

**Regional Medical Coordination Center (RMCC)  
For Region 2 North (R2N)  
Notification Guideline for Requests to Contact R2N RMCC**

Health Emergency Medical Services (HEMS) has been designated as the Region 2 North (R2N) 24/7 phone number to receive and process incoming calls for the R2N Regional Medical Coordination Center.

**Calls for the R2N RMCC 248-267-0535**

***Phone Operator Responsibilities***

1. Operator obtains information, including caller name and call back number, and informs caller info will be forwarded to a member of the RMCC.
2. **Operator will call a member from the RMCC to relay the information (call until they get an actual response on the phone. For each call where they do not get an actual person, they will leave a message that they are calling next person.)**
3. Once they pass on the information, Operator, if requested by the person taking the call, will call one member of the other organizations in the boxes below to relay the information on who is responding to the call.

**R2N Staff**

Rick Drummer  
C: (248) 770-4805  
O: (248) 759-4748  
H: (248) 373-4986

Michael Feld, MD  
C: (248) 444-9741  
O: (248) 759-4748

Rachiel Clay  
C: (586) 216-1270  
O: (248) 759-4748  
H: (586) 752-7513

**MCA Macomb County**

Debbie Condino  
C: (313) 590-5294  
O: (586) 792-1350  
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Luke Bowen  
C: (248) 563-3956  
O: (586) 792-1350

Michael Feld MD  
C: (248) 444-9741  
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**MCA Oakland County**

Bonnie Kincaid  
O: (248) 975-9798  
C: (248) 321-9320

John Theut  
O: (248) 896-4960  
C: (586) 876-6001

Steve McGraw MD  
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W: (248) 849-3015  
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**MCA St. Clair County**

Ken Cummings  
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O: (810) 985-3980  
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Ronald Thies MD  
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**Responsibilities for R2N person who takes the call:**

**If an RMCC staff member receives a call asking for Medical help, they must consult a Regional Medical Director if they are not a medically trained person before a final response. For example, if the R2N Regional Coordinator receives a call asking from medical assistance, he will call the R2N Medical Director for advice. If the R2N Medical Director is not available in a timely fashion, he will call another Regional Medical Director, starting with R1, the R2S, R3, R5, R6, and R7. This is not necessary if the call is for communications equipment, vests, or other non-medical items.**

The RMCC staff member who returns the call will inform the members of the R2N RMCC Staff, three county Medical Control Authorities, as well as Public Health and Emergency Management in all three counties of the circumstances of the call and action taken, if any. This notification could be by phone, text, phone conference, MI-HAN alert, email, or video conference, depending on the situation and urgency of response.

Depending on the RMCC action needed, a conference call may be established quickly so all relevant partners can be involved in the actions and/or decisions (Medical Control Authorities, Public Health, Emergency Management, Hospital(s) (as needed), Casualty Transportation System (CTS) (as needed), R2N RMCC Staff, etc.)