

Memorandum

DATE: October 7, 2025

TO: All Prehospital Personnel and Providers

FROM: Jared Bagwell, EMS Director
Katherine Shafer, M.D., EMS Medical Director

SUBJ.: Dispatcher notification of Temporary CCT and SCT Authorization

The purpose of this memo is to advise all dispatchers, that until further notice, the San Joaquin County Emergency Medical Service Agency (SJCEMSA) is temporarily granting authorization to additional Critical Care Transport (CCT) and Specialty Care Transport (SCT) providers within the Zone X Exclusive Operating Area (EOA).

Currently, interfacility transfers from acute-to-acute facilities within Zone X are exclusive to American Medical Response (AMR) and Reach Air Medical. Although AMR's CCT services continue to be available, Reach Air Medical will not be operational.

Until further notice, the following companies are authorized to conduct ground-based CCT/SCT services in Zone X for acute-to-acute and acute-to-sub-acute transport:

- American Medical Response (AMR)
- Reach Crew by ground ambulance
- Alpha One
- AMWest
- Norcal
- Bay Medic
- Pro Transport

Vallery regional Emergency Communications Center (VRECC) will still be the point of contact for ordering CCT and SCT service. Please follow your standard operating procedure when AMR CCT is not available.

For scene calls within San Joaquin County, SJCEMSA is temporarily authorizing Petroleum Helicopters International (PHI) Air Medical to provide services until further notice. Please note that the PHI helicopter will be based in Modesto, CA, which may result in an extended response time.

For any questions, please contact Matthew Esposito at mesposito@sjgov.org or (209)468-6818