



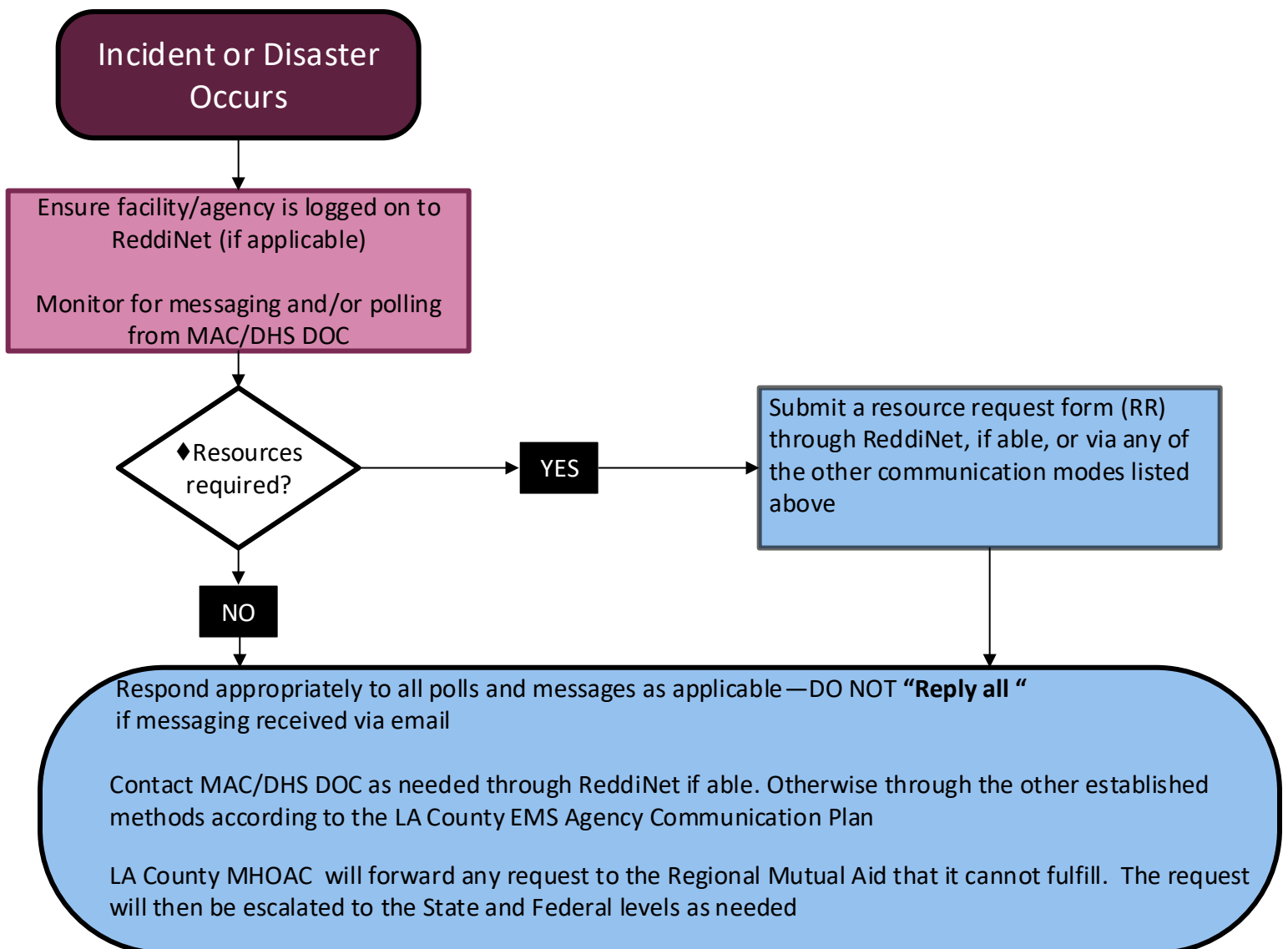
LOS ANGELES COUNTY
MEDICAL AND HEALTH OPERATIONAL AREA COORDINATION (MHOAC)
INCIDENT RESPONSE COMMUNICATION FLOW CHART
for healthcare sectors*



Communication with the MHOAC during an incident:

1. ReddiNet – primary mode of communication
2. Phone: Medical Alert Center (MAC) - 866-940-4401
3. Email: EMS Agency Duty Officer - emsadutyofficer@dhs.lacounty.gov
4. Fax: 562-906-4300
5. Other email addresses and/or fax numbers will be given out during an incident if the Department of Health Services Department Operations Center (DHS DOC) is activated

See [Los Angeles \(LA\) County EMS Agency Communication Plan](#) for other forms of communication methods



*Healthcare sectors include but are not limited to: hospitals, clinics, ASCs, dialysis centers, EMS providers, LTC facilities and home health/hospice agencies

♦All other methods of obtaining resources must be exhausted prior to requesting any from LA County



Emergency Communication Quick Chart for LA County DHS / EMS

KEEP THIS CHART IN A VISIBLE PLACE BY THE MAIN PHONE

ReddiNet Contact #1 (day shift): _____

Cell Number: _____

ReddiNet Contact #2 (night shift): _____

Cell Number: _____

Last Updated By: _____ Date: _____

IN CASE OF A POWER SHUTOFF YOU CAN STILL SUBMIT A RESOURCE REQUEST

1. Request medical resources via the Medical Alert Center (MAC)

LA County MAC Phone: (866) 940-4401 Fax: (562) 906-4300

2. Request non-medical resources via your City's Emergency Operations Center (EOC)

City EOC Phone: _____ City EOC Fax Number: _____

TIPS FOR COMPLETING A RESOURCE REQUEST

1. **Be as specific as possible** when requesting resources. Do not use abbreviations, or just write "aspirin" or "need nurses." Describe the resources such as "Tylenol 500mg x 1000 tablets" or "5 Certified Nurse Assistants, 3 Licensed Vocational Nurses."
2. **Include your facility's code** in the upper right-hand corner of the Resource Request form. You can find a Resource Request form and your facility code and other resources at the links below.
 - a. <http://tinyurl.com/LACoDisasterMedicalServices>
 - b. www.cahfdisasterprep.com/lacounty
3. **Print out a blank Resource Request** to include in your Emergency Operations Plan as a paper back-up for "downtime" procedures. Scan the QR code to the right to directly download the form from the LA County EMS webpage.



COLOR CODES FOR REDDINET SERVICE POLLS

- **Green** (Normal Operations): No assistance from the jurisdiction is required. Facility is operational and is in business-as-usual mode. Can assist with the response by **accepting discharges from hospitals and/or patients from other SNF/LTC.**
- **Yellow** (Under Control): No assistance from the jurisdiction is required. **Unable to accept additional patients.**
- **Orange** (Modified Services): Some assistance from the jurisdiction is required. SNF/LTC has begun to modify their services.
- **Red** (Limited Services): Significant assistance from the jurisdiction is required. SNF/LTC is struggling to meet the demand for care.
- **Black** (No Services): Unable to care for patients. Assistance from jurisdiction is required to help find facilities that will accept their patients.