



# Emergency Medical Services Agency Prehospital Care Manual **Policy 506**

## **INTERNET BASED EMS COMMUNICATION SYSTEM (EMSYSTEM/EMRESOURCE®)**

**Effective Date** May 5, 2008

**Replaces** New

### **Resources**

EMS 823: EMSsystem Users Guide

EMS 818: EMS Radio Users Guide

### **I. Purpose**

EMSystem is a web-based application that links various EMS System Stakeholders for the purpose of exchanging critical information. Uses include tracking of hospital resource availability, dispatch center, public health, and EMS system information sharing.

### **II. Acute Care Hospitals**

- A. Hospitals shall use EMSystem for maintaining hospital emergency department and trauma center status, providing bed availability to the Medical-Health Branch of the Santa Clara Operational Area, and for responding to disaster inquiries. Public Health and EMS System notices will also be published to the site as appropriate.
- B. EMSystem is to be maintained by each individual facility. This includes, but is not limited to, maintenance and upgrade of all associated hardware, software, and licensing.
- C. It is the responsibility of each facility to ensure that any staff expected to use the EMSystem be properly trained and refreshed on a routine basis. At least one staff member who is knowledgeable on the use of the EMSystem is to be on duty at all times.
- D. EMSystem is to remain online at all times, placed in an easily accessible location within the Emergency Department.

- E. The sound volume on EMSystem is to be maintained at an adequate level to alert staff within the facility at all times, with external speakers attached, and is never to be placed on mute.
- F. The use of the EMSystem computer is limited to operation of the EMSystem and EMTrack (electronic patient tracking).
- G. The County shall serve as the EMSystem Regional Administrator, responsible for coordination between the facility and EMSystem.
- H. The County shall actively explore funding opportunities to cover the service costs associated with the use of EMSystem.

### **III. Permitted Air Resource Providers**

- A. Santa Clara County Permitted Air Resource Providers shall maintain status on EMSystem.
- B. EMSystem is to be maintained by each provider agency. This includes, but is not limited to, maintenance and upgrade of all associated hardware, software, and licensing.
- C. It is the responsibility of each facility to ensure that any staff expected to use the EMSystem be properly trained and refreshed on a routine basis. At least one staff member who is knowledgeable on the use of the EMSystem is to be on duty at all times.
- D. EMSystem is to remain online at all times.
- E. The sound volume on EMSystem is to be maintained at an adequate level to alert staff at all times, with external speakers attached, and is never to be placed on mute.

### **IV. Private Ambulance Dispatch Centers**

- A. All Santa Clara County Private Ambulance Dispatch Centers shall monitor EMSystem, respond to unit availability queries, and disseminate emergency information to field providers as appropriate.
- B. EMSystem is to be maintained by each provider agency. This includes, but is not limited to, maintenance and upgrade of all associated hardware, software, and licensing.

- C. It is the responsibility of each provider to ensure that any staff expected to use the EMSsystem be properly trained and refreshed on a routine basis. At least one staff member who is knowledgeable on the use of the EMSsystem is to be on duty at all times.
- D. EMSsystem is to remain online at all times.
- E. The sound volume on EMSsystem is to be maintained at an adequate level to alert staff at all times, with external speakers attached, and is never to be placed on mute.

**V. Public Safety Answering Points (PSAPs)**

- A. Santa Clara County PSAPs will be notified of multiple patient/disaster/medical-health events via EMSsystem.
- B. It is the responsibility of each provider to ensure that any staff expected to use the EMSsystem be properly trained and refreshed on a routine basis. At least one staff member who is knowledgeable on the use of the EMSsystem is to be on duty at all times.
- C. EMSsystem should remain online at all times.
- D. The sound volume on EMSsystem should be maintained at an adequate level to alert staff at all times, with external speakers attached, and is never to be placed on mute.

**VI. Miscellaneous Uses**

- A. Tracking of Santa Clara County Medical-Health Resources.
- B. Coordination of Influenza Care Center (ICC) patients.
- C. Tracking of Skilled Nursing Facilities (SNF).
- D. Tracking of Board and Care (B&C) Facilities.
- E. Sharing of Operational Area resource information.
- F. Federal HavBED Standard Reporting (bed availability).
- G. County and Community Clinic Alerting.