

Provider Education 2026

WENS Notification System










MGMC uses the WENS service to notify staff off-duty or off-property of a major issue or incident. Contact information entered in the system is managed by MGMC Medical Staff Support.

The Wireless Emergency Notification System platform can send group or mass text or voice messages.

We utilize Medical Staff and practice groups/disciplines in the event of a disaster so emergency notifications can be sent all together or by specialty, if needed. This system has restricted access to generate messages.

Emergency Codes at MGMC

To call a code you can access the overhead paging system by using any patient room or desktop/hallway phone and dialing **"799"** or by using a red phone. Response tabs for all codes are in the orange Emergency Response Guide (ERG) in the Medical Staff lounge or on any unit.

FACILITY ALERTS		All staff should be able to overhead page (by using 799) from the scene with the following:
 Fire		"Fire Alarm, __Location__"
 Disaster		Internal Disaster "(specify) at/on __Location__, follow your emergency response guide"
 Haz Mat Spill		" Internal Haz Mat Spill at/on __Location__, follow your emergency response guide"
SECURITY ALERTS		
 Abduction/Elopement		" Missing Person , __Description/location__ & __time last seen__"
 Combative Person		" Combative Person , __Location__, response team required"
 Active Shooter		" Active Shooter , __Location__, follow your emergency response guide and direct visitors"
 Violent Intruder		" Violent Intruder __Location__, follow your emergency response guide and direct visitors"
MEDICAL TEAM ALERTS		
 Medical Emergency		" Medical Emergency , __Location__"
 ACTeam Alert		" ACTeam to __Location__"
OTHER ALERTS		Paged by Specific Units or Personnel (e.g., Switchboard Operators):
Bomb Threat		"FACILITY ALERT + Bomb Threat + Location + follow your emergency response guide and direct visitors"
Evacuation		"FACILITY ALERT + Evacuation + Locations affected + activate emergency response plans"
Disaster (External)		"FACILITY ALERT + Community Disaster + Description + activate emergency response plans"
Haz Mat Spill (External)		"FACILITY ALERT + Community Haz Mat Spill + activate emergency response plans"
Utility Failure		"FACILITY ALERT + specific Utility/Service Interruption + Location + activate emergency response plans"
Tornado/High Wind Warning		"WEATHER ALERT + Tornado Warning + activate emergency response plans and direct visitors"
Mass Casualty		"MEDICAL ALERT--ALL STAFF + Mass Casualty + Description + activate emergency response plans"

Security Management

Security support is provided by Paramedics yet is the responsibility of all MGMC staff. MGMC also contracts with ISU for varying hours of coverage. **Contact extension "2223"** for MGMC Security for reports, escorts, and incidents.

Trauma Alert

Designated Trauma Alert providers respond to the Emergency Department and services are alerted (ED physician, ED RN, ED Supervisor, Respiratory Therapist, Radiology Tech, Lab Tech). The Trauma Alert level is paged by the MGMC Operator.

Mass Casualties Arriving at MGMC

When the hospital is notified of a mass casualty incident, The House Manager will direct the switchboard to overhead page "Mass Casualty Incident, Level (3, 2, or 1). Level 3 is 1 - 9 victims, Level 2 is 10- 30 victims, and Level 1 is more than 30 victims.

Be prepared to suspend diagnostic and treatment procedures of patients as quickly as appropriate. The Medical Staff labor pool will organize in the Medical Staff lounge. The general labor pool will organize in Atrium A, if needed.

In addition to paging the MCI level, additional pages will be made

1. As a command center location is established,
2. If a labor pool is needed and
3. If access from the outside will be reduced.

Medical Center staff will determine if patients need to be moved or discharged to make room for victims. Do not talk to reporters because confidentiality is critical.

After Hours/Weekends – Administrator on Call

To reach the Administrator on Call, contact the House Supervisor at 515-239-5999 and request to be connected.

Reporting Concerns

To resolve issues and improve safety/quality discuss concerns with MGMC staff or management. Medical Staff members with concerns about the safety or quality of care may report these concerns to the DNV.

MGMC will take no retaliation or disciplinary action against anyone that reports a safety or quality concern to the DNV.

Attn: Healthcare Complaints
DNV Healthcare USA Inc
1400 Ravello Dr.
Katy, TX 77449

Online compliant form: www.dnvhealthcare.com
Complaints hyperlink: <https://www.dnvhealthcareportal.com/patient-complaint-report>
Complaints E-mail: hospitalcomplaint@dnv.com
Complaints Voicemail: 866-496-9647

Complaints Fax: 281-870-4818