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# Los Angeles County

## Emergency Medical Services Agency

### Communication Plan



Effective:  
Revised:

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Approved:

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Director, EMS Agency

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## ***Purpose and Introduction***

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To provide partners the processes and tools that are used to communicate with the Los Angeles County Department of Health Services (DHS) Emergency Medical Services Agency (EMS) during an emergency or disaster affecting the County and Region I.

As the Medical and Health Operational Area Coordinator (MHOAC) and the Regional Disaster Medical and Health Coordinator (RDMHC), the EMS Agency coordinates and supports the medical and health response for LA County and Region I Counties, which include San Luis Obispo, Santa Barbara, Ventura, Los Angeles, and Orange counties.

The EMS Agency is organized by:

- Administrative and Fiscal-Services
- EMS Programs
- Disaster Programs:
  - Ambulance Services and Disaster Response
  - Disaster Services
  - Central Dispatch Office (CDO)
  - Medical Alert Center (MAC) and Department Emergency Coordination

## ***Location and Hours of Operation***

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The EMS Agency is located at 10100 Pioneer Blvd., Suite 200, Santa Fe Springs, California 90670. The MAC and CDO are operational 24/7/365. All other EMS Agency services are provided during regular business hours on Monday through Thursday, from 8:00 AM to 5:00PM.

## ***DHS and EMS Agency Partners***

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### Health Care Providers

- Acute care hospitals (private and County-operated)
- Community health centers and clinics (private and County-operated)
- Long Term Care (LTC) Facilities including Skilled Nursing Facilities (SNF)
- Ambulatory Surgical Centers
- Dialysis Centers
- Home Healthcare Agencies

### EMS Providers

- Public Providers (Fire and Law Enforcement)
- Private Providers (Ambulance)

#### Public Agencies and Departments

- LA County Department of Public Health (DPH)
- LA County Department of Mental Health (DMH)
- Long Beach Department of Health and Human Services
- Pasadena Public Health Department
- Medical And Health Operational Area Coordinators (MHOAC)
- Regional Disaster Medical and Health Coordinators/Specialists (RDMHC/S)
- LA County Office of Emergency Management (OEM)
- LA County Department of the Coroner (Coroner)
- City Emergency Operation Centers (EOC)
- Law Enforcement Agencies
- Joint Regional Intelligence Center (JRIC)
- Fire Operational Area Coordinator (FOAC)
- Southern California Region I EOC (REOC)
- Joint Emergency Operation Center (JEOC), the coordination center for the California Department of Public Health and the Emergency Medical Services Authority

#### Non-governmental Organizations

- American Red Cross

#### Other

- Disaster Healthcare Volunteers

### ***Regular Business Hours Contact Information***

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Non-emergency communications during regular business hours should be directed to the EMS Agency Reception Desk (562) 347-1500 or the section specific contact found in Appendix I.

### ***Emergency and Disaster Related Services***

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The MAC is the designated 24/7 emergency communications center for the EMS Agency and initiates activation of the DOC to support medical and health providers in the event of a disaster or significant incident.

Upon activation of the DOC, the priorities and resources of the EMS Agency shifts to coordinating the medical and health response to the incident, including supporting the medical and health resource needs of the County and Region I partners.

As the MHOAC for LA County and RDMHC for Region I, the DHS DOC, in coordination with DPH and DMH DOCs, performs the following functions:

- Assess and prioritize the immediate medical and health needs of the system

- Coordinate disaster medical and health resources
- Coordinate patient distribution and medical evacuations (patient destination, transfers and transportation resources)
- Coordinate inpatient and emergency care providers (acute care hospitals and prehospital EMS providers)
- Coordinate emergency medical care with out-of-hospital (clinics, long term care facilities, dialysis centers, and prehospital EMS providers) medical providers
- Coordinate and support medical and health response activities with County EOC, Region I counties, neighboring Regions and the State

## **Communication Systems**

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**CWIRS Radio:** The County-Wide Integrated Radio System (CWIRS) is the primary radio utilized by Ambulance Services and the Disaster Staging Facility (DSF) daily and during emergency operations. It also serves as emergency back-up system for Los Angeles County departments with the exception of the Fire and the Sheriff departments.

**Everbridge System:** The designated emergency notification and alerting system used by the EMS Agency to distribute mass notifications including activation and demobilization of the DHS DOC.

**Fax Machine Lines:** May be used to communicate information to the MAC and DOC for emergency and non-emergency communications. This includes but is not limited to missing person notification requests, on-call schedule distributions, patient transfer requests, DOC resource requests, status reports, bed availability reports, and other emergency or disaster related communications.

**HAM Radio:** This system of communications is an emergency supplement to primary telephone and radio communications. Amateur radio network provides emergency communications for public agencies and hospitals under situations when primary communications systems and infrastructure are diminished.

**VMED28 Radio:** The VMED28 is the primary method of communications with paramedic providers to coordinate patient destination activities with the MAC. The VMED28 is a back-up communications for intra-hospital communication and with the MAC and DOC.

**Landline/Cellular Telephone:** Serves as the primary method of emergency and non-emergency communications for the Department.

**Rapid Emergency Digital Data Information Network (ReddiNet):** ReddiNet is a satellite-based, emergency medical communications network used by the County to

facilitate information exchange among hospitals, EMS agencies, paramedics, dispatch centers, law enforcement, homeland security, public health officials and other health care system professionals in local and regional communities. Its redundant technologies allow it to be used in daily and disaster incidents in which communications infrastructure may be diminished. The system is relied upon to communicate Emergency Department (ED) diversion status, ED capacity for multi-casualty incidents, Assessment Polls to obtain critical information regarding hospitals and clinics, messaging, and obtaining in-patient bed availability (HAvBED).

**RescueNet:** The Computer Aided Dispatch System (CAD) used by Ambulance Services for communications during emergency and non-emergency operations and includes the Navigator Mobile Data Computers (MDC).

**Mobile Satellite Radios:** This communication device functions like a radio (push to talk point-to-multi-point or point-to-point communication) or telephone and is available to all Disaster Resource Centers, Trauma Centers and the DOC. Hospitals and other partners with satellite radio capability may contact the EMS Agency, in the event of failure of other communication options.

## Emergency Communications Plan – Internal Communications

The following table is the emergency communication and succession plan for the EMS Agency, MAC, and DHS DOC. In the event of an emergency or disaster, it is a guide for communicating with the MAC or DOC by the service need and the communication system priority is listed in order of most preferred to least preferred.

<b>Service</b>	<b>Priority Sequence</b>	<b>Users</b>
Ambulance Services	<ol style="list-style-type: none"> <li>1. Telephone: (866) 941-4401</li> <li>2. CWIRS Radio</li> <li>3. CAD</li> </ol>	Ambulance Services CDO
Facility Assessments	<ol style="list-style-type: none"> <li>1. ReddiNet</li> <li>2. Telephone</li> <li>3. Amateur/HAM Radio</li> </ol>	MAC DOC
DOC Activation	<ol style="list-style-type: none"> <li>1. Everbridge</li> <li>2. Telephone: (866) 940-4401</li> </ol>	MAC DOC
EMS Agency Business Hours Contacts	See Appendix I	All
Messaging/Notifications to external partners	<ol style="list-style-type: none"> <li>1. ReddiNet</li> <li>2. VMED28 Radio: 155.340mhz</li> <li>3. Everbridge</li> <li>4. Email: <a href="mailto:laemsadutyofficer@dhs.lacounty.gov">laemsadutyofficer@dhs.lacounty.gov</a></li> <li>5. Telephone: (866) 940-4401</li> <li>6. Fax: MAC: (562) 906-4300; DOC: (562) 944-5248</li> <li>7. Satellite Radio</li> <li>8. Amateur/HAM Radio</li> </ol>	All
<b>Service</b>	<b>Priority Sequence</b>	<b>Users</b>
Mobile Medical System	<ol style="list-style-type: none"> <li>1. Telephone: (866) 940-4401</li> <li>2. VMED28 Radio: 155.340mhz</li> <li>3. CWIRS Radio</li> <li>4. Amateur/HAM Radio</li> </ol>	MAC DOC
Mobile DOC	<ol style="list-style-type: none"> <li>1. Telephone: (866) 940-4401</li> <li>2. ReddiNet</li> <li>3. Amateur/HAM Radio</li> </ol>	MAC DOC
Multiple Casualty Incidents (MCI)	<ol style="list-style-type: none"> <li>1. VMED28 Radio: 155.340mhz</li> <li>2. Telephone: (866) 940-4401</li> <li>3. ReddiNet</li> <li>4. Amateur/HAM Radio</li> </ol>	MAC EMS Providers Hospitals

## *Emergency Communications for External Partners – Priority Sequence*

### **Incident Notification, Messaging and Assessment Polls**

<b>Type of Healthcare Facility</b>	<b>System Priority</b>	<b>Comment</b>
Hospitals	<ol style="list-style-type: none"> <li>1. ReddiNet</li> <li>2. VMED28: 155.340mHz</li> <li>3. Email: <a href="mailto:laemsadutyofficer@dhs.lacounty.gov">laemsadutyofficer@dhs.lacounty.gov</a></li> <li>4. Fax: (562) 944-5248 (DOC); (562) 906-4300 (MAC)</li> <li>5. Telephone: MAC (866) 940-4401</li> <li>6. CWIRS Radio: for County-operated hospitals</li> <li>7. Amateur/HAM radio (Frequency List available by request)</li> <li>8. Satellite Radio: (866) 290-4975</li> </ol>	
Clinics	<p>NOTE: Will be coordinated through the Community Clinic Association of LA County: (213) 201-6500</p> <ol style="list-style-type: none"> <li>1. ReddiNet – for clinics with access</li> <li>2. Email: <a href="mailto:laemsadutyofficer@dhs.lacounty.gov">laemsadutyofficer@dhs.lacounty.gov</a></li> <li>3. Fax: (562) 944-5248 (DOC); (562) 906-4300 (MAC)</li> <li>4. Telephone: MAC (866) 940-4401</li> <li>5. CWIRS Radio: for County Comprehensive Centers</li> <li>6. Amateur/HAM radio (Frequency List available by request)</li> </ol>	
Long Term Care Facilities	<p>NOTE: Coordinate with Health Facilities Inspection Division (800) 228-1019 or (213) 989-7140</p> <ol style="list-style-type: none"> <li>1. ReddiNet – for facilities with access</li> <li>2. Email: <a href="mailto:laemsadutyofficer@dhs.lacounty.gov">laemsadutyofficer@dhs.lacounty.gov</a></li> <li>3. Fax: (562) 944-5248 (DOC); (562) 906-4300 (MAC)</li> <li>4. Telephone: MAC (866) 940-4401</li> <li>5. Amateur/HAM radio (Frequency List available by request)</li> </ol>	
Dialysis Centers	<p>Note: Will be coordinated through ESRD Network 18: (800) 637-4767</p> <ol style="list-style-type: none"> <li>1. ReddiNet</li> <li>2. Email: <a href="mailto:laemsadutyofficer@dhs.lacounty.gov">laemsadutyofficer@dhs.lacounty.gov</a></li> <li>3. Fax: (562) 944-5248 (DOC); (562) 906-4300 (MAC)</li> <li>4. Telephone: MAC (866) 940-4401</li> <li>5. Amateur/HAM radio (available by request)</li> </ol>	
Ambulatory Surgery Centers Home Health/Hospice Agencies	<ol style="list-style-type: none"> <li>1. ReddiNet</li> <li>2. Email: <a href="mailto:laemsadutyofficer@dhs.lacounty.gov">laemsadutyofficer@dhs.lacounty.gov</a></li> <li>3. Fax: (562) 944-5248 (DOC); (562) 906-4300 (MAC)</li> <li>4. Telephone: MAC (866) 940-4401</li> <li>5. Amateur/HAM radio (available by request)</li> </ol>	Create email group directory



Type of Healthcare Facility	System Priority	Comment
EMS Providers	1. VMED28: 155.340mHz 2. Telephone: MAC (866) 940-4401	
Regional Disaster Medical and Health Coordinator (RDMHC)	1. Telephone: MAC (562) 347-1789 2. Email: laemsadutyofficer@dhs.lacounty.gov	SitRep

## **Resource Requests**

Submit resource requests using the following priority sequence:

1. ReddiNet (attachment to a ReddiNet message) – for facilities with ReddiNet
2. Email: [laemsadutyofficer@dhs.lacounty.gov](mailto:laemsadutyofficer@dhs.lacounty.gov)
3. Fax: (562) 944-5248 (DOC) or (562) 906-4300 (MAC)
4. Telephone: (866) 940-4401
5. VMED28: 155.340mHz – for facilities with VMED28
6. CWIRS radio – for County-operated facilities
7. Amateur/HAM radio (frequency list available by request)
8. Satellite phone or radio

## ***Plan Approval & Maintenance***

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The plan will be reviewed annually by the EMS Agency and following any significant DOC activation or incident. The EMS Director will review and approve revisions to the plan, as needed.

## ***References***

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Los Angeles County EMS Agency Prehospital Care Manual:

- Ref. 228 ReddiNet Utilization
- Ref. 519 – 519.5 Management of Multiple Casualty Incidents
- Ref. 817 Hospital Emergency Response Team
- Ref. 1100 Series - Disaster Management/Planning
- Ref. 1132 Amateur Radio Operators

LA County MHOAC Communications Protocol  
 VMED28 Radio Policy (MAC specific policy)  
 Medical Alert Center Evacuation Policy  
 Countywide Emergency Operations Plan (EOP)  
 DHS Department Emergency Plan