

EMS System Operations**Date: 04/22/2024****ReddiNet: EMS Communication System****Policy #4*****

- 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.
- IV. **Policy:**
 - A. The Imperial County designated PSAP, EMS 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 Mass Casualty Incidents (MCIs) or disasters.
 - C. The designated PSAP, ambulance-receiving hospitals, and EMS transportation providers shall determine and manage user access to ReddiNet within their own organization.
 - D. Additional functions and modules (currently not being used) will be implemented in the future – after collaborative discussion with EMS system stakeholders.
- V. **Roles and Responsibilities:** Imperial County EMS System participants have the following ReddiNet roles and responsibilities:
 - A. All ReddiNet Users shall:
 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. EMS Transporting Agencies:

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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.

C. 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 testing 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.

D. HEMS Providers:

1. Provide updates on Reddinet when out of service area for ETAs > 30 minutes

E. PSAP:

1. Review HEMS providers available prior to initial contact for launch requests

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 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

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continuing competency in the use of ReddiNet.

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