



ReddiNet Utilization

Effective: 12/1/2023

Review: 12/1/2026

Approved: [Link to Record of Revisions and Approvals](#)

I. Purpose

To provide Alameda County EMS System partners with guidelines regarding the utilization of ReddiNet for the purpose of urgent notifications, situational awareness, and bi-directional information data exchange to include:

- a. communication and coordination of hospital diversion status;
- b. multi-casualty incidents (MCI) with patient tracking;
- c. surge/disaster assessment polls;
- d. time-sensitive messages; and
- e. Hospital Available Staffed Beds (HAVBED)/Census reporting data
- f. Hospital resource data including command center and licensed bed data.

II. Policy

All administrative users of ReddiNet must complete an initial onboarding and annual update with the Alameda County EMS Agency ReddiNet administrator (EMSReddiNet@acgov.org). Additionally, hospitals shall adhere to the following:

- a. Hospitals must utilize the ReddiNet System to update all status pursuant to Alameda County [Ambulance Rerouting](#) policy, [HASC ReddiNet Vendor User Guide](#), and Alameda County ReddiNet Administrator Guidance.
- b. Each Hospital Emergency Department (ED) Director or Manager must assign a ReddiNet Administrator and backup in the ED. The Hospital ED ReddiNet Administrator must have a training with the Alameda County EMS ReddiNet Coordinator at minimum once per year.
- c. Hospitals must keep ReddiNet online and accessible on a screen within the ED, ensuring easy availability for personnel who are trained to use the ReddiNet system and audible alarms with user access information.
- d. Hospitals must update HAVBED and Census daily and more often as instructed by Alameda County EMS.
- e. Hospitals must complete time sensitive polls as instructed by Alameda County EMS.
- f. Hospitals must send a ReddiNet message per the request of Alameda County EMS (e.g. Ambulance ingress/egress change; hospital command center activation; start of hospital exercise with timeframe; and/or potential civil unrest).
- g. Hospital Emergency Managers, House Supervisors, and ED Directors/Managers shall receive alerts regarding their hospital with email and/or text notifications.

III. ReddiNet Failure or Disruptions

- a. Notify the facility ReddiNet Administrator/Coordinator or IT Department according to facility policy.
- b. Access the 24-hour ReddiNet Help Line number at 1-800-440-7808 as needed.