

BULLETIN

NO: 23-125

DATE: August 3, 2023

TO: All Personnel

FROM: David Gerboth, Assistant Fire Chief, Emergency Operations

SUBJECT: Operations Manual Update/New Policy #23-13, SI 9 Section 25 DMS Utilization

Attached to this bulletin please find Operations Manual Update 23-13, Standard Instruction 09 Emergency Medical Services, Section 25 Duty Medical Support Utilization. All company officers are directed to ensure that personnel are briefed on these revisions and comply.

The purpose of this policy is to provide information on how and when to utilize as well as how and when to contact Duty Medical Support.

This is a new policy.

The Operations Manual will be updated electronically in the "M" drive and in the 'Quick Links' section of TargetSolutions.

Any questions regarding this policy can be directed through your chain of command.\

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I. **PURPOSE**

- A. To provide personnel guidance regarding when and how to contact duty medical support (DMS).

II. **SCOPE**

- A. This policy shall apply to all sworn San Diego Fire-Rescue Department (SDFD) personnel, excluding Lifeguards, and all Falck San Diego personnel.

III. **AUTHORITY**

- A. The Fire Chief authorizes this policy.

IV. **POLICY**

- A. When to Contact Duty Medical Supervisor (DMS):

1. Airway Debrief
 - a) Request through Emergency Command and Data Center (ECDC) any time an unrecognized advanced airway placement is suspected or alleged to exist.
2. Replace damaged or missing EMS equipment.
 - a) Refer to the Damaged or Missing Equipment portion of the Apparatus Inventory Control Policy
3. Damaged or Controlled Medication Discrepancies.
 - a) Refer to the Controlled Substances policy
 - b) Email DMS with pictures of the damaged medication vial along with a description of the event that caused the damage to occur
4. Upstaffing engine for electronic narcotic safe and to obtain controlled medications.
5. Electronic Narcotic Safe Issues.
6. Questions or guidance regarding ~~ePCR~~ or incident reporting (after an incident).

- B. Tablet Issues

1. Damaged, lost, or non-functioning tablets are handled by a Falck IT Specialist during business hours. Outside of business hours, ~~weekends~~ or holidays, contact the Falck supervisor:
 - a) Inland Supervisor: 619-936-1590
 - b) Coastal Supervisor: 619-936-1591
 - c) Central Supervisor: 619-936-1592
 - d) Southern Supervisor: 619-936-1593

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2. Tablet software issues or password resets are handled by the City IT Help Desk.

C. Patient follow-up or clinical issues.

1. Contact SDFD_QAOJ@sandiego.gov with these matters.

D. DMS Dispatch to Incidents

1. Greater alarm fires to establish or assume "rehab" and/or "medical group".
2. Active Shooter and Hostile Environment (ASHER) incidents.
3. Mass Casualty Incidents (MCI).
4. When requested by the incident command.

E. How to Contact DMS:

1. Email: SDFD_DMS@sandiego.gov
2. DMS page via ECDC for urgent/immediate issues only.
3. ~~PS Trax~~: Automatically notifies DMS via group email when an alert is created for missing or malfunctioning equipment.
4. Do not contact DMS staff directly. The DMS staff rotates weekly to maintain a work balance for DMS personnel.