




REGULATORY/ MEDICAL HEALTH SERVICES
EMERGENCY MEDICAL SERVICES

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DATE: April 30, 2020
TO: EMS DISTRIBUTION – Orange County Healthcare Facilities
FROM: TAMMI McCONNELL, MSN, RN, PH, 
ORANGE COUNTY EMS DIRECTOR
SUBJECT: RESOURCES FOR ORANGE COUNTY HEALTHCARE FACILITIES &
NON-911 EMERGENCY RESPONSE PLAN FOR HEALTHCARE FACILITIES

This memo is to provide information on the Health Care Agency cost sharing contracts for emergency medical staffing, medical supplies and equipment and the formal notification process for Orange County Emergency Medical Services (OCEMS) Non-911 Emergency Response Plan for Healthcare Facilities.

Cost Sharing Contracts

Information on how to access emergency staffing resources and/or to submit request for medical supplies and equipment can be found on the Agency Operations Center (AOC) webpage [HCA AOC](#). These processes are provided to support facilities with urgent needs to maintain operations. Utilization of the staffing resources and any supplies procured by the County will be invoiced to each requesting facility as per the cost sharing contract.

Non-911 Emergency Response Plan for Healthcare Facilities

The purpose of the plan is to establish a non-911 temporary response plan to support Skilled Nursing Facilities and the like, with prompt emergency patient support services and pre-positioning of a local Ambulance Strike Team (AST) in the event of a staffing crisis.

All licensed healthcare facilities that may experience an immediate staffing shortfall should call & report the situation to:

Medical Health Operational Area Coordinator (MHOAC)/EMS Duty Officer
714-415-8980

Indications include but are not limited to an immediate need to temporarily provide Emergency Medical Technicians (EMTs) to augment clinical staffing and potential evacuation of residents to alternate healthcare facilities or sites. This plan will remain in effect through the COVID-19 event.

“Emergency Patient Support Services” is a term used to describe the utilization of EMTs to support healthcare facilities in the event of a staffing crisis. The EMTs will temporarily provide coverage within their scope of practice until clinical resources are secured. In the event that the staffing gap cannot be fulfilled, the facility will consider alternate locations for the residents and a local Ambulance Strike Team consisting of five ambulances will be mobilized. Care Ambulance is contracted to provide the service within Orange County and is immediately able to deploy within 2 hours of activation.

Please notify your facility administrators/owners and share this information broadly so that we can coordinate a seamless process to keep patients safe and secure. If you have any questions or concerns, please do not hesitate to contact the OCEMS Duty Officer 714-415-8980.

cc: Care Ambulance
Hang Nguyen, RN, MSN, CDPH Orange County District Office
HCA Contract Services
Orange County Fire Chiefs

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