



**REGULATORY/ MEDICAL HEALTH SERVICES**  
**EMERGENCY MEDICAL SERVICES**

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**DATE:** March 13, 2020  
**TO:** EMS DISTRIBUTION  
**FROM:** TAMMI McCONNELL, MSN, RN, PHM  
ORANGE COUNTY EMS DIRECTOR  
**SUBJECT:** HEALTH CARE AGENCY – AGENCY OPERATIONS CENTER HIGH  
LEVEL (I) ACTIVATION

The Health Care Agency (HCA) Agency Operations Center (AOC) has increased activation to HIGH Level (I). 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)

Note: \*If your primary business interest does NOT require a medical certification or license you are NOT a healthcare provider

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