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

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Example Subject Line: *Loyola / Telehealth / Data*

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