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.

### Facility/MHOAC Situation Report (SitRep)

**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*

### Resource Requests

**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