



PART 1: STANDARD OPERATING PROCEDURES

DEM DUTY OFFICER / EOC MEDICAL-PUBLIC HEALTH GROUP *version 2016*

Level	Actions
<p>MCI YELLOW ALERT “Heads Up” about Incident with a <u>potential</u> for multiple casualties</p>	<p><input type="checkbox"/> Monitor for upgrade to Red Alert for termination of Yellow Alert.</p>
<p>LEVEL 1 MCI (RED) ALERT 6 - 50 victims of any triage level</p>	<p><input type="checkbox"/> Contact DEM Administrator on Call to determine need for additional notifications or alerts to region or state. The EMS Agency Medical Director is the San Francisco - Medical Health Operational Area Coordinator (MHOAC). Notify the MHOAC if significant MCI.</p> <p><input type="checkbox"/> Mutual aid is generally NOT activated except for unusual circumstances.</p> <p><input type="checkbox"/> Ambulance diversion is automatically suspended ONLY for MCI patients.</p> <p><input type="checkbox"/> Contact DPH for requests for mental health services for patients in the field. Contact American Red Cross to assist with family reunification or housing services for displaced (refer to DEM Duty Officer handbook for details).</p> <p><input type="checkbox"/> Monitor for overload of the EMS System (significant ambulance shortages and / or hospitals overloaded).</p> <ul style="list-style-type: none"> • Reddinet polling of hospitals and ambulance providers. • First Watch and Computer Automated Dispatch (CAD) at 911 Dispatch - monitor call volume / type and number of standard deviations above norm. • Consultation as appropriate with: DEM AOC, DPH Communicable Disease Control or Environmental Health Duty Officer, DEM command staff, and other city, regional, state or federal agencies as warranted. (Contact information for each officer is posted on Reddinet).



<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"/> Diversion is automatically suspended for ALL ambulance patients. <input type="checkbox"/> Contact EMS Medical Director to determine whether modifications to the EMS response standards are necessary. Modifications of the standard responses must be authorized by the EMS Agency Medical Director. <input type="checkbox"/> For significant MCI's, an EOC activation will support the field response in coordination with the Fire Branch EMS Group: <ul style="list-style-type: none"> • The EOC Operations Section - Fire Branch, EMS Group manages the immediate operations for the field response. • The EOC Operations Section – Health & Human Services Branch, Public Health & Medical Services Group assumes the both the DEM Duty Officer EMS activities and the Medical Health Operational Area Coordinator (MHOAC) function as the primary coordination body for medical-health services and resources within the Operational Area (County) for the duration of the EOC activation. • Follow actions as detailed in the EMS Agency Policy Manual #8000 Multi-Casualty Incident Plan. • Medical Mutual Aid will be invoked.
<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 Red Alerts Levels 1 and 2 listed above. <input type="checkbox"/> Diversion is automatically suspended for ALL ambulance patients. <input type="checkbox"/> The Department of Public Health DOC may be activated to support the EOC's Operations Section – Health & Human Services Branch, Public Health & Medical Services Group.
<p>LEVEL 4 MCI (RED) ALERT</p> <p>Catastrophic disaster</p>	<ul style="list-style-type: none"> <input type="checkbox"/> City EOC and all departmental DOCs are activated if building sites are safe and staff available to operate. <input type="checkbox"/> All emergency declarations are invoked. Mutual aid will be requested from the Regional Mutual Aid System, State and Federal responders about a catastrophic disaster. Recovery outlook is long-term.



<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"/> DEM Duty Officer will consult with DEM AOC who will determine need for additional notifications or activations. <input type="checkbox"/> Assess cause and impact on medical 911 system capability through: <ul style="list-style-type: none"> • Reddinet polling • First Watch - Quantify call volume / type and number of standard deviations above norm. • CAD • Consultation with: <ul style="list-style-type: none"> ○ DEC ○ Ambulance company and / or hospital supervisory staff. ○ Consultation as appropriate with: ○ DEM Administrator on Call ○ DPH Communicable Disease Control Duty Officer or Environmental Health Duty Officer ○ DEM command staff ○ Other city, regional, state or federal agency as warranted. • MHOAC to notify RDHMC and state EMS Authority, if warranted. <input type="checkbox"/> Develop an Action Plan in consultation with EMS Medical Director, DPH Director of Health, SFFD Chief and the leadership of affected EMS Providers that will include a determination of the need to escalate the system alert level to a same response actions used during a Level 1,2, or 3 MCI Alert.
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