



مركز القيادة و التحكم
Command & Control Center

وزارة الصحة
Ministry of Health



Regional Emergency Operation Center : Alert trigger playbook (SMSA)

January 27 ,2020

Acknowledgments

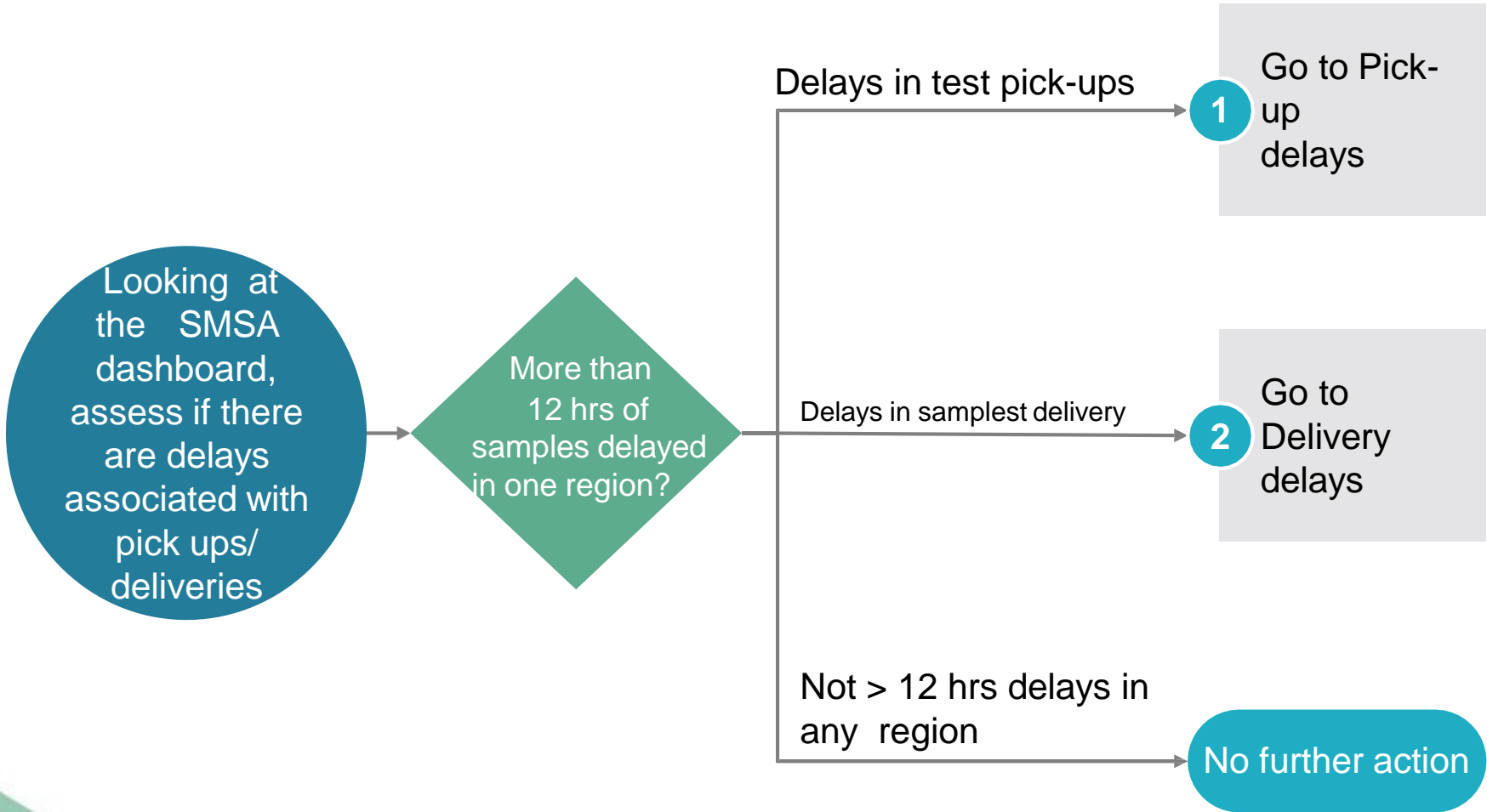
This document was developed based on the incident command playbook

- Is subject to **change** as Incident management protocols are updated.
- For Any comments, clarifications, or recommendation pertaining to this document please email NHEOC at NSR@moh.gov.sa
NH-EOC@moh.gov.sa

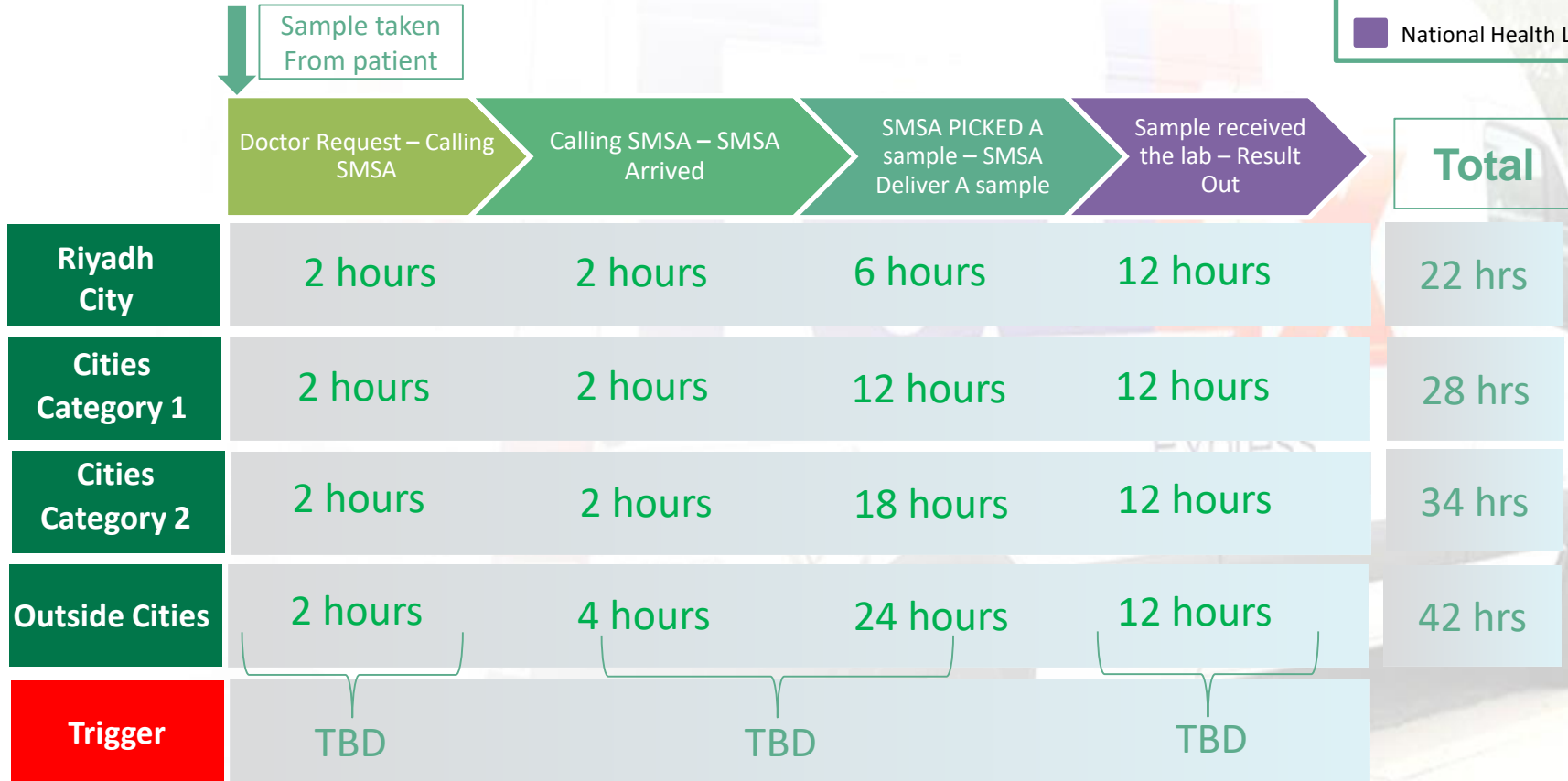
- **SMSA triggers**

SMSA Operations: Assess delay type

● Start □ Action ◆ Question ● Finish



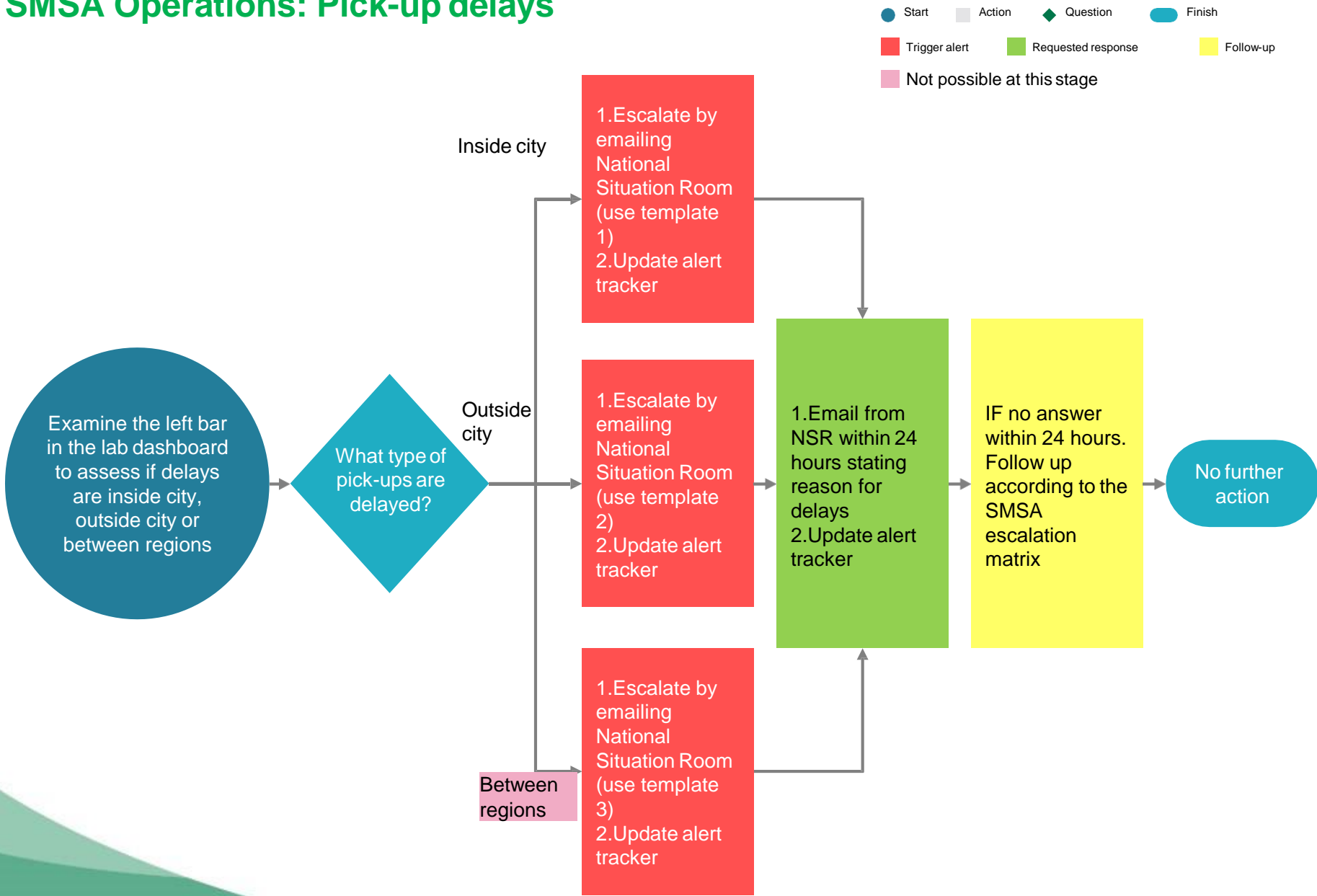
Novel Corona Virus Sample Tracking Process



Category 1: Jeddah, Dammam, Qassem, Abha, Madinah, Jazan

Category 2: All regions and cities + Riyadh region except Riyadh city and category 1

SMSA Operations: Pick-up delays



SMSA Operations: Email templates for delayed pick-ups

1 Alert email

To: NSR@moh.gov.sa

CC: Regional Lab platform Leader
Subject: Alert: Delays in pick-ups within <Insert region> city

Dear Sir,

This email is to alert you of delays in SMSA pick-ups within <Insert region> city. Yesterday, <Insert number of delayed transports> of <Insert total number of transports> transports were delayed.

Please get back to us within 24 hours to describe the reasons for these delays.

Best regards,
<Insert name>, Regional Situation Room

2 Alert email

To: NSR@moh.gov.sa

CC: Regional Lab platform Leader
Subject: Alert: Delays in pick-ups within <Insert region> region

Dear Sir,

This email is to alert you of delays in SMSA's pick-ups within <Insert region> region. Yesterday, <Insert number of delayed transports> of <Insert total number of transports> transports were delayed.

Please get back to us within 24 hours to describe the reasons for these delays.

Best regards,
<Insert name>, Regional Situation Room

3 Alert email

To: NSR@moh.gov.sa

CC: Regional Lab platform Leader
Subject: Alert: Delays in pick-ups for cross-region transports from <Insert region> region

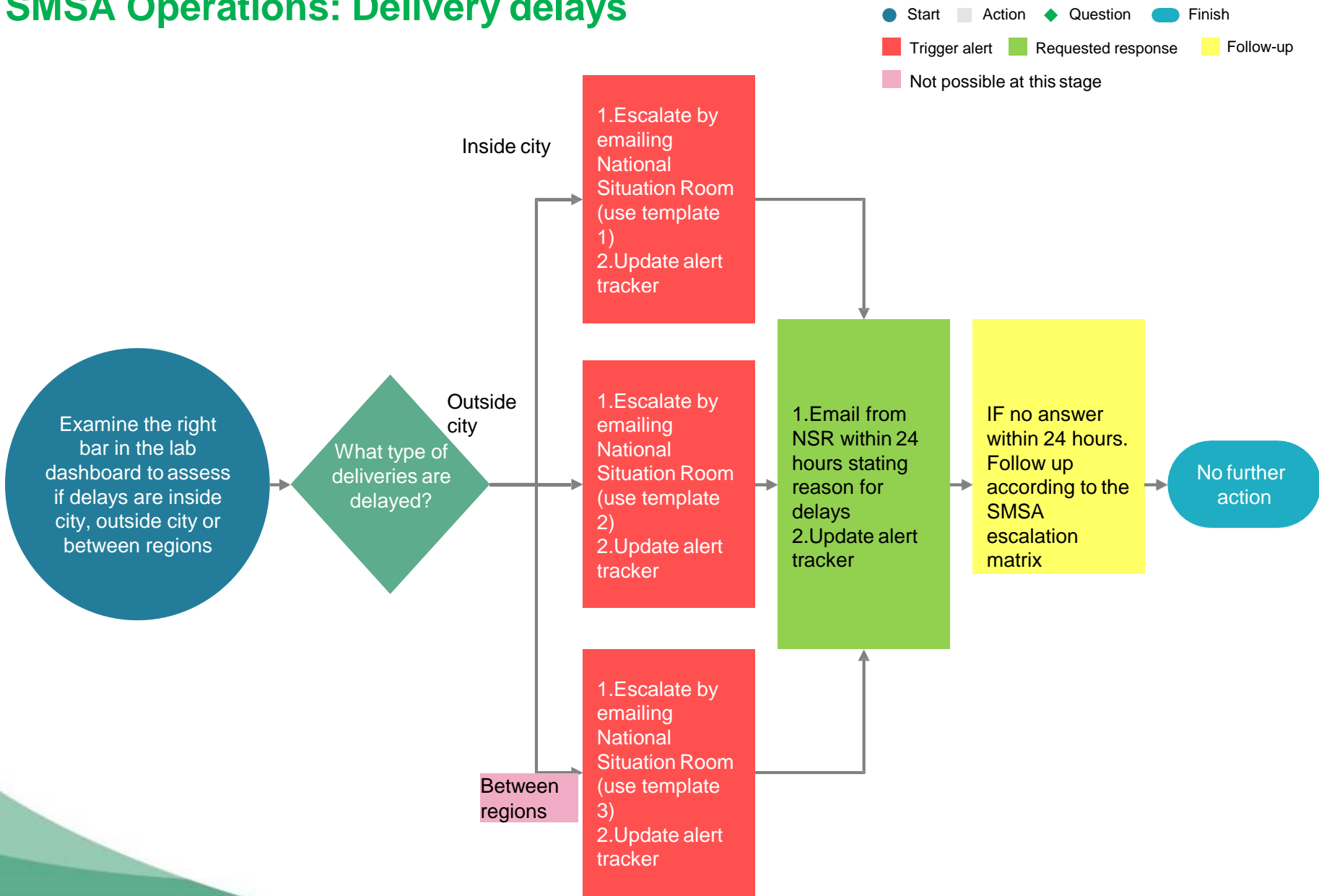
Dear Sir,

This email is to alert you of delays in SMSA's pick-ups for cross-region transport originating from <Insert region> region. Yesterday, <Insert number of delayed transports> of <Insert total number of transports> transports were delayed.

Please get back to us within 24 hours to describe the reasons for these delays.

Best regards,
<Insert name>, Regional Situation Room

SMSA Operations: Delivery delays



SMSA Operations: Email templates for delayed pick-ups

1 Alert email

To: National Situation Room
CC: Regional Lab platform Leader
Subject: Alert: Delays in deliveries within <Insert region> city

Dear Sir,

This email is to alert you of delays in SMSA's deliveries within <Insert region> city. Yesterday, <Insert number of delayed transports> of <Insert total number of transports> transports were delayed.

Please get back to us within 24 hours to describe the reasons for these delays.

Best regards,
<Insert name>, Situation Room

2 Alert email

To: National Situation Room
CC: Regional Lab platform Leader
Subject: Alert: Delays in deliveries within <Insert region> region

Dear Sir,

This email is to alert you of delays in SMSA's deliveries within <Insert region> region. Yesterday, <Insert number of delayed transports> of <Insert total number of transports> transports were delayed.

Please get back to us within 24 hours to describe the reasons for these delays.

Best regards,
<Insert name>, Situation Room

3 Alert email

To: National Situation Room
CC: Regional Lab platform Leader
Subject: Alert: Delays in deliveries for cross-region transports from <Insert region> region

Dear Sir,

This email is to alert you of delays in SMSA's deliveries for cross-region transport originating from <Insert region> region. Yesterday, <Insert number of delayed transports> of <Insert total number of transports> transports were delayed.

Please get back to us within 24 hours to describe the reasons for these delays.

Best regards,
<Insert name>, Situation Room