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TO: Emergency Receiving Centers
Base Hospital Coordinators
911 Providers
Ambulance transport providers

SUBJECT: USE OF UNAUTHORIZED INTERFACES TO IDENTIFY HOSPITAL DESTINATIONS FOR 911 PATIENTS

Orange County EMS (OCEMS) has established official procedures for identifying “the nearest, most appropriate, open patient care facility” to which a 911 patient should be transported. These include directly accessing ReddiNet and contacting base hospitals, Orange County Communications, and affiliated dispatch centers. All these options utilize ReddiNet as their sole source of information. ReddiNet is the only reliable source to obtain accurate hospital status.

Some 911 providers have developed custom interfaces to identify hospital destination status for their patients. This practice has resulted in obtaining erroneous information leading paramedics to inappropriately transport patients past open facilities to destinations farther away, unnecessarily delaying patient care.

No OCEMS policy or document authorizes this practice. As such, should an untoward patient event occur as a result of using anything other than the direct ReddiNet application, leading to erroneously bypassing an open facility, OCEMS will not be able to protect these providers. Any liability that results from using such integrations will not be shared by OCEMS and will fall on providers alone. OCEMS does not authorize or support the use of such interfaces and this practice needs to stop.

Please feel free to contact me if anyone wishes to discuss this in more detail.

A handwritten signature in blue ink that reads 'Carl Schultz, MD'.

Carl H. Schultz, MD
EMS Medical Director

CS:em#4933