

Washington Medical Coordination Center

24/7 Availability: 206-520-7222 | 877-520-7222

Overview and Purpose

The Washington Medical Coordination Center (WMCC) was adapted from the Disaster Medical Coordination Center (DMCC) model to place COVID-19 patients requiring acute emergency department or inpatient hospital care in an equitable manner throughout Washington State. It is designed to balance patient placement to individual or multiple hospitals with sufficient capacity in order not to strain the resources of any single hospital or small group of hospitals. While DMCCs are primarily activated in short-term acute incidents, the WMCC is an ongoing service to help manage the healthcare impact of patients requiring hospital-level care. The WMCC was created during the initial COVID outbreak as the Regional Covid-19 Coordination Center (RC3) with a focus on assisting western Washington healthcare partners but has now evolved with the pandemic to support all Washington State healthcare facilities.

Scope

The WMCC is designed to place patients from any hospital or long-term care facility requiring the non-emergency transfer of a resident(s) or patient(s) to an acute care hospital. The WMCC can support placing several patients at one time or can assist smaller facilities by placing fewer patients as resources allow. The center will also serve as a coordination hub for decompressing hospitals at or beyond capacity by placing patients from impacted acute care hospitals to similar settings as requested. The WMCC supports patient transfers by working directly with facility transfer centers and referring clinicians. It is not meant to take precedence over the placement strategies that may occur within a hospital system; rather, the WMCC supports facilities when standard resources and facilities are unable to meet current needs.

Coordination & Clinical Guidance

Once a facility, health system or EMS agency identifies the need to contact the WMCC, the following protocols will be used for identifying patient placement:

- WMCC assistance is available 24 hours per day by calling (877) 520-7222. During low call volume periods the initial call may be routed to the Northwest Healthcare Response Network Duty Officer who will collect basic patient and caller information for routing to WMCC Clinical staff.
- WMCC staff will discuss patient demographic and clinical information with the referring provider.
- The WMCC determines appropriate bed placement based on patient acuity, facility capability and capacity as reported by WATrac, WAHEALTH and regional/facility updates provided directly to WMCC staff, healthcare coalition staff or other relevant partners.
- The referring provider is connected with the receiving hospital for report and final acceptance (the referring facility arranges resident/patient transport).

Based at Harborview Medical Center in Seattle, the WMCC operates in close partnership with the Washington State Department of Health, Northwest Healthcare Response Network (NWHRN), REDi Healthcare Coalition and other organizations.



Contacting the WMCC -

Hospitals, skilled nursing facilities, adult family homes and other inpatient healthcare facilities may contact the WMCC with a real or potential need to transfer COVID-19 or related patients if standard patient placement protocols pose significant delays or are unavailable. Healthcare facilities are especially encouraged to contact the WMCC when considering multiple COVID-19 related transfers.