
County of Los Angeles
Emergency Medical Services Agency
Communication Plan



**EMERGENCY MEDICAL
SERVICES AGENCY**

County of Los Angeles

Approved

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EMS Director

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Purpose and Introduction

To provide partners with the processes and tools used to communicate with and between the Medical and Health Operational Area Coordinator (MHOAC) and healthcare entities 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 the medical response and supports health and mental health response for Los Angeles County and Region I Counties, which includes San Luis Obispo, Santa Barbara, Ventura, Los Angeles, and Orange counties.

Location and Hours of Operation

The EMS Agency is located at 10100 Pioneer Blvd., Suite 200, Santa Fe Springs, California 90670. The Medical Alert Center (MAC) and Central Dispatch Office (CDO) are operational 24 hours per day, 7 days per week, 365 days out of the year. All other EMS Agency services are provided during regular business hours - Monday through Thursday, from 8:00 AM to 5:00 PM.

EMS Agency Partners

Health Care Providers

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

Prehospital Care EMS Providers

- Public Providers (Fire Departments and Law Enforcement Agencies)
- Private Providers (Ambulance Companies)

Los Angeles County MHOAC Program Partners

- Los Angeles County EMS Agency (DHS)
- Los Angeles County Department of Public Health (DPH)
- Los Angeles County Department of Mental Health (DMH)
- Long Beach Department of Health and Human Services (LBHHS)
- Pasadena Public Health Department (PPHD)
- Los Angeles County Office of Emergency Management (OEM)

EMS Agency Partners continued

CA Region I RDMHC Program Partners

- Los Angeles County EMS Agency
- Orange County EMS Agency
- Ventura County EMS Agency
- Santa Barbara County EMS Agency
- San Luis Obispo County EMS Agency
- Other CA RDMHCs

State Partners

- Emergency Medical Services Authority
- California Department of Public Health
- State Medical and Health Coordination Center (MHCC), the coordination center for the California Department of Public Health and the Emergency Medical Services Authority

Non-Medical and Health Public Agency Partners

- Los Angeles County Medical Examiner-Coroner (ME-Coroner)
- Law Enforcement Agencies
- Joint Regional Intelligence Center (JRIC)
- Los Angeles County Fire Operational Area Coordinator (FOAC)
- Southern California Office of Emergency Services (OES) Region I (REOC)

Non-governmental Organizations

- American Red Cross

Emergency and Disaster-Related Services

The MAC is the designated 24/7 emergency communications center for the Los Angeles County EMS Agency. It initiates the Medical Communications Center (MCC) activation to coordinate medical providers and support health partners in the event of a disaster or significant incident.

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

As the MHOAC for Los Angeles County and RDMHC for Region I, the EMS Agency MCC, in coordination with DPH and DMH DOCs, performs the following functions:

- Assesses and prioritizes the immediate medical and health needs of the system
- Coordinates disaster medical and health resources
- Coordinates patient distribution and medical evacuations (patient destination, transfers, and transportation resources)
- Coordinates inpatient and emergency care providers (acute care hospitals and prehospital EMS providers)

Emergency and Disaster-Related Services continued

- Coordinates emergency medical care with non-hospital providers, including clinics, long-term care facilities, dialysis centers, home health, and hospice providers.
- Coordinates and supports medical and health response activities with the County EOC, Region I counties, neighboring Regions, and the State.

Communication Tools and Systems

Satellite

- **BGAN Mobile Satellite Wi-Fi Antennas/phones:** This satellite system provides Wi-Fi hotspots with internet connectivity to nearby devices. They include multiple phone lines programmed as an additional capability. These units are issued to the RDMHS, MHOAC, and MoMS (Mobile Medical System) programs.
- **Mobile Satellite Radio Phone (MRSAT):** This communication instrument functions like a radio (push-to-talk point-to-multi-point or point-to-point communication) or telephone and is assigned to all acute care hospitals that do not have an emergency department (non-ED) and receive Hospital Preparedness Program (HPP) funds. These facilities and other partners with satellite radio capability may contact the EMS Agency in the event of failure of different communication options.

Radio

- **County-Wide Integrated Radio System (CWIRS):** CWIRS is the primary radio system utilized by Ambulance Services and the Disaster Staging Facility (DSF) daily and during emergency operations. It also serves as an emergency backup system for Los Angeles County departments, except for the Fire and Sheriff Departments.
- **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 when primary communications systems and infrastructure are diminished.
- **VMED28 Radio:** The VMED28 is the primary method of communication with paramedic providers to coordinate patient destination activities with the MAC. The VMED28 is a backup for intra-hospital communication with the MAC and MCC.

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

Landline/Cellular Telephone: The Department's primary emergency and non-emergency communications method.

Communication Tools and Systems continued

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 healthcare system partners in local and regional communities. Its redundant technologies allow it to be used in daily operations and disaster incidents where communications infrastructure may be diminished. The system is used to communicate Emergency Department (ED) diversion status, ED capacity for multi-casualty incidents, Assessment Polls to obtain critical information regarding hospitals and clinics, messaging, getting in-patient bed availability (HAvBED), creating, and submitting Resource Requests, and Family Reunification processes during and after disasters.

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

Emergency Communications for External Partners

The following table is the emergency communication succession plan for the MHOAC MCC. It is a guide for communicating with and between the MAC, MCC, and healthcare entities in an emergency or disaster sharing. The communication system priority is listed by healthcare entity and in order of most preferred to least preferred.

External Audience	System Priority	Actions during Major Incident
Hospitals	<ol style="list-style-type: none"> 1) ReddiNet - Assessments and messaging 2) Telephone: MAC (866) 940-4401 3) Email: laemsadutyofficer@dhs.lacounty.gov 4) Fax: MCC (562) 944-5248; MAC (562) 906-4300 5) VMED28: 155.340mHz 6) Satellite MRSAT Radio: 571 491-4494 7) Amateur/ HAM radio (Frequency List available by request) 	
Clinics	<ol style="list-style-type: none"> 1) ReddiNet - Assessments and messaging 2) Telephone: (866) 940-4401 3) Fax: MCC (562) 944-5248; MAC (562) 906-4300 4) Email: laemsadutyofficer@dhs.lacounty.gov 5) Amateur/ HAM radio (Frequency List available by request) 6) Satellite MRSAT Radio Phone 571 491-4494 	
Skilled Nursing Facilities	<ol style="list-style-type: none"> 1) ReddiNet - Assessments and messaging 2) Email: laemsadutyofficer@dhs.lacounty.gov 3) Fax: MCC (562) 944-5248; MAC (562) 906-4300 4) Telephone: MAC (866) 940-4401 5) Amateur/ HAM radio (Frequency List available by request) 6) Satellite MRSAT Radio Phone (571) 491-4494 	<p>NOTE: Coordinate with Health Facilities Inspection Division (800) 228-1019 or (213) 989-7140 (PH emergency desk number)</p>
Dialysis Centers	<ol style="list-style-type: none"> 1) ReddiNet - Assessments and messaging 2) Email: laemsadutyofficer@dhs.lacounty.gov 3) Fax: MCC (562) 944-5248; MAC (562) 906-4300 4) Telephone: MAC (866) 940-4401 5) Amateur/ HAM radio (Frequency List available by request) 6) Satellite MRSAT Radio Phone (571) 491-4494 	<p>NOTE: Will be coordinated through ESRD Network 18: (800) 637-4767</p>
EMS Providers	<ol style="list-style-type: none"> 1) Telephone: MAC (866) 940-4401 2) ReddiNet - for providers with access - - Assessments and messaging 3) VMED28: 155.340mHz 4) Satellite MRSAT Radio Phone (571) 491-4494 	
Ambulatory Surgery Centers Home Health/ Hospice Agencies	<ol style="list-style-type: none"> 1) ReddiNet - Assessments and messaging 2) Email: laemsadutyofficer@dhs.lacounty.gov 3) Fax: MCC (562) 944-5248; MAC (562) 906-4300 4) Telephone: MAC (866) 940-4401 5) Amateur/ HAM radio (Frequency List available by request) 6) Satellite MRSAT Radio Phone (571) 491-4494 	<p>Create email group directory addresses in the HPP database if needed.</p>

Emergency Communications for External Partners continued

External Audience	System Priority	Actions during Major Incident
MHOAC Partners	<ol style="list-style-type: none"> 1) Everbridge 2) CWIRS Radio (Health System / Medlog Group - Channel 16) 3) Satellite MRSAT Radio Phone (571) 491-4494 4) Satellite Phone: <ol style="list-style-type: none"> a. (562) 269-1752 b. If calling from Landline/Cell: 011-870-77-237-7182 c. If calling from a satellite phone: 00-870-77-237-7182 	<p>SitRep</p> <p>Communication Leadership Protocol</p>
Regional Disaster Medical and Health Coordination Program Partners	<ol style="list-style-type: none"> 1) Telephone: MAC (866) 940-4401 2) RDMHS Email: RDMHS1@dhs.lacounty.gov 3) Satellite Phone: <ol style="list-style-type: none"> a. (562) 269-1748 b. If calling from Landline/Cell: 011-870-77-237-7180 c. If calling from a satellite phone: 00-870-77-237-7180 	<p>SitRep</p>

Resource Requests Submission Options:

- 1) ReddiNet (Resource Request Module) for facilities with ReddiNet
- 2) Email: laemsadutyofficer@dhs.lacounty.gov
- 3) Telephone: MAC (866) 940-4401
- 4) Fax: MCC (562) 944-5248; MAC (562) 906-4300
- 5) CWIRS Radio: for DHS facilities DHS EOC Group, Channel
- 6) Satellite MRSAT Radio Phone (571) 491-4494
- 7) VMED28: 155.340mHz - for facilities with VMED28
- 8) Amateur / HAM radio (Frequency List available by request)

Plan Approval & Maintenance

The plan will be reviewed by the MHOAC at least every two years following any significant MCC activation or incident. The EMS Agency Director will review and approve revisions to the plan as needed.

References

Los Angeles County EMS Agency Prehospital Care Manual:

Reference No. 228: ReddiNet Utilization

Reference No. 519 - 519.5: Management of Multiple Casualty Incidents

Reference No. 1132: Amateur Radio Operators