Sierra – Sacramento Valley Emergency Medical Services Agency

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Serving Butte, Colusa, Glenn, Nevada, Placer, Shasta, Siskiyou, Sutter, Tehama, & Yuba Counties

MHOAC, S-SV EMS AGENCY & RDMHS CONTACT GUIDELINES

When to contact the Medical Health Operational Area Coordinator (MHOAC)?

- Local medical/health system providers should contact the MHOAC to provide situational awareness during an unusual event, 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 medical/health system (or is anticipated to do so).
  - Produces unusual or significant media attention.
  - Is politically sensitive.
  - Leads to an OA (County), Regional, or State request for information.
- Local medical/health system providers should contact the MHOAC 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 to contact the MHOAC?

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

When to contact the S-SV EMS Agency?

- EMS system participants and/or MHOACs should contact the S-SV EMS Agency to provide Situational Awareness during an unusual event (as described above).
- EMS system participants and/or MHOACs 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.
- EMS system participants and/or MHOACs should contact the S-SV EMS Agency for EMS personnel scope-of-practice, policy, protocol, or procedures questions/issues.

How to contact the S-SV EMS Agency?

- **(916) 625-1710**.
- **For urgent/emergent matters only –** If unable to reach S-SV EMS Agency staff using either of the above methods:
  - **Backup #1: (530) 906-0079**
  - **Backup #2: (712) 229-2164**

When to contact the Regional Disaster Medical Health System Specialist (RDMHS)?

- MHOACs should contact the RDMHS to provide Situational Awareness during an unusual event (as described above).
- MHOACs should contact the RDMHS to request medical/health resources needed beyond the capabilities of the OA, and those available through the routine day-to-day mutual aid process, corporate relationships, pre-existing agreements, memoranda, or contracts.

How to contact the RDMHS Program?

- Region III (Butte, Colusa, Glenn, Shasta Siskiyou, Sutter, Tehama, and Yuba counties):
  - Primary: **(916) 625-1709**.
  - Secondary: **(916) 625-1710.**
  - Urgent/emergent situations: If unable to reach RDMHS staff using either of the above methods, call the following numbers in order:
    1. (530) 913-8396
    2. (831) 915-1068
- Region IV (Nevada & Placer counties)
  - Primary: (530) 601-7705
  - Secondary: Use the Region III RDMHS contact guidelines listed above.

Additional Contact Notes:

- Email communication should be sent to the following email addresses (unless directed otherwise by S-SV EMS/RDMHS staff after initial contact:
  - S-SV EMS Duty Officer: DutyOfficer@ssvems.com
  - Region III RDMHS Program: RDMHS.Region3@ssvems.com
- **Initial contact should always be made by telephone**.