Using the Trinity Health Incident Command Email

Non-Urgent

- Bring to your Local Incident Command

- Local Incident Commander will evaluate against provided guidance

- If needed, use Incident Command Email

Urgent

- Use Local Incident Command for escalation

- Local Incident Commander should escalate to Trinity Health Incident Command

- If unavailable, or no response, use Administrator On Call process

Trinity Health's COVID-19: ICC Mailbox Email Structure Guidelines

To best serve you in providing prompt responses to emails sent to Trinity Health's COVID-19 Incident Command Center (ICC) Mailbox, please follow the 'COVID-19 Email ICC Subject Line Structure' as described below.

Email Subject Line Formatting:

RHM / Department or Operational Area / Topic

1. **RHM/Ministry**

2. **Department or Operational Area**
   Examples: Infection Prevention, Pharmacy, HR, Facilities, Supply Chain, etc.

3. **Topic**
   Examples: capacity, data, procedures, telehealth, etc

Example Subject Line: ***Loyola / Telehealth / Data***

*If you have several topics, please submit as separate emails so that they can be triaged appropriately

Trinity Health