



**HOSPITAL EMERGENCY ADMINISTRATIVE RADIO
(H.E.A.R.) NETWORK VALIDATION**



I. AUTHORITY:

Title 22, Section 70413 (d). A communications system employing telephone, radio telephone Hospital Emergency Administrative Radio (H.E.A.R.) or similar means shall be in use to establish and maintain contact with the police department, rescue squads and other emergency services of the community.

OCEMS P/P #600.00. Paramedic Receiving Center Criteria; IV.A.9. Hospital Emergency Services:

"... a communication system including at least telephone and the ReddiNet/H.E.A.R. and documented in-service of personnel in the operation of the ReddiNet/H.E.A.R. to allow for coordination with ..."

II. APPLICATION:

This policy describes the procedure for providing consistent, intermittent testing to monitor the proper functioning of the Hospital Council of Southern California's H.E.A.R. the voice component of the ReddiNet/H.E.A.R. communication system.

The H.E.A.R. Control Point Hospital (CPH), the University of California Irvine Medical Center, shall conduct periodic tests of the Orange County H.E.A.R. Network to assure consistent and full compliance to OCEMS P/P #600.00 Paramedic Receiving Center criteria.

III. PROCEDURE:

A random "unannounced" communications test will be conducted by the CPH at least once each month on a schedule provided by the OCEMS. The response goal for each paramedic receiving center is one-hundred percent (100%).

A. Control 1 - Orange County Communications:

1. The "unannounced" test will be initiated by the Control 1 Watch Commander based on the calendar of scheduled "Unannounced Tests" provided by the OCEMS.
2. The tests will be conducted sometime within the eight-hour period on the date specified on the schedule and will be directed to all Orange County ReddiNet/H.E.A.R. hospitals.

B. ReddiNet/H.E.A.R. Control Point Hospital:

1. The CPH operator will initiate the roll call and acknowledge the response status from each ReddiNet/H.E.A.R. satellite hospital one-at-a-time, in roll call fashion before proceeding to call upon the next alphabetically listed hospital.
2. If a ReddiNet/H.E.A.R. satellite hospital should fail to respond to the first call, a second call of that hospital will be made at the end of the roll call. Individual hospitals will not be called more than twice.
3. At the conclusion of the roll call, the CPH will announce the end of the communications test.

Italicized Text Identifies Quotations From An Authority Outside The OCEMS.

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C. ReddiNet/H.E.A.R. Satellite Hospital:

Each satellite hospital called upon shall respond via the H.E.A.R. component of the ReddiNet/H.E.A.R. communications system.

D. Reports:

1. The CPH will provide a report to the OCEMS of the date, time and response by each satellite hospital to the H.E.A.R. test. This report will be supplied to the OCEMS within twenty-four (24) hours of the conclusion of the test.
2. The OCEMS will provide H.E.A.R. test results to those satellite hospitals tested within one month following the test.
3. Each satellite hospital which is a paramedic receiving center and which has failed to respond one-hundred percent (100%) to the H.E.A.R. tests shall submit a written plan of corrective action to the OCEMS within fifteen (15) days from receipt of the test results report.

E. Unscheduled - Unannounced Tests

The OCEMS, in cooperation with the Hospital Council of Southern California, may periodically initiate a test to activate the ReddiNet/H.E.A.R. CPH and the ReddiNet/H.E.A.R. hospitals via the ReddiNet or H.E.A.R. radios.

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