardous materials incidents, may be recoverable from the responsible party. Hence, all departments and agencies will maintain records of personnel and equipment used and supplies consumed during large-scale health and medical operations. Refer to basic plan section IX. C
3. Preservation of Records. Vital health & medical records should be protected from the effects of a disaster to the maximum extent possible. Should records be damaged during an emergency situation, professional assistance for preserving and restoring those records should be obtained as soon as possible.

**C. Post Incident Review**

For large-scale emergencies and disasters, the County Judge/Mayor/City Manager/EMC shall organize and conduct a review of emergency operations by those tasked in this annex in accordance with the guidance provided in Section IX.F of the Basic Plan. The purpose of this review is to identify needed improvements in this annex, procedures, facilities, and equipment. Health and medical services that participated in the emergency operations that are being reviewed should participate in the post-incident review.

#### D. Exercises

Local drills, tabletop exercises, functional exercises, and full-scale exercises based on the hazards faced by Hidalgo County should periodically include health and medical service operations. Additional drills and exercises may be conducted by various agencies and services for the purpose of developing and testing abilities to make effective health and medical response to various types of emergencies.

#### E. Resources

1. A list of local health & medical facilities is provided in Appendix 1.
2. A list of deployable health and medical response resources is provided in Annex M, Resource Management.

<b>X. ANNEX DEVELOPMENT &amp; MAINTENANCE</b>
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- A. The Hidalgo County Health and Human Services Department Health Officer is responsible for developing and maintaining Annex H. Recommended changes to this annex should be forwarded as needs become apparent.
- B. Annex H will be revised annually and updated in accordance with the schedule outlined in Section X. D of the Basic Plan.
- C. Departments and agencies assigned responsibilities in Annex H are responsible for developing and maintaining SOPs covering each responsibilities.

<b>XI. REFERENCES</b>
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- A. Annex H (Health & Medical Services) to the *State of Texas Emergency Management Plan*.
- B. Texas Department of State Health Services (DSHS) website: [www.dshs.state.tx.us](http://www.dshs.state.tx.us).
- C. DSHS Public Health Region website: [www.dshs.state.tx.us/brlho/regions.html](http://www.dshs.state.tx.us/brlho/regions.html). This site contains information on the counties served by the 11 DSHS Public Health Regions.

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### APPENDICES

#### Appendix 1 Local Health and Medical Facilities

Attachment A – Hospitals

Attachment B – Health Clinics

Attachment C – Nursing Homes

#### **Requirement for DSHS and CDC: APPENDICES 2 – 22 are located at the Hidalgo County Health and Human Services Department**

#### Appendix 2 Warning

#### Appendix 2a Communications

Attachment A - CERC Plan

#### Appendix 3 Shelter and Mass

Attachment A-Animal Care

#### Appendix 4 Radiological Protection

#### Appendix 5 Evacuation

#### Appendix 6 Fire Fighting

#### Appendix 7 Law Enforcement

#### Appendix 8 Health and Medical Services

Attachment A – BT Preparedness (Basic Plan)

Tab 1 – SNS (Version 10 format)

1. SOG A RSS
2. SOG B Coordination with Treatment Centers
3. SOG C Inventory Control
4. SOG D Repackaging
5. SOG E Security
6. SOG F Dispensing
7. SOG G Command and Control
8. SOG H Communications

Tab 2 – 1<sup>st</sup> Responder Prophylaxis

Tab 3 – Chempack

Attachment B – Dispensing

Attachment C – Epidemiology and Surveillance

Tab 1 - Pandemic Influenza

Tab 2 - SARS

Tab 3 – Smallpox

## Local Health & Medical

Tab 4 – Laboratory Response (if applicable)

Tab 5 – Isolation and Quarantine

Tab 6 – Disease Reporting

Attachment D – Behavioral Health

Attachment E – Hospital and Medical Services Coordination

Tab 1 – Triage

Attachment F – MMRS

Appendix 9 – Staffing Management

Attachment A – Volunteers

Attachment B – Worker Safety

Attachment C – Citizen Corp

Appendix 10 – Emergency Public Information (Refer to CERC plan)

Appendix 11 – Recovery

Attachment A - Business Continuity

Appendix 12 – Public Works and Engineering

Appendix 13 – Energy and Utilities

Appendix 14 – Resources Management/by Health

Appendix 15 – Direction and Control

Attachment 1 – ICS Organization

Tab A - Unified/Area Command

Attachment 2 – LHD/EOC Management

Appendix 16 – Hazard Mitigation

Appendix 17 – Hazmat and Oil Spill

Appendix 18 – Search and Rescue

Appendix 19 – Transportation

Appendix 20 – Donations Management

Appendix 21 – Legal

Appendix 22 – Terrorist Response

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**APPENDIX 1**  
**To**  
**Annex H (Health and Medical Services)**

**LOCAL HEALTH &**  
**MEDICAL FACILITIES**

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## HIDALGO COUNTY - HOSPITAL KEY CONTACT LIST

<i>HOSPITAL</i>		<b>Cornerstone Regional Hospital</b>			
<i>Address:</i>		<i>City</i>	<i>Phone Number</i>		
<b>2655 Cornerstone Boulevard</b>		<b>Edinburg, 78539</b>	<b>956-618-4444</b> <b>Administration Fax: 956-618-4242</b>		
<i>Title</i>	<i>Name</i>	<i>Phone</i>	<i>Cell</i>	<i>Pager</i>	<i>Email Name</i>
Hospital CEO	<b>Alma Medina</b>	618-4444 Ext 6420			<a href="mailto:amedina@cornerstoneregionalhospital.com">amedina@cornerstoneregionalhospital.com</a>
Hospital Administrator	<b>Alma Medina</b>	618-4444 Ext. 6420			<a href="mailto:amedina@cornerstoneregionalhospital.com">amedina@cornerstoneregionalhospital.com</a>
Chief Of Staff	<b>Dr. John Orfanos</b>	687-7151	972-6984		
House Supervisor	<b>Roxane Reyes</b>	225-3306		318-4799	
ER Manager	<b>Sergio Lopez</b>	451-2568			<a href="mailto:slopez@cornerstoneregionalhospital.com">slopez@cornerstoneregionalhospital.com</a>
Quality Management Director	<b>Irene Mireles</b>	972-6421			<a href="mailto:Imireles@cornerstoneregionalhospital.com">Imireles@cornerstoneregionalhospital.com</a>
Risk Manager	<b>Alma Medina</b>	618-4444 Ext. 6420			<a href="mailto:amedina@cornerstoneregionalhospital.com">amedina@cornerstoneregionalhospital.com</a>
Safety Director	<b>Johnny Barrientes</b>	972-6442	827-7477		<a href="mailto:jbarrientes@cornerstoneregionalhospital.com">jbarrientes@cornerstoneregionalhospital.com</a>
Security Director	<b>Johnny Barrientes</b>	972-6442	827-7477		<a href="mailto:jbarrientes@cornerstoneregionalhospital.com">jbarrientes@cornerstoneregionalhospital.com</a>

Appendix 1 Local Health & Medical Facilities

Director of Nurses	<b>Alma Medina</b>	618-4444 Ext. 137			<a href="mailto:amedina@cornerstoneregionalhospital.com">amedina@cornerstoneregionalhospital.com</a>
Infection Control Nurse	<b>Nancy Campos</b>	618-4444 6450	Ext.		<a href="mailto:ncampos@cornerstoneregionalhospital.com">ncampos@cornerstoneregionalhospital.com</a>
Laboratory Director	<b>Dr. Miguel A. Sanchez</b>	618-4444 6450	Ext.		
Pharmacy Director	<b>Carlos De Leon</b>	618-4444 Ext. 6447		288-5042	<a href="mailto:Carlos.Deleon@HCAhealthcare.com">Carlos.Deleon@HCAhealthcare.com</a>
Social Services Director	<b>N/A</b>				
Educator/ Trainer	<b>N/A</b>				
Medical Records Director	<b>Chris Garza</b>	618-4444 Ext.6429			<a href="mailto:cgarza@cornerstoneregionalhospital.com">cgarza@cornerstoneregionalhospital.com</a>
Information Tech.Director	<b>N/A</b>				
Housekeeping Supervisor	<b>Johnny Barrientes</b>	618-4444 Ext. 153		827-7477	Fax: 618-4242
Maintenance Supervisor	<b>Johnny Barrientes</b>	618-4444 Ext. 153		827-7477	Fax: 618-4242

Updated: 04/27/2011 (AP)

## HIDALGO COUNTY - HOSPITAL KEY CONTACT LIST

<i>HOSPITAL</i>		<b>Doctors Hospital At Renaissance</b>			
<i>Address:</i>		<i>City</i>		<i>Phone Number</i>	
<b>5501 South McColl Road</b>		<b>McAllen, 78502</b>		<b>956.661.7100</b> <b>Administration Fax: 956-661-7361</b>	
<i>Title</i>	<i>Name</i>	<i>Phone</i>	<i>Cell</i>	<i>Fax</i>	<i>Email Name</i>
Hospital CEO	<b>Dr. Lawrence Gelman</b>	661-7100			<a href="mailto:L.gelman@dhr-rgv.com">L.gelman@dhr-rgv.com</a>
COO	<b>Marissa Castaneda</b>	661-7368			<a href="mailto:m.castaneda@dhr-rgv.com">m.castaneda@dhr-rgv.com</a>
Chief of Staff	<b>Victor Salazar</b>				
Emergency Department Medical Director	<b>Dr. Javier Cortinas</b>	971-6134			<a href="mailto:j.cortinas@dhr-rgv.com">j.cortinas@dhr-rgv.com</a>
Emergency Management Coordinator	<b>Mathew Baker</b>	956-971-6100	956-225-3397		
ER Director/ Emergency Department Nurse Director	<b>Omar Almaguer</b>	971-6135		971-3494	<a href="mailto:o.almaguer@dhr-rgv.com">o.almaguer@dhr-rgv.com</a>
Bio-Terrorism Director	<b>Angel Juarez</b>	661-7232			<a href="mailto:a.juarez@dhr-rgv.com">a.juarez@dhr-rgv.com</a>
Quality Management Director	<b>Dora Vela</b>	362-7885			

Appendix 1 Local Health & Medical Facilities

Safety Officer	<b>Curt Caruso</b>	362-3125			
Security Director	<b>John Rustick</b>	661-7232	342-0868		<a href="mailto:j.rustick@dhr-rgv.com">j.rustick@dhr-rgv.com</a>
CNE - Director of Nurses	<b>Ted Disque</b>	661-7155			<a href="mailto:t.disque@dhr-rgv.com">t.disque@dhr-rgv.com</a>
Infection Control Nurse	<b>Mary Lou Love, RN</b>	971-6259	288-1138	971-6365	<a href="mailto:M.Love@dhr-rgv.com">M.Love@dhr-rgv.com</a>
Laboratory Director	<b>Dennis Davis</b>	362-7641			
Pharmacy Director	<b>Gavino Garza</b>	971-6292			<a href="mailto:g.garza@dhr-rgv.com">g.garza@dhr-rgv.com</a>
Educator/Trainer	<b>Pat Palomo</b>	<b>661-7328</b>			<a href="mailto:p.palomo@dhr-rgv.com">p.palomo@dhr-rgv.com</a>
Case Manager Director	<b>Lulu Rizalde</b>	661-3472			<a href="mailto:l.rizalde@dhr-rgv.com">l.rizalde@dhr-rgv.com</a>
Medical Records Director	<b>Laura Lozano</b>	661-7380			<a href="mailto:L.lozano@dhr-rgv.com">L.lozano@dhr-rgv.com</a>
Information Tech. Director	<b>Robert Acosta</b>	661-7796			<a href="mailto:r.acosta@dhr-rgv.com">r.acosta@dhr-rgv.com</a>
Housekeeping Director	<b>Mike Salinas</b>	661-6127			<a href="mailto:m.salinas@dhr-rgv.com">m.salinas@dhr-rgv.com</a>
Maintenance Director	<b>John Rustik</b>	661-7232	342-0868		<a href="mailto:j.rustick@dhr-rgv.com">j.rustick@dhr-rgv.com</a>
Risk Communications	<b>Alicia Olivarrieta</b>	661-7159			<a href="mailto:A.olivarrieta@dhr-rgv.com">A.olivarrieta@dhr-rgv.com</a>

Updated: 06/28/2011 (AP)

## HIDALGO COUNTY - HOSPITAL KEY CONTACT LIST

<i>HOSPITAL</i>		<b>Edinburg Regional Medical Center</b>			
<i>Address:</i>		<i>City</i>		<i>Phone Number</i>	
<b>1102 West Trenton Road</b>		<b>Edinburg, 78539</b>		<b>956-388-6000</b> <b>Administration Fax: 956-388-6020</b>	
<i>Title</i>	<i>Name</i>	<i>Phone</i>	<i>Cell</i>	<i>Pager</i>	<i>Email Name</i>
Hospital Administrator	<b>Linda Resendez</b>	388-6607			<a href="mailto:Linda.resendez@uhsrgv.com">Linda.resendez@uhsrgv.com</a>
Hospital CO Administrator	<b>Ryan Jensen</b>	388-6605			<a href="mailto:Ryan.jensen@uhsrgv.com">Ryan.jensen@uhsrgv.com</a>
House Supervisor	<b>Andy Guerra</b>	388-6512			
ER Director	<b>Rose Jimena</b>	388-6910			<a href="mailto:Rose.Jimena@uhsrgv.com">Rose.Jimena@uhsrgv.com</a>
Trauma Coordinator	<b>Martine Acosta</b>	388-6519			<a href="mailto:Martine.acosta@uhsrgv.com">Martine.acosta@uhsrgv.com</a>
Quality Management Director/Risk Manager	<b>Kay Vogel</b>	632-4695			<a href="mailto:Kay.vogel@uhsrgv.com">Kay.vogel@uhsrgv.com</a>
Safety Officer	<b>Lupe Caballero</b>	388-6663		318-6607	<a href="mailto:Lupe.caballero@uhsrgv.com">Lupe.caballero@uhsrgv.com</a>
Security Director	<b>Lupe Caballero</b>				<a href="mailto:Lupe.caballero@uhsrgv.com">Lupe.caballero@uhsrgv.com</a>
Chief of Staff	<b>Dr. Alan Mercado</b>	383-7788			

Appendix 1 Local Health & Medical Facilities

Chief Nurse Officer	<b>Rose Jimena</b>	388-6635			<a href="mailto:Rose.Jimena@uhsrgv.com">Rose.Jimena@uhsrgv.com</a>
Infection Control Director	<b>Howard Watson</b>	388-6347			<a href="mailto:Howard.watson@uhsrgv.com">Howard.watson@uhsrgv.com</a>
Laboratory Director	<b>Grace Garza</b>	632-4248	453-4638		<a href="mailto:Gracie.Garza@uhsrgv.com">Gracie.Garza@uhsrgv.com</a>
Pharmacy Director	<b>Krishna Cheary</b>	388-6676			<a href="mailto:Krishna.cheary@uhsrgv.com">Krishna.cheary@uhsrgv.com</a>
Case Manager Director	<b>Rose Mary Lara</b>	388-6446			<a href="mailto:Rosemary.lara@uhsrgv.com">Rosemary.lara@uhsrgv.com</a>
Medical Records Director	<b>Nelda Mejia</b>	388-6640 632-4078			<a href="mailto:Nelda.mejia@uhsrgv.com">Nelda.mejia@uhsrgv.com</a>
Information Tech.Director	<b>Rosie Mendiola</b>	388-2230	337-0486		<a href="mailto:Rosie.mendiola@uhsrgv.com">Rosie.mendiola@uhsrgv.com</a>
Housekeeping Supervisor	<b>Kathia Gonzalez</b>	388-6663	466-4633	288-1245	<a href="mailto:Kathia.gonzalez@uhsrgv.com">Kathia.gonzalez@uhsrgv.com</a>
Maintenance Supervisor	<b>Lupe Caballero</b>	388-6661		318-6607	<a href="mailto:Lupe.caballero@uhsrgv.com">Lupe.caballero@uhsrgv.com</a>

*Updated: 06/30/2011 (AP)*

**Please note that House Supervisor is always in house 24/7 and can be reached at 388-6512. In case of an Emergency the House Supervisor will reach the Administrator on call.**

## HIDALGO COUNTY - HOSPITAL KEY CONTACT LIST

<i>HOSPITAL</i>		<b>Knapp Medical Center</b>			
<i>Address:</i>		<i>City</i>		<i>Phone Number</i>	
<b>1401 East 8<sup>th</sup> Street</b>		<b>Weslaco, 78596</b>		<b>956-968-5200</b> <b>956-969-2293 fax</b> <b>Administration: Ericka Lopez</b>	
<i>Title</i>	<i>Name</i>	<i>Phone</i>	<i>Cell</i>	<i>Pager</i>	<i>Email Name</i>
Hospital CEO	<b>James Summerset</b>	969-5200			<a href="mailto:Ericka.lopez@knappmed.org">Ericka.lopez@knappmed.org</a> (secretary)
Hospital Administrator	<b>James Summerset</b>	969-5200			<a href="mailto:Ericka.lopez@knappmed.org">Ericka.lopez@knappmed.org</a> (secretary)
Chief Of Staff	<b>Dr. Ediberto Alanis</b>	969-8567			
House Supervisor	<b>Raul Caballero</b>	969-5313		176	
ER Director	<b>Ana Hinojosa</b>	969-5192	514-6213	514-6213	Interim Director-no email
Trauma Coordinator	<b>Sandra Esquivel</b>	968-8567	793-7572		
Quality Management Director	<b>Ginger Robles</b>	969-5297			<a href="mailto:GRobles@knappmed.org">GRobles@knappmed.org</a>
Risk Manager/Bio-Terrorism Director	<b>Ruben Garza</b>	969-5297	532-8615	565-8949	<a href="mailto:rgarza@knappmed.org">rgarza@knappmed.org</a>

Appendix 1 Local Health & Medical Facilities

Safety Director	<b>Ruben Garza</b>	969-5297	532-8615	565-8949	<a href="mailto:rgarza@knappmed.org">rgarza@knappmed.org</a>
Security Director	<b>Ruben Garza</b>	969-5297	532-8615	565-8949	<a href="mailto:rgarza@knappmed.org">rgarza@knappmed.org</a>
Chief Nurse Officer	<b>Madonna Coughenour</b>	969-5180			
Infection Control Nurse	<b>OPEN</b>	969-5181 Ext. 2776 Fax: 968-0764			
Infection Control Dept.	<b>OPEN</b>	969-5181 Ext. 2776			
Educator/Trainer	<b>Joe Aguilar</b>	969-5181			<a href="mailto:JAguilar@knappmed.org">JAguilar@knappmed.org</a>
Laboratory Director	<b>Ricardo Medina</b>	969-5244			<a href="mailto:RMedina@knappmed.org">RMedina@knappmed.org</a>
Pharmacy Director	<b>Claudia Sander</b>	969-5363	453-6195	650-5141	<a href="mailto:csander@knappmed.org">csander@knappmed.org</a>
Pharmacist	<b>Joe Sanchez</b>	969-5363			
Case Manager Director	<b>Alicia Rodriguez</b>	969-5359			
Medical Records Director	<b>Ed Sanchez</b>	969-5242			
Information Tech.Director	<b>Gary Lite</b>	969-5174			

Appendix 1 Local Health & Medical Facilities

Housekeeping Supervisor	<b>Halti Clemens</b>	969-5124			
Maintenance Supervisor	<b>Halti Clemens</b>	969-5262			

Updated: 04/24/2011 (AP)

## HIDALGO COUNTY - HOSPITAL KEY CONTACT LIST

<i>HOSPITAL</i>		<b>LifeCare Hospitals of South Texas</b>			
<i>Address:</i>		<i>City</i>		<i>Phone Number</i>	
<b>1) Life Care Hospital of South Texas</b> <b>5101 N. Jackson Rd. McAllen</b>		<b>McAllen, 78504</b>		<b>956-688-4300</b> <b>Administration Fax: 956-688-4504</b>	
<b>2) Life Care Hospital of South Texas</b> <b>2001 South "M" Street, McAllen</b>		<b>McAllen, 78503</b>			
<i>Title</i>	<i>Name</i>	<i>Phone</i>	<i>Cell</i>	<i>Fax</i>	<i>Email Name</i>
Hospital CEO	<b>Terry Kepler</b>	688-4305	330-2655		<a href="mailto:terry.kepler@lifecare-hospitals.com">terry.kepler@lifecare-hospitals.com</a>
Director Quality & Risk Manager	<b>Lisa Woodward</b>	688-4311			<a href="mailto:lisa.woodward@lifecare-hospitals.com">lisa.woodward@lifecare-hospitals.com</a>
Safety Officer	<b>Jose Escobedo</b>	358-4953	688-4351		<a href="mailto:ernie@lifecare-hospitals.com">ernie@lifecare-hospitals.com</a>
Quality Management Director	<b>Lisa Woodward</b>	926-7007			
Chief Nurse Officer	<b>Patricia Klase</b>	688-4384			

Appendix 1 Local Health & Medical Facilities

		926-7011			
Infection Control Nurse	<b>Adelina Sandoval</b>	688-4304		688-4504	<a href="mailto:adelina.sandoval@lifecare-hospitals.com">adelina.sandoval@lifecare-hospitals.com</a>
Pharmacy Director	<b>Anita Ramirez, R. Ph</b>	688-4346	330-0581 24/7 # 330-0581		<a href="mailto:anitar@lifecare-hospitals.com">anitar@lifecare-hospitals.com</a> DEA# BL9126500 Exp.3/31/11
Case Manager Director	<b>Lupita Garcia</b>	688-4317	279-2259		
Medical Records Director	<b>Sonia Raygoza</b>	688-4335	385-1214		<a href="mailto:sonia.raygoza@lifecare-hospitals.com">sonia.raygoza@lifecare-hospitals.com</a>

Updated 04/25/2011 (SM)

## HIDALGO COUNTY - HOSPITAL KEY CONTACT LIST

<i>HOSPITAL</i>	<b>(South Texas Health System)</b>				
	<b>1<sup>st</sup> McAllen Medical Center</b>				
	<b>2<sup>nd</sup> McAllen Heart Hospital</b>				
	<b>Administration Fax: 956-632-4010</b>				
<i>Address:</i>	<i>City</i>			<i>Phone Number</i>	
<b>301 West Expressway 83</b>	<b>McAllen, 78503</b>			<b>956-632-4000</b>	
	<b>Administration Fax: 956-632-4010</b>				
<i>Title</i>	<i>Name</i>	<i>Phone</i>	<i>Cell</i>	<i>Pager</i>	<i>Email Name</i>
Hospital CEO	<b>Joe Riley</b>	632-4008			
House Supervisor	<b>Cindy Bruce</b>	632-4585		386-4094	
ER Director for MMC &	<b>Al Calzada</b>	971-5719			

Appendix 1 Local Health & Medical Facilities

Heart Hospital		424-7866 632-4100			
Trauma Coordinator	<b>Don Wells</b>	632-4959			
Risk Manager	<b>Christy Gaytan-Valdez</b>	632-4961 632-4951			
Safety Officer/Bio-Terrorism Director	<b>Christy Gaytan-Valdez</b>	388-4901			<a href="mailto:christy.gaitan-valdez@uhsrgv.com">christy.gaitan-valdez@uhsrgv.com</a>
Security Director	<b>Marco Castor</b>	388-2257			
Chief of Staff	<b>Dr. Joe Mendiola</b>	994-9100			
Chief Nurse Officer	<b>Intrim- Rose Jimena</b>	632-4097			
Infection Control Nurse	<b>Cella Dominguez</b>	632-5553			
Educator/Trainer same for ERMC/Heart Hosp	<b>Gloria Vela</b>	632-4923			<a href="mailto:Gloria.Vela@uhsrgv.com">Gloria.Vela@uhsrgv.com</a>
System/Lab Director	<b>Gracie Garza</b>	632-4248 388-6711	453-4638		
Pharmacy Director	<b>Lisa Ramirez</b>	632-4287	451-9560		
Case Manager Director	<b>Intrim-Rachel Martinez</b>	632-4170			
Medical Records Director	<b>Nelda Mejia</b>	632-4057			

Appendix 1 Local Health & Medical Facilities

Asst. Administrator	<b>Rosie Mendiola</b>	388-2230	337-0486		
Information Tech.					
Housekeeping Supervisor	<b>Ed Adame</b>	632-4912			
Maintenance Supervisor	<b>Marco Castor</b> <b>Elvia Rivas</b>	632-4000			<a href="mailto:Marco.castor@uhsrgv.com">Marco.castor@uhsrgv.com</a>

Updated: 04/29/2011 (SM)

## HIDALGO COUNTY - HOSPITAL KEY CONTACT LIST

<i>HOSPITAL</i>		<b>Mission Regional Medical Center</b>			
<i>Address:</i>		<i>City</i>		<i>Phone Number</i>	
<b>900 South Bryan Road</b>		<b>Mission, 78572</b>		<b>956-323-9000</b> <b>Administration Fax: 956-323-9102</b>	
<i>Title</i>	<i>Name</i>	<i>Phone</i>	<i>Cell</i>	<i>Pager</i>	<i>Email Name</i>
Hospital CEO	<b>Javier Iruegas</b>	323-9106			<a href="mailto:osanchez@missionrmc.org">osanchez@missionrmc.org</a>
Chief of Staff	<b>Giselle Matthews</b>	519-1332			
House Supervisor	<b>Juan Larralde</b>	323-1740			
ER Director	<b>Ann Wilson</b>	323-1117			<a href="mailto:avdedios@missionrmc.org">avdedios@missionrmc.org</a>

Appendix 1 Local Health & Medical Facilities

Risk Manager	<b>Nellie Ibarra</b>	323-1071			
Safety Director	<b>Buchholz, Kathie</b>	323-1731			<a href="mailto:kbuchholz@missionrmc.org">kbuchholz@missionrmc.org</a>
Security Director	<b>Mike Cerna</b>	323-1731	24/7 # 926-1565		<a href="mailto:mcerna@missionhospital.org">mcerna@missionhospital.org</a>
Chief Nurse Officer	<b>Terry Jenkins</b>	323-9105			<a href="mailto:lrtomascik@missionrmc.org">lrtomascik@missionrmc.org</a>
Infection Control Manager	<b>Hector Contreras</b> <b>Bertha Montes Secretary</b>	323-1235 323-1230 Fax: 323-1233	342-1744	972-2605	<a href="mailto:HCONTRERAS@missionrmc.org">HCONTRERAS@missionrmc.org</a>
Employee Health	<b>Norma Garza</b>	323-1231 Fax: 323-1233			
Educator/Trainer	<b>Mark Davis</b>	323-9000			<a href="mailto:mdavis@missionrmc.org">mdavis@missionrmc.org</a>
Laboratory Director	<b>Carlos Gonzalez</b>	323-1300			<a href="mailto:cgonzalez@missionrmc.org">cgonzalez@missionrmc.org</a>
Pharmacy Director	<b>Imelda R. Ochoa, R.Ph</b>	323-1501			
Social Services	<b>Gloria Perez</b>	323-1297			
Case Manager Director	<b>Sherry-Ann Wood</b>	323-1291			<a href="mailto:sawood@missionrmc.org">sawood@missionrmc.org</a>

Appendix 1 Local Health & Medical Facilities

Medical Records Director	<b>Dan Elizondo</b>	323-1904			
Information Tech. Director	<b>Ray Bruels</b>	323-1351			
Housekeeping Director	<b>Mike Cerna</b>	323-1731			<a href="mailto:mcerna@missionrhc.org">mcerna@missionrhc.org</a>
Plant Operation Director	<b>Julian Cervantes</b>	323-1200			

Update: 04/29/2011 (SM)

## HIDALGO COUNTY - HOSPITAL KEY CONTACT LIST

<i>HOSPITAL</i>		<b>Rio Grande Regional Hospital</b>			
<i>Address:</i>		<i>City</i>		<i>Phone Number</i>	
<b>101 E. Ridge Road</b>		<b>McAllen, 78503</b>		<b>956-632-6000</b> <b>Administration Fax: 956-632-6621</b>	
<i>Title</i>	<i>Name</i>	<i>Phone</i>	<i>Cell</i>	<i>Pager</i>	<i>Email Name</i>
Hospital CEO	<b>Greg Seiler</b>	632-6100			
Emergency Dir.	<b>Jackie Rude</b>	668-6838	522-0384		<a href="mailto:jacqueline.rude@hcahealthcare.com">jacqueline.rude@hcahealthcare.com</a>
Trauma Coordinator	<b>Dawn Wood</b>	632-6512			

Appendix 1 Local Health & Medical Facilities

Risk Manager	<b>Joan Phillips</b>	632-6164			
Security Supervisor	<b>Derell Satle</b>	467-7142			
Chief of Staff	<b>Carlos Garcia-Cantu</b>	687-7151			
Chief Nurse Officer	<b>Kathy Dassler</b>	632-6107			
Infection Control Practitioner	<b>Anna De La Cruz</b>	632-6195	661-3095		<a href="mailto:anna.delcruz@hcahealthcare.com">anna.delcruz@hcahealthcare.com</a>
Education Director	<b>Pam Bond</b>	632-6313			<a href="mailto:pamela.bond@hcahealthcare.com">pamela.bond@hcahealthcare.com</a>
Lab Director	<b>Dave Almquist</b>	632-6420			<a href="mailto:david.almquist@hcahealthcare.com">david.almquist@hcahealthcare.com</a>
Pharmacy Director	<b>Carlos De Leon</b>	632-6172			
Case Manager Director	<b>Angie Blackford</b>	632-6528			
Medical Records Director	<b>Diane Clark</b>	632-6593			
Zone Hospital Director IS	<b>Carlos Leal</b>	632-6123			
Environmental Services	<b>Libby Reol</b>	632-6176			
Facilities Director		457-8487			

*Updated 04/30/2011 (SM)*

**HIDALGO COUNTY HEALTH AND HUMAN  
SERVICES DEPARTMENT  
KEY CONTACT LIST**

<b>Clinic</b>	<b>Address</b>	<b>Clinic Coordinator</b>	<b>Phone</b>	<b>Fax</b>
Edinburg Clinic	3105 East Richardson Edinburg, TX 78539	Laila De Leon, RN	956-787-0787	956-781-4384

Appendix 1 Local Health & Medical Facilities

Elsa Clinic	708 East Edinburg Ave Elsa, TX 78543	Laura Reyes, RN	956-565-3191	956-565-6485
Hidalgo Clinic	702 East Texano Hidalgo, TX 78557	Cecilia Lopez, RN	956-262-1363	956-262-1840
McAllen Clinic	300 East Hackberry McAllen, TX 78501	Norma Garza, RN	956-519-1800	956-519-9360
Mission Clinic	211 South Schuebach Mission, TX 78572	Vicky Garza, RN	956-781-6077	956-283-9705
Pharr Clinic	300 W. Hall Acres Pharr, TX 78577	Lilia Velasco, RN	956-580-3303	956-580-1505
Weslaco Clinic	1901 North Bridge Weslaco, TX 78596	Elva Murphy, RN	956-464-5809	956-464-5816
Pulmonary Clinic	1304 South 25 <sup>th</sup> Street Edinburg, TX 78539	Gloria Salinas, RN	956-287-8850	956-287-8853

**NUESTRA CLINICA DEL VALLE**  
**KEY CONTACT LIST**

<b>Clinic</b>	<b>Address</b>	<b>Clinic Coordinator</b>	<b>Phone</b>	<b>Fax</b>
Edinburg Clinic	801 W. 1st. Street	Flora Reyes, LVN	956-787-0787	956-781-4384

Appendix 1 Local Health & Medical Facilities

Mercedes Clinic	1500 First Street	Jaime Garza, LVN	956-565-3191	956-565-6485
Edcouch Clinic	1200 E. Santa Rosa	Joe Loreda, LVN	956-262-1363	956-262-1840
Memorial Clinic	201 S. Los Ebanos Blvd.	Daniel Rubio, LVN	956-519-1800	956-519-9360
PSJA –SB Clinic	2900 N. Raul Longoria Rd.	Lydia Emter, LVN	956-781-6077	956-283-9705
Mission Clinic	611 N. Bryan Rd.	Larry Gonzalez, LVN	956-580-3303	956-580-1505
Donna Clinic	301 S. 17th Street	Elizabeth Gutierrez, LVN	956-464-5809	956-464-5816
San Carlos Clinic	300 N. 86th Street	Olga Servillion, LVN	956-287-8850	956-287-8853

**Nursing Homes in Hidalgo County**  
**KEY CONTACT LIST**

Name of Agency	Address	Phone	FAX	email address	Contact person
Alfredo Gonzalez Texas State Veterans Home *	301 Yuma McAllen, TX 78504	(956) 682-4224	(956) 682-4668	<a href="mailto:dlzarate@sears-methodist.com">dlzarate@sears-methodist.com</a>	Diana Zarate

Appendix 1 Local Health & Medical Facilities

Biltmore Assistant Living *	700 E Jackson McAllen, TX 78501	(956) 682-3985	(956) 682-5659		Jeanette Roman San
Briarcliff Nursing & Rehabilitation Center *	3201 N Ware Rd McAllen, TX 78501	(956) 631-5542	(956) 631-5777		Teresa Zarate
Bridges At Edinburg Assisted Living Facility *	5208 S Sugar Rd Edinburg, TX 78504	(956) 782-9882	(956) 782-2070		Rosa Leal
Bridges At Mission Assisted Living Facility*	1201 St Claire St Mission, TX 78572	(956) 519-9800	(956) 519-7766		Lily Leal
Colonial Manor *	209 W Hackberry McAllen, TX 78501	(956) 686-2243	(956) 686-0209		Sandra Basaldua
Crossroads Assistant Living *	9500 Hwy 107 Mission, TX 78572	(956) 583-8013	(956) 583-5120	<a href="mailto:crossroadsrgv@yahoo.com">crossroadsrgv@yahoo.com</a>	Benjamin Madrigales
Edinburg Nursing & Rehabilitation Center *	5215 S Sugar Rd Edinburg, TX 78504	(956) 782-9666	(956) 782-6666		Charlie Alonzo
Francisca Dimas*	901 W 25th St Edinburg,Tx 78504	(956) 585-1113			Francisca Dimas

Appendix 1 Local Health & Medical Facilities

Good Samaritan Society *	812 W Houston Ave McAllen, TX 78501	(956) 682-6331	(956) 682-9831	<a href="mailto:mgemar@good-sam.com">mgemar@good-sam.com</a>	Maren Gemar
John Knox Village Retirement Center*	1300 S Border Ave Weslaco TX 78596	(956) 968-4575	(956) 968-4570		Skip Smith/ruben Hrnz 358-9072
Las Palmas Health Care Center	1301 E Quebec McAllen, TX 78501	(956) 661-4300	(956) 972-0053		Hari Namboodiri
Legend Transitional Care *	2109 S K Center St McAllen, TX 78503	(956) 686-9100	(956)686-9603	<a href="mailto:mkoch@legendhc.com">mkoch@legendhc.com</a>	Mike Koch
McAllen Nursing Center *	600 N Cynthia McAllen, TX 78503	(956) 631-2265	(956)631-0244		Mary Santana/admin.
Mission Nursing Home & Rehabilitation *	1013 S Bryan Rd Mission, TX 78572	(956) 580-2100	(956) 581-5161	<a href="mailto:isabel2100@sbcglobal.net">isabel2100@sbcglobal.net</a>	Isabel C Flores
Retama Manor Weslaco *	721 S Airport Weslaco TX 78596	(956) 968-8502	(956) 968-0286		Maria Luisa Martinez/Katherin Potts
Retama Manor McAllen *	900 S 12 <sup>th</sup> McAllen, TX 78501	(956) 682-4171	(956) 686-8235		Rogelio Zepeda
Retama Manor Edinburg *	1505 S Closner Edinburg, TX 78504	(956) 383-5656	(956)318-0063		Lilly Molina

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San Juan Nursing Home *	300 N Nebraska San Juan, TX 78589	(956) 787-1771	(956) 787-8091		Patric Eronine
The Village Care Center *	615 N Ware Rd McAllen, TX 78501	(956) 664-8900	(956) 664-8906	<a href="mailto:bhulse@ensigngroup.net">bhulse@ensigngroup.net</a>	Brian Hulse
Twinbrooke South *	1000 N McColl McAllen, TX 78501	(956)682-6101	(956) 682-0109	<a href="mailto:tsbmsb@hiline.net">tsbmsb@hiline.net</a>	Carl Lueg
Valley Grande Manor Nursing Home & Rehabilitation Center	1212 S. Bridge Ave Weslaco Tx 78596	(956) 968-2121	(956) 969-1794		Bill Lowe, Adminstrator
Waterford Gardens *	1522 E Griffin Parkway Mission, TX 78572	(956) 584-1984	(956) 585-7314		Lucille Cavazos/Yvette Rangel
Weslaco Nursing & Rehabilitation Center*	422 E 18th St Weslaco TX 78596	(956) 973-8451	(956) 973-8453		
Beyamar Hospice Service Inc.*	3031 Alberta McAllen, TX 78501	(956) 631-1408	(956)631-7222		Gene lee RN
CIMA Hospice *	5317 N Mccoll Rd McAllen TX 78504	(956) 631-4354	(956)631-4042	<a href="http://balliecimahospice.net">balliecimahospice.net</a>	Linda Balli or Alicia Garcia
Knapp Medical Center Hospice	1401 E 8th St Weslaco TX 78596	(956) 973-1879	(956)968-8168	<a href="mailto:denysesoto@hotmail.com">denysesoto@hotmail.com</a>	Denyse Soto
Eldercare Home Health Hospic/Heart of the Valley Hospice	1835 S Sam Houston Hidalgo Co Pt"s San Benito TX	800-787-6202	(956)361-7659		Pat Rodriguez/Jodie Petitta
Bridges At Edinburg Assisted	5208 S Sugar Rd Edinburg, TX 78504	(956) 782-9882			Rosa Leal

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Living Facility *			(956) 782-2070		
Bridges At Mission Assisted Living Facility*	1201 St Claire St Mission, TX 78572	(956) 519-9800	(956) 519-7766		Lily Leal
Colonial Manor *	209 W Hackberry McAllen, TX 78501	(956) 686-2243	(956) 686-0209		Sandra Basaldua
Crossroads Assistant Living *	9500 Hwy 107 Mission, TX 78572	(956) 583-8013	(956) 583-5120	<a href="mailto:crossroadsrgv@yahoo.com">crossroadsrgv@yahoo.com</a>	Benjamin Madrigales
Edinburg Nursing & Rehabilitation Center *	5215 S Sugar Rd Edinburg, TX 78504	(956) 782-9666	(956) 782-6666		Charlie Alonzo
Francisca Dimas*	901 W 25th St Edinburg, TX 78504	(956 )585-1113			Francisca Dimas
Good Samaritan Society *	812 W Houston Ave McAllen, TX 78501	(956) 682-6331	(956) 682-9831	<a href="mailto:mgemar@good-sam.com">mgemar@good-sam.com</a>	Maren Gemar