



# San Joaquin County

## Emergency Medical Services Agency




<http://www.sjgov.org/ems>

Mailing Address  
PO Box 1020  
Stockton, CA 95201

### Policy Memorandum No. 2009-02

DATE: January 5, 2009

TO: Emergency Ambulance Service Providers  
Non-emergency Ambulance Service Providers  
Hospital Liaisons  
Accredited Paramedics and MICNs

FROM:  Richard N. Buys, M.D., Medical Director  
Dan Burch, EMS Administrator

SUBJ.: Emergency and Non-Emergency Patient Definitions

Health Care Services Complex  
Benton Hall  
500 W. Hospital Rd.  
French Camp, CA 95231

Phone Number  
(209) 468-6818

Fax Number  
(209) 468-6725

The purpose of this policy memo is to clarify when a non-emergency ambulance provider must refer a patient transport to the holder of the exclusive emergency ambulance contract.

The holder of an exclusive emergency ambulance contract is entitled to all emergency transports from their service area. An emergency transport includes all transports to a hospital without an accepting physician and valid inter-facility transfer order.

All requests for ambulance service originating in an exclusive ambulance zone shall be referred to the holder of an exclusive emergency ambulance contract as follows:

- A. Requests made in response to 9-1-1/Public Service Answering Point (PSAP) requests.
- B. Requests made in response to requests for immediate ambulance service transmitted through an authorized 9-1-1/PSAP.
- C. Requests made in response to requests for emergency ambulance service made directly to the ambulance service from a private telephone call without going through an authorized 9-1-1/PSAP.
- D. Any other request for service requiring an emergency ground ambulance response, as defined by the County's policies and procedures, including EMS Policy No. 3202, Medical Priority Dispatch System Response and Mode Assignments for Cards 1-32.
- E. Requests for transport to an emergency department without a written transfer order and/or without an accepting physician.

If non-emergency ambulance personnel make patient contact and the patient's condition requires immediate advanced life support or basic life support intervention on scene then non-emergency ambulance personnel shall: 1) initiate care in accordance with EMS treatment protocols; 2) request an emergency ambulance to respond to the scene; and 3) contact the San Joaquin County base hospital for direction on whether to initiate transport or wait for the emergency ambulance provider to arrive on scene. In each such instance the non-emergency ambulance provider is required to submit an Unusual Occurrence Report (EMS Form 6002) to the EMS Agency.