

# Hospital Response Guidance Document: Individuals of Prominence

---

**This guidance document is designed to assist hospitals in providing exemplary care for individuals of prominence (IOPs), prioritizing privacy, security and exceptional service while preventing unnecessary disruption to services.** This resource offers valuable insights, protocols and best practices to ensure the seamless coordination of healthcare services for individuals who are accustomed to a heightened level of attention and confidentiality. From admission procedures to discharge protocols, we strive to equip healthcare professionals with the knowledge and tools to navigate the complexities of caring for IOPs with professionalism and discretion.

---

## TRANSPORTATION AND SPACE

- Anticipate arrival via car service, ambulance or motorcade, likely via the emergency department or trauma bay.
- Consider secure access points like a helipad or private entrance; your hospital may have a pre-designated access point for IOPs.
- Consider taking alternative routes (e.g., back-of-house areas) when transporting the patient.
- Provide a spacious private suite or wing away from other patients for privacy, and arrange a separate location for family members and the motorcade/entourage.
- Ensure parking for motorcades/vehicles to meet transportation needs.

## SECURITY

- Secure the hospital perimeter based on medical condition and threat level.
- Expect 24/7 protection, including personal security details and potential law enforcement representatives.
- Be prepared to establish an internal security protection plan in case the IOP needs their own personal security detail.
- Increase staff credentialing for authorized access.
- Prepare to update your visitor policy and handle protests or civil unrest.

## INCIDENT COMMAND

- Anticipate Incident Command activation and unified command/communication with authorities.
- Incident Command may encounter the following key issues when managing the care of an IOP:
  - ▶ Visitor security issues, including unauthorized visitors in the IOP's care area
  - ▶ Media inquiries and staging
  - ▶ Efficiency and quality of patient care for all patients, regardless of IOP status
  - ▶ Security measures and access control needs
  - ▶ Coordination with local law enforcement, security details, and personal care teams accompanying an individual of prominence



# Hospital Response Guidance Document: Individuals of Prominence

---

## COMMUNICATIONS

- Designate a media staging area and Public Information Officer.
- Create a communication plan with the IOP's designee.
- Prepare to develop and disseminate appropriate internal communications to keep hospital staff apprised of emergent situations or activities that may impact patient care.
- Provide translator services for effective communication, if appropriate.

## STAFF TRAINING

- Designate an IOP hospital liaison.
- Assign tasks relating to the IOP based on expertise rather than seniority.
- Train staff in dignitary care and confirm awareness of roles and responsibilities.
- Emphasize IOP privacy and Health Insurance Portability and Accountability Act (HIPAA) protections to staff and vendors.

## MEDICAL CARE

- IOP may arrive with their care team, which will coordinate with hospital-based care teams.
- Have a dedicated team trained to provide personalized care, if feasible.
- Avoid using names on patient tracking boards or registration; use an alias where appropriate.
- Unless circumstances dictate otherwise, plan to follow standard patient care procedures.

## ACKNOWLEDGEMENTS

This document was jointly prepared by the Illinois Health and Hospital Association and Northwestern Memorial Hospital in partnership with the Hospital System Preparedness Workgroup Planning Committee for the 2024 Democratic National Convention for the City of Chicago.

---

## REFERENCES

Guzman J, Sasidhar M, Stoller J. Caring for VIPs: Nine principles. *Cleveland Clinic Journal of Medicine* February 2011. <https://www.ccm.org/content/78/2/90.long>. Accessed April 17, 2024.

Scheurer D. Tips for Hospitalists Managing Care of High-Profile Patients. *Society of Hospital Medicine, The Hospitalist* February 2015. <https://www.the-hospitalist.org/hospitalist/article/122585/tips-hospitalists-managing-care-high-profile-patients/2/>. Accessed April 17, 2024.

Al Mulhim MA, Darling RG, Kamal H, Voskanyan A, Ciottone G. Dignitary Medicine: A Novel Area of Medical Training. *Cureus*. 2019;11(10):e5962 October 2019. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6863586/>. Accessed April 17, 2024.