WATrac for Ancillary Services

What is WATrac and what does it do?

WATrac is a web-based communication and emergency alerting system for healthcare agencies in Washington State. Health departments and healthcare agencies in Washington use WATrac as the primary tool to coordinate local healthcare response – for earthquakes, floods, disease outbreaks, severe weather and all other hazards. Registered users receive emergency alerts by e-mail, text or pager, and can log into www.watrac.org for information on the status of healthcare facilities and services in the county and state. Hospitals and EMS also use WATrac on a daily basis to track bed availability and facility status throughout the region.

Who uses WATrac?

Healthcare organizations throughout Washington State are encouraged to use WATrac to coordinate with local health departments and with one another during emergencies. Current healthcare sectors in WATrac include: Hospitals, Long-Term Care Facilities, In-Home Services Agencies, Behavioral Health/Mental Health Providers, Ambulatory Care Providers, Ancillary Service Providers and EMS.

How can WATrac add value to my organization?

Having a WATrac account and knowing how to use it allows your organization to have a direct lifeline to the Northwest Healthcare Response Network (NWHRN) and local health departments during an emergency. NWHRN uses WATrac alerts, online chat rooms, surveys and other tools to collect and share critical information with healthcare facilities in King and Pierce Counties. WATrac also allows your organization to coordinate with other healthcare providers during emergencies. Organizations can use the chat rooms in WATrac for drills/exercises or during incidents to share information internally.

How is WATrac used for Ancillary Service organizations?

Each healthcare sector is configured slightly differently in WATrac. Currently Ancillary Service organizations are configured to have the Command Center Specialist/Staff permission groups with the functions outlined below.

Regional Situation Status
- Ancillary Service organizations can use the Regional Status Screen to gain awareness of how other healthcare organizations are operating during an emergency.

Emergency Alerts
- WATrac is the primary method by which emergency alerts are sent to healthcare agencies. Alerts can inform you of an incident that has occurred, or if information is requested from healthcare agencies, etc. It is important that the contact information contained in WATrac is kept up to date to ensure that your organization will receive an emergency alert.
**Command Center (Chat Rooms)**
- In the event of an emergency NWHRN will establish Command Center secure chat rooms to facilitate communications among local health authorities and healthcare sectors, and to gather and share critical information.
- Healthcare organizations can also set up Command Center rooms to communicate within their organizations. This can be particularly helpful if your organization has multiple facilities or if staff are working remotely during an incident. WATrac Command Center rooms can also be established to run drills or exercises during preparedness times.

**Agency Information**
- Ambulatory Service organizations can add and train multiple staff members to use WATrac, receive alerts and communicate with NWHRN, regional healthcare agencies and public health authorities using the functions described above.

**Surveys**
- During an emergency, NWHRN, the Department of Health, or regional public health agencies may use the survey function in WATrac to collect information from your organization concerning your current operations, any resource issues, or concerns you may have regarding specific operations.

**Knowledgebase (Document Library)**
- Knowledgebase acts as an online document library of information for emergency preparedness in the region. This is also a place to get cheat sheets and training information on WATrac for your organizations.

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**How to Get Started**

**Three steps to getting started in WATrac**

1. **Identify a WATrac lead** – Each organization should have a WATrac lead who serves as its primary contact for WATrac. The WATrac lead should be connected to the organization’s emergency response operations.

2. **Get trained** – Get your WATrac lead trained and begin internally training your agency’s staff.

3. **Practice makes perfect** – Once your organization is in the system, practice using WATrac in internal and regional drills or exercises. Keeping your users trained and your contact information current will ensure your ability to connect with the region in the event of an emergency.

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**Interested in Learning More?**

Contact the Northwest Healthcare Response Network

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