

Monterey County EMS System Policy



Policy Number: 8070
Effective Date: 7/1/2025
Review Date: 6/30/2028

EMS DUTY OFFICER NOTIFICATION

I. PURPOSE

To define the types of events or occurrences when the Monterey County EMS Agency Duty Officer should be notified and the process by which the EMS Duty Officer is notified.

II. POLICY

- A. Although a complete list of potential and actual events is not possible, EMS Communications shall immediately notify the EMS Agency Duty Officer when the following types of incidents occur:
1. Mass Casualty Incidents (MCIs) – all levels.
 2. Any evacuation of a medical facility (planned, potential, or actual).
 3. Any type of hospital advisory (e.g., Trauma, Neuro, ED, Stroke).
 4. Facility physical plant issues (such as power or water) or computer system failure.
 5. Any significant actual or potential issue or failure of the EMS System
 6. Serious injury or death of EMS System personnel.
 7. Any incident or event that produces a significant or potentially significant impact on the local EMS System
 8. Any incident or event that is likely to attract media attention.
 9. Significant delays in ambulance responses to either 911 calls or inter-facility transfers.
 10. Other incidents as determined necessary by EMS System supervisory staff. When in doubt, notify the Duty Officer
- B. Only those serving in an EMS supervisory role may contact the EMS Duty Officer.

III. PROCEDURE

- A. The process for EMS System participants to notify the EMS Duty Officer shall be as follows:
1. Call **831-796-6444** to request the EMS Duty Officer through EMS Communications.
 2. Provide as much information as possible for why you need the EMS Duty Officer.
 3. Provide your contact information. The EMS Duty Officer shall then contact the

initial caller and obtain information or receive a request as needed.

B. The process for EMS Communications to contact the EMS Duty Officer shall be as follows:

1. EMS Communications shall use the EMS Duty Officer phone number to notify the EMS Duty Officer via phonecall or text message/page. EMS Communications shall not give out or disclose the EMS Duty Officer phone number unless authorized by the EMS Duty Officer.
2. If EMS Communications cannot reach the EMS Duty Officer or the EMS Duty Officer has not returned a text or message request, EMS Communications shall contact the EMS Agency Director.

END OF POLICY