

TITLE OPERATIONS MANUAL	STANDARD INSTRUCTION 09		DEPARTMENT FIRE-RESCUE
SUBJECT: DUTY MEDICAL SUPPORT UTILIZATION	SECTION 25	PAGE 1 of 2	EFFECTIVE DATE August 5, 2023

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 Emergency Ambulance Provider 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 an Emergency Ambulance Provider IT Specialist during business hours. Outside of business hours, weekends or holidays, contact the Emergency Ambulance Provider 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_OAQI@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.