



TITLE: PSAP EMS CALL TRANSFER GUIDELINES FOR EMS CALL SCREENING BY
PRIMARY PUBLIC SAFETY ANSWERING POINTS

EMS Policy No. **3001**

PURPOSE: The purpose of this policy is to provide direction and guidelines to primary public safety answering point (PSAP) personnel in San Joaquin County ~~to~~ determine the correct routing of 9-1-1 EMS call transfers to the appropriate EMS call processing ~~County designated emergency medical services (EMS) dispatch~~ center.

AUTHORITY: Health and Safety Code, Division 2.5, ~~Sections §1797.220, § & 1797.223, and §1798.8, Gov. Code §53100.5 and §53110.4~~

POLICY:

~~There are two (2) secondary PSAP's that provide EMS call processing in San Joaquin County. All PSAP's in San Joaquin County shall transfer EMS 911 calls to the appropriate EMS call processing center for a rapid, coordinated, and effective EMS response. LIFECOM dispatch center, approved by the State of California as secondary PSAP to receive the direct transfer of 9-1-1 calls, is the designated EMS dispatch center for all of San Joaquin County.~~

PROCEDURE:

- I. When a PSAP in San Joaquin County receives a request for a medical emergency or EMS they shall immediately transfer the live caller to the appropriate Secondary PSAP for EMS call processing and medical pre arrival instructions.
- ~~I. 9-1-1 medical emergencies or EMS calls received in the cities of Lodi, Stockton, Manteca, Lathrop, Mountain House, and the South San Joaquin County Fire Authority district shall be transferred to the Stockton Fire Regional Dispatch Center. Primary PSAPs are directed to transfer all EMS 9-1-1 calls originating within San Joaquin County to LIFECOM effective 0800 hours on May 1, 2006. Emergency medical dispatchers at LIFECOM shall interrogate callers using an EMS Agency approved medical priority reference system. LIFECOM is responsible for dispatching or notifying required agencies and resources of each EMS call including but not limited to ambulance, fire-rescue, law enforcement, air ambulance and hazmat.~~
- II. 9-1-1 medical emergencies or EMS calls received in all other districts, jurisdictions, and unincorporated areas of San Joaquin County shall be transferred to the designated emergency ambulance dispatch center. Valley

Effective: July 1, 2026~~April 21, 2006~~

Revised: _____

Supersedes: April 21, 2006

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Approved: _____
Medical Director

EMS Administrator



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Regional Emergency Communications Center (VRECC).

~~Motor vehicle collisions are the most common EMS incident involving all call types: law enforcement, fire-rescue, and EMS. Primary PSAP personnel may use the following guidelines in determining the correct secondary PSAP to transfer the live 9-1-1 caller reporting a motor vehicle collision:~~

~~Motor vehicle collision without injuries or unknown injuries — route to California Highway Patrol (CHP) or appropriate local law enforcement.~~

~~Motor vehicle collision with injuries — route to LIFECOM.~~

~~Motor vehicle collision with injuries and possible extrication — route to LIFECOM.~~

~~Motor vehicle collision with injuries and fire — route to appropriate fire dispatch center.~~

~~Motor vehicle collision with injuries and hazardous material involvement — route to appropriate fire dispatch center.~~

~~In general primary PSAPs should transfer 9-1-1 EMS calls involving a threat of fire, hazmat or explosion to the appropriate secondary PSAP for fire dispatch. The secondary PSAP for fire dispatch would then be responsible for notifying LIFECOM if ambulance, air ambulance or other medical resources are needed.~~

~~Refer to Appendix 3001A PSAP Call Type Flow Sheet for specific examples that can be used in distinguishing between EMS and fire call types.~~

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