



REGIONAL HEALTHCARE COMMUNICATION AND INFORMATION SHARING TESTING PLAN 2024

**VIPER IS SCHEDULED TO TRANSITION TO PHASE II (TDMA) IN Q1 2025.
PLEASE ENSURE RADIOS ARE READY**

Purpose/Scope

- Monthly testing of various radio frequency (RF) equipment
- Establish and maintain proficiency in operator use of defined equipment
- Test radio equipment for correct operations and deficiencies
- Document the testing
- Establish accountability of regional resources

Testing Process – Viper Medical Network:

- Testing will take place on the scheduled days below. Due to a dynamic environment, alternate testing days may be needed. In the event of date changes, email notifications will be sent out.
- Testing of regional hospitals will begin at 14:00.
- Facilities will be hailed on their assigned VIPER talkgroup (channel) at their designated time (Noted below)
- If a facility misses the test time, they can call on talkgroup **VMK79100 (EHPC Disaster)** between 14:00 and 16:00 on the scheduled test day.
- If a facility does not answer, EHPC will attempt another contact the day following the scheduled test. If no answer is received, EHPC will send an email to the facility point of contact to verify the equipment is operational.
- SMAT III units can check in on VMK 79100 (EHPC Disaster) or Statewide SMAT anytime between 09:00 and 16:00 of the scheduled test day.
- Please ensure your radio is on your assigned channel. We find many facilities on the incorrect channel.

Procedure -- Viper Medical Network:

VMN Deskset Topology



ZONE UP/DOWN

MCD3000 Style

TALKGROUP/
CHANNEL UP/DOWN

PRESS FOR HOME TG

MCD5000 Style



- Setup radio equipment if necessary.
- Ensure that power is on.
- Ensure volume is up.
- Ensure that controller is set to the appropriate talkgroup, if unsure, press the HOME button (Looks like a small house symbol on some units).

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- Wait until operator calls facility. (Note: No tones will be heard, only the operator Calling).
- Pickup handset.
- Key radio by pressing the PTT (press to talk) button located on the underside of Handset.
- Respond with your facility identification and a signal report.
- Example:
“SMAT100, this is Outer Banks Hospital Medical on VIPER, I copy your transmission loud and clear”
- Keep handset to ear and await a response.
- Replace handset on control station to return it to a listening state.

Additional Radio Communication Related Training Available:

EHPC App: Under Resources>EHPC Communications

EHPC Website: Virtual Training
<https://easternhpc.com/virtual-training/>

It is recommended to regularly sign into WEBEOC to ensure passwords do not expire and you remain familiar with the process.

- Please contact Hppsystemssupport@dhhs.nc.gov for assistance with access and locked out accounts for WebEOC or ReadyOpo

Additional testing conducted:

If facilities wish to test additional equipment, please let us know how we can help. Some of the items tested monthly throughout the region-

- Auxcomm (Amateur radio modes)
- Satellite and cellular connectivity
- Wireless Priority Service / GETS-WPS
- 1-800#, MCI, ALERT, APP and conference bridges

Please ensure you test your GETS/WPS accounts monthly

EHPC Communications Testing Schedule 2024

January 9th, 2024
 February 6th, 2024
 March 5th, 2024
 April 2nd, 2024

May 7th, 2024
 June 4th, 2024
 July 2nd, 2024
 August 6th, 2024

September 3rd, 2024
 October 1st, 2024
 November 5th 2024
 December 3rd, 2024

FACILITY	TIME
ANY STATION / FACILITY	0900-1700 VMK79100 or SW SMAT
Sentara Health (Albemarle)	14:00
ECU Health Beaufort Hospital	14:02
ECU Health Bertie Hospital	14:04
Carteret General Hospital	14:06
ECU Health Chowan Hospital	14:08
Carolina East Medical Center	14:10
ECU Health Duplin Hospital	14:12
ECU Health North Hospital	14:14
ECU Health Edgecombe Hospital	14:16
UNC Lenoir Hospital	14:18
Martin General Hospital	14:20
UNC Nash Hospital	14:22
Onslow Memorial Hospital	14:24
ECU Health Medical Center	14:26
ECU Health Roanoke Chowan	14:28
Outer Banks Hospital	14:30
Washington County Hospital	14:32
UNC Wayne Hospital	14:34
Wilson Medical Center	14:36
ADD INs	15:00

*****EHPC FUNCTIONAL HURRICANE COMMUNICATION EXERCISE
 IS JUNE 13th 2024*****

Testing results are available upon request. Facilities with no answer will be attempted again. After two failed test attempts, contact will be made with facility POC to ensure operational status. We are here to help you!

Questions/Comments:
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