

## Requesting Resources from the Medical and Health Operational Area Coordinator

The Medical and Health Operational Area Coordinator (MHOAC) program is part of the State of California Disaster Medical Response Plan. The plan is designed to facilitate communication, situational awareness, and assistance across operational areas in the California Medical/Health Mutual Aid System.

If you represent an organization that needs assistance due to an emergency or disaster, the information below will assist you in submitting a resource request to the MHOAC.

### New Resource Request Process

Prior to submitting a resource request, you must create an account with CalOES Salesforce System located here: [Sign-up page](#).

**REGARDLESS OF WHAT ORGANIZATION YOU REPRESENT, YOU MUST REGISTER YOUR "ENTITY TYPE" AS NON-GOVERNMENTAL AND THE "NON-GOVERNMENTAL ENTITY TYPE" AS HEALTH CARE FACILITY. IF YOU DO NOT HAVE A FACILITY ID, ENTER NA or 0.**

- A tutorial on how to create an account can be viewed here: [Salesforce Portal Self-Registration](#)
- For technical assistance contact [Salesforce.support@caloes.ca.gov](mailto:Salesforce.support@caloes.ca.gov)
- MHOAC cannot assist with account issues
- Account approval can take up to 48 hours
- If you supply multiple locations, each one of those locations MUST have their own account

Once your account is approved, you can request supplies by logging in here: [Salesforce Login](#)

You must attempt to purchase supplies through a vendor prior to submitting a resource request.

You must complete EVERY SECTION of the form or your order will be rejected.

- Only submit one request at a time and include each requested item as their own line item. A tutorial on how to place an order can be viewed here: [Salesforce Log in and Order Creation](#)

For technical assistance contact [Salesforce.support@caloes.ca.gov](mailto:Salesforce.support@caloes.ca.gov)

- Order approval can take up to 48 hours.

### Recommendations for Medical-Health Resource Requests

#### **Priority of Requests:**

- "Emergent" requests should only be used for situations when a requestor will have to stop or severely limit services if the resource is not fulfilled within 12 hours.

**PPE resource requests should include the following information:**

- **“Describe Mission/Tasks”**
  - How long are requested quantities expected to last?
  - How will the PPE be used (clinical care, support services, etc.)?
  - How many persons is the PPE for?
  
- **“Actions Taken on This Request So Far”**
  - What is the current burn rate for the PPE you are requesting?
  - How much of the requested PPE do you currently have on hand?
  - What actions has your organization taken to procure the requested PPE on its own? Requestor may be asked to provide proof of inability to order from MORE than 1 vendor.

The following are generally NOT appropriate justifications, by themselves, for elevating a resource request:

- Cost of PPE (suspected price gouging should be reported to the proper authorities)
- Backorder or allocations from usual vendors

Providers experiencing backorders and allocations from normal vendors are expected to search for new vendors that can meet their needs to sustain their operations. Numerous new vendors of PPE can easily be found by searching the internet. Unexpected delays from normal distributors may result in an immediate need that needs to be addressed.

**Product preference**

- Providers are expected to use alternate product styles that are available from commercial vendors
- If requesting resources from the region and state, the provider should be prepared to accept alternate styles than their normal preferred product
- If no alternates are appropriate, the requestor should provide clinical or regulatory reasons why they are unable to use alternates

Once you have submitted the resource request, your order will show approved in your account.

If being filled by the County, you will be contacted to arrange a day/time for pick-up at 1600 Los Gamos Dr (Lobby C).

If the order is being filled by the State, it will be shipped to you directly (be sure to account for processing and shipping times).