



## OPERATIONAL AREA MEDICAL-HEALTH MUTUAL AID

**Effective:** June 3, 2020  
**Replaces:** September 12, 2014  
**Review:** June 2023

### I. Purpose

The purpose of this policy is to identify the processes that are to be used when requesting or receiving medical-health mutual aid in the Santa Clara County Operational Area.

### II. Policy

- A. All requests for medical-health mutual aid shall be compliant with the Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS).
- B. The Medical Health Operational Area Coordinator (MHOAC) for Santa Clara County is the County Health Officer and EMS Director.
- C. The MHOAC, or their designee, shall coordinate all medical-health mutual aid requests into the Santa Clara County Operational Area (OA).
- D. The MHOAC, or their designee, shall review and may authorize all medical-health mutual aid resources that are requested from the Santa Clara County Operational Area and shall ensure that the released resources do not unduly diminish the capabilities of the countywide medical-health response system.
- E. The EMS Director or Health Officer may delegate their MHOAC authority to the EMS Duty Chief. If that authority is delegated, the EMS Duty Chief will be responsible for complying with the standards of this policy, consistent with the limits of the delegation of authority.
- F. The EMS Duty Chief shall be the initial point of contact for all medical-health mutual aid requests when the Operational Area Emergency Operations Center (OA EOC) and/or Department Operations Center (DOC) are not activated.

### III. Procedure

- A. Requests for Mutual Aid *into* Santa Clara County.
  - 1. The Incident Commander (IC) shall contact the EMS Duty Chief through County Communications and request the resources needed.



2. The IC shall provide the following information in the request: person/agency making the request, type/number of resources requested, response location, contact person, and applicable safety considerations.
  3. The EMS Duty Chief shall notify the EMS Director if the requested resources are not available within the OA. The EMS Director is responsible for authorization of out-of-County resource requests at the direction of the MHOAC.
  4. The MHOAC or designee shall contact the Region II Regional Disaster Medical Health Coordinator/Specialist (RDMHC/RDMHS) and provide the necessary information to fulfill the request.
  5. If necessary, the MHOAC may request the activation of the DOC or OA EOC assist in the coordination of the medical-health mutual aid resources.
  6. The MHOAC shall provide the following information to the RDMHC/RDMHS: local tracking number, person/agency making request, type/number of resources requested, response location, contact person, resources support needs (e.g., fuel, water, food, lodging), and applicable safety considerations.
  7. The MHOAC shall notify all Santa Clara County OA EMS providers and hospitals through County Communications that ambulance mutual aid is being requested and utilized in Santa Clara County when appropriate.
  8. The Region II RDMHC/RDMHS shall coordinate the organization and response of requested medical-health resources into the Santa Clara County OA and shall communicate directly with the MHOAC or designee.
- B. Requests for medical-health mutual aid from other OAs:
1. The Region II RDMHC/RDMHS shall contact the Santa Clara County Communications Center with the medical-health mutual aid request.
  2. County Communications shall notify the EMS Duty Chief of the request.
  3. The EMS Duty Chief shall notify the EMS Director of the request. If the EMS Director is not available, the duties of the MHOAC shall be assumed by the EMS Duty Chief.
  4. The MHOAC, or designee, shall contact Santa Clara County medical-health providers via EMResource® ambulance resource query, AlertSCC, radio, or landline.
  5. The MHOAC, in coordination with the EMS Duty Chief, shall evaluate the current medical-health resources of the Santa Clara County OA and ensure the integrity of the countywide medical health response system.



6. The EMS Director may authorize the release of medical-health resources as identified in established standing orders from the MHOAC/County Health Officer.
7. Santa Clara County medical-health providers shall not be permitted to respond, provide mutual aid, or “self-dispatch” to any event outside of the county without the authorization and coordination of the Santa Clara County MHOAC.
8. Ambulance personnel who respond outside of Santa Clara County shall be authorized to operate according to Santa Clara County Prehospital Care Policy and shall coordinate patient destinations in accordance with the established Incident Command System.

**IV. Operational Area Coordination**

- A. The EMS Duty Chief/EMS Director/MHOAC shall ensure that the Fire and Law Enforcement Operational Area Coordinators and the County Office of Emergency Management are advised of significant medical-health mutual aid requests received and/or requested by the County.
- B. The EMS Duty Chief/EMS Director/MHOAC shall coordinate all mutual aid resource requests through the County EOC when activated.
- C. The MHOAC will establish a roster of medical health resources that may be released without prior authorization from the MHOAC including who has the authority to release the resources.