Los Angeles County
Emergency Medical Services Agency
Communication Plan

EMERGENCY MEDICAL SERVICES AGENCY
LOS ANGELES COUNTY

Effective: June 2012
Revised: March 2013

Approved:

[Signature]
Director, EMS Agency

3/4/13
Date
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Purpose & Introduction

This document is to provide partners with a written plan that defines the processes and tools that are used to communicate with the Los Angeles County Department of Health Services (DHS) Emergency Medical Services (EMS) during regular business hours operations and in an emergency or disaster affecting the County and Region I.

The EMS Agency coordinates and supports the County’s emergency medical services system with hospitals, fire departments, ambulance providers and other healthcare partners to provide emergency medical services to the County’s more than 10 million residents and visitors.

The Agency is organized by:
- Administrative and Fiscal Services
- Ambulance Programs
- Ambulance Services/Central Dispatch Office
- Certification and Programs Approval
- Communications/Information Technology and Support
- Disaster Response
- Emergency Management
- Hospital Programs and TEMIS
- Medical Alert Center (MAC) and Disaster Management
- Paramedic Training Institute
- Prehospital Care Operations

The MAC and Central Dispatch Office is the designated day-to-day emergency communications center for the EMS Agency and is expanded to the DHS Department Operations Center (DOC) to support medical and health providers in the event of a disaster or significant incident. As the designated Medical and Health Operational Area Coordinator (MHOAC), the EMS Agency Director is responsible to support the disaster medical and health system needs of Los Angeles County and as the Regional Disaster Medical and Health Coordinator is responsible for coordinating the Region I Counties, which includes San Luis Obispo, Santa Barbara, Ventura, Los Angeles and Orange.

Location and Hours of Operation

The EMS Agency is located 10100 Pioneer Blvd., Suite 200, Santa Fe Springs, California 90670. The MAC and Central Dispatch Office is open 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 & EMS Agency Partners**

**Health Care Providers**
- County and privately operated Hospitals and Clinics
- Long Term Care (LTC) Facilities including Skilled Nursing Facilities (SNF)
- Ambulatory Surgical Centers
- Dialysis Centers
- Home Healthcare Agencies

**Prehospital Care EMS Providers**
- Public Providers (Fire and Law Enforcement)
- Private Providers (Ambulance)

**Public Agencies and Departments**
- Office of Emergency Management (OEM)
- Department of Public Health
- Department of the Coroner
- Department of Mental Health (DMH)
- City Emergency Operation Centers (EOC)
- Law Enforcement Agencies
- Joint Regional Intelligence Center (JRIC)
- Medical And Health Operational Area Coordinator (MHOAC)
- Regional Disaster Medical and Health Coordinator/Specialist (RDMHC/S)
- Fire Operational Area Coordinator (FOAC)
- Southern California Region I EOC (REOC)
- Joint Emergency Operation Center (JEOC), which is 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

**EMS Agency Business Services**

The EMS Agency is responsible for the following components of the Los Angeles County EMS system.

**Administrative and Fiscal Services**
- Manages reimbursement programs, contracting, administrative, personnel, and fiscal services for the EMS Agency.

**Ambulance Programs**
• Oversees the private ambulance system in Los Angeles County through licensure and regulatory oversight for compliance with the Ambulance Ordinance. Maintains contracts with private ambulance companies, including capability of providing specialty services such as advanced life support, bariatric, neonatal intensive care, or critical care transports.

Ambulance Services
• Provides ambulance transportation services; utilizes contracts with private ambulance companies, including capability of providing specialty services such as advanced life support, bariatric, neonatal intensive care, or critical care transports and coordinates with the Fire Operational Area Coordinator (FOAC) and private ambulance companies during disasters.

Certification and Program Approvals
• The Prehospital Certification Section is responsible for the certification and accreditation of EMS personnel. Programs Approval approves and monitors EMS training programs, public access defibrillation (PAD) programs and automated external defibrillators (AED) located within Los Angeles County.

Communications
• Responsible for the administration of the medical communications for the Department of Health Services. Partners with hospitals and first responders to support effective medical communications in Los Angeles County.

Disaster Response and Emergency Management
• Responsible for coordinating disaster planning and training, maintains the county’s emergency supplies and manage emergency preparedness grant programs.

Hospital Programs
• Oversees the designation and care provided at specialty centers to include Trauma Centers, both adult and pediatric, ST Elevation Myocardial Infarction Receiving Centers, Stroke Centers, Return of Spontaneous Circulation Centers, Emergency Departments Approved for Pediatrics, Pediatric Medical Centers and Sexual Assault Response Teams.

Medical Alert Center (MAC) and Disaster Management
• Monitors the Emergency Medical Services System, coordinates designated DHS patient transfers; coordinates patient destinations of multi casualty incidents (MCI) with paramedic providers; and support DOC operations in medical and health related disasters affecting the County and Region I partners.
• Disaster Management staff serve as the DHS Department Emergency Coordinator, oversee the DHS Building Emergency program and oversee the Blood Donor program for the County.
Paramedic Training Institute
- Provides advanced life support training to paramedic students and coordinates the
development of the annual EMS Update.

Prehospital Care Operations
- Oversees the provision of basic and advanced life support by EMS personnel,
both public and private.

Regular Business Hours Contact Information

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

Emergency and Disaster Related Services

The MAC is the designated 24/7 emergency communications center for the EMS
Agency and is expanded upon to 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 shift to
supporting the medical and health resource request needs of the County and Region I
partners.

Support functions of the DHS DOC include:

- Assess and prioritize the medical and health needs of the system.
- Support patient destination and transportation activities with 9-1-1 paramedic
  providers.
- Support health facilities with patient transfers and/or evacuation activities.
- Support prehospital care, medical and health providers with the provision of
  medical and health resources.
- Coordinate emergency medical care with out-of-hospital (clinics, skilled nursing
  facilities, dialysis centers) medical care providers.
- Coordinate providers of non-fire based pre-hospital emergency medical services.
- Coordinate and support Public Health on public health related emergencies and
disasters.
- Coordinate and support medical and health resource management with County
  EOC, neighboring Regions and the State.
Communication Systems

CommandAware: A computer based hospital incident management system designated by the County for hospitals to communicate and coordinate Hospital Incident Command System (HICS) activities. CommandAware has an automated notification system that sends a notification to command center staff when an incident is activated.

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 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 Medical Alert Center and DOC for emergency a non-emergency communications. This includes but not limited to missing person notification request, 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: Serve as 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, emergency department 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) that is utilized by Ambulance Services for communications during emergency and non-emergency operations and includes the NOMAD.

**Mobile Satellite Radios:** Available to all Disaster Resource Centers and the DOC, this communication device functions like a radio (push to talk point-to-multipoint or point-to-point communication) or telephone.
Emergency Communications

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Priority Sequence</th>
<th>Users</th>
</tr>
</thead>
</table>
| Ambulance Services       | 1) Telephone: (866) 941-4401  
                          2) CWIRS Radio  
                          3) CAD                             | Ambulance Services |
| Assessments              | 1) ReddiNet  
                          2) Telephone  
                          3) HAM Radio: (Frequency List available by request) | MAC DOC          |
| DOC Activation           | 1) Everbridge Notification  
                          2) Telephone: (866) 940-4401 | MAC DOC          |
| EMS Agency Business      | See Appendix I                                                                      | All             |
| Hours Contacts           |                                                                                  |                 |
| Messaging                | 1) ReddiNet  
                          2) VMED28 Radio: 155.340mhz  
                          3) Email: laemsadutyofficer@dhs.lacounty.gov  
                          4) CommandAware  
                          5) Telephone: (866) 940-4401  
                          6) Fax: MAC: (562) 906-4300; DOC: (562) 944-5248  
                          7) HAM Radio: (Frequency List available by request)  
                          8) Satellite Radio (DRC and MAC only) | All             |
| Service                  |                                                                                  |                 |
| Mobile Medical System    | 1) Telephone: (866) 940-4401  
                          2) VMED28 Radio: 155.340mhz  
                          3) CWIRS Radio  
                          4) HAM Radio: (Frequency List available by request) | MAC DOC          |
| Mobile DOC               | 1) Telephone: (866) 940-4401  
                          2) ReddiNet  
                          3) HAM Radio: (Frequency List available by request) | MAC DOC          |
| Multiple Casualty Incidents (MCI) | 1) VMED28 Radio: 155.340mhz  
2) Telephone: (562) 347-1789  
3) ReddiNet  
4) HAM Radio: (Frequency List available by request) | MAC  
EMS Providers  
Hospitals |
|----------------------------------|-------------------------------------------------|-------------------|
| Notifications                    | 1) ReddiNet  
2) VMED28 Radio: 155.340mhz  
3) Email: laemsadutyofficer@dhs.lacounty.gov  
4) CommandAware  
5) Telephone: (866) 940-4401  
6) Fax: MAC: (562) 906-4300; DOC: (562) 944-5248  
7) HAM Radio: (Frequency List available by request)  
8) Satellite Radio (DRC and MAC only) | All |
| Patient Transfers                | 1) Telephone: (888) 940-4401  
2) Fax: (562) 906-4300 | MAC |
| Resource Requests                | 1) Fax: DOC (562) 944-5248  
2) Fax: MAC (562) 906-4300  
3) ReddiNet  
4) Email: laemsadutyofficer@dhs.lacounty.gov  
5) CommandAware  
6) Telephone: (866) 940-4401  
7) HAM Radio: (Frequency List available by request) | All |
Emergency Communications and Succession Plan for External Partners:

**Incident Notification, Messaging and Assessment Polls**

<table>
<thead>
<tr>
<th>Type of Healthcare Facility</th>
<th>System Priority</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hospitals</strong></td>
<td>1) ReddiNet</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2) VMED28: 155.340mHz</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3) CommandAware</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4) Email: <a href="mailto:laemsadutyoicficer@dhs.lacounty.gov">laemsadutyoicficer@dhs.lacounty.gov</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5) Telephone: MAC (866) 940-4401</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6) Fax: DOC (562) 944-5248; MAC (562) 906-4300</td>
<td></td>
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<tr>
<td></td>
<td>7) CWIRS Radio: for County-operated hospitals</td>
<td></td>
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<tr>
<td></td>
<td>8) HAM radio (Frequency List available by request)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>9) Satellite Radio: For DRCs</td>
<td></td>
</tr>
<tr>
<td><strong>Clinics</strong></td>
<td>1) Will be coordinated through the Community Clinic Association of LA County</td>
<td>Create</td>
</tr>
<tr>
<td></td>
<td>(213-201-6500)</td>
<td>email</td>
</tr>
<tr>
<td></td>
<td>2) ReddiNet – for clinics with access</td>
<td>group</td>
</tr>
<tr>
<td></td>
<td>3) Email: <a href="mailto:laemsadutyoicficer@dhs.lacounty.gov">laemsadutyoicficer@dhs.lacounty.gov</a></td>
<td>directory</td>
</tr>
<tr>
<td></td>
<td>4) Everbridge</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5) Telephone: MAC (866) 940-4401</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6) Fax: DOC (562) 944-5248; MAC (562) 906-4300</td>
<td></td>
</tr>
<tr>
<td></td>
<td>7) CWIRS Radio: for County Comprehensive Centers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8) HAM radio (Frequency List available by request)</td>
<td></td>
</tr>
<tr>
<td><strong>Skilled Nursing Facilities</strong></td>
<td>Will be coordinated through the Department of Public Health DOC and/or Health</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Facilities Inspection Division (800-228-1019 or 213-989-7140)</td>
<td></td>
</tr>
<tr>
<td><strong>Dialysis Centers</strong></td>
<td>ESRD Network 18: (800) 637-4767</td>
<td></td>
</tr>
<tr>
<td><strong>Ambulatory Surgery Centers</strong></td>
<td>ESRD Network 18: (800) 637-4767</td>
<td></td>
</tr>
<tr>
<td><strong>Home Health/Hospice Agencies</strong></td>
<td>1) Email: <a href="mailto:laemsadutyoicficer@dhs.lacounty.gov">laemsadutyoicficer@dhs.lacounty.gov</a></td>
<td>Create</td>
</tr>
<tr>
<td></td>
<td>2) Telephone: MAC (866) 940-4401</td>
<td>email</td>
</tr>
<tr>
<td></td>
<td>3) Fax: DOC (562) 944-5248; MAC (562) 906-4300</td>
<td>directory</td>
</tr>
<tr>
<td></td>
<td>4) HAM radio (Frequency List available by request)</td>
<td></td>
</tr>
<tr>
<td><strong>EMS Providers</strong></td>
<td>1) VMED28: 155.340mHz</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2) Telephone: MAC (866) 940-4401</td>
<td></td>
</tr>
<tr>
<td><strong>Regional Disaster Medical and</strong></td>
<td>1) Telephone: MAC (562) 347-1789</td>
<td>SitRep</td>
</tr>
<tr>
<td><strong>Health Coordinator (RDMHC)</strong></td>
<td>2) Email: <a href="mailto:laemsadutyoicficer@dhs.lacounty.gov">laemsadutyoicficer@dhs.lacounty.gov</a></td>
<td></td>
</tr>
</tbody>
</table>
# Resource Requests

<table>
<thead>
<tr>
<th>Type of Healthcare Facility</th>
<th>System Priority</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospitals</td>
<td>1) ReddiNet (message attachment)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2) Fax: DOC (562) 944-5248; MAC (562) 906-4300</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3) CommandAware</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4) Email: <a href="mailto:laemsadutyofficer@dhs.lacounty.gov">laemsadutyofficer@dhs.lacounty.gov</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5) Telephone: MAC (866) 940-4401</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6) VMED28: 155.340mHz</td>
<td></td>
</tr>
<tr>
<td></td>
<td>7) HAM radio (Frequency List available by request)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8) Satellite Radio: For DRCs only</td>
<td></td>
</tr>
<tr>
<td></td>
<td>9) CWIRS Radio: for County-operated hospitals</td>
<td></td>
</tr>
<tr>
<td>Clinics</td>
<td>1) ReddiNet (message attachment) – if available</td>
<td>Create email group directory</td>
</tr>
<tr>
<td></td>
<td>2) Fax: DOC (562) 944-5248; MAC (562) 906-4300</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3) Email: <a href="mailto:laemsadutyofficer@dhs.lacounty.gov">laemsadutyofficer@dhs.lacounty.gov</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4) Telephone: MAC (866) 940-4401</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5) HAM radio (Frequency List available by request)</td>
<td></td>
</tr>
<tr>
<td>Skilled Nursing Facilities</td>
<td>Will be coordinated through the Department of Public Health DOC and/or Health Facilities Inspection Division (800-228-1019 or 213-989-7140)</td>
<td></td>
</tr>
<tr>
<td>Dialysis Centers</td>
<td>1) Fax: DOC (562) 944-5248; MAC (562) 906-4300</td>
<td>Create email group directory</td>
</tr>
<tr>
<td>Ambulatory Surgery Centers</td>
<td>2) Email: <a href="mailto:laemsadutyofficer@dhs.lacounty.gov">laemsadutyofficer@dhs.lacounty.gov</a></td>
<td></td>
</tr>
<tr>
<td>Home Health/Hospice</td>
<td>3) Telephone: MAC (866) 940-4401</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4) Amateur radio: See frequency list</td>
<td></td>
</tr>
<tr>
<td>EMS Providers</td>
<td>1) VMED28: 155.340mHz</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2) Telephone: MAC (562) 347-1789</td>
<td></td>
</tr>
</tbody>
</table>
Plan Approval & Maintenance

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

Upon approval, the plan will be posted on the EMS Agency website at http://ems.dhs.lacounty.gov/ and distributed to the following partners:

- DHS Director
- DHS Deputy Director
- DHS Disaster Coordinators
- Department of Public Health
- Department of Mental Health
- California Department of Public Health
- Emergency Medical Services Authority
- Region I Counties
- MAC and Ambulance Services Staff
- DHS DOC Personnel
- Hospitals
- Provider Agencies
- Community Clinic Association of LA County
- California Association of Health Facilities
- California Ambulatory Surgical Center Association
- End Stage Renal Disease Network 18

References

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

VMED28 Radio Policy (MAC specific policy)
Medical Alert Center Evacuation Policy
GETS/WPS
Disaster Plans:
- Countywide Emergency Operations Plan (EOP)
- DHS DOC Plan
- Policy 911- Disaster Service Worker
- MDOC