

STANDARD DISPATCH ORDERS

The following actions may be implemented to help ensure the stability of the Santa Clara County Medical-Health System. Field personnel shall refer to this document to identify actions that must be taken when such orders are executed.

These Orders may be executed by the EMS Agency, County Communications Watch Commander, and authorized agents of the Public Health Department. The authority for the execution of these orders is based on the California Code of Regulations, Santa Clara County Ordinance Code, Government Code, and related laws, regulations, and emergency authorities.

Order #	Description
1	<p>Confirm EOA Contractor’s Low Ambulance Levels & High System Volume Management Actions are in Place</p> <p>Field Crew Response: Follow Company Provided Instructions</p>
2	<p>Alert EMS Command Staff to Monitor Command 92 for Instructions or Information</p> <p>Field Crew Response: No Action Required/Crews May Monitor If Available</p>
3	<p>Suspend all Hospital Ring-downs on Command 92 – Allocate for Countywide EMS Command and Control Communications</p> <p>Field Crew Response: Hospital notifications on Command 92 are discontinued, advise hospital of pending arrival via cell phone, or have Med-91 advise the hospital of impending arrival (basic information only)</p> <p>Example: “Medic 943 – advise VMC we are enroute with one adult patient with chest pain, ETA 10 minutes”.</p>
7	<p>All Hospitals Ordered Open</p> <p>Field Crew Response: Hospital emergency department diversion and trauma bypass statuses are suspended.</p>
8	<p>Discontinue all Patient Care Reports (PCRs) and Replace with Triage Tags Only basic patient information and criticality are collected.</p> <p>Field Crew Response: Discontinue all Patient Care Reports (PCRs) and Replace with Triage Tags. Only basic patient information and criticality are collected.</p>

Order #	Description
13	<p>Dispatch BLS Ambulances to “Alpha”, “Bravo” and/or “Code 2” EMS Events</p> <p>Field Crew Response: Once attached to an event, the BLS ambulance shall remain on the event even if the call is upgraded. If ALS is required, the first responder agency shall provide this service (if available) and accompany the patient to the hospital if needed.</p>
14	<p>All Ambulance Responses are Handled “Code 3”</p> <p>Field Crew Response: To increase ambulance availability, all ambulance responses are handled Code 3, regardless of patient severity.</p>
15	<p>All Ambulance Transports to the Hospital to be Handled “Code 3”</p> <p>Field Crew Response: To increase ambulance availability, all ambulance transports to the hospital to be handled Code 3, regardless of patient severity.</p>
16	<p>Ambulances Shall Transported to the Closest Open Emergency Department</p> <p>Field Crew Response: Follow Order as written –follow Order 21 if in effect.</p>
21	<p>Patient Routing Directed by the County</p> <p>Field Crew Response: Follow Centralized Patient Routing procedure in this guide.</p>
22	<p>Move All Ambulances to Muster Stations</p> <p>Field Crew Response: All available ambulances (ALS and BLS) shall be moved to the following muster locations:</p> <p><u>North County Muster Station</u> De Anza College, Stevens Creek Blvd. @ Stelling Road, Cupertino Ambulances currently located in the cities of Palo Alto, Los Altos, Mountain View, Sunnyvale and Cupertino to respond Code 2 to the north county muster station.</p> <p><u>Central County Muster Station</u> Santa Clara County Fairgrounds, Tully Road @ 7th Street, San Jose Ambulances currently located in the cities of San Jose, Santa Clara, Milpitas, Saratoga, Campbell and Los Gatos to respond Code 2 to the central county muster station.</p> <p><u>South County Muster Station</u> South Santa Clara County Fire District Station 2, No Name Uno @ Masten, San Martin Ambulances located in or near the cities of Morgan Hill, San Martin and Gilroy to respond Code 2 to the south county muster station.</p>
28	<p>Shelter-In-Place</p> <p>Field Crew Response: Follow Shelter in Place procedure in this guide.</p>



**County of Santa Clara
Emergency Medical Services System**

CRITICAL ACTIONS

A Quick Reference Guide for Private EMS Service Providers in Santa Clara County

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