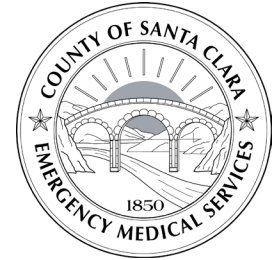


**County of Santa Clara
Emergency Medical Services System**



Emergency Medical Services Agency
700 Empey Way
San Jose, CA 95126
408.794.0600 voice | www.sccemsagency.org
www.facebook.com/SantaClaraCountyEMS

Date: November 30, 2023
To: EMS System Stakeholders
From: John Blain, EMS Specialist
Copy: Ken Miller, MD, PhD, EMS Medical Director
Jackie Lowther, RN, MSN, MBA, EMS Director
Subject: Prehospital Care Policy 614 and 614, Schedule A Revisions

Consistent with *Santa Clara County Emergency Medical Services Prehospital Care Policy 109 - Policy Development and Implementation*, the EMS Agency announces two administrative prehospital care policy revisions. The policy revisions provide terminology updates, removes redundant directives, and simplifies the post-transport quality assurance process. The revision also coincides with the NEMSIS 3.5 ePCR update. Please distribute to appropriate personnel.

Summary of Revisions

Policy Name/Effective Date	Description of Change
<p>614: Fire Department Emergency Ambulance Use in the County EOA Effective: December 6, 2023</p>	<p>Revisions:</p> <ul style="list-style-type: none"> • Section III(A)(1): added “immediate (load and go) language and removed ETA requirement. • Section III(A)(6): changed language from Major Trauma Victim to Trauma Alert. • Section III(A)(7): removed entire subsection as it was redundant to Section III(A)(1). • Section IV(A)(1): removed entire subsection because requesting ETAs are no longer required. • Section IV(A)(2): changed to Section IV(A)(1): added language to require fire department ambulances status their arrival at scene. • Section V(A): changed language stipulating completion of paper form to completion of ePCR worksheet. • Section V(B): removed entire subsection. Schedule A worksheet will be embedded into the ePCRs of fire departments authorized to transport within and from the County’s EOA.

614, Schedule A: Fire Department Emergency Ambulance Use Effective: December 6, 2023	Revisions: <ul style="list-style-type: none">• Schedule A (paper form) will be deleted.• A worksheet will be integrated into the electronic patient care record for those fire departments authorized to transport within and from the County's EOA. Worksheet will simplify the post-transport quality assurance process.
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If you should have any questions or concerns regarding this memorandum, please contact me by email at john.blain@ems.sccgov.org.

Attachments

- Policy 614: Fire Department Emergency Ambulance Use in the County EOA (redline version)
- Policy 614: Fire Department Emergency Ambulance Use in the County EOA (final version)
- EMS Data System Updates Bulletin on Policy 614-Schedule-A ePCR Worksheet



FIRE DEPARTMENT EMERGENCY AMBULANCE USE IN THE COUNTY EOA

Effective: ~~September 15, 2022~~ December 6, 2023
Replaces: ~~October 3, 2017~~ September 15, 2022

I. Purpose

The purpose of this policy is to establish and identify field response utilization criteria for the use of fire department emergency ambulances in the Santa Clara County and the Palo Alto Exclusive Operating Areas (EOA).

Adherence to the detailed provisions required for authorization of fire department emergency ambulances is the responsibility of the County and fire department providing services, not the field providers. This policy is intended to provide only the operational information necessary for field providers working with fire department emergency ambulances.

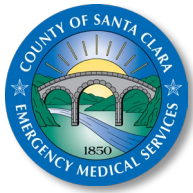
II. Applicability

- A. Fire Department Emergency Ambulances authorized within the Palo Alto Exclusive Operating Area are not subject to the provisions of this Policy.
- B. Fire Department Emergency Ambulances authorized within the Santa Clara County EOA are not intended to provide routine transport services. They are intended to serve as an additional transport resource during times when the County's contracted ambulance provider is delayed as identified in this Policy.

III. Authorized Fire Department Emergency Ambulance Transports

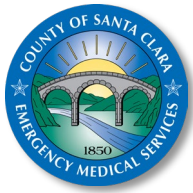
When the following criteria are met, patients may be transported by fire department emergency ambulances:

- A. Fire departments may transport patients if their authorized emergency ambulance is on the scene and the patient presents with the need for immediate life-saving transportation (with red lights and sirens, RLS) for conditions such as:
 - 1. The patient needs immediate (load and go) RLS transport to the hospital and the County EOA ambulance has not arrived on the scene ~~within eighteen (18) minutes~~, or
 - 2. Cardiac or respiratory arrest, or
 - 3. Uncontrollable airway/inability to ventilate, or



4. Patient Meets STEMI Alert Criteria, or
5. Patient Meets Stroke Alert Criteria, or
6. Patient Meets ~~Major-Trauma~~ AlertVictim Criteria, or
7. ~~If the patient needs immediate transportation, after appropriate on-scene care and/or assessments due to a condition that will only benefit from immediate transport.~~

- B. The County may authorize fire department emergency ambulance transport in the following conditions:
1. When authorized by the EMS Duty Chief regardless of circumstance. The EMS Duty Chief may designate authority for authorization to the County EOA EMS Field Supervisor.
 2. When authorized by the County EOA EMS Supervisor during a multiple casualty incident plan (MCIP) Level 2 activation or greater, or when the EOA ambulance has mechanically failed on the scene or enroute to a call.
- C. Authorized fire departments shall respond to requests by the County in the following circumstances:
1. Standard Dispatch Order #10 is implemented.
 2. Standard Dispatch Order #11 is implemented.
 3. Standard Dispatch Order #12 is implemented.
 4. Standard Dispatch Order #3 is implemented.
 5. Standard Dispatch Order #13 is implemented.
- D. Authorized fire department emergency ambulances may respond to requests by the County in the following circumstances:
1. Requests for out-of-County Medical-Health Mutual Aid.
 2. Requests for specialized resource within the County.



IV. Operations Considerations

A. Communications

~~1. On scene fire department personnel (which may include the fire departments dispatch center) shall be responsible for requesting the estimated time of arrival (ETA) of the County EOA ambulance prior to initiating patient transport.~~

2.1. Once the decision to transport has been made, fire department emergency ambulance personnel shall notify County Communications on the County designated radio channel of its "arrival at scene". The fire department ambulance shall assess hospital availability prior to transport and then continue to status with County Communications to include "transporting," "arrived at destination," and "available."

3.2. Fire department emergency ambulance personnel shall adhere to all applicable policies related to hospital communication and notification.

B. Scene Considerations

A patient meeting the criteria identified in Section III is secured to the ambulance gurney and the County EOA ambulance arrives on the scene, the fire department emergency ambulance shall transport.

V. Reporting

A. ~~Following transport, On scene~~ fire department emergency ambulance personnel shall complete the Santa Clara County Prehospital Care Policy # 614, Schedule A worksheet contained within the County's electronic patient care record; ~~Fire Department Emergency Ambulance Use, immediately following the transport.~~

B. ~~Santa Clara County Prehospital Care Policy # 614: Schedule A: Fire Department Emergency Ambulance Use will be reviewed by the Agency's assigned EMS Program Manager and then routed to the County Contract Manager within ten (10) business days of the transport.~~



FIRE DEPARTMENT EMERGENCY AMBULANCE USE IN THE COUNTY EOA

Effective: December 6, 2023
Replaces: September 15, 2022

I. Purpose

The purpose of this policy is to establish and identify field response utilization criteria for the use of fire department emergency ambulances in the Santa Clara County and the Palo Alto Exclusive Operating Areas (EOA).

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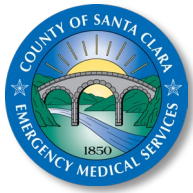
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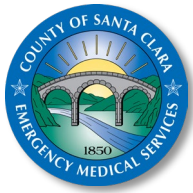
III. Authorized Fire Department Emergency Ambulance Transports

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 - 2. Cardiac or respiratory arrest, or
 - 3. Uncontrollable airway/inability to ventilate, or



4. Patient Meets STEMI Alert Criteria, or
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1. When authorized by the EMS Duty Chief regardless of circumstance. The EMS Duty Chief may designate authority for authorization to the County EOA EMS Field Supervisor.
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IV. Operations Considerations

A. Communications

1. Once the decision to transport has been made, fire department emergency ambulance personnel shall notify County Communications on the County designated radio channel of its "arrival at scene". The fire department ambulance shall assess hospital availability prior to transport and then continue to status with County Communications to include "transporting," "arrived at destination," and "available."
2. Fire department emergency ambulance personnel shall adhere to all applicable policies related to hospital communication and notification.

B. Scene Considerations

A patient meeting the criteria identified in Section III is secured to the ambulance gurney and the County EOA ambulance arrives on the scene, the fire department emergency ambulance shall transport.

V. Reporting

- A. Following transport, fire department emergency ambulance personnel shall complete the Policy # 614, Schedule A worksheet contained within the County's electronic patient care record.



EMS DATA SYSTEM

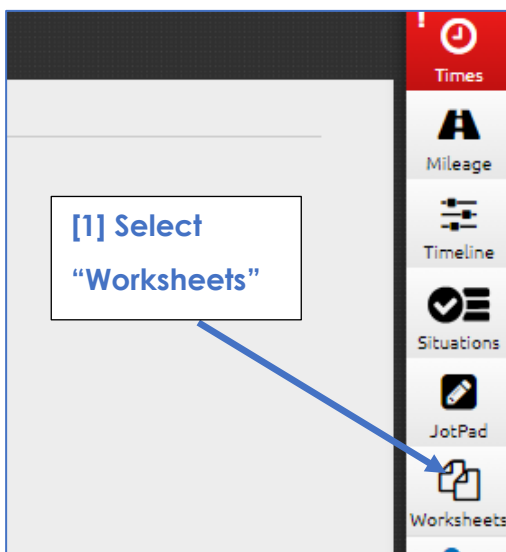
November 30, 2023

Updates Bulletin

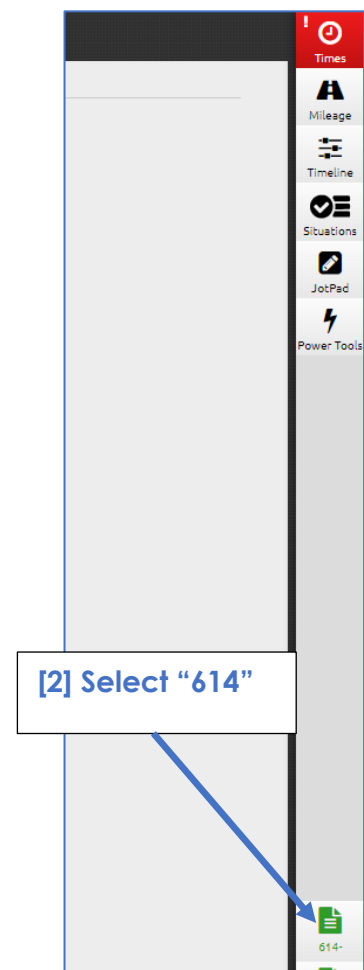
[“New” 614 Schedule-A Worksheet for Fire Department Emergency Ambulance Use in the County EOA \[Gilroy Fire, Milpitas Fire, Morgan Hill Fire, San Jose Fire & Santa Clara Fire\]](#)

On December 6, 2023, a new Policy 614, Schedule A worksheet will appear in the ImageTrend Elite ePCR solution. The worksheet was developed for fire departments (Gilroy, Milpitas, Morgan Hill, San Jose and Santa Clara) authorized to transport in the County EOA. The worksheet is replacing the Policy 614, Schedule A post-transport utilization review form. Completion of the worksheet will only be required when one of those departments’ emergency ambulance transports a patient. No other fire department or ambulance service is required to use the worksheet. The worksheet is to be completed at the conclusion of the transport.

[1] To access the Policy 614, Schedule A worksheet, select “Worksheets”:



[2] Then select "614":



[3] The 614 worksheet will open:

The screenshot displays the '614-Schedule-A' worksheet interface. At the top, there are fields for 'Crew Member', 'Date' (11/29/2023), and 'Time' (17:10). Below this is a navigation bar with 'OK', 'Cancel', and 'Delete' buttons. The main form area is divided into several sections:

- Agency Name - eResponse.02:** A text field containing 'TRN - XYZ Fire and Rescue'.
- ! Call Sign:** A red-bordered empty text field.
- ! Fire Incident # - eResponse.03:** A red-bordered empty text field.
- EMS Response # - eResponse.04:** A text field with a dropdown arrow.
- Transport Time - eTimes.09:** A wide text field with a dropdown arrow.

Below these fields is a section titled 'Policy 614 - Schedule A' with a sub-header: 'The transporting paramedic shall select which one of the following criteria was used to make a transportation determination.' This section contains several criteria boxes:

- Fire Department Initiated Transport:** Includes criteria (I.I.A.1) Patient needs immediate BLS transport to hospital and the County Ambulance has not arrived; (I.I.A.2) Cardiac or respiratory arrest; (I.I.A.3) Uncontrollable airway or needs to ventilate; (I.I.A.4) STEMI Alert; (I.I.A.5) Stroke Alert; (I.I.A.6) Trauma Alert; and N/A.
- County Authorized Transport:** Includes criteria (I.I.B.1) County EMS Duty Chief; (I.I.B.2) County Emergency Ambulance Staff Field; MCI Level 2 or greater; EDA Ambulance mechanical failure; and N/A.
- Standard Dispatch Order (SDO) in effect:** Includes criteria (I.I.C.1) Standard Dispatch Order (SDO) #10; (I.I.C.2) Standard Dispatch Order (SDO) #11; (I.I.C.3) Standard Dispatch Order (SDO) #12; (I.I.C.4) Standard Dispatch Order (SDO) #13; (I.I.C.5) Standard Dispatch Order (SDO) #14; and N/A.
- County EMS Requests:** Includes criteria (I.I.D.1) Out of County Medical Health Mutual Aid; (I.I.D.2) Use w/for Specialized Resource; and N/A.

At the bottom, there is an 'Additional Comments:' text field and a 'Crew Member Completing this Report - eOther.05' text field.

[4] The transport paramedic will fill in the blank fields if they have not been populated through the prior completion of the ePCR.

This is a close-up view of the form fields from the previous screenshot. It shows the following elements:

- Agency Name - eResponse.02:** A text field with the value 'TRN - XYZ Fire and Rescue'.
- ! Call Sign:** A red-bordered empty text field.
- ! Fire Incident # - eResponse.03:** A red-bordered empty text field.
- EMS Response # - eResponse.04:** A text field with a dropdown arrow.
- Transport Time - eTimes.09:** A wide text field with a dropdown arrow.

[5] The transport paramedic will review each row and then select the appropriate disposition in each row. If the transport criteria did not pertain to the decision to transport, the paramedic will select “N/A” in that row. If there was information pertinent to the decision to transport, but not identified in one of the seventeen (17) available buttons, the transport paramedic will document the reason to transport in the “Additional Comments” field.

Policy 614 - Schedule A

The transporting paramedic shall select which one of the following criteria was used to make a transportation determination:

Fire Department Initiated Transport:	(III.A.1) Patient needs immediate RLS transport to hospital and the County Ambulance has not arrived?	(III.A.2) Cardiac or respiratory arrest?	(III.A.3) Uncontrollable airway or inability to ventilate?	(III.A.4) STEMI Alert?	(III.A.5) Stroke Alert?	(III.A.6) Trauma Alert?	N/A
County Authorized Transport:	(III.B.1) County EMS Duty Chief?	(III.B.2) County Emergency Ambulance EMS Field	MCI Level 2 or greater?	EOA Ambulance mechanical failure?	N/A		
Standard Dispatch Order (SDO) in effect:	(III.C.1) Standard Dispatch Order (SDO) #10?	(III.C.2) Standard Dispatch Order (SDO) #11?	(III.C.3) Standard Dispatch Order (SDO) #12?	(III.C.4) Standard Dispatch Order (SDO) #3?	(III.C.5) Standard Dispatch Order (SDO) #13?	N/A	
County EMS Requests:	(III.D.1) Out of County Medical-Health Mutual Aid?	(III.D.2) Use as/for Specialized Resource?	N/A				

Additional Comments:

[6] The transport paramedic will complete the “Crew Member Completing this Report” field.

Crew Member Completing this Report - eOther.08

[7] Remember to post frequently when completing the ePCR and 614 worksheet.

If you have any questions, concerns, comments, or troubleshooting needs, please contact Christopher.Duncan@ems.sccgov.org.