

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

**Emergency Medical Services Agency**  
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## STANDARD DISPATCH ORDERS

### NOTICE

The following actions shall be implemented immediately in order to ensure the stability of the Santa Clara County Emergency Medical Services System. Santa Clara County Communications shall immediately inform all Public Safety Answering Points (PSAPs), private ambulance dispatch centers, and field units of these orders. In the event that it is not possible to electronically transmit this form, the executor may verbally authorize these orders.

These Standard Dispatch Orders (SDOs) may be executed by the EMS Agency, County Communications Watch Commander, and authorized agents of the EMS Agency. The authority for the execution of these orders is based on the California Code of Regulations, Santa Clara County Ordinance Code, Government Code, and related laws, regulations, and emergency authorities.

### EMERGENCY ORDERS

Operating as an authorized agent of the Emergency Medical Services Director and Emergency Medical Services Medical Director; I hereby authorize the following emergency dispatch orders.

The EMS Duty Chief is responsible for the execution of these orders consistent with the authorized executor of each order as identified in the individual orders below. "For activation of orders 7, 15-20 and 30, the EMS Duty Chief will confer with the EMS Director and EMS Medical Director prior to authorization of Orders". In the event that it is not possible to confer with either the EMS Director or EMS Medical Director at the time of system impact, the EMS Duty Chief may authorize any order but shall continue to attempt to contact the EMS Director and EMS Medical Director. In the case of anticipated EMS System surge, the EMS Director and EMS Medical Director may preauthorize applicable SDOs.

Order 1 is executed by the County 911 EOA emergency ambulance operator.

Name of Executrix: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Order Number	Check to Execute	Description
1 (911 EFS)		<p><b>EOA Contractor's Low Ambulance Levels &amp; High System Volume Management Actions are in Place</b> EOA Contractor's low ambulance levels and high system volume management actions are in place. Announce to field units that low ambulance levels exist and that the following activities have been suspended until further notice. All off-duty times, meal breaks, and hospital extensions.</p>
2		<p><b>Alert EMS Command Staff to Monitor "EMSOPS" for Instructions or Information</b> Alert all EMS Command Staff (EMS Duty Chief, EMS Chief 1, EMS Medical Director, On-duty EMS Field Supervisors, and EMS (3-15) and advise them to monitor" EMSOPS".</p>
3		<p><b>Dispatch BLS Ambulances to "ALPHA" and/or "OMEGA" EMS Events</b> 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>
4		<p><b>Alert All EMS System Units (County Ambulance)</b> County Communications activates audible alerts for all County Ambulance units followed by either a verbal message or the reading of a scripted message (ie: All points bulletins, "be on the lookout", etc.).</p>
5		<p><b>Alert All Private Ambulance Dispatch Centers and Public Safety Answering Points</b> County Communications makes notifications to communications centers when electronic notification by EMResource® is not adequate.</p>
6		<p><b>Alert All Hospitals</b> County Communications activates audible alerts for all hospitals units followed by either a verbal message or the reading of a scripted message (ie: All points bulletins, "be on the lookout", hazmat decontamination information, etc.).</p>
7		<p><b>All Hospitals Ordered Open</b> Hospital emergency department diversion and specialty center bypass statuses are suspended.  <i>Requires conferral with EMS Director/Medical Director.</i></p>
8		<p><b>Discontinue all Patient Care Reports (PCRs) and Replace with Triage Tags</b> Only basic patient information and criticality are collected at the time of the incident. Patient care records must be completed upon termination of the SDO and as soon as the situation allows.</p>
9		<p><b>Conduct an EMS System Resource Roll Call – Determine Status and Welfare</b> Conduct an EMS system resource roll call to determine status and welfare of logged-on units. Contact each unit to determine status and ability to respond. This may be used following a natural or man-made disaster (earthquake, flash flood, hazardous materials event, terrorist event, etc.), when ambulance resources may have been compromised.</p>
10		<p><b>Place All Available EOA and Non-EOA Ambulances in Service</b> Place all available EOA ambulances and non-EOA ambulances in service. Notify each private ambulance dispatch center to place all available units into service and immediately make them available for 9-1-1 system response. Dispatchers shall attach BLS ambulances to any appropriate event. Once attached to an event, the BLS ambulance shall not be cancelled because of ALS ambulance availability.</p>

11		<p><b>Notify Fire Departments with permitted ambulances that unrestricted use of fire-based ambulances have been authorized within their jurisdiction (Non-systemwide use).</b></p> <p>Each fire service jurisdiction may use their fire-based ambulance units in the most effective method as determined by their jurisdiction. This shall include responding to events that require ambulance transportation within their local jurisdiction. Response to and transport of all levels of triaged and non-triaged (Code 2 and Code 3) events occurring within their jurisdiction is authorized. Upon receiving notification from a PSAP that a fire department emergency ambulance has been dispatched to an event, County Communications will inform the PSAP that an ambulance will not be dispatched to the event, unless a need for multiple ambulances exists. If an ambulance has already been attached to the event, it will be canceled.</p>
12		<p><b>Notify Fire Departments with permitted ambulances, that unrestricted use of their ambulances has been authorized and units may be used <u>systemwide</u>.</b> Same utilization guidelines as Order # 11. <b>When used systemwide, fire-based ambulance units will be dispatched and tracked by County Communications.</b></p>
13		<p><b>Dispatch BLS Ambulances to “ALPHA”, “BRAVO”, “OMEGA” and/or “Code 2” EMS Events</b> Once attached to an event, the BLS ambulance shall remain on the event even if the call is upgraded. If ALS is required, the first responder agency shall provide this service (if available) and follow up to the hospital if needed.</p>
14		<p><b>All Ambulance Responses are Handled “Code 3”</b></p> <p>To increase ambulance availability, all ambulance responses are handled Code 3, regardless of patient severity.</p>
15		<p><b>All Ambulance Transports to the Hospital to be Handled “Code 3”</b></p> <p>To increase ambulance availability, all ambulance transports to the hospital to be handled Code 3, regardless of patient severity.</p> <p style="text-align: center;"><i>Requires conferral with EMS Director/Medical Director.</i></p>
16		<p><b>Ambulances Shall Transport to the Closest Open Emergency Department</b></p> <p style="text-align: center;"><i>Requires conferral with EMS Director/Medical Director.</i></p>
17		<p><b>Automatic Ambulance Dispatches are Suspended Until a First Response Unit Arrives on-the-scene and verifies that a Patient Needing Emergency Transport Exists</b></p> <p>Ambulances shall only be sent to calls for services when a patient has been identified and is in need of EMERGENCY transportation by ambulance.</p> <p style="text-align: center;"><i>Requires conferral with EMS Director/Medical Director.</i></p>
18		<p><b>Ambulance Dispatches to “ALPHA”, “BRAVO”, “OMEGA” and/or “Code 2” EMS Calls are Suspended [This may follow Order # 14, Order #15 and/or Order # 16, if adequate ambulance resources are not available.]</b></p> <p style="text-align: center;"><i>Requires conferral with EMS Director/Medical Director.</i></p>
19		<p><b>PSAPs May Discontinue Use of Pre-Arrival Instructions (PAI)</b></p> <p style="text-align: center;"><i>Requires conferral with EMS Director/Medical Director.</i></p>

20		<p><b>PSAPs May Discontinue Use of Emergency Medical Dispatching (EMD) Procedures</b>  <i>To increase call processing availability, only basic event information will be collected.</i></p> <p><u><i>Requires conferral with EMS Director/Medical Director.</i></u></p>
21		<p><b>Patient Routing Directed by the County</b>  <i>Patient routing directed by "County Routing"</i></p>
22		<p><b>Move All Ambulances to Mobilization Centers</b>  All available ambulances (ALS and BLS) shall be staged at the following locations:  <u>North County Mobilization Center</u>  De Anza College, Stevens Creek Blvd. @ Stelling Road, Cupertino  Advise ambulances currently located in the cities of Palo Alto, Los Altos, Mountain View, Sunnyvale and Cupertino to respond Code 2 to the north County mobilization center. Advise units to report in on County EMS upon arrival.</p> <p><u>Central County Mobilization Center</u>  Santa Clara County Fairgrounds, Tully Road @ 7<sup>th</sup> Street, San Jose  Advise ambulances currently located in the cities of San Jose, Santa Clara, Milpitas, Saratoga, Campbell and Los Gatos to respond Code 2 to the central County mobilization center. Advise units to report in on County EMS upon arrival.</p> <p><u>South County Mobilization Center</u>  South Santa Clara County Fire District Station 2, No Name Uno @ Masten, San Martin  Advise ambulances located in or near the cities of Morgan Hill, San Martin and Gilroy to respond Code 2 to the south County mobilization center. Advise units to report in on County EMS upon arrival.</p> <p><b>Dispatchers shall determine the number of units to be staged at each location based on the needs of the EMS System. Upon ambulance check in, County Communications may determine that redeployment of the ambulances is warranted.</b></p>
23		<b>Deactivated, reserved for future use.</b>
24		<b>Deactivated, reserved for future use.</b>
25		<b>Deactivated, reserved for future use.</b>
26		<b>CHEMPACK Request Notification</b>
27		<b>Deactivated, reserved for future use.</b>
28		<b>Shelter-In-Place</b>
29		<b>All 9-1-1 Out-of-County Patient Transports are Suspended Until Further Notice</b>
30		<p><b>Emergency Departments are to Immediately Bed All Ambulance Transported Patients</b>  "Bedding Patients" means immediately moving patient from ambulance cot to hospital bed, wheelchair, stationary chair or some other mobility conveyance.</p> <p><u><b>Requires EMS Director/Medical Director authorization.</b></u></p>
<p><b>Additions/Notes:</b></p> <p><b>Discontinue the Following Orders:</b></p>		

Total Number of Actions to Execute

Total Number of Actions to Discontinue

**County Communications Fax Numbers (408) 279-4736 and (408) 977-0359**