



<b>Administrative Policy</b>		<b>2202</b>
<b>Effective</b> <b>April 1, 2018</b>		<b>Expires</b> <b>March 31, 2019</b>
Policy: <b>ReddiNet</b>	Approval: Medical Director <b>Reza Vaezazizi, MD</b>	Signed 
Applies To: <b>Authorized Receiving Centers, EMS System</b>	Approval: REMSA Director <b>Bruce Barton</b>	Signed 

**PURPOSE**

To describe the capabilities of the ReddiNet, the responsibilities associated with its use, and its operation.

**AUTHORITY**

[California Health and Safety Code - Division 2.5: Emergency Medical Services \[1797. - 1799.207.\]](#)  
[California Code of Regulations, Title 22. Social Security, Division 9. Prehospital Emergency Medical Services](#)

**ReddiNet Capabilities**

The ReddiNet is used by the EMS system for operational communications including: ambulance diversion status, multiple casualty incident (MCI) management, disaster and public health assessment, system wide operational messaging / alerts / emergency communications, and bed capacity reporting. Other uses are not authorized.

**ReddiNet Responsibilities**

Each authorized dispatch and/or receiving center’s administrative staff and end users must understand the ReddiNet’s capabilities and be skilled in its operation as an operational and emergency communications tool.

Each center will maintain a ReddiNet system including:

1. Required hardware, software, and licensing
  - a. Hardware must be dedicated to ReddiNet operations
2. Continuously online
  - a. Problems reported/corrected immediately
    - i. Center’s own information technology (IT) staff
    - ii. ReddiNet Technical Support: (800) 440-7808
    - iii. County of Riverside EMS Agency (REMSA) Duty Officer: (951) 712-3342
3. Noticeable
  - a. Visual and audible alerts maintained appropriately
    - i. Assigned staff must be able to see and hear alerts from work area
4. Accessible
  - a. Dispatch center terminal: within the dispatch center
  - b. Emergency department (ED) terminal: within or in close proximity to the ED
  - c. Base hospital (BH) terminal: within or in close proximity to the radio room
  - d. Additional and/or backup terminals: distributed appropriately
5. Continuously staffed
  - a. At minimum, one skilled operator will be on duty and ready to man the ReddiNet at all times
  - b. A ReddiNet terminal will be manned by an operator throughout major incidents and disasters

Each center will ensure that staff is trained in ReddiNet capabilities, responsibilities, and operations through:

1. Initial training
2. Annual refresher training
3. Frequent in-service training
4. Drills
  - a. System-wide or regional drills must have REMSA approval
  - b. All centers will participate in drills approved or conducted by REMSA

## Operation of the ReddiNet

Typical uses of the ReddiNet are described below; sectioned by the major tabs appearing in the ReddiNet interface.

Please refer to the most current training (<http://support.reddinet.net/Training.html>) and/or the applicable user guide (<http://support.reddinet.net/User%20Guides.html>) for instructions.

1. Logging Into the ReddiNet
  - a. The ReddiNet will be accessed from both the dedicated terminal and additional/backup terminals
2. STATUS Tab
  - a. The STATUS tab will be used as described in the REMSA Policy for Ambulance Diversion
3. MCI Tab
  - a. During a Multi-Casualty Incident (MCI), the contacted base hospital will initiate the MCI and communicate with other authorized receiving centers by means of the ReddiNet
  - b. All receiving centers will respond promptly to polls
  - c. Receiving centers will complete data entry for all patients received from a MCI
  - d. The base hospital initiating a MCI will end the MCI once all patients have arrived at a receiving center
  - e. When necessary, REMSA may take over responsibility for managing a MCI
    - i. The base hospital and the receiving centers will be notified via the ReddiNet
4. ASSESSMENT Tab
  - a. The Riverside County Department of Public Health (DOPH) will initiate assessment polls related to:
    - i. Surveillance for syndromes such as influenza like illness (ILI), severe acute respiratory syndrome (SARS), or organophosphate exposure
    - ii. The impact of wildfires, earthquakes, and other major incidents on the healthcare and EMS systems
    - iii. Other public health issues
  - b. Both dispatch and receiving centers will promptly respond to assessment polls
    - i. Initial responses may include estimates
    - ii. These responses will be updated as more accurate information becomes available
  - c. Responding to these polls does not relieve the center from the requirements of the California Code of Regulations (CCR), Title 17, Division 1, Chapter 4, Subchapter 1, Article 1, Section 2500.
5. MESSAGES Tab
  - a. Both dispatch and receiving centers will use the email like ReddiNet messaging system for system wide operational messaging, alerts, and emergency communications; especially during major incidents and disasters.
    - i. ReddiNet operators must, at minimum, be familiar with initiating and replying to messages
6. BED CAPACITY Tab
  - a. Authorized receiving centers will update the HAvBED (Hospital Available Beds for Emergencies and Disasters) sub-tab as requested by REMSA and/or the DOPH
    - i. ReddiNet operators at receiving centers must, at minimum, be familiar with completing the HAvBED update
7. DASHBOARD Tab
  - a. The DASHBOARD tab will be consulted as necessary