REDDINET UTILIZATION POLICY

PURPOSE

To provide Yolo County ReddiNet System users guidelines for the purpose of communication and coordination of hospital status, multi-casualty incidents (MCI), disaster assessment polls, messages, HAvBED reporting activities and family reunification.

PRINCIPLES

I. The ReddiNet System is the designated emergency and disaster communications and management system established for receiving hospital and paramedic provider systems.

II. The ReddiNet System may be utilized by hospitals, paramedic provider agencies, fire agencies, law enforcement agencies, clinics, and the Yolo County Emergency Medical Services (EMS) Agency to communicate electronically.

III. It is the responsibility of each individual facility or organization to ensure its ReddiNet System is maintained and to ensure that it remains online at all times.

IV. The ReddiNet visual and audible alarms are to be maintained at an adequate level to alert staff within a facility at all times.   The System shall be placed in a location easily accessible to emergency department (ED) personnel within each facility.

V. Each facility is responsible for properly training its personnel, and to have at least one (1) staff member on duty at all times who is knowledgeable in the use of the ReddiNet system.

VI. Release of protected health information (PHI) shall be in accordance with each facility's internal policies.

POLICY

I. **Emergency Department (ED) Status**
   A. Hospitals will utilize the ReddiNet System to update ED status.

II. **Management of Multi-Casualty (MCI) Incidents**
   A. Once an MCI alert is received, the Yolo County Control Facility will "Initiate an MCI" under the ReddiNet MCI module and "send an ED Capacity poll and general notification" to the hospitals in Yolo and bordering counties.
   B. For the duration of the MCI, the Transport Group Supervisor under ICS should coordinate patient destination activities and notify receiving facilities of the number of incoming patients immediately via ReddiNet pursuant to Yolo County MCI Policy.

III. **Bed Availability**
   A. Healthcare facilities will follow the guidelines for reporting bed availability pursuant to the Yolo County Patient Census/Bed Availability Policy.

IV. **Assessment Polls**
   A. To assist with the coordination of emergency resource management, the Yolo County EMS Agency will send assessment polls to acute healthcare facilities to

complete and return. Assessment polls ask hospitals specific questions and must be submitted promptly via ReddiNet.

B. In the event of a Countywide or regional disaster, healthcare facilities should anticipate the initiation of a ReddiNet disaster assessment poll from the Yolo County EMS Agency.

C. When the facility receives the assessment poll, the requested information must be submitted promptly to help ensure the resource management activities are optimized.

V. **Messages**

A. All facilities are expected to utilize the ReddiNet messages function to communicate appropriate information about their facility to other hospitals and the Yolo County EMS Agency.

B. All messages that are appropriate for dissemination to other staff are to be printed or otherwise shared with the affected staff.

C. Users are to limit sent messages and message replies to affected parties only.

D. Messages and message replies should be short, concise and relevant.

E. Since the ReddiNet network contains hospitals, clinics, EMS, Public Health agencies, fire, ambulance, law enforcement and other related agencies, each ReddiNet user is expected to be very selective when sending messages, as not all messages are intended for all network users.

F. Replies to messages should be limited to the creator of the message unless it is absolutely necessary to copy others. If copies are deemed necessary, users need to open the menu selections and individually select recipients from the other recipient list.

Note: Overflowing the ReddiNet System with unwanted and unnecessary messages may cause transmission delays which could affect the prompt delivery of time sensitive critical messages.

All communications exchanged via the ReddiNet messages function contain PHI and must comply with Health Insurance Portability and Accountability ACT (HIPAA) privacy rules.

VI. **Bioterrorism and Health Surveillance**

A. The Yolo County EMS Agency may initiate disease surveillance programs utilizing ReddiNet. These will be in the form of Assessment polls that ask for specific information.

B. Each facility is to ensure that these assessments are submitted promptly; this will likely require involvement of Infectious/Communicable Disease staff at each facility. This does not replace the obligation of healthcare providers to report certain diseases on a Confidential Morbidity Report (CMR) pursuant to Title 17, California Code of Regulations § 2500 (re. 1996).

C. Each 9-1-1 Yolo County receiving facility must provide daily value data to the Yolo County EMS Agency, which includes: Total ED Visits, Total Admissions, Total ICU Admissions and Total Deaths.

VII. **ReddiNet System Failure or Disruptions**

A. If the ReddiNet System is not functioning for whatever reason, facilities are to

utilize the following procedure:

1. Attempt to resolve the problem at the computer. Check for correct power and internet connections as well as correct login and password.
2. Notify the facility ReddiNet Coordinator or IT Department according to facility policy.
3. Access the 24-hour ReddiNet Help Line number at 1-800-440-7808 as needed.
4. Notify the Yolo County EMS Agency of the status of the ReddiNet System and the anticipated return to service time. Updates should be provided every four (4) hours until the system is functional. The affected facilities should make arraignments with the Yolo County EMS Agency to notify ReddiNet System participants of the disruption as well as perform any function in ReddiNet on their behalf as described in the above section of this policy until service is restored.
5. Notify the Yolo County EMS Agency, when the ReddiNet System is fully operational via the Message module.

VIII. **MCI Reported Patients**
   A. During multi-casualty incidents and disasters, ReddiNet has the capacity for hospitals receiving patients to report the patients that are at their facility under the MCI module "reported patients screen". During an incident, hospitals can enter the following data; patient's first and last name, gender, age, status and disposition. This function is to aid hospitals and the Yolo County EMS Agency with family reunification actively locating patients. This data is considered PHI and for HIPAA purposes.
   B. The exchange of PHI between hospitals and counties for disaster relief purposes would be permitted under HIPAA without express patient authorization; however, this exception still requires the covered entity to provide the individual an opportunity to agree or object to such disclosure unless, under the circumstances, in the exercise of profession judgment, the covered entity determines that trying to get such consent would interfere with its ability to respond to the emergency.
   C. In the absence of a situation invoking the disaster relief authority of the county, it is permissible for the hospitals to share information that would otherwise be in the hospital's facility directory. Assuming the patient does not object, the information would include their name, location, and general condition. If the patient is deceased, that fact may also be disclosed. The information regarding the patient's gender and age would generally not be subject to disclosure except, in the professional judgment of the covered entity, when it is necessary to aid in the identification of the patient by a family member.
   D. When accessing the Reported Patients Information, the following is recommended:
      1. Request the patient's permission whenever possible.
      2. Solicit identifying information for the calling party instead of giving information to the calling party to the extent that allows confirmation of the victim's location as entered in the Reported Patients Screen.

   E. Each facility's Reported Patient screen will show all data fields for that facility's data entry; however the condition will be suppressed for other facilities' patients entered on the screen. Only name, gender, age and location for patients in other

facilities will be visible.

IX. **Clinic and Skilled Nursing ReddiNet Users**
   A. Community Clinics with ReddiNet access shall incorporate ReddiNet communications into their facility disaster and emergency response plans.
   B. In the event of a Countywide or regional disaster, community clinics should anticipate the initiation of a ReddiNet disaster Assessment poll from the Yolo County EMS Agency.
   C. When the Assessment poll is received by the Clinic, the requested information must be submitted promptly to the Yolo County EMS Agency to help ensure that resource management activities are optimized.

***9-1-1 Dispatch shall alert the Yolo County EMS Duty Officer in the event of unusual or significant issues (e.g. Active Shooter, HAZ-MAT incidents, notifications of shelter-in-place/evacuation, civil unrest, etc.)