



HOSPITAL/EMS EMERGENCY COMMUNICATIONS *Reference Guide*

DAILY MONITORING/SINGLE-FACILITY EVENTS

To be used in the event of an emergency at your facility where you may need the assistance of EMS or the Public Health Department.

Notify the EMS Duty Chief using the first available communications method below (listed in order of priority). If the EMS or Public Health Department Operations Centers are open as identified on EMResource, you may contact them directly.

- If applicable, **Update your Hospital Status on EMResource** to “Internal Disaster” (black) or other appropriate ED Diversion or Trauma Bypass status to ensure redundant notifications to the EMS Duty Chief and County Communications. **Give name, contact method, and number of the person in charge of the hospital.**
- Contact County Communications via the “Red Phone”** located in the Emergency Department and request the EMS Duty Chief. **Give name, contact method, and number of the person in charge of the hospital.**
- If the “Red Phone” is not accessible, **Contact County Communications at 408-998-3438** and request the EMS Duty Chief. If telephone landlines are not accessible, **Contact County Communications via radio on EMS Command 92** (located in the Emergency Department) and request the EMS Duty Chief. **Give name, contact method, and number of the person in charge of the hospital.**
- If telephone landlines are not accessible, **Contact County Communications via radio on EMS Command 92** (located in the Emergency Department, the security department, or the Hospital Command Center) and request the EMS Duty Chief.
- Contact your facility’s contracted private EMS provider in any event where patients may need to be moved out of your facility as early as possible**



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EMS or PUBLIC HEALTH DEPARTMENT OPERATIONS CENTER ACTIVATION

To be used in the event of an emergency at your facility where you may need the assistance of EMS or the Public Health Department AND/OR either DOC is “Activated” (Limited Activation or Full Activation) as displayed on EMResource or by other notification method.

- Contact either DOC at 408-794-0700.**

Primary Fax	408-794-0735
Secondary Fax	408-793-2015

Satellite Phone	Current Satellite Phone Numbers will be posted to EMResource.
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- Immediately **Monitor EMS Command 92** on the EMS radio.
- If telephone landlines/satellite phones are not accessible, **Contact the DOC via radio on EMS Command 92** (located in the Emergency Department, the security department, or Hospital Command Center).
- Monitor EMResource** for updates and instructions.
- If applicable, **Respond to EMResource HAvBED Query**
- If applicable in order of priority, **Immediately update your hospital Status on WebEOC.**
- If applicable, **Consider Use of Amateur Radio Operators (ARES/RACES)**