



# County of Santa Clara

## Emergency Medical Services System

# COUNTYWIDE EMS OPERATIONS

## A Quick Reference Guide for Fire Service Officers in Santa Clara County

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## MULTIPLE PATIENT ALERTS

### Local Alert Description

- **Local jurisdictions establish specific response criteria for Local Alerts**
- **A Local Alert may be requested by any emergency service responder but must be authorized by the IC.**
- **Provides an early notification to prepare the EMS System for larger than expected numbers of patients.**
- **Alerts should be elevated to an Activation or cancelled once the scene has been appropriately been evaluated.**
- **Provides EMS System Resources for events that may have the potential to result in injury or illness.**

### ALERT INITIATION

- ❶ The Incident Commander (IC) notifies their communications center to initiate a LOCAL ALERT. The local jurisdiction implements any appropriate procedures.
- ❷ The dispatch center in the local jurisdiction immediately notifies Santa Clara County Communications.

### ALERT CANCELLATION

- ❶ The Incident Commander (IC) notifies their communications center to cancel a LOCAL ALERT. The local jurisdiction implements any appropriate procedures.
- ❷ The dispatch center in the local jurisdiction immediately notifies Santa Clara County Communications.

### ACTIVATION INITIATION

- ❶ The Incident Commander (IC) notifies their communications center to initiate an ACTIVATION. The IC should provide the following information (in addition to any local jurisdiction specific items) to the local jurisdictions communications center and then the local communications center shall provide the information immediately to Santa Clara County Communications.

- Level of Activation (Level 1, 2, or 3)**
- Number of Patients Requiring Transportation**
- Ground Ambulance Staging Location**
- Safety or Approach Instructions**
- Request Additional Units**

### ACTIVATION CANCELLATION

- ❶ The Incident Commander (IC) notifies their communications center to cancel an ACTIVATION. The local jurisdiction implements any appropriate procedures.

## MULTIPLE PATIENT MANAGEMENT PLAN LEVELS

<b>Activation 1</b>	<input type="checkbox"/> Less than (10) patients that <b>require ambulance transport</b> <input type="checkbox"/> Up to (4) ambulances <b>*Automatic dispatch of (3) ambulances and (1) EMS Field Supervisor</b>
<b>Activation 2</b>	<input type="checkbox"/> Less than (20) patients that <b>require ambulance transport</b> <input type="checkbox"/> Up to (10) ambulances <b>*Automatic dispatch of (6) ambulances and (1) EMS Field Supervisor</b>
<b>Activation 3</b>	The EMS Agency coordinates patient routing and response of ambulances.
<b>Activation 4 &amp; 5</b>	Not used at the field level.

## EMS RADIO COMMUNICATION SYSTEM

Channel/Call Sign	Description
<b>MED 91</b>	EMS primary dispatch channel (Unit-to-unit traffic should not occur on this channel)
<b>EMS Command 92</b>	Daily use for hospital notifications – suspended for significant events. Used for countywide command & control functions or Health Officer coordination during incidents.
<b>EMS Command 93</b>	Preferred Westside command use (not monitored by a dispatcher)
<b>EMS Command 94</b>	Preferred Eastside command use (not monitored by a dispatcher)
<b>EMS Tactical 95</b>	Unit-to-unit (use as last option)
<b>EMS Tactical 96</b>	Unit-to-unit (preferred use – Eastside)
<b>EMS Tactical 97</b>	Unit-to-unit (preferred use – Westside)
<b>BayMACS</b>	Countywide command & control only

## EMS SYSTEM UNIT TYPING & CALL SIGNS

Call Sign	Type	Call Sign	Type
Medic	Paramedic Ambulance or Non-transport	Director	EMS System Director
Squad 1-9	Specialized EMS / Public Health Unit	Commander	EMS System Commander
Utility 150-170	Support Units, MCI trailers, etc.	Duty Chief	EMS System Duty Chief
100-119	Private EMS Service Managers and/or Directors	EMS 3-9	EMS Agency Staff
120-149	Private EMS Service Field Supervisors	Health Officer	County Health Officer
Non-Contract Ambulance Units	BLS, ALS, & CCT Ambulances, Company ID and Unit #	Public Health	County Public Health Dept., Department Operations Center (DOC)

## EMS DUTY CHIEF

The EMS Duty Chief is the primary manager of the daily operations of the EMS and Public Health System.

The EMS Duty Chief primarily serves as a facilitator, technical reference specialist, and agency representative. They work closely with public and private responders and provide council to command as appropriate. The EMS Duty Chief may provide transportation and support to Public Health Department personnel (Health Officers, Outbreak Teams, Public Information, etc.) when necessary. In addition, the EMS Duty Chief is responsible for medical-health mutual aid, authorizing policy suspensions and modifications, accessing intra-county medical health resources (public health, ambulance services, hospitals, equipment, etc.).

The EMS Duty Chief is dispatched by County Communications. Sample indications for EMS Duty Chief notification or response include, but are not limited to, the following:

- Evacuation of medical care facilities (SNF, hospitals, board/care, etc.)
- Incidents at hospitals that may require hospital closure or evacuation of patients
- Evacuation of large numbers of persons that may result in injury
- Any event that has the potential for resulting in ill or injured persons
- Any unique or complex medical-health event
- Incidents that cannot be resolved by the contracted ambulance supervisor
- Incidents involving suspected biological agents
- Requests for medical-health mutual aid
- Provide technical information or medical-health resources

## HEALTH OFFICERS ORDERS

The County Health Officer, or designee, may execute orders that require any responder to perform actions that are not within the EMT or paramedic standard scope of practice. As long as the EMT or paramedic has the basic knowledge, skills, and abilities to perform the order – they shall be executed without hesitation. An example may be the addition of a chemical agent antidote, vaccination, biological agent therapy, etc.

Public safety officers may detain individuals against their will for the purpose of decontamination. Fire and law enforcement officers shall immediately contact the Health Officer and/or EMS Duty Chief (via County Communications) while performing the procedures provided by the County Health Officer while awaiting a response from the Health Officer and/or EMS Duty Chief.

## STANDARD DISPATCH ORDERS

The following actions may be implemented to help ensure the stability of the Santa Clara County Medical-Health System. Field personnel may 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
7	<p><b>All Hospitals Ordered Open</b></p> <p><b>Field Crew Response:</b> Hospital emergency department diversion and trauma bypass statuses are suspended.</p>
8	<p><b>Discontinue all Patient Care Reports (PCRs) and Replace with Triage Tags Only basic patient information and criticality are collected.</b></p> <p><b>Field Crew Response:</b> Discontinue all Patient Care Reports (PCRs) and Replace with Triage Tags. Only basic patient information and criticality are collected.</p>
13	<p><b>Dispatch BLS Ambulances to “Alpha”, “Bravo” and/or “Code 2” EMS Events</b></p> <p><b>Field Crew Response:</b> 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><b>All Ambulance Responses are Handled “Code 3”</b></p> <p><b>Field Crew Response:</b> To increase ambulance availability, all ambulance responses are handled Code 3, regardless of patient severity.</p>
15	<p><b>All Ambulance Transports to the Hospital to be Handled “Code 3”</b></p> <p><b>Field Crew Response:</b> To increase ambulance availability, all ambulance transports to the hospital to be handled Code 3, regardless of patient severity.</p>
16	<p><b>Ambulances Shall be Transported to the Closest Open Emergency Department</b></p> <p><b>Field Crew Response:</b> Follow Order as written –ensure Order 21 is not in effect.</p>

17	<p><b>Automatic Ambulance Dispatches are Suspended Until a First Response Unit Arrives on-the-scene and Verifies that a Patient Needing Emergency Transport Exists</b></p> <p><b>Field Crew Response:</b> Ambulances shall only be sent to calls for services when a patient has been identified and is in need of EMERGENCY transportation by ambulance. Patients not in immediate need will not be transported.</p>
18	<p><b>Ambulance Dispatches to “Alpha”, “Bravo” and/or “Code 2” EMS Calls are Suspended</b></p> <p><b>Field Crew Response:</b> This may follow Order # 14, Order #15 and/or Order # 16, if adequate ambulance resources are not available.</p>
21	<p><b>Patient Routing Directed by the County</b></p> <p><b>Field Crew Response:</b> Follow Centralized Patient Routing procedure in this guide.</p>

## CENTRALIZED PATIENT ROUTING

Centralized patient routing is used in Level III or greater Multiple Patient Management Plan events or when activated by the County. All ambulances in the system must request destination, not only those attached to a multiple patient event.

When the ambulance is ready to depart the scene, the ambulance unit shall **Contact “COUNTY ROUTING”** using **EMS Command 92** and **Request a Destination** by providing the following information:

- Unit ID**
- Number and triage category of all patients on-board**
- Closest Facility**

NOTE: In the event that a fire service unit fills the Transportation Unit position for a single-site event, they are responsible to route patients in accordance with these procedures if not assigned to the AMR Supervisor.

COUNTY ROUTING will provide a destination anywhere in the County. Prior to departure from the scene, the ambulance shall provide Transportation (or other appropriate position) with their destination.

**Example: “COUNTY ROUTING, AMR Medic 756 requesting destination for one immediate and one delayed patient, O’Connor is the closest facility”**