

CONTACTING THE OC HEALTH CARE AGENCY OPERATIONS CENTER (AOC)

When the AOC is <u>not</u> activated: See the gray box at the bottom of this document.

When the AOC is activated: Determine facility/organization needs and follow the appropriate workflow below.

Facility/MHOAC Situation Report (SitRep)

<u>PRIMARY METHODS:</u>

- ReddiNet *Assessment "Facility/MHOAC SitRep"*
- Email: **<u>AOCSitStatLead@ochca.com</u>**
- Phone: 714-560-6191
- Fax: 714-437-5767

**When submitting situation reports, please use the "[GENERAL] Facility/MHOAC SitRep" Assessment*

Resource Requests

<u>PRIMARY METHODS:</u>

- ReddiNet Resource Request Module
- Email: **<u>AOCResourceRequestLead@ochca.com</u>**
- Phone: 714-560-6120
- Fax: 714-437-5767

**When submitting resource requests via email, please use the Resource Request Form (213RR)*

<u>SECONDARY METHOD (FOR EITHER COMMUNICATION NEED)</u>

If unable to contact the AOC via the primary method, please use one of the following secondary methods to communicate:

- Hospital Emergency Administrative Radio (HEAR)
- 800 MHz Radio (contact us at ZN-1 EMS* 1 SLV-1-HCA or ZN-1 HCA* SLV-1-HCA)
- Amateur Radio (HAM)

<u>AOC not Activated:</u>

- 24-Hours/7 Days A Week
  - Phone: 714-415-8980
  - Email: **<u>EMSDutyOfficer@ochca.com</u>**
  - Orange County Communications/Control One: 714-628-7008