



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:

- A. "EMS Dispatch" means the SJCEMSA designated emergency ambulance dispatch center responsible for EMS Duty Officer call intake and notification.
- B. "EMS Duty Officer" means SJCEMSA on call EMS Duty Officer.
- C. "Healthcare Coalition" means the San Joaquin Operational Area Healthcare Coalition.
- D. "MHOAC" mean the San Joaquin County Medical Health Operational Area Coordinator.
- E. "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. 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, EMS Dispatch shall notify the EMS Duty Officer immediately when the following types of incidents occur:
 - 1. Mass Casualty Incidents (MCIs) of ten (10) patients or more;
 - 2. Any evacuation of a medical facility (actual or planned or potential);
 - 3. Facility physical plant issues (such as power failure);
 - 4. Any significant actual or potential issue or failure with the EMS System;
 - 5. Serious injury or death of EMS System personnel;

Effective: April 1, 2023
Supersedes: N/A

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Approved: Signature on file
Medical Director

Signature on file
EMS Administrator



6. Any incident or event that produces significant or potentially significant impact on the local EMS System;
 7. Any incident or event that is likely to attract media attention;
 8. Requests for medical health mutual aid;
 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.
- C. EMS and Healthcare Coalition system participants requesting notification or call back from the EMS Duty Officer shall call EMS Dispatch at **209-236-8339**. System participants shall provide as much information as possible to EMS Dispatch including contact information.
- D. EMS Dispatch shall receive and properly document any requests for EMS Duty Officer notification and immediately notify the EMS Duty Officer.
- E. 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.
- F. If EMS Dispatch cannot reach the EMS Duty Officer as needed, EMS Dispatch shall contact the EMS Administrator via contact information in CAD.