

# Monterey County EMS System Policy



Policy Number: 3070  
Effective Date: 7/1/2019  
Review Date: 6/30/2021

## **REDDINET: INTERNET-BASED EMS COMMUNICATION SYSTEM**

### **I. PURPOSE**

- A. This policy prescribes the use and management of ReddiNet. ReddiNet is an internet-based application used to track the statuses of resources within the EMS system. ReddiNet is used in Monterey County to communicate hospital status information, i.e. hospital service advisories.
- B. This policy identifies: (1) the roles and responsibilities of ReddiNet users; (2) the statuses within ReddiNet; (3) ReddiNet access control; (4) use of ReddiNet during critical incidents; and, (5) use of ReddiNet data as EMS performance measures.

Note: See attached table for further information on sections III through VII below.

### **II. POLICY/PROCEDURE**

- A. The Monterey County EMS Communications Center, other EMS Communications Centers, ambulance-receiving hospitals, and the EMS Agency shall maintain and use ReddiNet consistent with this policy.
- B. Specialty Centers (Trauma, STEMI, and Stroke) will update their status on ReddiNet when going on “advisory” status. They will update their status when they are no longer on “advisory.”
- C. Hospitals will update ReddiNet no less than every twenty-four (24) hours on a routine basis for daily operations and may be required to update status information more often during situations such as Mass Casualty Incidents (MCIs) or disasters.
- D. The Monterey County EMS Communications Center, other EMS Communications Centers, ambulance-receiving hospitals, and the EMS Agency ReddiNet users shall determine and manage the access to and use of ReddiNet within their organization.
- E. Training shall be offered to all organizations regarding the use of ReddiNet before the effective date of this policy.
- F. Additional functions and modules (currently not being used) will be implemented in the future – after collaborative discussion with EMS system stakeholders.

### **III. REDDINET USER ROLES AND RESPONSIBILITIES**

- A. Monterey County EMS System participants have the following ReddiNet roles and responsibilities:
  - 1. All ReddiNet Users: All ReddiNet users have the following responsibilities:

- a. Maintain personnel on duty that are able to monitor, access, and change their status on ReddiNet.
  - b. Participate in ReddiNet drills as required by policy.
- 2. Monterey County EMS Communication Center (AMR Dispatch): The Monterey County EMS Communication Center shall coordinate the use of ReddiNet on a 24/7 basis. This includes:
  - a. Monitor ReddiNet and alert ambulance crews to changes in hospital and specialty service availability.
  - b. Alert and notify EMS Duty Officer of problems or unusual occurrences in the EMS System or failure of ReddiNet.
  - c. Coordinate, perform, and report the results of ReddiNet drills.
- 3. Hospitals: Hospitals will monitor ReddiNet, and update their status as necessary. This includes:
  - a. Update as necessary, the status of their Facility, Emergency Department, Stroke, STEMI, and Trauma Programs.
  - b. Update their status on ReddiNet no less than every 24 hours during normal operations.
  - c. Document facility advisories (Hospital Command Center activations) in the Sit Rep/Comments section of ReddiNet.
  - d. Notify the Monterey County EMS Communication Center of any change of facility or service status in ReddiNet.
  - e. ReddiNet will be monitored at all times by each hospital.
  - f. Hospitals will answer ReddiNet alerts, for both daily testing and in actual events, within five (5) minutes. Response to HaveBed drills will be posted within twenty (20) minutes.
- 4. Other EMS Communication Centers (Communication Centers that dispatch other ambulance providers and EMS first responders): Communications centers will monitor ReddiNet and alert ambulance crews to changes in hospital and specialty service availability and other system issues as appropriate.
- 5. EMS Agency: The EMS Agency Duty Officer will monitor ReddiNet as necessary and indicate changes in the status of the EMS Duty Officer, the EMS Medical Coordination Center, Health Department Operating Center or Operational Area Emergency Operations Center on ReddiNet.

#### **IV. STATUS DESCRIPTIONS**

- A. The following status descriptions are used to identify facility and service status in ReddiNet:
  - 1. Available (Green): facility is open to all patients and ambulances (or open to specialty patients in the case of Trauma, STEMI, or Stroke)

2. Unavailable (Red): the facility is in limited operational status due to a lack of specialty resources; a temporary situation which impacts the reception of specialty patients (STEMI, Stroke, Trauma)
  3. Closed (black): the facility is unavailable due to a “physical plant failure” such as a power failure, flooding, evacuation, hazardous materials exposure or any other cause that makes it impossible to receive patients or visitors. Note: when a hospital declares a physical plant failure, they are closed to all patients, including walk in patients, and are activating their HICS systems.
  4. Unavailable is used only for specialty patients. This status cannot be used for non-specialty patients. The closed or black status is used when the entire facility is unable to receive patients or visitors.
  5. Individual facilities can view information on the entire EMS system and specific information on their individual facility. System administrators, such as the EMS Agency and communications centers, have more access to specific facility information.
- B. Status of Hospital Command Center (HCC) activation. The two statuses for this tab are:
1. Yes (red): there is an active incident.
  2. No (green): there are no active incidents (normal operational status).

## **V. REDDINET ACCESS CONTROL**

- A. Each organization shall determine which of their staff may access ReddiNet. This responsibility includes creating, and managing passwords individual passwords for each authorized user, providing training to authorized users, and assuring continuing competency in the use of ReddiNet.

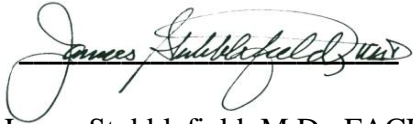
## **VI. USE OF REDDINET DURING CRITICAL INCIDENTS**

- A. During a significant event, such as an MCI or disaster, ReddiNet may be used to alert and communicate with hospitals and EMS communication centers. This includes alerts sent by EMS communications centers to local facilities, alerts initiated by the facilities themselves (i.e. a physical plant or safety issue), and polling of hospitals to determine their availability to receive patients during an MCI or disaster. Limited patient tracking may also be accomplished via ReddiNet. Use of these additional capabilities/modules will be developed over time and necessary training will take place before implementation (see II F).

## **VII. USE OF REDDINET DATA AS EMS PERFORMANCE MEASURES**

- A. The EMS Agency will use information from ReddiNet for quality improvement and contract compliance purposes. This use includes monitoring the number of hours that facilities or services have decreased availability and the results of communication tests.
- B. This information will be considered EMS system performance metrics and will be reported to EMS advisory committees.

**END OF POLICY**



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