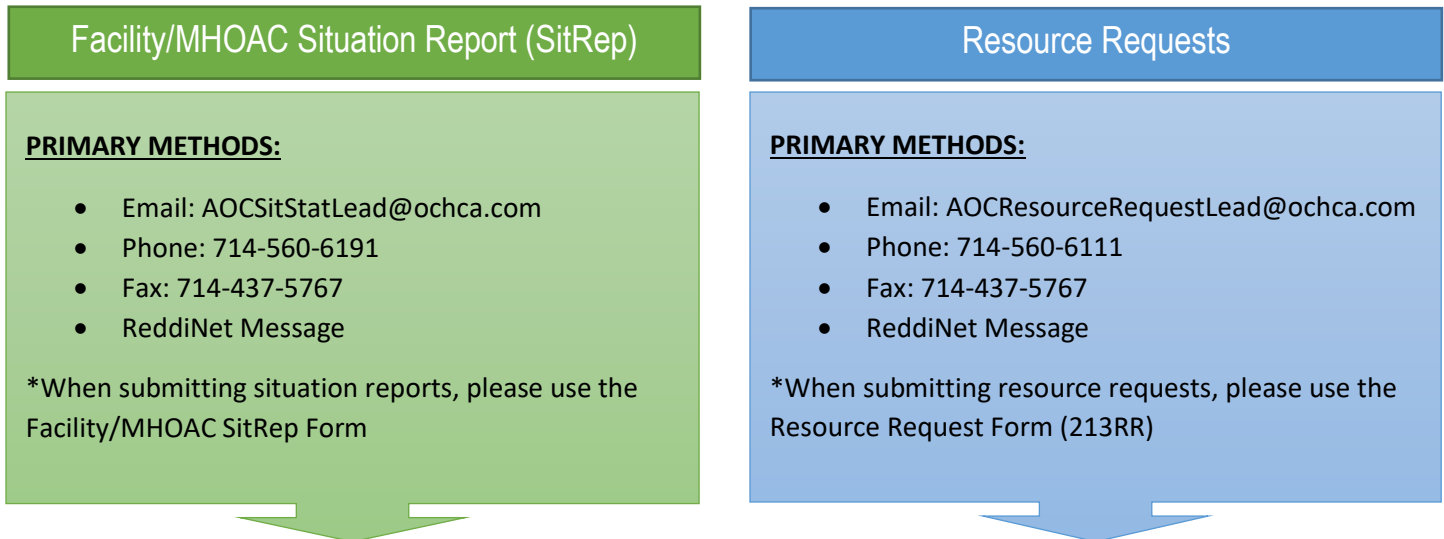**GUIDANCE:** CONTACTING THE ORANGE COUNTY HEALTH CARE AGENCY OPERATIONS CENTER (AOC)

When the AOC is <u>not</u> activated: see the gray box at the bottom of this document.

When the AOC is activated: Determine facility/organization needs and follow the appropriate workflow below.

Facility/MHOAC Situation Report (SitRep)	Resource Requests
PRIMARY METHODS: • Email: AOCSitStatLead@ochca.com • Phone: 714-560-6191 • Fax: 714-437-5767 • ReddiNet Message *When submitting situation reports, please use the Facility/MHOAC SitRep Form	**PRIMARY METHODS:** • Email: AOCResourceRequestLead@ochca.com • Phone: 714-560-6111 • Fax: 714-437-5767 • ReddiNet Message *When submitting resource requests, please use the Resource Request Form (213RR)

SECONDARY METHOD (FOR EITHER COMMUNICATION NEED)

If unable to contact the HCA AOC via the primary method, please use one of the following secondary methods to communicate:

- Hospital Emergency Administrative Radio (HEAR)
- 800 MHz Radio (contact us at ZN-21 EMS* 1 SLV-1-HCA)
- Amateur Radio (HAM)

AOC not Activated:

- 24-Hours/7 Days A Week
    - Phone: 714-415-8980
    - E-Mail: EMSDutyOfficer@ochca.com
    - Orange County Communications/Control One: 714-628-7008