

**County of Santa Clara
Emergency Medical Services System**



Emergency Medical Services Agency
700 Empey Way
San Jose, CA 95128
408.794.0600 voice | www.sccemsagency.org
www.facebook.com/SantaClaraCountyEMS

Date: July 13, 2022

To: EMS System Stakeholders

From: Ken Miller, MD, PhD, EMS Medical Director
Jackie Lowther, RN, MSN, MBA, EMS Director

Subject: Revision of Policy 919: Standard Dispatch Orders

Standard Dispatch Orders (SDOs) are used to provide operational directives during contingency and/or crisis situations. The SDOs typically authorized the modification of standard day-to-day operations with the intentions of preserving EMS System resources and capabilities to serve the people of Santa Clara County. In review of the effects that the COVID pandemic had on the EMS System and the ongoing national shortage of prehospital personnel that continues to affect the EMS System, the EMS Agency has determined that modifications to the current list of SDOs warranted immediate revisions. Therefore, effective today, Policy 919 is hereby amended.

Summary of significant changes.

Policy Name/Effective Date	Summary of Change
<p>919: Standard Dispatch Orders Effective: July 13, 2022</p>	<p><u>SDO 3</u> revised and changed as follows; Dispatch BLS Ambulances to “ALPHA” and/or “OMEGA” EMS Events [If available and in lieu of an ALS ambulance, attached BLS Ambulances to all “ALPHA” and/or “OMEGA” level of responses (even if an ALS ambulance is closer). Once attached to an event, the BLS ambulance shall remain on the event even if a closer ALS ambulance becomes available. If the response is upgraded prior to the arrival of the BLS ambulance and an ALS ambulance has a shorter ETA than the BLS ambulance, reassign the response to the ALS ambulance.”]</p> <p><u>SDO 23</u> deactivated; reserved for future use.</p> <p><u>SDO 24</u> deactivated; reserved for future use.</p> <p><u>SDO 25</u> deactivated; reserved for future use.</p> <p><u>SDO 27</u> deactivated; reserved for future use.</p>

	<p><u>SDO 29</u> new; All 9-1-1 Out-of-County Patient Transports are Suspended Until Further Notice</p> <p><u>SDO 30</u> new; Emergency Departments are to Immediately Bed All Ambulance Transported Patients [“Bedding Patients” means immediately moving patient from ambulance cot to hospital bed, wheelchair, stationary chair or some other mobility conveyance.]</p>
--	---

If you should have any questions or concerns regarding this memorandum, please contact John Blain at john.blain@ems.sccgov.org.

Attachment

- Policy 919: Standard Dispatch Orders [final version 07/13/2022]