

## Level of Service Matrix for San Joaquin County

Medication / Procedure	BLS	ALS
<b>Airway &amp; Breathing Management</b>		
Respiratory assistance with Bag Valve Mask (BVM)	Yes	Yes
Oxygen via mask or cannula	Yes	Yes
Tracheostomy, shallow suctioning (proximal carina)	Yes	Yes
Ventilator - Management of vent by patient or attendant	Yes	Yes
Ventilator - <b>SIMV</b> mode - Resp Rate 8-24, FiO2 70-100%, PEEP 5-8	No	Yes
Ventilator - CPAP - PEEP max 10, Pressure Support max 10	No	Yes
<b>Vascular Access</b>		
Central IV line in place	No	Yes
Peripheal IV maintained with mechanical pump	No	Yes
IV Fluids (5 or 10% Dextrose, saline, Ringer's Lactate), TKO	Yes	Yes
Peripheal IV infusing Heparin, Magnesium Sulfate, Nitroglycerin, Potassium	No	Yes
<b>Monitoring</b>		
Cardiac Monitoring	No	Yes
Pulse Oximetry	Yes	Yes
<b>Miscellaneous</b>		
Chest Tube - Clamped/gravity/water seal	Yes	Yes
Tubes / Catheter - Foley, Orogastric (OG), Nasogastric (NG)	Yes	Yes
For ALS Transfer -- Heparin max conc. 100u/mL - no max infusion rate		
For ALS Transfer -- Nitroglycerin concentration either 25mg/250ml or 50mg/250ml		
For ALS Transfer -- Potassium max conc. 40mEq/mL - max infusion rate 10mEq/mL		
For ALS Transfer -- Magnesium Sulfate - max infusion rate 2g/hr		

Use of CCT level of service should **ONLY** be used if the above treatment options are not sufficient for the patient needs.

### CCT level of service frequent treatment / skill:

Medications (vasactive, antiarrhythmic, paralytic and or anticoagulant), blood products, TPN, and or monitoring of (arterial line, temporary pacemaker, chest tube to suction, open central line, EVD / Intra cranial pressure line), deep suctioning of tracheostomy, and or Ventilator settings (AC, PRVC, APRV, Timed, PC, Spontaneous and BiPAP).



## **EMS INTERFACILITY (IFT) TRANSPORT REFERENCE GUIDE FOR ACUTE CARE HOSPITALS**

*May 2026*

**EMS Duty Officer Notification 24 hour a day  
209-943-2029**

San Joaquin County Emergency Medical Services Agency  
PO Box 220, French Camp, CA 95231  
(209) 468-6818 [www.sjgov.org/department/ems](http://www.sjgov.org/department/ems)

# 2026 Updates

## EMERGENCY Transfers

CENCAL Fire and EMS Authority is the new exclusive emergency transport provider in ambulance zone X and Y covering Lodi, Stockton, Tracy, and surrounding areas.

CENCAL shall provide “Emergency” **also known as lights and sirens** Advanced Life Support (ALS) Transfers in zones X and Y.

Manteca District Ambulance (MDA) shall provide “Emergency” **also known as lights and sirens** ALS Transfers in zones D, covering Manteca.

For all Emergency Transfer requests contact Stockton Regional Ambulance Dispatch Center at **(209) 943-2028**.

What defines an “Emergency Transfer”:

- Patients that need immediate transport from an acute care facility originating in San Joaquin County to a higher level of care facility (i.e., STEMI, Trauma).
- Response time of ambulance providers for all Emergency Transfer requests is ten (10) minutes from time of request.
- Hospitals requesting Emergency Transfers should have the patient packaged and ready for immediate transport upon arrival of EMS personnel.

SJCEMSA Website - [www.sjgov.org/department/ems](http://www.sjgov.org/department/ems)

**Please routinely monitor the SJCEMSA website for the most recent provider level of service updates.**

HELPFUL TIPS:

1. All other transfers that are not “Emergency Transfers” are considered **Inter-facility Transfers (IFT)**.
2. IFTs are **“SCHEDULED”** and will be coordinated through originating hospitals and their contracted non-emergency ambulance providers, see list on following page for SJCEMSA permitted Non-emergency ambulance providers.
3. Previous terms used that mean “Scheduled” are urgent, immediate, and emergent.

# Inter-facility Transfers (IFT)

Ground Ambulance Providers	BLS	ALS	NTL	CCT
<b>CENCAL Fire and EMS Authority</b> Dispatch: (209) 943-2028	X	X		
<b>American Medical Response</b> Transfer Phone: (800) 913-9113	X	X	X	X
<b>Escalon Community Ambulance</b> Business Phone: (209) 838-3264	X	X		
<b>Manteca District Ambulance Service</b> Business Phone: (209) 823-1032	X	X		
<b>Ripon Consolidated Fire District</b> Business Phone: (209) 599-4209	X	X		
<b>Citizens Medical Response, LLC</b> Business Phone: (800) 400-1248	X			
<b>NORCAL Ambulance</b> Business Phone: (916) 860-7900	X	X	X	X
<b>Protransport-1, LLC</b> Dispatch: (800) 650-4003	X			X
<b>Amwest Ambulance</b> Business Phone: (866) 925-2777	X	X		X
<b>Bay Medic Transportation</b> Dispatch: (916) 381-9000	X	X		X
<b>AlphaOne Ambulance Medical Services</b> Business Phone: (916) 635-2011	X	X	X	X

Air Ambulance Providers	BLS	ALS	CCT
<b>CALSTAR</b> Transfer Phone: (800) 252-5050	X	X	X
<b>REACH</b> Transfer Phone: (800) 338-4045	X	X	X
<b>Stanford Life Flight</b> Transfer Phone: (800) 321-7828	X	X	X

### Level of Service:

- Basic Life Support (**BLS**) - EMT attendant - EMT driver.
- Advanced Life Support (**ALS**) - Paramedic attendant - EMT driver.
- Critical Care Transport (**CCT**) - Registered nurse attendant - EMT driver