Imperial County Public Health Department

Emergency Medical Services Agency
Policy/Procedure/Protocol Manual

EMS System Operations
Date: 07/01/2025
ReddiNet: EMS Communication System
Policy #4220

I. **Purpose:** This policy prescribes the use and management of ReddiNet to track the statuses of resources within the EMS system and communicate hospital information.

    A. This policy identifies:

        1. The roles and responsibilities of ReddiNet users;

        2. The statuses within ReddiNet;

        3. ReddiNet access control;

        4. Use of ReddiNet during critical incidents; and,

        5. Use of ReddiNet data as EMS performance measures.

II. **Authority:** Health and Safety code, Division 2.5, section 1797. 220. California Administrative Code, Title 13, Section 1105(c).

III. **Definitions:**

    A. ReddiNet: ReddiNet is an internet-based application used to track the statuses of resources within the EMS system. ReddiNet is used in Imperial County to communicate resource and hospital status information, i.e. hospital diversion status, bed count, facility and services outages.

    B. Multi-Casualty Incident (MCI): Any incident that exceeds and overwhelms the capabilities of the initial response. For the purposes of this policy, any incident involving five (5) or more patients will automatically be considered an MCI.

IV. **Policy:**

    A. Imperial County EMS ground transportation providers, ambulance-receiving hospitals, and the EMS Agency shall maintain and use ReddiNet consistent with this policy.

    B. Hospitals will update ReddiNet in accordance with Imperial County Hospital Diversion Policy. Additionally, Hospitals will update ReddiNet no less than every twenty-four (24) hours on a routine basis for daily operations and may be required to update status information more often during situations such as MCIs or disasters.

    C. The ambulance-receiving hospitals and EMS ground transportation providers shall determine and manage user access to ReddiNet within their own organization.

    D. ReddiNet MCI Module should be initiated for all MCIs and start of use should occur immediately on notification of MCI, beginning with bed availability update on ReddiNet platform.

V. **Roles and Responsibilities:**

Imperial County EMS System participants have the following ReddiNet roles and responsibilities

    A. All ReddiNet Users shall:

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1. Maintain personnel on duty who can monitor, access, and change their status on ReddiNet.

    2. Participate in ReddiNet drills as required by policy.

B. Designated Base Hospital:

    1. Immediately upon receive a notice from an Imperial County authorized EMS provider agency, the Base Hospital shall "Initiate an MCI" under the ReddiNet MCI module and "send an ED capacity poll and general notification" to all Imperial County ReddiNet users.

    2. The Base Hospital shall utilize ReddiNet to manage patient destination assignments for all patients related to MCIs.

C. EMS transport agencies:

    1. Monitor status of ambulance receiving facilities for change in hospital status.

    2. Utilize the ReddiNet Diversion Status board to place a hospital on ED bypass when appropriate under APOD Policy.

    3. Update unit status no less than every 24 hours during normal operations.

    4. Document level 0 with every occurrence.

    5. During an MCI, transport agencies in coordination with the base hospital shall use the ReddiNet MCI Module to track patient movement activities and notify receiving facilities of the number and status of incoming patients. For the duration of the MCI, ensuring that patient information and destinations are recorded using ReddiNet.

D. Hospitals:

    1. Update the status of their facility no less than every 24 hours during normal operations.

    2. ReddiNet shall be monitored at all times by each hospital.

    3. Hospitals will answer ReddiNet alerts, for both drills and in actual events, within five (5) minutes. Response to HAvBED drills will be posted within twenty (20) minutes. This is critical during disaster response and mitigation.

    4. During an MCI, hospitals shall use ReddiNet to update and record patient information for those involved in an MCI that arrive at their facility by using the "Edit Patient" and "Add Patient" feature. During an incident, hospitals can enter the following data:

        a. patient's first and last name

        b. gender

        c. age

        d. status

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    e. disposition.

This function is to aid hospitals and the Imperial County EMS Agency with patient tracking and family reunification activities and the data is considered PHI and for HIPAA purposes.

VI. **Status Descriptions:**

A. The following status descriptions are used to identify facility and service status in ReddiNet:

1. Alert: The hospital volume or availability of beds or staffing, and the system should be alerted to potential significant delays.

2. E-APOD: If ambulance patient offloading times are extended, consistent with Ambulance Patient Offload Time and Delay Policy, transporting agency providers can initiate E-APOD.

3. CT Bypass: The hospital's CT scanner is out of service and is unable to provide emergency CT scans to determine emergency management of patients (eg. altered mental status, traumatic and non- traumatic, suspected intra-abdominal catastrophe, etc.)

4. (INT) Internal Disruption: The hospital is unable to receive any patient due to an internal emergency (e.g. fire, power outage, water disruption, etc.)

5. Helipad: The hospital's helipad is inaccessible for use and the hospital would be inappropriate for patient transport by air at the current time.

VII. **ReddiNet Access Control:**

A. Each organization shall determine which of their staff may access ReddiNet. This responsibility includes managing individual passwords, providing training to authorized users, and assuring continuing competency in the use of ReddiNet.

APPROVED:

SIGNATURE ON FILE – 07/01/25

Katherine Staats, M.D. FACEP

EMS Medical Director