Inland Counties Emergency Medical Agency

Serving San Bernardino, Inyo, and Mono Counties

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TO: San Bernardino County Hospital CEOs, ED Directors, Nurse Managers and PLNs

FROM: Virginia Hastings
ICEMA Executive Director

SUBJECT: **REDDINET PRIORITY PLAN**

One of the valuable lessons we learned from the November 18th drill was that you never know what will adversely affect any of our communication systems. After thinking through all the possible conditions that could impact an event, we met with ReddiNet to strengthen our response and develop a contingency plan should ReddiNet capacity be compromised for any reason.

The *ReddiNet® Priority Plan* is a contingency plan that covers who will use ReddiNet during periods of high capacity. The purpose of this plan is to provide an alternative to relieving stress on the system and allow you to perform critical functions during critical times.

There are two (2) conditions under which this plan will be activated: 1) when the system runs beyond its normal technical capacity, thereby denying access to users; and 2) when the EMS Agency opts to limit access to key users to optimize the flow of data.

Each hospital is assigned two (2) Priority Users and will be the only users with access to ReddiNet when the Plan is activated (see enclosed Plan). Please e-mail a list of your chosen Priority Users to Paul Easterling, EMS Specialist, at peasterling@cao.sbcounty.gov. ReddiNet will send you your Priority User access names in a separate e-mail.

If you have any additional questions, please do not hesitate to call the ICEMA office.

Thanks for your support!

VH/jlm

Enclosure

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Emergency Medical Communications

ReddiNet® Priority Plan-Facility

PURPOSE

The ***ReddiNet® Priority Plan*** is a contingency plan that covers who will use ReddiNet during periods of high capacity. The purpose of this plan is to relieve stress on the system by restricting users and ensuring that you can perform critical functions during critical times.

There are two conditions under which this plan will be activated: 1) when the system runs beyond its normal technical capacity, thereby denying access to all users; and 2) when the EMS Agency opts to limit access to key users [Priority User] to optimize the flow of data.

ACTIVATION

The decision to activate the ReddiNet Priority Plan will be made by ReddiNet in conjunction with your EMS Agency. The plan can be activated on a county by county basis. ReddiNet users must adhere to this plan when authorized by their local EMS Agency.

PRIORITY USERS

Hospitals/Fire/Clinics/LTC

A Priority User is a user with a generic designated username and password that allows this user access when the Plan is in effect. This user is expected to read and respond to all requests from its EMS Agency. <u>All other ReddiNet users will be blocked from use.</u>

Priority Users in hospitals are limited to **TWO**. Priority Users in non-hospital locations other than EMS/Dispatch/Public Health will be limited to **ONE** Priority User per location.

ReddiNet will designate Priority User names in red and mark them with a red exclamation point in its **Customer Profile**. Each facility's ReddiNet administrator has permission to see these designations on their user's list in the Profile, but will not be able to change or delete them. Additionally, passwords for Priority Users cannot be changed by the administrator, only by ReddiNet.

Changes to Priority Users names can be requested by calling Tech Support at **800.440.7808** or emailing **support@reddinet.net**. Changes to passwords or forgotten passwords must be obtained by calling Tech Support at **800.440.7808**.

Please document your Priority User names in your disaster plan and make sure that key users know where to find them.

Plan Activation

After the decision has been made to restrict ReddiNet access, users will be notified by ReddiNet in the following ways:

1. Coordinators will be notified by email by ReddiNet staff.
2. EMS will notify hospitals of Plan activation.
3. ReddiNet will put a banner on its Sign In page to alert all users: **The ReddiNet Priority Plan is in effect for your County. Your two designated Priority Users are the only users with access to ReddiNet. If you cannot sign in, you are not a Priority User. Please try later.**
4. If the system is running fine, but the EMS Agency wishes to restrict users, an advance notice will popup in the application: **The ReddiNet Priority Plan is in effect for your County. If you are not a Priority User, your session will end in 5 minutes.**

What to Expect During Plan Activation

- When the Plan is activated, non-priority users online will be bumped off of ReddiNet and will not be able to sign in again until the Plan is deactivated.
- If you are a priority user and are online when the Plan is activated, you will NOT be bumped off.

- If you are not a priority user and attempt to sign in, the Sign In page banner will appear and instruct you to sign in later.
- If you are a Priority User and attempt to sign in, you will gain access immediately to ReddiNet.
- When the plan is in effect, you cannot make any changes to your Priority User name.
- If you have a dedicated, response-ready ReddiNet unit connected via satellite, your satellite screen username will be one of your Priority User names.

When the system is opened up again to all users, the banner will go away and an email will be sent to all ReddiNet Coordinators. As always, the Coordinator is responsible for advising its own users of ReddiNet status.

Should you have any questions about the Priority Plan, call your local EMS Agency or contact ReddiNet at support@reddinet.net. Thanks!