

SAN JOAQUIN COUNTY  
EMERGENCY MEDICAL SERVICES AGENCY



**TITLE: ON CALL EMS DUTY OFFICER NOTIFICATION**

EMS Policy No. **7001**

**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 EMS Policy No. 1100, POLICY DEFINITIONS.

**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.

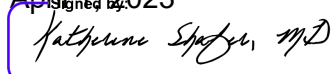
**PROCEDURE:**

- A. To contact or notify the EMS Duty Officer, call the designated emergency ambulance dispatch center at **209-943-2029**.
- B. The designated emergency ambulance dispatch center shall answer the EMS Duty Officer phone line with the following script: **“San Joaquin County EMS Duty Officer”**
- C. The designated emergency ambulance dispatch center shall contact the EMS Duty Officer by phone immediately when the following types of incidents occur:
  - 1. Level I Multi Casualty Incident;
  - 2. Any actual, planned, or potential evacuation of a medical facility (such as a general acute care hospital or skilled nursing facility);
  - 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.;
  - 4. Serious injury or death of EMS System Personnel;
  - 5. Any incident or event that produces significant or potentially significant impact on the local EMS System;
  - 6. Any incident or event that is likely to attract media attention;


Effective: May 1, 2026

Supersedes: April 1, 2023

Approved:

  
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 Medical Director

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 EMS Administrator

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- 7. Requests for Medical Health Mutual Aid or the Medical Health Operational Area Coordinator (MHOAC);
  - 8. If two or more ambulance resources are deployed outside the operational area.
  - 9. When an EMS system participant requests contact with the EMS Duty Officer (Designated Emergency Ambulance Dispatch Center supervisors, field supervisors, Fire Chief Officers, Charge Nurse, Law Enforcement or hospital leadership).
- D. Other notifications may be made at the discretion of designated emergency ambulance dispatch center supervisor for EMS situational awareness.
- E. The EMS Duty Officer may authorize temporary alternative methods of notifications or modifications to this policy as needed.
- F. Designated emergency ambulance dispatch center shall properly document any requests or notifications for EMS Duty Officer.
- G. The EMS Director shall be contacted if the EMS Duty Officer cannot be reached within ten minutes and after two attempts.

Effective: May 1, 2026

Supersedes: April 1, 2023

Approved:

*Katherine Spady, MD*  
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 Medical Director

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 EMS Administrator