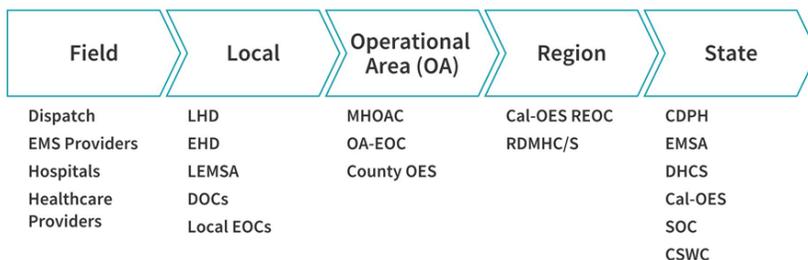# SEMS, MHOAC & RDMHC/S Program Quick Reference

STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS)

The California Emergency Services Act requires SEMS to be utilized for managing multi-agency & multi-jurisdictional responses to emergencies/disasters in California:

- SEMS consists of five consecutive organizational levels (Field, Local, Operational Area, Region, State), and unifies all elements of California's emergency management community into a single integrated system.
- State agencies are required to utilize SEMS, and local government entities must utilize SEMS in order to be eligible for reimbursement of response-related costs under the state's disaster assistance programs.
- All medical & health situation status reporting and resource requesting should follow SEMS.

Medical & Health SEMS Organizational Level Entities

Field	Local	Operational Area (OA)	Region	State
Dispatch	LHD	MHOAC	Cal-OES REOC	CDPH
EMS Providers	EHD	OA-EOC	RDMHC/S	EMSA
Hospitals	LEMSA	County OES		DHCS
Healthcare Providers	DOCs			Cal-OES
	Local EOCs			SOC
				CSWC

MHOAC & RDMHC/S PROGRAM BACKGROUND/AUTHORITY/RESPONSIBILITIES

Entity	Authority	Primary Responsibilities	Notes
MHOAC Program 'Medical Health Operational Area Coordinator'	CA HSC §1797.153	• Helps the County (OA) manage medical & health aspects of an emergency/ disaster. • Monitors, obtains and coordinates OA medical & health resources during an emergency/disaster.	• Available 24/7/365. • A program not an individual. • The local public health officer & local EMS agency administrator (or their designee) act jointly as the MHOAC.
RDMHC/S Program 'Regional Disaster Medical Health Coordinator/Specialist'	CA HSC §1797.152	• Provides regional medical & health system coordination. • Monitors & assists with obtaining medical & health resources during an emergency/disaster. • Responds to MHOAC mutual aid requests, and provides support to MHOAC programs.	• Appointed for each of the six California mutual aid regions. • RDMHC is appointed by CDPH/EMSA based on a vote of the local health officers in the mutual aid region. • RDMHS provides operational support to the RDMHC.

MHOAC & RDMHC/S PROGRAM BACKGROUND/AUTHORITY/RESPONSIBILITIES

Definitions

- **Day-to-Day Activities:** The healthcare delivery system is functioning normally.
- **Unusual Event:** The healthcare delivery system is being interrupted by events that require additional resources from other medical/health entities within the OA, or from outside the OA to the mutual aid region.
- **Emergent Event:** A significant disruption in the healthcare delivery system that requires the local public health Department Operations Center (DOC) and/or the OA Emergency Operations Center (EOC) to open in order to manage all aspects of the event.
- **Field Level Providers:** Includes all EMS providers, healthcare facilities, long term care facilities, skilled nursing facilities, dialysis, hospice, home health, outpatient clinics and surgery centers within an OA.
- **Medical/Health Resources:** Includes medical equipment/supplies, medications, medical staff, etc.
- **Non-Medical/Health Resources:** Includes all non-medical equipment/supplies and non-medical staff.

When to Contact the MHOAC Program

Unusual/Emergent Event Situation Status Reporting

- Field level providers should contact the applicable MHOAC Program (utilizing locally established situation status reporting procedures/tools) to provide situation status reporting during any unusual or emergent event.

Medical/Health Resource Requesting*

- Field level providers should contact the applicable MHOAC Program (utilizing locally established resource requesting procedures/tools) to request medical/health resources they are unable to obtain through established vendors, day-to-day mutual aid process, corporate relationships, or pre-existing agreements.
  - o The MHOAC program is responsible for reviewing/confirming all medical/health resource requests from field level providers, and may require additional information/clarification from the requesting entity prior to fulfillment.
  - o The MHOAC program will attempt to locate the requested resource from within their OA. If the resource is not available within their OA, the MHOAC will send the resource request to the applicable RDMHS. (Note: field level providers should not contact the RDMHS directly for resource requests, as these need to be vetted by the applicable MHOAC Program first, and may be available within the OA).
  - o The RDMHS will attempt to locate the requested resource from other OA's within their mutual aid region. If the resource is not available, the RDMHS will forward the resource request to the State for fulfillment.
  - o The requesting field level provider may be responsible for any unreimbursed costs associated with the medical/ health resources requested from the MHOAC Program.

*Note: The MHOAC and RDMHC/S programs only deal with medical/health resources. Non-medical/health resources are normally handled through the OA/state Office of Emergency Services (OES). If necessary, the MHOAC Program can assist field level providers in connecting with applicable OES entities to request non-medical/health resources.

How to Contact the MHOAC Program

County (OA)	
MHOAC Name/Title	
24/7 Contact Number	
Email Address	