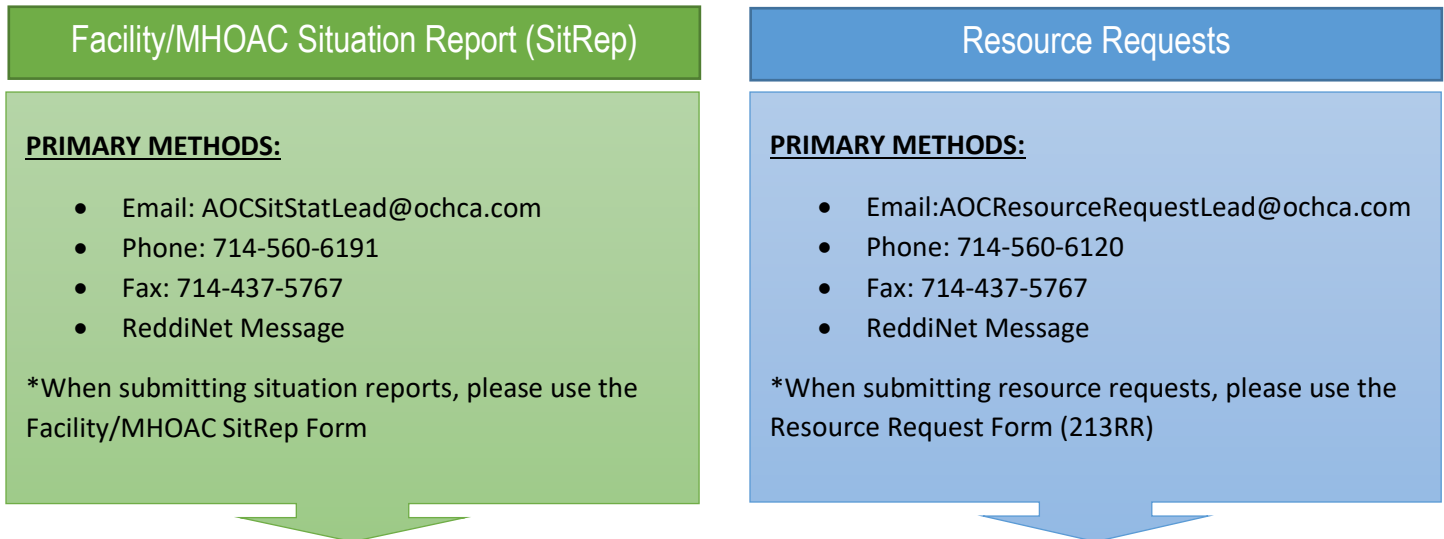


GUIDANCE: CONTACTING THE ORANGE COUNTY HEALTH CARE AGENCY OPERATIONS CENTER (AOC)

When the AOC is not 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.



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