

15 MEDIA COMMUNICATIONS	Cork University Hospital	ACTION CARD NUMBER
	Communications Officer	15.1
You Report To:	HECT	You Brief: Media, Public Relations
Overall Responsibilities	<ul style="list-style-type: none"> • Ensure all hospital communication tools are in place and functioning • Ensure in collaboration with the HSE area communications department and HSE CMT so that all media issues are managed during and after the emergency 	
IMMEDIATE ACTIONS ON NOTIFICATION/ACTIVATION		
ON ACTIVATION	ON STANDBY	
<ul style="list-style-type: none"> • Report to HECT • Prepare press statement for sign off by HECT /Communications department. • Ensure information , media rooms are set up as required • Maintain contact with HSE are communications office media broadcast message will be sent out. 	<ul style="list-style-type: none"> • Report to HECT, • Ensure information , media rooms are available to be set up if required • Establish contact with HSE are communications office 	
Consider these points <ol style="list-style-type: none"> 1. Report to the HECC and collect action card no. 15.1 and appropriate tabard. 2. Prepare Press statement as appropriate in conjunction with HECT 3. Ensure that the Information Room (Library Room, CRC next door to MDM) is set up and ready for functioning if required. 4. Ensure that the Media Room (Main Auditorium) is set up and ready for functioning and that the media are met and briefed as regards the process in place for dealing with the media 5. Brief the Switchboard/Information Room and Medical Records on response to the major emergency 6. Make sure contact is established with the HSE Communications Department 7. Commence collating as much information as possible regarding the situation/emergency 8. Arrange in conjunction with the HSE Communications department any press conferences or media briefings 9. Responsibility for all VIP's that may request to visit the hospital 10. Cancel all bookings for rooms used for the HECC for the next 48 hours. 		

MEDIA MESSAGE
Press Release for Major Emergency

Public

- A major incident has been declared (IN LOCATION)
- Casualties are being admitted to the Cork University Hospital (CUH)
- This requires CUH to activate their Major Emergency Plan protocol.
- All non-essential visiting to CUH has ceased.
- All non-urgent patients in the CUH Emergency Department (ED) will be referred to the Mercy University Hospital, the Urgent Care Centre, St Mary's Health Campus or VHI Swiftcare Clinic, Mahon.
- All Outpatient clinics have been postponed until further notice.
- Do not attend CUH for any planned admission unless we contact you directly to attend.
- All outpatient clinics will cease with the exception of those attending for Radiotherapy, CUH will contact Radiotherapy patients directly.
- All planned elective surgery will be postponed until further notice.
- Please follow the directions given on site by Security personnel.
- The public are asked to vacate the hospital via the back entrance on to the Model Farm Road if they have a car parked on site.
- If you are collecting a patient from CUH you will be requested to park in the Main Hospital car park for set down and/or collection only. You will not be permitted to remain in this area.
- Vehicular access will be severely restricted into the CUH site except for ambulance and emergency vehicles
- Immediate family members/next of kin of casualties are asked to go to the Glandore Centre to obtain further information regarding their relatives.
- Glandore Centre Reception is located via main hospital gate, first right, past the Emergency Dept and the next left. Cars will NOT be permitted in this area and relatives are asked to park in Wilton Shopping Centre.
- Information lines have been set up on **021 4922420** or **021 4922538**
- **CUH would like to ask members of the public and media personnel not to hinder or disrupt the work of hospital staff and to respect the privacy of relatives and casualties at this time. Please do not come to CUH unless required to do so. Thank you**

Staff

- Please do not phone the hospital.
- If you have not been expressly contacted by the hospital, please remain at home until your next scheduled shift on day duty or night duty.
- In the event of a Major Emergency, vehicular access to the CUH campus will be severely restricted, only staff with a valid corporate **ID badge** or staff parking permit displayed on their vehicle will be allowed access to any on site or off site car park.

Media Room

Main Auditorium (inside the main entrance to the hospital) will operate as a location for the **Media** throughout the Major Emergency

Facilitated by, **Communications Officer** and Information Management Team

Telephones **021 4920334** (handset in major emergency store specific instructions on box where to plug in phone)

Fax **021 4920335** (fax machine in major emergency store, specific instructions on box

where to plug in fax)

Version Control	Date Approved	DD/MM/YYYY	Valid Until	DD/MM/YYYY