County of Los Angeles

Emergency Medical Services Agency

Communication Plan

**EMERGENCY MEDICAL
SERVICES AGENCY**

County of Los Angeles

Approved

Richard Tadeo
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EMS Director

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Purpose and Introduction

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.

The purpose of this plan is to provide partners with the processes and tools used to communicate with and between the MHOAC and healthcare entities during an emergency or disaster affecting Los Angeles County and/or Region I.

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. The MAC is the designated 24/7 emergency communications center for the Los Angeles County EMS Agency.

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 Surgery 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 Fire Operational Area Coordinator (FOAC)

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

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

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)
- Southern California Office of Emergency Services (OES) Region I (REOC)

Non-governmental Organizations
- American Red Cross
- San Diego Blood Bank

Emergency and Disaster-Related Services

The EMS Agency may activate the Medical Coordination Center (MCC) to coordinate medical providers and support healthcare 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 Los Angeles County and Region I partners.

As the MHOAC for Los Angeles County and RDMHC for Region I, the EMS Agency MCC, in coordination with MHOAC partners, 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 evaluations (provide bed availability, assist with transfers and transportation resources)
- Coordinates inpatient and emergency care providers

Emergency and Disaster-Related Services

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

Communication Tools and Systems

Satellite

- **Mobile Radio Satellite 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.
- **Non-Portable Satellite Phones:** ReddiNet™ offers a reliable VoIP satellite phone service that remains operational even in the absence of internet, landlines, or cellular networks. This innovative service enables users to make calls to any number, just like traditional phone lines, ensuring seamless communication in emergency situations.
- **Starlink:** A satellite internet service that provides fast, reliable internet. It works in remote areas using low Earth orbit (LEO) satellites and can be used for mobile or fixed connections, like a hotspot or a landline.

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 (155.34.MHz) a dedicated VHF radio frequency is a method of communication with paramedic providers to coordinate patient destination activities with the MAC or base hospitals. 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

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, public health officials, and other healthcare system partners. 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 and Service Level Polls to obtain critical information regarding all healthcare partners, messaging, obtaining in-patient bed availability via Hospital Available Beds for Emergency and Disasters (HAvBED), creating, and submitting Resource Requests, and Family Reunification processes during and after disasters.

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 partners in an emergency or disaster sharing. The communication system priority is listed by the healthcare entity partner in order of most preferred to least preferred. The succession to the next level should be because the better option is not functioning or because that option is not available to your facility/organization.

External Audience	System Priority	Actions during Major Incident
Hospitals	1. ReddiNet - Assessments and messaging 2. Telephone: MAC (866) 940-4401 3. Email: laemsadutyofficer@dhs.lacounty.gov 4. CWIRS Radio: for DHS facilities HEALTH / DHS EOC Group, Channel 5 5. VMED28: 155.340mHz 6. Satellite 7. Fax: MCC (562) 944-5248; MAC (562) 906-4300 8. Amateur/ HAM radio (Frequency List available by request)	Satellite Phone Numbers: ►ReddiNet MAC 562-273-3156 562-273-3173 ►MRSAT MAC 571-491-4494
Clinics	1) ReddiNet - Assessments and messaging 2) Telephone: MAC (866) 940-4401 3) Email: laemsadutyofficer@dhs.lacounty.gov 4) CWIRS Radio: for DHS facilities HEALTH / DHS EOC Group, Channel 5 5) Satellite 6) Fax: MCC (562) 944-5248; MAC (562) 906-4300 7) Amateur/ HAM radio (Frequency List available by request)	Satellite Phone Numbers: ►ReddiNet MAC 562-273-3156 562-273-3173 ►MRSAT MAC 571-491-4494
Skilled Nursing Facilities	1) ReddiNet - Assessments and messaging 2) Email: laemsadutyofficer@dhs.lacountv.gov 3) Telephone: MAC (866) 940-4401 4) Satellite 5) Fax: MCC (562) 944-5248; MAC (562) 906-4300 6) Amateur/ HAM radio (Frequency List available by request)	NOTE: Coordinate with Health Facilities Inspection Division (800) 228-1019 or (213) 989-7140 (PH emergency desk number) Satellite Phone Numbers: ►ReddiNet MAC 562-273-3156 562-273-3173 ►MRSAT MAC 571-491-4494
Dialysis Centers	1) ReddiNet - Assessments and messaging 2) Email: laemsadutyofficer@dhs.lacountv.gov 3) Telephone: MAC (866) 940-4401 4) Satellite 5) Fax: MCC (562) 944-5248; MAC (562) 906-4300 6) Amateur/ HAM radio (Frequency List available by request)	NOTE: Coordinated through ESRD Network 18: (800) 637-4767 Satellite Phone Numbers: ►ReddiNet MAC 562-273-3156 562-273-3173 ►MRSAT MAC 571-491-4494

Emergency Communications for External Partners

External Audience	System Priority	Actions during Major Incident

EMS Providers	1) Telephone: MAC (866) 940-4401
	2) ReddiNet - for providers with access - Assessments and messaging
	3) VMED28: 155.340mHz
	4) Satellite
		Satellite Phone Numbers:
		►ReddiNet MAC
		  562-273-3156
		  562-273-3173
		►MRSAT MAC
		  571-491-4494

Ambulatory Surgery Centers Home Health/ Hospice Agencies	1) ReddiNet - Assessments and messaging
	2) Email: laemsadutyofficer@dhs.lacountv.gov
	3) Telephone: MAC (866) 940-4401
	4) Satellite
	5) Fax: MCC (562) 944-5248; MAC (562) 906-4300
	6) Amateur/ HAM radio (Frequency List available by request)
		Create email group directory addresses in the HPP database if needed.
		
		Satellite Phone Numbers:
		►ReddiNet MAC
		  562-273-3156
		  562-273-3173
		►MRSAT MAC
		  571-491-4494

MHOAC Partners	1) Everbridge
	2) CWIRS Radio: HEALTH / DHS EOC Group, Channel 5
	3) Satellite:
	  a. Starlink
	  b. (571) 491-4494
		Situation Report
		
		Communication Leadership Protocol

Regional Disaster Medical and Health Coordination Program Partners	1) Telephone: MAC (866) 940-4401
	2) RDMHS Email: RDMHS1@dhs.lacounty.gov
	3) Satellite:
	  a. Starlink
	  b. (571) 491-4494
		Situation Report

Resource Requests Submission:

1) ReddiNet (Resource Request Module) for facilities with ReddiNet
2) Email: laemsadutyofficer@dhs.lacounty.gov *(when ReddiNet is not functioning)*
3) Telephone: MAC (866) 940-4401
4) CWIRS Radio: for DHS facilities HEALTH / DHS EOC Group, Channel 5
5) VMED28: 155.340mHz - for facilities with VMED28
6) Satellite
   - Satellite Phone Numbers:
     - ReddiNet MAC: 562-273-3156 / 562-273-3173
     - MRSAT MAC: 571-491-4494
7) Fax: MCC (562) 944-5248; MAC (562) 906-4300
8) Amateur / HAM radio (Frequency List available by request)

Plan Approval and Maintenance

The plan will be reviewed by the MHOAC at least every three years, following any significant MCC activation or incident, or when significant revisions are necessary. 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