



# County of Santa Clara Emergency Medical Services System

## Policy #506: Internet Based EMS Communications System

### INTERNET BASED EMS COMMUNICATIONS SYSTEM

**Effective:** October 15, 2012  
**Replaces:** May 5, 2008  
**Review:** November 2015

#### **Resources:**

EMResource Users Guide  
EMS Communications System Guide

#### **I. Purpose**

EMResource is a web-based application that links various EMS System Stakeholders for the purpose of exchanging critical information. Uses include tracking of hospital resource availability, as well as dispatch center, public health, and EMS system information sharing.

#### **II. Acute Care Hospitals**

- A. Hospitals shall use EMResource for maintaining hospital emergency department and trauma center status, providing bed availability to the Medical-Health Branch of the Santa Clara Operational Area, and for responding to disaster inquiries. Public Health and EMS System notices will also be published to the site as appropriate.
- B. EMResource is to be maintained by each individual facility. This includes, but is not limited to, maintenance and upgrade of all associated hardware, software, and licensing.
- C. It is the responsibility of each facility to ensure that any staff expected to use EMResource be properly trained and refreshed on a routine basis. At least one (1) staff member who is knowledgeable on the use of EMResource is to be on duty at all times.
- D. EMResource is to remain online at all times, and placed in an easily accessible location within the Emergency Department.
- E. The sound volume on EMResource is to be maintained at an adequate level to alert staff within the facility at all times, with external speakers attached, and is never to be placed on mute.
- F. The use of the EMResource computer is limited to operation of EMResource.

- G. The County shall serve as the EMResource Regional Administrator, and be responsible for coordination between the facility and EMResource.
- H. The County shall actively explore funding opportunities to cover the service costs associated with the use of EMResource.

### **III. Permitted Air Resource Providers**

- A. Santa Clara County Permitted Air Resource Providers shall maintain their respective statuses on EMResource.
- B. EMResource is to be maintained by each provider agency. This includes, but is not limited to, maintenance and upgrade of all associated hardware, software, and licensing.
- C. It is the responsibility of each facility to ensure that any staff expected to use EMResource be properly trained and refreshed on a routine basis. At least one (1) staff member who is knowledgeable on the use of EMResource is to be on duty at all times.
- D. EMResource is to remain online at all times.
- E. The sound volume on EMResource is to be maintained at an adequate level to alert staff at all times, with external speakers attached, and is never to be placed on mute.

### **IV. Private Ambulance Dispatch Centers**

- A. All Santa Clara County Private Ambulance Dispatch Centers shall monitor EMResource, respond to unit availability queries, and disseminate emergency information to field providers, as appropriate.
- B. EMResource is to be maintained by each provider agency. This includes, but is not limited to, maintenance and upgrade of all associated hardware, software, and licensing.
- C. It is the responsibility of each provider to ensure that any staff expected to use EMResource be properly trained and refreshed on a routine basis. At least one (1) staff member who is knowledgeable on the use of EMResource is to be on duty at all times.
- D. EMResource is to remain online at all times.

- E. The sound volume on EMResource is to be maintained at an adequate level to alert staff at all times, with external speakers attached, and is never to be placed on mute.

**V. Public Safety Answering Points (PSAPs)**

- A. Santa Clara County PSAPs will be notified of multiple patient/disaster/medical-health events via EMResource.
- B. It is the responsibility of each provider to ensure that any staff expected to use EMResource be properly trained and refreshed on a routine basis. At least one (1) staff member who is knowledgeable on the use of EMResource is to be on duty at all times.
- C. EMResource should remain online at all times.
- D. The sound volume on EMResource should be maintained at an adequate level to alert staff at all times, with external speakers attached, and is never to be placed on mute.

**VI. 911 EMS System Ambulances and EMS Supervisor Units**

- A. EMResource must remain online at all times.
- B. It is the responsibility of the provider to ensure that all staff expected to use EMResource be properly trained and refreshed on a routine basis.
- C. Field Personnel are to use EMResource to determine hospital emergency department and trauma center status. County ambulance personnel shall view hospital status on the mobile data console (MDC) to determine the appropriate transport location.

**VII. Miscellaneous Uses**

- A. Tracking of Santa Clara County medical-health resources.
- B. Coordination of Influenza Care Center (ICC) patients.
- C. Tracking of skilled nursing facilities (SNFs).
- D. Tracking of board and care (B&C) facilities.

- E. Sharing of Operational Area resource information.
- F. Federal Hospital Available Beds for Emergencies and Disasters (HavBED) standard reporting.
- G. County and community clinic alerting.