ReddiNet Resource Request

Step by Step guide for Dental Facilities
Log into ReddiNet
Click Resource Request tab

IMPORTANT: Please do not click other tabs in ReddiNet, as it may send out County/Region wide alerts to many, many people
After you are in “Resource Requests”, ensure you are in “COVID-19 tab”
Click New Resource Request
You are now directed into the Resource Request form. Ensure you are in “COVID-19” under incident name.
Please ensure this information is correct, as we may need this information to follow up with your request.

- Phone number should be **direct cell number**, not desk line.
<table>
<thead>
<tr>
<th>Questions</th>
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<tbody>
<tr>
<td>1. Amount of item on hand.</td>
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<td>2. Two-week item burn rate.</td>
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<tr>
<td>3. Number of appointments scheduled for next two weeks.</td>
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<td>4. Number of staff involved in performing patient procedures.</td>
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<td>5. Does your facility perform any procedures that carry a risk of</td>
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<td>aerosolization of the virus? If so, what types?</td>
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<td>6. Describe your current ration protocol.</td>
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<td>7. Has EMS received proof of inability to obtain this item (i.e. purchase</td>
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<td>order with notice of delay or inability to fill)?</td>
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<td>*Please note we will not process your request until proof has been given.</td>
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</table>

Please address these questions in “Describe Mission/Tasks”

- Please ensure this information is correct, as we may need this information to follow up with your request.
- See the example on next page for guidance on formatting.
1. 50 N95 masks; 2. 10 N95 masks/week; 3. 10 appointments in next 2 weeks; 4. No; 5. 1 N95 mask per staff, surgical mask over N95 to extend usage; 6. Yes, emailed Amazon invoice

**Example: “Describe Mission/Tasks”**

- Please ensure this information is correct, as we may need this information to follow up with your request.
- Be as concise as possible, as there is a **500 character count limit and please include a semi-colon after each question “;”** because ReddiNet will format this information into a single line.
- If we need any clarification on this information, we will follow up.
Select the appropriate "Order Type".

- Please ensure this information is correct, as we may need this information to follow up with your request.
**Priority**

- **Sustainment**: Low priority
- **Emergent**: <12 hours
- **Urgent**: >12 hours
Describe item being requested as concisely as possible while including as much detail as you can.

If possible, include link to webpage or supporting documentation that describes the exact resource you need.
Quantity

- **IMPORTANT**: Please note this quantity in individual units (eaches); we will cancel requests in units of boxes, cartons, etc.
- This quantity should equal the **amount you need for a one-week timeframe only**.
Command/Management Review

- Complete checklist of 3 requirements
- Name: Incident Commander first and last name
- Position: "Incident Commander"
- Command review: "Complete"
  - *This verifies that Incident Command has authorized this resource request*
Form is complete

- You are ready to Submit! Press the Submit button in the lower right corner.
Select Messages Tab
Select New Message
To choose message recipients, select “To” and highlight San Mateo County EMS Agency.
In the messaging title, list your Resource Request number and agency. Mark message as urgent.
Click on Attachments and attach proof you were unable to obtain PPE (ie purchase order showing delay/cancellation in receiving items)
Click on Attachments and attach proof you were unable to obtain PPE (i.e. purchase order showing delay/cancellation in receiving items)
If you have trouble accessing ReddiNet or submitting the Resource Request form, contact the 24-hour ReddiNet Support line at (800)440-7808