



PRIVATE AMBULANCE DISPATCH version 2016

Level	Actions
<p>MCI YELLOW ALERT Incident with a <u>potential</u> for multiple casualties</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Inform ambulance crews about Yellow Alert incident. Dispatch available ambulances if requested by DEC per normal procedures. <input type="checkbox"/> Determine availability of additional ambulances as necessary. <input type="checkbox"/> Input into Reddinet website, the number of available ALS and BLS ambulances within 5 or less minutes. <input type="checkbox"/> Monitor for upgrade to Red Alert or termination of Yellow Alert.
<p>LEVEL 1 MCI (RED) ALERT Has 6 - 50 victims of any triage level</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Dispatch available ambulances as requested by DEC per normal procedures. <input type="checkbox"/> Inform responding ambulance crews about: <ul style="list-style-type: none"> a) Designated incident radio channels (command + tactical) b) Designated routes for ingress / egress and staging. <input type="checkbox"/> Input into Reddinet website, the number of available ALS and BLS ambulances within 5 or less minutes. DEC may request additional ambulance units when short 911 ambulances during a MCI response. <input type="checkbox"/> During a MCI, all Private Ambulance Dispatch Centers are required to: <ul style="list-style-type: none"> o Monitor Reddinet and the incident 800 MHz radio channels for the duration of the MCI; o Update the number of available ALS and BLS ambulances as appropriate for the duration of the MCI. <input type="checkbox"/> In-County Mutual aid ambulances from within San Francisco may be used if approved by EMS Medical Director (Bayshore, Pro-Transport, St Josephs). <input type="checkbox"/> Ambulance diversion is automatically suspended ONLY for MCI patients. <input type="checkbox"/> Inform responding ambulance crews when Red Alert is terminated.
<p>LEVEL 2 MCI (RED) ALERT Has 51 - 100 victims of any triage level AND / OR Medical Mutual Aid from Neighboring County</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Follow same steps for Level 1 Red Alert listed above. <input type="checkbox"/> Diversion is automatically suspended for ALL ambulance patients for the duration of the Level 2 MCI Alert. <input type="checkbox"/> DEM Duty Officer may provide instructions about modifications to the standard medical 911Response. <input type="checkbox"/> Consider activating internal Emergency Response Plan for large incidents.



<p>LEVEL 3 MCI (RED) ALERT</p> <p>Has 51 - 100 victims of any triage level AND / OR Medical Mutual Aid from Neighboring County</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. <input type="checkbox"/> Activate internal Emergency Response Plan for large incidents. <input type="checkbox"/> DEM Duty Officer may provide instructions about modifications to the standard medical 911Response <input type="checkbox"/> Out-of-County Mutual aid ambulances from other counties may be used if approved by EMS Medical Director.
<p>LEVEL 4 MCI (RED) ALERT</p> <p>Catastrophic disaster with significant infrastructure damage + unknown number of injuries casualties and deaths</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>Extreme ambulances shortage. OR Issue at 1 or more hospitals preventing participation in medical 911 system</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Input into Reddinet the number of available ALS and BLS ambulances within 5 or less minutes. <input type="checkbox"/> DEC may request additional ambulance units when short 911 ambulances during a MCI response. <input type="checkbox"/> BLS ambulances may be requested in specific situations and when authorized by the EMS Agency Medical Director.