



## ReddiNet Utilization

**Effective:** 05/1/2024

**Review:** 05/1/2026

**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;
- e. Hospital Available Staffed Beds (HAVBED)/Census reporting data; and
- f. Hospital resource data including command center and licensed bed data.

### II. Policy

All administrative users of ReddiNet are expected to complete an initial onboarding and annual update with the Alameda County EMS Agency ReddiNet administrator ([EMSReddiNet@acgov.org](mailto:EMSReddiNet@acgov.org)). Training will be held each year for the annual update between June and August. Specific training dates and times will be sent to the ReddiNet administrator group at least one month in advance. Additionally, hospitals, 911 transport providers, ACRECC, and other ALCO Users shall adhere to the following:

#### Hospitals

- 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 and communicate that to the Alameda County EMS Agency ReddiNet administrator ([EMSReddiNet@acgov.org](mailto:EMSReddiNet@acgov.org)). The Hospital ED ReddiNet Administrator is expected to have 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).



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- g. During multi-casualty incidents, hospitals will enter arriving patients' first and last name, gender, age, status and disposition for 911 transport as well as walk-in patients in the MCI Module.
- h. Hospital Emergency Managers, House Supervisors, and ED Directors/Managers shall receive alerts regarding their hospital with email and/or text notifications.
- i. 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).

**ACRECC**

- a. Once an MCI alert is received from 911 Transport, Alameda County Regional Emergency Communications (ACRECC 911 dispatch) will "Initiate" the MCI under the ReddiNet MCI module and "send ED Capacity poll with general notification" to the hospitals in Alameda County; select hospitals outside the Alameda County OA if patient transfer outside ALCO is expected.
- b. Assign a ReddiNet Administrator and backup in ACRECC.
- c. ACRECC must send a ReddiNet message per the request of Alameda County EMS (e.g. Flash Report and Time-Sensitive Resource Requests).

**911 Transport Provider**

- a. 911 Transport has permission to activate an MCI on ReddiNet immediately. The first arriving unit should activate the MCI.
- b. During and after the MCI, the Transport Group Supervisor under ICS should track patient destination from scene to hospital consistent with Alameda County MCI Policy as time permits.
- c. Assign a ReddiNet Administrator and backup for each 911 transport provider.
- d. 911 Supervisors must receive ReddiNet notifications through text and email.

**Non-911 Alameda County Permitted Providers**

- a. All permitted providers must assign a ReddiNet administrator as well as a backup.
- b. Providers must continuously monitor for alerts and/or messages from the system.

**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.