Georgia Coordinating Center – Frequently Asked Questions

1. **Who runs the Georgia Coordinating Center?**
   a. The Georgia Coordinating Center is a partnership between the Georgia Department of Public Health (DPH) and Grady Health System. After the Grady water main break earlier this year, this tool was implemented to facilitate patient transfers in the Metro Atlanta area. The state has appropriated funds to expand this site to serve the entire state in response to COVID-19.

2. **How do I get access to the GCC?**
   a. For login credentials to the GCC, please email Lori Wood with Grady Health System at lwood@gmh.edu or contact the GCC system administrator at your hospital and ask them to add you.

3. **How do my team members/co-workers get access to the GCC?**
   a. For login credentials to the GCC, please email Lori Wood with Grady Health System at lwood@gmh.edu or contact the GCC system administrator at your hospital and ask them to add you.

4. **How often should we report to GCC?**
   a. It is recommended that you report at least every 12 hours, or every shift change to ensure GCC data is accurate.

5. **Who has access to our GCC information?**
   a. You can see only your own hospital's information. The GCC can see bed availability and diversion status.

6. **What if my diversion status is not listed as an option?**
   a. GCC staff are evaluating and adding additional diversion status options to meet the needs of all users. If your status is not an option, contact Lori Wood with Grady Health System at lwood@gmh.edu

7. **How do I calculate my NEDOCS score?**
   a. NEDOCS scores can be calculated within the GCC reporting page via a NEDOCS calculator.

8. **Who should I contact with questions?**
   a. For questions, contact Lori Wood with Grady Health System at lwood@gmh.edu

9. **Is reporting to the GCC required?**
   a. Reporting to the GCC is not mandatory at this time; however, the tool can be effective only if the vast majority of hospitals participate.

10. How do I request a patient transfer?
   a. Call the GCC at 404-616-2300 to request assistance with patient transfers.

11. What does "hold" mean (under the hospital tab)?
   a. Holds are admissions in the Emergency Department with no inpatient bed assigned.

12. My hospital bed number is incorrect. How can I change it?
   a. The developers are working to make the adjustment so users can edit their own. In the interim, email Lori Wood with Grady Health System at lwood@gmh.edu to request an immediate change.

13. Is this data reported or stored for historical purposes?
   a. Historical data is stored on the website and has been limited to transports by facility, type, and agency. However, developers are working to be able to historically track diversion times and types.

14. Can I use the GCC transfer assistance for non-COVID patients?
   a. At this time, the GCC transfer tool can pbe used only for the transfer of COVID-19 positive patients.

15. Does the GCC assist only with transfers to the Georgia World Congress Center?
   a. No. The GCC transfer tool is designed to assist with patient transfers for all hospitals, including the GWCC location.

16. How will EMS use this tool?
   a. EMS will use the diversion status tracker to help them make decisions in the field on where to transfer the patient in an emergency situation. This does not trump patient choice.

17. If I am contacted about accepting a patient transfer, is acceptance required?
   a. If you are contacted by a GCC transfer staff member, you are not required to accept a patient transfer. This request for transfer may occur if your GCC shows that you have open beds that are appropriate for the patient being transferred.

18. What other tools are available for reporting diversion status?
   a. The Georgia EMS(GAEMS) website previously used to report and track diversion status is no longer operational. The GCC tool is a replacement for that option and includes transfer assistance not previously offered by the GAEMS site.

19. Can I update more frequently than every 12 hours or every shift change?
   a. Yes. If your diversion status changes or you need to update your numbers based on a significant change in patient volume, you may update as frequently as needed.

20. How many registered users can my facility have?
   a. There is no limit on the number of users a facility can have for the GCC.

21. If I am a system employee, can I update the GCC on behalf of all system hospitals?
   a. GCC can add all facilities in your system to your profile for easy updating and tracking.

22. Can I access my historical entries into the GCC?
   a. Not yet, but that feature will be available soon. You will receive notification when it becomes available.

23. What can the public see regarding my hospital's diversion status?
   a. The public-facing site includes only the reporting hospital's diversion status and which services are classified as on-diversion. This status will also include the date and time of last update.

24. Are bed count numbers associated with licensed beds or staffed beds? Can these be adjusted based on staff availability?
   a. Bed numbers are for staffed beds and will soon be adjustable based upon your staffing availability. You will receive notification when this feature becomes available.

25. Who staffs the GCC transfer line?
   a. The GCC transfer line is staffed by trained EMS personnel.

26. Will my local EMS have access to the GCC data?
   a. Yes. All EMS will have access to certain information on the GCC site to help them determine the best location for patient transports.

27. When I log in, the drop down does not work for me to enter diversion status.
   a. The drop down will not work in Internet Explorer. Use Google Chrome or another browser.

For all other questions and inquiries, please contact Lori Wood with Grady Health System at lwood@gmh.edu.