



## **MHOAC, S-SV EMS AGENCY & RDMHS CONTACT GUIDELINES**

### **When do we contact the Medical Health Operational Area Coordinator (MHOAC) Program?**

- Local healthcare providers should contact the MHOAC Program to provide situational awareness during an unusual event. An unusual event is defined as any incident that meets one or more of the following criteria:
  - Significantly impacts public health or safety (or is anticipated to do so).
  - Leads to disruption of the Public Health, Medical, and/or EMS System (or is anticipated to do so).
  - Produces unusual or significant media attention.
  - Is politically sensitive.
  - Leads to an Operational Area (County), Regional, or State request for information.
- Local healthcare providers should contact the MHOAC Program to request medical & health resources needed beyond the capabilities of the provider and those available through the routine day-to-day mutual aid process, corporate relationships, pre-existing agreements, memoranda, or contracts.

### **How do we contact the MHOAC Program?**

- The MHOAC Program can be contacted through the local public safety emergency dispatch center by requesting the MHOAC or local Public Health Duty Officer.

### **When do we contact the S-SV EMS Agency?**

- EMS providers and MHOAC Programs should contact the S-SV EMS Agency to provide Situational Awareness during an unusual event (as described above).
- EMS providers and MHOAC Programs should contact the S-SV EMS Agency for EMS resource needs beyond the capabilities of the provider or available through the routine day-to-day mutual aid process.
- Individuals should contact the S-SV EMS Agency for EMS personnel scope-of-practice, policy, protocol, or procedures questions/issues.

### **How do we contact the S-SV EMS Agency?**

- During business hours, call **(916) 625-1702 and press "0"** to speak to on duty S-SV EMS Agency staff.
- After-hours, call **(916) 625-1710** to be forwarded directly to the S-SV EMS Agency Duty Officer.
- For urgent/emergent situations only – If unable to reach S-SV EMS Agency staff using either of the methods above, call **(530) 245-6550** (SHASCOM Dispatch Supervisor) and indicate that you need to contact the S-SV EMS Agency Duty Officer.



### When do we contact the Regional Disaster Medical Health Specialist (RDMHS) Program?

- The MHOAC Program and/or LEMSA should contact the RDMHS Program to provide situational awareness during an unusual event (as described above).
- The MHOAC Program and/or LEMSA should contact the RDMHS Program for assistance with obtaining/coordinating medical & health resources that are needed beyond the capabilities of the Operational Area (OA) and those available through the routine day-to-day mutual aid process, corporate relationships, pre-existing agreements, memoranda, or contracts.
- The MHOAC Program and/or LEMSA should contact the RDMHS Program for assistance with inter-regional/state patient distribution when a local event exceeds the capacity of receiving facilities listed in EMResource.

### How do we contact the RDMHS Program?

- Region III RDMHS (Butte, Colusa, Shasta Siskiyou, Sutter, Tehama, and Yuba counties):
  - During normal business hours call **(530) 722-6615** (office) or **(530) 204-7049** (mobile) to speak to the Region III RDMHS.
  - After-hours, call **(916) 625-1710** to be forwarded directly to the Region III RDMHS Duty Officer.
  - For urgent/emergent situations only – If unable to reach Region III RDMHS staff using either of the methods above, call **(530) 245-6550** (SHASCOM Dispatch Supervisor) and indicate that you need to contact the RDMHS Duty Officer.
- Region IV RDMHS (Nevada & Placer counties)
  - Follow the Region IV RDMHS contact guidelines.
  - If unable to reach Region IV RDMHS staff using the established RDMHS contact guidelines, contact the Region III RDMHS/Duty Officer using the contact procedures listed above.

### Additional Notes Regarding the S-SV EMS Agency and Region III RDMHS Duty Officer Programs?

- Email communication should be sent to [RDMHS.Region3@ssvems.com](mailto:RDMHS.Region3@ssvems.com) which is monitored by all of the Duty Officers. **Initial contact should always be made by telephone.**
- The S-SV EMS Agency/Region III RDMHS Duty Officer is a shared position so the telephone and email contact process is the same for either or both purposes.