



**EMERGENCY MEDICAL SERVICES AGENCY**

Jared Bagwell, Director

Dr. Katherine Shafer MD, EMS Medical Director

**Memorandum**

DATE: April 15, 2026

TO: All Prehospital Personnel and Providers

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

Initial  
KS

JB

SUBJ.: Correct patient information for IFT

The San Joaquin County Emergency Medical Services Agency (SJCEMSA) has identified safety concerns arising when EMS crews arrive at emergency departments with only a room number and no patient name for interfacility transfers. This practice complicates patient processing, causes confusion and delays, and can compromise care.

In documented cases, EMS personnel failed to use available Computer-Aided Dispatch (CAD) notes to confirm patient identity before arrival. All EMS crews are expected to review CAD notes and relevant documentation to ensure they have the patient's full name in advance.

Arriving without a patient's name poses serious risks, including transporting the wrong patient, delays, medical errors, and breaches of confidentiality. All EMS personnel **shall** obtain and verify the patient's name and other identifiers before arriving for transfer. This **shall** be performed for all interfacility transfers (IFT), including transfers from the emergency department, skilled nursing facilities, dialysis centers or any time in which patient care is transferred from one health care provider to another.

Strict adherence to this prevents errors, supports effective communication between EMS teams and hospital staff, and upholds patient safety. SJCEMSA mandates that EMS crews confirm patient identity prior to transfer to guarantee safe and accurate interfacility transports.

If you have any questions, please contact Matthew R. Esposito at [mesposito@sjgov.org](mailto:mesposito@sjgov.org) or (209)468-6818.