



PURPOSE:

The purpose of this policy is to outline the procedure for EMS Duty Officer call intake and EMS Duty Officer notification.

AUTHORITY:

Health and Safety Code, Division 2.5, Section 1797.220 & 1798 et seq.;

DEFINITIONS: See SJCEMSA Policy Definitions

~~"EMS Dispatch" means the SJCEMSA designated emergency ambulance dispatch center responsible for EMS Duty Officer call intake and notification.~~

~~A. "EMS Duty Officer" means SJCEMSA on call EMS Duty Officer.~~

~~B. "Healthcare Coalition" means the San Joaquin Operational Area Healthcare Coalition.~~

~~C. "MHOAC" mean the San Joaquin County Medical Health Operational Area Coordinator.~~

~~D. "SJCEMSA" means the San Joaquin County Emergency Medical Services (EMS) Agency, which is the designated local emergency medical services agency for San Joaquin County~~

POLICY:

It is the policy of SJCEMSA to provide 24 hour a day EMS Duty Officer coverage to assist and guide on EMS system issues as needed and to serve as the MHOAC to coordinate medical health disaster response and mutual aid.

PROCEDURE:

A. To contact or notify the EMS Duty Officer, call the designated emergency ambulance dispatch center at **209-236-8339**.

~~A. The on call EMS Duty Officer will ensure EMS Dispatch has the proper EMS Duty Officer logged on in CAD for each rotation.~~

~~B. Although a complete list of potential and actual events is not possible, The designated emergency ambulance dispatch center EMS Dispatch shall contact~~

Effective: July 1, 2026

~~Supersedes: April 1, 2023~~ N/A

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Approved:

Medical Director

EMS Administrator



~~notify via phone call~~ the EMS Duty Officer by phone immediately when the following types of incidents occur:

1. Level I Mass Multi Casualty Incidents (MCIs) of ten (10) patients or more;
2. Any actual, planned, or potential evacuation of a medical facility (actual such as a general acute care hospital, skilled nursing facility or planned or potential convalescent home);
3. Internal Disaster declared at a general acute care hospital or a medical facility that delivers or receives patients from the EMS system causing a disruption of services (eg. Power failure, flooding, loss of HVAC) etc.;
3. Facility Disaster at a medical facility that delivers or receives patients from the EMS system causing disruption of services physical plant issues (such as power failure, flooding, loss of HVAC services);
4. Any significant actual or potential issue or failure with the EMS System;
- 5.4. Serious injury or death of EMS System personnel; Personnel;
6. Any incident or event that produces significant or potentially significant impact on the local EMS System;
5. Advisory Status for both STEMI and Trauma services;
- 7.6. Any incident or event that is likely to attract media attention;
- 8.7. Requests for Mmedical Hhealth Mmutual Aaid or the Medical Health Operational Area Coordinator (MHOAC);
9. Request for a San Joaquin Operational Area Medical Health Multi-Agency Coordination (Med MAC) Group meeting;
10. Other incidents as determined necessary by EMS System supervisory staff.
11. If two or more ambulance resources are requested for mutual aid outside the operational area.
8. At the request of EMS system participant leadership (Designated Emergency Ambulance Dispatch Center supervisors, field supervisors, Fire Chief Officers, Charge Nurse, Law Enforcement or hospital leadership).

B. The EMS Duty Officer may authorize temporary alternative methods of notifications or modifications to this policy as needed.

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~~Supersedes:~~ April 1, 2023 N/A

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- C. ~~Designated eEmergency ambulance dispatch center MS Dispatch shall receive and properly document any requests or notifications for EMS Duty Officer. notification and immediately notify the EMS Duty Officer.~~
- D. ~~EMS Dispatch shall call the EMS Duty Officer by phone for every notification listed in this policy and otherwise as requested. Text and email notification to the EMS Duty Officer may be appropriate for routine notifications.~~
- E.D. ~~The EMS Director shall be contacted if the EMS Duty Officer is patch cannot be reached within ten minutes and after two attempts reach the EMS Duty Officer as needed, EMS Dispatch shall contact the EMS Administrator via contact information in CAD.~~

Effective: July 1, 2026

~~Supersedes: April 1, 2023~~ N/A

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Medical Director

EMS Administrator