

County of Santa Clara
Emergency Medical Services Agency

Public Health Department
 645 South Bascom Avenue
 San Jose, California 95128
 (Tel) 408.885.4250
 (Fax) 408.885.3538



STANDARD DISPATCH ORDERS

Date: _____ Time: _____ Effective Period: UFN _____

NOTICE

The following actions shall be implemented immediately in order to ensure the stability of the Santa Clara County Emergency Medical-Health Services System. Santa Clara County Communications shall immediately inform all Public Safety Answering Points (PSAPs), private ambulance dispatch centers, and field units of these orders. In the event that it is not possible to electronically transmit this form, the executrix may verbally authorize these orders.

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.

EMERGENCY ORDERS

Operating as an Agent of the Medical Health Operational Area Coordinator (MHOAC), County Health Officer, and/or Emergency Medical Services Director; I hereby authorize the following emergency dispatch orders. The EMS Commander is responsible for the execution of these orders. The EMS Duty Chief may issue orders noted with EMDC. In the event that the EMS Commander, EMS Director, and/or Health Officer is not accessible; the EMS Duty Chief may execute any reasonable and prudent order until contact with those listed is accomplished.

Name of Executrix: _____ Title: _____

Signature: _____ Date & Time: _____

ACTIONS

Order Number	Check to Execute	Description
1 (EMDC)		Confirm EOA Contractor's Low Ambulance Levels & High System Volume Management Actions are in Place Ensure EOA Contractor's low ambulance levels and high system volume management actions are in place. Announce to field units that low ambulance levels exist and that the following activities have been suspended until further notice. All off-duty times, meal breaks, hospital extensions, and inter-facility transports are suspended.
2 (EMDC)		Alert EMS Command Staff to Monitor Command 92 for Instructions or Information Alert all EMS Command Staff (EMS Duty Chief, EMS Director, EMS Commander, EMS 3-6, AMR 100, Supervisor 120, Supervisor 121) and advise to monitor Command 92.
3 (EMDC)		Suspend all Hospital Ring-downs on Command 92 – Allocate for Countywide EMS Command and Control Communications The channel will be allocated for County-wide EMS command and control communications.

Order Number	Check to Execute	Description
4 (EMDC)		Alert All EMS System Units
5 (EMDC)		Alert All Private Ambulance Dispatch Centers
6 (EMDC)		Alert All Hospitals
7		All Hospitals Ordered Open Hospital emergency department diversion and trauma bypass statuses are suspended.
8 (EMDC)		Discontinue all Patient Care Reports (PCRs) and Replace with Triage Tags Only basic patient information and criticality are collected.
9 (EMDC)		Conduct an EMS System Resource Roll Call – Determine Status and Welfare Conduct an EMS system resource roll call to determine status and welfare of logged-on units. Contact each unit to determine status and ability to respond. This may be used following a natural or man-made disaster (earthquake, flash flood, hazardous materials event, terrorist event, etc.), when ambulance resources may have been compromised.
10		Place All Available EOA and Non-EOA Ambulances in Service Place all available EOA ambulances and non-EOA ambulances in service. Notify each private ambulance dispatch center to place all available units into service and immediately make them available for 9-1-1 system response. Dispatchers shall attached BLS ambulances to any appropriate event. Once attached to an event, the BLS ambulance shall not be cancelled because of ALS ambulance availability.
11		Notify San Jose, Santa Clara City, and Gilroy Fire Departments that unrestricted use STAR Units has been authorized with their jurisdiction (Non system-wide use) Each fire service jurisdiction may use their STAR units in the most effective method as determined by their jurisdiction. This shall include responding to events that require ambulance transportation within their local jurisdiction. Response to and transport of all levels of triaged and non-triaged (Code 2 and Code 3) events occurring within their jurisdiction is authorized. Upon receiving notification from a PSAP that a STAR unit has been dispatched to an event, County Communications will inform the PSAP that an ambulance will not be dispatched to the event, unless a need for multiple ambulances exists. If an ambulance has already been attached to the event, it will be canceled.
12		Notify San Jose, Santa Clara City, and Gilroy Fire Departments that unrestricted use STAR Units has been authorized and <i>units may be used system-wide</i> Same utilization guidelines as Order # 11. <i>When used system-wide, STAR units will be dispatched and tracked by County Communications.</i>
13 (EMDC)		Dispatch BLS Ambulances to “Alpha”, “Bravo” and/or “Code 2” EMS Events 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 follow up to the hospital if needed.
14 (EMDC)		All Ambulance Responses are Handled “Code 3” To increase ambulance availability, all ambulance responses are handled Code 3, regardless of patient severity.
15		All Ambulance Transports to the Hospital to be Handled “Code 3” To increase ambulance availability, all ambulance transports to the hospital to be handled Code 3, regardless of patient severity.
16		Ambulances Shall Transported to the Closest Open Emergency Department
17		Automatic Ambulance Dispatches are Suspended Until a First Response Unit Arrives on-the-scene and Verifies that a Patient Needing Emergency Transport Exists Ambulances shall only be sent to calls for services when a patient has been identified and is in need of EMERGENCY transportation by ambulance. <u><i>Patients not in immediate need will not be transported.</i></u>
18		Ambulance Dispatches to “Alpha”, “Bravo” and/or “Code 2” EMS Calls are Suspended This may follow Order # 14, Order #15 and/or Order # 16, if adequate ambulance resources are not available.

Order Number	Check to Execute	Description
19		PSAPs May Discontinue Use of Pre-Arrival Instructions (PAI)
20		PSAPs May Discontinue Use of Emergency Medical Dispatching (EMD) Procedures To increase call processing availability, only basic event information will be collected.
21 (EMDC)		Patient Routing Directed by the County Patient routing directed by "County Routing"
22 (EMDC)		Move All Ambulances to Muster Stations All available ambulances (ALS and BLS) shall be staged at the following muster locations: <u>North County Muster Station</u> De Anza College, Stevens Creek Blvd. @ Stelling Road, Cupertino Advise 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. Advise units to report in on MED 91 upon arrival. <u>Central County Muster Station</u> Santa Clara County Fairgrounds, Tully Road @ 7 th Street, San Jose Advise 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. Advise units to report in on MED 91 upon arrival. <u>South County Muster Station</u> South Santa Clara County Fire District Station 2, No Name Uno @ Masten, San Martin Advise ambulances located in or near the cities of Morgan Hill, San Martin and Gilroy to respond Code 2 to the south County muster station. Advise units to report in on MED 91 upon arrival. Dispatchers shall determine the number of units to be staged at each location based on the needs of the EMS System. Upon ambulance check in, County Communications may determine that redeployment of the ambulances is warranted.
23 (EMDC)		Level 3 Activation of the Multiple Patient Management Plan
24		Level 4 Activation of the Multiple Patient Management Plan
25		Level 5 Activation of the Multiple Patient Management Plan
26 (EMDC)		CHEMPACK Request Notification
27 (EMDC)		CHEMPACK Deployment Notification
28 (EMDC)		Shelter-In-Place
Additions/Notes		
Discontinue the Following Orders		

Total Number of Actions to Execute

Total Number of Actions to Discontinue

County Communications Fax Numbers
 408-279-4736 and 408-977-0359