

POLICY #120: REDDINET COMMUNICATIONS

I. PURPOSE

- A. The Rapid Emergency Digital Data Network (ReddiNet) is a computerized system that links hospitals, the Emergency Medical Services (EMS) Agency, MedCom, and the Public Health Department for a variety of communication purposes that includes:
1. Communication of diversion or other status.
 2. Reporting of and patient tracking during Multi Casualty incidents (MCI).
 3. Assessment communication of disease surveillance, bed capacity and bed census.

II. SCOPE

- A. This policy applies to all County of San Luis Obispo (SLO) hospitals, MedCom and the Public Health Department.

III. DEFINITIONS

- **Assessment:** The function within the ReddiNet system that allows a facility, the Public Health Department, MedCom 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.

IV. POLICY

- A. The ReddiNet system must be maintained and updated by each individual facility.
- 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.
- C. At least one staff member who is knowledgeable on the use of ReddiNet is to be on duty at all times.
- D. The ReddiNet system is to remain online at all times unless there is a hardware or software problem that disables the system. In the event the system is disabled, every effort shall be made to correct the problem as quickly as possible.
- E. 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.
- F. The ReddiNet system shall be placed in an easily accessible and visible location within each facility.

- G. The use of the ReddiNet computer is limited to operation of the ReddiNet system only.
- H. ReddiNet system information shall be updated at least once a day by 9:00 a.m. and as requested by the EMS Agency, MedCom or the Medical Health Operational Area Coordinator (MHOAC). This may include:
 - 1. Current bed census
 - 2. Current bed availability
- I. The ReddiNet system shall not be used to disseminate non-system information such as conference flyers, educational opportunities and other like materials.

V. PROCEDURE

- A. Hospitals shall utilize the ReddiNet system to update all diversion status changes pursuant to the EMS Agency Policy #154: Hospital Diversion. Hospitals on diversion status will automatically be taken off diversion after two (2) hours unless they update their status via ReddiNet.
- B. During a 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 a MCI are to be recorded in ReddiNet, within the MCI function. This includes MCI related patients that arrive by EMS or other transportation means.
- C. All facilities shall respond as quickly as possible to active polls and assessments.
- D. The Public Health Department may initiate disease surveillance programs utilizing ReddiNet. 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 10/3/2011).
- E. All facilities are expected to utilize the ReddiNet messaging function to communicate appropriate information within their facility, with other hospitals, MedCom, the EMS Agency and the Public Health Department. All messages that are appropriate for dissemination to other staff may be printed or otherwise shared with affected staff.
- F. 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 a 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 MedCom, the other hospitals and the EMS Agency of the status of ReddiNet and the anticipated return to service time of the ReddiNet system. Updates shall be provided every eight (8) hours until the system is functional. Facilities should arrange with another facility, MedCom 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 MedCom, the other hospitals and the EMS Agency when the ReddiNet system is operational.

VI. AUTHORITY

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