



PART 1: STANDARD OPERATING PROCEDURES

911 DISPATCH (DEC) *version 2016*

Level	Actions
<p>MCI YELLOW ALERT</p> <p>“Heads Up” about Incident with a <u>potential</u> for multiple casualties</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Dispatch available resources to meet the initial needs of the scene per normal procedures and as requested by Incident Commander or designee. <input type="checkbox"/> Notify other ambulance providers and to determine available ambulances as necessary. <input type="checkbox"/> Enter alert on the Reddinet website to poll hospital Emergency Departments for available Emergency Department beds for Red/Yellow/Green patients. <input type="checkbox"/> Upgrade to Level 1, 2 or 3 MCI (Red) Alert as appropriate or announce Yellow Alert termination. Change alert status on Reddinet. <input type="checkbox"/> Alert Termination: Field Incident Command or Medical Group Supervisor.
<p>LEVEL 1 MCI (RED) ALERT</p> <p>6 - 50 victims of any triage level</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Dispatch available resources to meet the initial needs of the scene per normal procedures and as requested by Incident Commander or designee. Communicate to all responding ambulances designated routes for ingress / egress and staging. <input type="checkbox"/> Notify other ambulance providers and to determine available ambulances as necessary. <input type="checkbox"/> At the direction of the Incident Commander, designate a dedicated incident radio channels (command + tactical). Inform all responding apparatus/agencies. <input type="checkbox"/> Enter the incident on the Reddinet website to poll hospital Emergency Departments for available Emergency Department beds for Red/Yellow/Green patients. <input type="checkbox"/> Monitor Reddinet website and contact hospitals as necessary to determine number of Red/Yellow/Green patients they can accept. Relay information to Transportation Unit Leader. <input type="checkbox"/> Make for hospital destinations recommendations to the Transportation Unit Leader based upon information from the “MCI Transport Form” and hospital capability reports on the Reddinet website. <input type="checkbox"/> Notify hospitals about in-coming patients when assigned by the Transportation Unit Leader: <ul style="list-style-type: none"> <input type="checkbox"/> Name of ambulance company + unit number <input type="checkbox"/> Number of in-coming patients and their triage category designation (R/Y/G) <input type="checkbox"/> ETA <input type="checkbox"/> Maintain “MCI Transport Form” to record number and type of patients, transport units, and hospital destinations. <input type="checkbox"/> In-County Mutual aid ambulances from within San Francisco may be used if approved by EMS Medical Director



	<p>(Bayshore, Pro-Transport, St Josephs).</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ambulance diversion is automatically suspended ONLY for MCI patients. <input type="checkbox"/> Alert Termination: Field Incident Command or Medical Group Supervisor.
<p>LEVEL 2 MCI (RED) ALERT</p> <p>51 - 100 victims of any triage level</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Follow same steps for Level 1 Red Alert listed above. <input type="checkbox"/> If 911 ambulances shortage, go to “911 Ambulance Surge: Level Zero Actions for DEC and DEM Duty Officer.” <input type="checkbox"/> If the Incident Commander (IC) or Medical Group Supervisor asks for an Ambulance Strike Team, contact the Public Safety Answering Point (PSAP) in a neighboring county to initiate an “Immediate Send” of a single Strike Team prior to contacting the DEM Duty Officer. The DEM Duty Officer will contact the SF Medical-Health Operations Coordinator for approval of additional teams. <input type="checkbox"/> For requests of other types of Medical Mutual Aid, contact the DEM Duty Officer. The DEM Duty Officer will contact the SF Medical-Health Operations Coordinator for approval. <input type="checkbox"/> Requests originating through the Fire Mutual Aid System for SFFD ambulances will be approved through SFFD in consultation with the MHOAC. <input type="checkbox"/> Out-of-County Mutual aid ambulances from other counties may be used if approved by EMS Medical Director. <input type="checkbox"/> Diversion is automatically suspended for ALL ambulance patients during a Level 2 MCI Alert. <input type="checkbox"/> Requests to modify the EMS response patterns must be approved by the SF Medical-Health Operations Coordinator. <input type="checkbox"/> Consider activating internal Emergency Response Plan for large incidents. <input type="checkbox"/> Alert Termination: Incident Command
<p>LEVEL 3 MCI (RED) ALERT</p> <p>101 or greater number of victims of any triage level</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Follow same steps for Levels 1 and 2 Red Alerts listed above. <input type="checkbox"/> Diversion is automatically suspended for ALL ambulance patients for the duration of the Level 3 MCI Alert. DEM Duty Officer will determine when to reinstate. <input type="checkbox"/> Activate internal Emergency Response Plan for large incidents. <input type="checkbox"/> Alert Termination: Incident Command.
<p>LEVEL 4 MCI (RED) ALERT</p> <p>Catastrophic disaster</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure safety of all dispatch staff. Evacuate if building is unsafe. <input type="checkbox"/> Activate all Emergency Response Plans. <input type="checkbox"/> Restore communication services if disrupted. <input type="checkbox"/> Alert Termination: SFFD has the authority to activate/deactivate an Emergency District Coordination Centers (EDCCs) decentralized command structure.



<p>LEVEL ZERO MEDICAL 911 SYSTEM DISRUPTION</p> <p>Significant 911 ambulance shortage OR Hospital(s) issue closes it to 911 Ambulances</p>	<ul style="list-style-type: none"><input type="checkbox"/> If 911 ambulance shortage, follow actions described in “911 Ambulance Surge: Level Zero Actions for DEC and DEM Duty Officer.”<input type="checkbox"/> If San Francisco General Hospital cannot receive Trauma Patients:<ul style="list-style-type: none">a) Notify San Mateo Public Safety Communications, and,b) Notify DEM Duty Officer.<input type="checkbox"/> For any other hospital issue affecting their ability to receive patients, notify DEM Duty Officer.<input type="checkbox"/> Alert Termination: 911 Dispatch or DEM Agency Duty Officer.
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