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**REGULATORY/ MEDICAL HEALTH SERVICES**

**EMERGENCY MEDICAL SERVICES**

**DATE:** March 10, 2020

**TO:** BASE HOSPITAL COORDINATORS  
ERC MEDICAL DIRECTORS  
ERC MANAGERS  
FIRE EMS COORDINATORS/MANAGERS  
FIRE CHIEFS  
AMBULANCE PROVIDERS  
IFT-ALS NURSE COORDINATORS  
HOSPITAL EMERGENCY MANAGERS

**FROM:** TAMMI McCONNELL, MSN, RN, PHM  
ORANGE COUNTY EMS DIRECTOR

**SUBJECT:** HEALTH CARE AGENCY – AGENCY OPERATIONS CENTER  
MODERATE LEVEL (II) ACTIVATION

The Health Care Agency (HCA) Agency Operations Center (AOC) has increased activation to Moderate Level (II). AOC hours of operation will remain from 8:30 a.m. to 5:00 p.m Monday through Friday. This level of activation is increased to support support public health and medical system participants and will coordinate system needs according to local policies and procedures.

Inquiries, Questions, Resource Requests:

Public questions / inquiries should be referred to: Public Health Referral Line 800-564-8448

Media inquiries should be forwarded to [jgood@ochca.com](mailto:jgood@ochca.com) or Media Line 714-834-2178

All Hospitals and Health Care Providers are encouraged to access the HCA – Agency Operations at: [http://www.healthdisasteroc.org/ems/health\\_emergency\\_management/hca\\_agency\\_operations\\_center](http://www.healthdisasteroc.org/ems/health_emergency_management/hca_agency_operations_center)