



## Resource Request Form for Medical Personnel Specific for COVID-19 Process Summary

The diagram below illustrates the process for how facilities may request additional support staff during times of urgent staffing shortage. **When a facility requests medical resources, such as supplies or personnel, from the Alameda County Medical Health Branch (MHB), the facility should have already exhausted whatever normal channels are used to fill the need (e.g. requests from corporate office, additional hiring, etc.).**

Online Resource Request Form for Medical Personnel for COVID-19: <https://forms.gle/5hr9gH39eKzvJVRu8>



### Resource Request Form for Medical Personnel Specific for COVID-19

- Facilities needing staff support can navigate to the Alameda County Emergency Medical Services (EMS) website to access the Resource Request Form
- Complete online survey (see link above) and be as specific as possible about your facility's needs



### EMS Coordinator Phone Call and Follow-Up

- EMS Coordinator calls facility to clarify needs, schedules, and possible staff substitutions (for example, an EMT instead of a CNA or a nursing student instead of licensed nurse)
- Discuss payment of employees, training needs, and timeline. Note that the process to place temporary staff can take up to 5 days to process



### Medical Health Branch Assigns Temporary EMS Crews as Needed

- In the event there is an critical need, the MHB may assign Falck EMS crews as needed temporarily assist facilities to take care of patients until MHB can fill the request with qualified personnel



### EMS Coordinator Identifies Personnel

- MHB sends call out to individuals listed on the Alameda County medical/health personnel registry
- Interested individuals reply with availability



### EMS Coordinator Connects Personnel to Facility

- Individuals undergo brief background check, are sworn in as a disaster worker, and then assigned to the facility
- Facility is connected with assigned personnel via email and is responsible for just in-time-training and payment arrangement with individuals