

SAN LUIS OBISPO COUNTY
EMERGENCY MEDICAL SERVICES AGENCY
PREHOSPITAL POLICY

Policy Reference No: 124
Effective Date: 4-1-06
Supersedes: N/A

SUBJECT: REDDINET COMMUNICATIONS

I. PURPOSE:

The Rapid Emergency Digital Data Network (REDDINET) is the computerized system that links hospitals, the EMS Agency, Med-Com, and the Public Health Department for a variety of purposes. These include, but are not limited to diversion status, multiple casualty incidents (MCI), assessment communication, disease surveillance, bed capacity, and bed census. This policy defines the expectation for the use and maintenance of REDDINET by all facilities.

II. AUTHORITY:

Health and Safety Code, Division 2.5, Chapter 1, Section 1797.204 and Chapter 6, Section 1798.100.

III. POLICY:

- A. The REDDINET system 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.
- B. It is the responsibility of each facility to ensure that any staff expected to use the REDDINET system be properly trained and refreshed on a routine basis per facility policy. At least one staff member who is knowledgeable on the use of REDDINET is to be on duty at all times.
- C. The REDDINET system is to remain online at all times unless there is a hardware or software problem that disables the system, in which case every effort shall be made to correct the problem as quickly as possible
- D. The sound volume on the REDDINET system is to be maintained at an adequate level to alert staff within a facility at all times and is never to be placed on mute.
- E. The REDDINET system shall be placed in an easily accessible location within each facility.

- F. The use of the REDDINET computer is limited to operation of the REDDINET system. Accessing the internet or other applications is prohibited.
- G. The REDDINET system information including bed census and bed availability shall be updated at least once a day by 9:00 a.m. and more often as requested by the EMS Agency or Med-Com if an emergency situation exists.
- F. The REDDINET system is not to be used to disseminate non-system information such as conference flyers, educational opportunities and other like materials.

IV. PROCEDURE:

Emergency Department and other appropriate hospital staff will use REDDINET for the following:

- A. Status – Hospitals shall utilize the REDDINET system to update all diversion status changes pursuant to the EMS Agency Hospital Diversion Policy. Hospitals on diversion status will automatically be taken off diversion after two (2) hours unless they update their status. Note: Med-Com still needs to be notified verbally by the hospital that is on diversion. Hospitals should note that the REDDINET system also displays diversion status for other facilities in the County.
- B. Multi Casualty Incidents – During an MCI, REDDINET will be used to coordinate patient distribution activities, as well as other incident related communications such as situation updates. All patients received by hospitals during an MCI are to be recorded in REDDINET, within the MCI function. This includes MCI related patients that arrive by EMS or other transportation means. REDDINET will send out an alert tone when a facility is included in an MCI response.
- C. Assessment – This function within the REDDINET system allows a facility, the Public Health Department, Med-Com or the EMS Agency to assess the status at other facilities and other resources (such as staffing, equipment, etc.) related to an emergency or other similar situation. Assessments are polls that ask specific questions and require a response. All facilities are to respond as quickly as possible to active polls. Assessments contain one or more questions whose answers are formatted, i.e., Yes/No, numeric, multiple choice, text, etc. The REDDINET system will send an alert tone when assessments are issued.

- D. Public Health Surveillance - The Public Health Department may initiate disease surveillance programs utilizing REDDINET. These will be in the form of assessment polls that ask for specific information on either a routine or emergency basis. Each facility shall ensure that these assessments are answered in a timely manner. This will likely require involvement infectious/communicable disease staff at each facility. This does not replace the obligation of health care providers to report certain diseases on a Confidential Morbidity Report (CMR) pursuant to Title 17, California Code of Regulations, section 2500 (revised 1996).
- E. Messages – All facilities are expected to utilize the REDDINET messaging function to communicate appropriate information within their facility, with other hospitals, Med-Com, the EMS Agency, and the Public Health Department. The system is similar to e-mail. All messages that are appropriate for dissemination to other staff are to be printed or otherwise shared with affected staff. The REDDINET system will send out alert tones when messages are received.
- F. Bed availability/census – Hospitals shall update their bed availability and census by 9:00 a.m. on a daily basis. Ideally, updates should be done twice per day, morning and evening shift. Additional updates should be made as quickly as possible when special requests are made during an emergency situation.
- G. REDDINET System Failure or Disruption – If the REDDINET system is not functioning for any reason, facilities are to utilize the following procedure:
1. Ensure that the Med Channel radio is on and tuned to the appropriate frequency for the facility (or as directed during an MCI or other emergency).
 2. Attempt to resolve the problem at the computer. Check for correct power and internet connections as well as log-in and password status.
 3. Notify the facility REDDINET coordinator or IT department according to facility policy.
 4. Notify Med-Com, the other hospitals and the EMS Agency of the status of REDDINET and the anticipated return to service time of the REDDINET system. Updates should be provided every eight (8) hours until the system is functional. Facilities should make arrangements with another facility, Med-Com or the EMS Agency to notify REDDINET system participants of the disruption as well as perform any functions in REDDINET on their behalf.
 5. Notify Med-Com, the other hospitals and the EMS Agency when the REDDINET system is fully operational.