

Memorandum 2025-03

DATE: October 7, 2025

TO: All Prehospital Personnel and Providers

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

SUBJ.: Temporary CCT and SCT Authorization

The San Joaquin County Emergency Medical Services Agency (SJCEMSA) has been notified of a temporary disruption in flight-based Critical Care Transport (CCT) services and scene flight responses within San Joaquin County.

Interfacility Transfers

This memorandum serves to inform system participants of the temporary authorization granted 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:

1. American Medical Response (AMR)
2. Alpha One
3. AMWest
4. Norcal
5. Bay Medic
6. Pro Transport

Please proceed with requesting CCT or SCT services through the Valley Regional Emergency Communication Center (VRECC) at 1-800-913-9113. Additional providers will be contacted by VRECC if AMR CCT services are unavailable.

Scene Calls

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

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As we at the SJCEMSA stand together with all EMS system participants, we send our heartfelt wishes for a safe recovery to the Reach 50 crew. Let us take a moment to reflect on the challenges of EMS and the strategies we use to keep ourselves safe. It is important that each one of us returns home safely to our families.