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**SECTION 1000: REFERENCE MATERIAL**

Reference: 1009

Rev. 10/2017

**EMSYSTEMS UTILIZATION**

**Introduction**

- ❖ The San Benito County Emergency Medical Services Agency has implemented the use of EMSsystem in order to provide system providers, SCR911 and Hazel Hawkins Hospital a method to receive real-time information on the current status of neighboring county's medical-health system
- ❖ This includes hospital emergency department status tracking, trauma center status keeping, patient tracking, hospital bed tracking, and partner alerting tools. EMSsystems is a user-friendly application that requires only an internet connection and a computer running a current web browser to operate.
- ❖ In a medical-health surge event, there is a clear need for timely and concise information related to the availability and capability of emergency response resources. Information pertaining to the activation of Field Treatment Sites/Alternate Care Sites, important disaster and MCI information is imperative during a large scale emergency.
- ❖ EMSsystem provides real-time information on the activation and current status of events, and allows for the ability to communicate electronically with other system clients via the internet through the Instant Messaging tool located within EMSsystem, and other supportive functions previously mentioned, enable the user to make sound judgments on health related matters.
- ❖ The County currently utilizes EMSsystems as an information system for day-to-day routine EMS services, as well as specialized emergency medical operations, such as multi-casualty incidents, county-wide drills, and other major EMS related functions.

**Policy**

- ❖ Hazel Hawkins Hospital will update EMSsystem every 24 hours on a routine basis for daily operations.
- ❖ EMSsystems should be utilized to check status of neighboring facilities, both trauma and emergency rooms.
- ❖ EMSsystems should be utilized during an MCI to view status of neighboring facilities and to notify facilities of the declared MCI (see below).
- ❖ EMS shall be notified immediately of any status changes negatively affecting the system.

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**Events & Queries**

- ❖ The event tab allows users to initiate, manage or setup events (MCIs, hospital queries, etc.). Not all users will have access to this tab; therefore this may not appear on your screen.
- ❖ You should utilize the event management section to activate an event or query by clicking on the “Event” tab.
- ❖ Then click on “Event Management” which is located in the sub-navigation bar.
- ❖ Then click on the button entitled “Create”. This will take you to a second screen in which you will enter pertinent information and time durations.
  - Enter a title for the event. The title should be short in length, but should allow others to understand what is happening by just reading it. For example, if you had activated an MCI for a multi care freeway accident in which you needed to alert emergency departments as well as trauma centers, you could type “MCI Alert. Multi vehicle MVA at Hwy 25 and 156, Hollister.”
  - Now enter a brief detail of the event. As an example continuing with the multi vehicle MCI above could be, “5 vehicles with approx.. 12 patients. Tanker truck involved carrying Sulfuric Acid.”
  - Enter the event start date and time as well as projected ending date and time.
  - Choose the resources to participate in the event for each category. If all resources in a particular group are to be selected, just click on the button to the right of the group title that states “all” and then the group name.
    - To participate in an event means to become one of the targeted resources that the information request or message is being directly sent to. Others, not selected, will just see the event as an informational notice. Not all events will have a participant selection list. Events such as hospital information, regional messages, and system alerts automatically go out to all users.
  - Next click the “save” button to activate the event or query.
- ❖ You have now launched your event. Once an event has been activated, it may be modified or edited if needed. This is particularly useful for events that have grown in size and may require other resources, initially not included in the request, to be added. Or, the time duration has changed for an MCI.
  - To modify an event, return to the “event” tab, “event management” and then “edit”. Don’t forget to “save” when finished.

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**Understanding Status Coding**

- ❖ Hospital Emergency Department and Trauma Centers Diversion Status
  - **Open** – Open to all ambulance traffic
  - **Service Advisory** – CT scanner not available
  - **Ambulance Diversion** – 911 ambulance diversion
  - **Internal Disaster** – The facility is not able to receive any patients. This status requires immediate reporting to the California Department of Health Services.
  
- ❖ EMS Air Resources
  - **Available** – Helicopter Available
  - **Unavailable** – Helicopter Unavailable

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