

SAN FRANCISCO EMERGENCY MEDICAL SERVICES AGENCY

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GLOSSARY

Term	Definition
800 MegaHertz (MHz)	The band of frequencies dedicated by the Federal Communications Commission for local, district, and state government agencies. In this Policy Manual, the term refers specifically to the radio system used by the City and County of San Francisco.
ABC's	Airway, Breathing, and Circulation
Abbreviated Injury Scale (AIS)	"Abbreviated Injury Scale" is an anatomic severity scoring system. For the purposes of data sharing, the standard to be followed is AIS 90. For the purpose of volume performance measurement auditing, the standard to be followed is AIS 90, using AIS code derived or computer derived scoring.
Acute Care Facility or Acute Care Hospital	A facility licensed by the State Department of Health Services as a general acute care hospital.
ACS	Auxiliary Communications Service
Advanced Cardiac Life Support (ACLS)	A specific protocol or methodology for cardiac patients published by a recognized panel or association of experts in the field of cardiology, such as the American Heart Association's ACLS guidelines.
Advanced Life Support (ALS)	Medical care in the treatment of prehospital or interfacility transport patients as defined in Title 22 under Paramedic Scope of Practice. Also refers to the capabilities of a crew configuration containing at least 1 EMT-P, a vehicle equipped appropriately and staffed by at least 1 EMT-P, or an individual who is a licensed EMT-P.
Medical Priority Dispatch System (MPDS)	A proprietary emergency medical dispatch system owned by Medical Priority Consultants, Inc [®] . It is a method of triaging and categorizing calls that is required by the EMS Agency for permitted ambulance providers in San Francisco. Characteristics of this system include: systematized caller interrogation questions, systematized pre-arrival instructions, and protocols that match the dispatchers evaluation of injury or illness severity with vehicle response mode and configuration (a.k.a., Clausen Method).
Automated External Defibrillator (AED)	An external defibrillator capable of cardiac rhythm analysis which will charge and, with or without further operator action, deliver a shock after electronically detecting and assessing ventricular fibrillation or ventricular tachycardia. These devices are known as semi or fully automatic defibrillators.
Air Ambulance	Any aircraft specifically constructed, modified, or equipped, and used for the primary purpose of responding to emergency medical calls and transporting critically ill patients whose flight crew has, at a minimum, two attendants certified or licensed to perform Advanced Life Support.
ALS Contact	For the purposes of an EMT-P evaluation or remediation: any call in which the candidate or intern provides ALS level intervention or assessment (except cardiac monitoring) as the primary care provider from their arrival on scene and throughout transport or other disposition of the patient.
ALS First Response Services	The provision of ALS services provided in a non-patient-transporting vehicle by an authorized ALS provider pursuant to a Paramedic Service Provider MOU consistent with State law and EMS Agency policies and procedures.
ALS Ground Ambulance Services	The provision of ALS services provided in an ambulance by an authorized ALS Provider pursuant to a EMT-P Service Provider MOU consistent with State law and EMS Agency policies and procedures.

ALS Optional Scope of Practice	ALS treatments, procedures, and/or pharmaceutical agents approved for local optional scope of practice for EMT-Ps accredited by the San Francisco EMS Agency and on duty with a San Francisco EMS Agency permitted ALS Provider.
ALS Provider	A public or private entity permitted to provide EMT-P response and/or ambulance transportation within San Francisco in accordance with EMS Agency policy and the entity's Paramedic Service Provider MOU.
ALS Rescue Aircraft	Rescue aircraft staffed with at least one ALS certified person.
Ambulance Permit	A permit issued by the Director of Public Health for an ambulance or routine medical transport vehicle pursuant to San Francisco Health Code, Article 14. This permit is required to operate an ambulance or routine medical transport vehicle within the City and County of San Francisco.
ARC	American Red Cross
ARES	Amateur Radio Emergency Service
Authorizing EMS Agency or authorizing agency	The local EMS Agency which approves utilization of specific EMS providers, policies, and procedures in accordance with local and State law. In San Francisco, this authority is vested in the Department of Public Health, EMS Agency.
Austere Care	Simple, life saving care that does not require unusual equipment, or excessive use of time or personnel. Opening the airway by repositioning the head is austere care; intubating a patient is not.
Auxiliary Communications Service (ACS)	Volunteer organization attached to OES to provide HAM radio services during critical incidents or large events.
Auxiliary Rescue Aircraft	A rescue aircraft which does not have a medical flight crew, or whose crew is not qualified to perform medical services.
AVL	Automatic Vehicle Locator
Base Hospital (BH) or Base Station	A designated medical facility that provides on-line medical control for EMT-Ps and consultation for various ALS activities under State EMT-P Regulations.
Base Hospital Physician (BHP)	A physician or surgeon who is currently licensed in California, who is assigned to the emergency department of a Base Hospital, and who has been trained to issue advice and instructions to EMT-Ps consistent with EMS Agency policies and protocols, and the EMT-P scope of practice as defined in State law.
Basic Life Support (BLS)	Medical care in the treatment of prehospital or interfacility transport patients as defined in Title 22 under EMT-1 Scope of Practice. Also refers to the capabilities of a crew configuration containing at least one EMT-1, a vehicle equipped appropriately and staffed by at least one EMT-1, or an individual who is a certified EMT-1.
Bay Area Medical Mutual Aid (BAMMA)	Refers to a loose affiliation of the counties of Alameda, Contra Costa, Marin, Monterey, Napa, San Francisco, San Joaquin, San Mateo, Santa Clara, Santa Cruz, Solano, and Sonoma for the purposes of medical mutual aid.
Bed Availability	The number of staffed, in-patient beds available at a particular hospital. Generally referred to in this Policy Manual with regards to MCI and disaster capacity.
BLS Ground Ambulance	An ambulance staffed and equipped to provide basic life support in full compliance with State and local law, as well as EMS Agency policies and procedures. Synonymous with "routine medical transport vehicle" for the purposes of this Policy Manual.
BLS Provider	A public or private entity permitted by San Francisco EMS Agency to provide BLS services within San Francisco consistent with EMS Agency policies and procedures, local, and State laws.

BLS Rescue Aircraft	A rescue aircraft whose medical flight crew has, at a minimum, one attendant certified as an EMT-1 with at least 8 hours of hospital clinical training and whose field/clinical experience specified in Section 10074(c) of Title 22, California Code of Regulations, is in the aeromedical transport of patients.
BTLS	Basic Trauma Life Support
CAD	Computer Aided Dispatch
California EMS Information System (CEMSIS)	The standardized EMS data and quality improvement system developed by the California State EMS Authority.
CARES	California Amateur Radio Services
CHP	California Highway Patrol
Classifying EMS Agency	The agency which categorizes EMS aircraft or other EMS response vehicles as necessary or required by law.
Clinical Indicator	A measurable variable relating to the structure, process, or outcome of care.
COBRA	Consolidated Omnibus Budget Reconciliation Act.
Cold Zone	The area of a hazardous scene which is determined to be free of hazardous materials.
Command Staff	Incident Command System positions including the Incident Commander, Safety Officer, Liaison Officer, Public Information Officer, and any Medical / Technical Specialists who serve as consultants guiding incident response
County Health Officer	The local health officer appointed by a board of supervisors who is delegated the responsibility for enforcement of public health laws and regulations. In San Francisco, the Health Officer is the Director of Public Health.
CPAP	Continuous Positive Airway Pressure (Ventilation)
CPR	Cardiopulmonary resuscitation
Critical Incident	Synonymous for an incident producing multiple casualties or a disaster; can be a Level I, II, or III critical incident.
Critical Incident Stress Debriefing (CISD)	An organized approach for personnel who have experienced stressful situations to help prevent long term emotional trauma syndromes
DCAP-BTLS	A mnemonic that stands for: D eformity C ontusion/ C repitus A brasion P uncture B ruising/ B leeding T enderness L aceration S welling
Deceased	Absence of life signs; a triage category in which there are no signs of life or, due to limited resources, the critical casualty has minimal chance of survival (known previously as expectant category).
Decontamination	The process by which hazardous materials are removed from an exposed person by the removal of the victim's clothing and washing with a neutralizing agent.
Delayed (triage category)	A triage category where treatment is required, but may be delayed without significant risk to life or limb.
DPH	Department of Public Health
Department Operations Center (DOC)	Refers to the operations center for city departments for disaster or emergency operations. When referenced in this document, this refers specifically to the DPH Department Operations Center which is responsible for coordinating health and medical resources during times of disaster or emergency operations.
Designated EMS Dispatch Center	An organization designated by the EMS Agency to receive requests for medical assistance, and to coordinate and dispatch EMS resources to these requests.
Disrupted Communications Protocol	Protocols that delineate procedures an EMT-P can perform if base hospital contact cannot be established.
Division of Emergency Communications (DEC)	The agency of the City and County of San Francisco responsible for the operations of the 911 communication system including police, fire, and EMS communications

Department of Emergency Management (DEM)	Agency responsible for the overall coordination of resources prior to, during, and after an emergency or disaster.
Emergency (Federal Definition)	Any hurricane, tornado, storm, high water, wind driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, drought, fire, explosion or other catastrophe in any part of the United States which requires federal emergency assistance to supplement state and local efforts to save lives and protect public health and safety or to avert or lessen the threat of a major disaster.
Emergency (State Definition)	A disaster situation or condition of extreme peril to life and/or property, resulting from other than war or labor controversy, which is or is likely to be beyond local capability to control without assistance from other political entities.
Emergency Alert System (EAS)	System allows government officials to address all citizens at the same time. The system works by “chain-broadcasting,” which means each FM radio station picks up the signal, broadcasts it, and relays it to the next station. If one station in the link is disabled, then the chain is broken.
Emergency Helispot	A site at or near the scene of an emergency designated by the Incident Commander as an appropriate place for landing and takeoff of helicopters.
EMS	Emergency Medical Services
EMS Aircraft	Any aircraft utilized for the purpose of prehospital emergency patient response and transport. EMS aircraft includes air ambulances and all categories of rescue aircraft.
Emergency Medical Services Authority (EMSA)	The state agency charged with coordinating the state emergency medical response. The Authority will mobilize and coordinate medical services mutual aid resources to mitigate health problems. It coordinates, through local emergency management system agencies, medical hospital disaster preparedness with other local, state, and federal agencies having a responsibility relating to disaster response.
Emergency Medical Dispatcher (EMD)	A public safety telecommunicator with additional specific training in emergency medical dispatch practices and protocols essential for the efficient management of emergency call taking and emergency medical dispatch communications. All Emergency Medical Dispatchers are certified as an EMD by the National Academy of Emergency Medical Dispatch.
EMResource	A computer program that shows the status of all prehospital resources in the City of San Francisco
Emergency Medical Personnel	All public safety first responders, Emergency Medical Dispatchers, EMT-1s, and EMT-Ps functioning within the emergency medical services system.
Emergency Medical Dispatching	The reception, evaluation, and processing of requests for emergency medical assistance and the dispatch of EMS resources.
Emergency Medical Dispatch Priority Reference System	A medically approved reference system used by a designated Emergency Medical Dispatch Center to dispatch aid to medical emergencies. The reference system includes: systematized caller interrogation questions, systematized pre-arrival instructions, and protocols that match the dispatcher’s evaluation of injury or illness severity with vehicle response mode and configuration.
EMS Landing Site	A site at or near a medical facility, a mass gathering, or a multi-casualty incident which has been pre-selected and approved for the landing and taking off of EMS aircraft, but not designed or used exclusively for helicopter flight operations.
EMS Medical Director	The Medical Director of the Department of Public Health EMS Agency, fulfilling the responsibilities defined in California Health and Safety Code, Section 1797.202.
EMDAC	Emergency Medical Services Directors Association of California

Emergency Medical Services Agency (EMSA)	The Agency of the San Francisco Department of Public Health that regulates the EMS System in San Francisco and fulfills the role of the Local EMS Agency as required by California Health and Safety Code.
Emergency Medical Technician (EMT-1, EMT-B)	A person trained in BLS and currently certified as an EMT-1 or EMT-1 Basic. When used in this Policy Manual, it normally refers specifically to those EMT-1s certified in California unless otherwise noted.
EMSA Orientation Course	A program developed by the EMS Agency that describes the local EMS System; providers are required to present the course to all newly hired employees prior to their being released to working in the field either with a field training officer or independently.
EMS Agency Policies, Procedures, and Protocols	All policy, procedure, and protocol documents developed through the EMS Agency policy development process.
EMS System Quality Indicators	Structure, process, or outcome variables that define quality of care in the EMS System.
Emergency Medical Technician – Paramedic (EMT-P)	An EMT-1 or EMT-2 who has additional training in ALS and is licensed by the State of California as an EMT-P or Paramedic.
Emergency Period	A period which begins with the recognition of an existing, developing, or impending situation that poses a potential threat to a community. It includes the warning (where applicable) and impact phase and continues until immediate and ensuing effects of the disaster no longer constitute a hazard to life or threat to property.
Emergency Policy	A new or revised policy implemented by the EMS Medical Director to remedy an immediate threat to public health and safety.
Emergency Public Information (EPI)	Information disseminated to the public by official sources during an emergency, using broadcast and print media. Includes: Instructions on survival and health preservation, status information on the disaster situation, and other useful information.
Emergency Public Information System	The network of information officers and their staff who operate at all levels of government within the State. The system also includes the news media through which emergency information is released to the public.
Emergency Operations Center (EOC)	The EOC serves as central command and control post for city government during a disaster.
Emergency Operations Plan (EOP)	A plan for managing critical incidents. May refer to the San Francisco EOP, which is a City wide plan developed and coordinated by OES or the DPH EOP which is a plan specific to the medical, health, and EMS aspects of the City and is maintained by the EMS Agency.
Exclusive Operating Area (EOA)	An EMS area or sub-area defined by the EMS Plan for which the EMS Agency restricts operations to one or more providers of emergency ambulance services and ALS services.
First Responders	Prehospital personnel trained to the First Responder level of care as approved by the EMS Agency.
FCC	Federal Communications Commission, a regulatory agency for broadcast media
Federal Emergency Management Agency (FEMA)	The agency charged with focusing federal efforts to lessen the impact of emergencies before they occur and to respond to emergencies of all types.
Finance Section	Component of ICS designed to handle all financial aspects of the incident.
FTO	Field Training Officer
GPS Transmitter	A device that transmits a location using the Global Positioning System to a known receiver.
Hazardous Material (HAZMAT)	Chemicals or materials that pose the threat of illness or death via contact, inhalation, or ingestion.
Hazard	Any source of danger or element of risk

Hazard Area	A geographically identifiable area in which a specific hazard presents a potential threat to life and property.
HAM	Amateur radio operator
HEARNet	Hospital Emergency Administrative Radio Network. The VHF voice radio used by hospitals, DEC, and the DPH DOC to communicate during disasters.
HIPPA	Health Insurance Portability and Accountability Act of 1996 - legislation regarding privacy of personal health information
Hot Zone	The area of the EMS Scene which is considered to be contaminated with a HAZMAT.
Immediately Available	"Immediately" or "immediately available" means: <ol style="list-style-type: none"> 1. unencumbered by conflicting duties or responsibilities; 2. responding without delay when notified; and 3. being physically available to the specified area of the trauma center when the patient is delivered in accordance with EMS Agency policies and procedures.
Implementation	"Implementation" or "implemented" or "has implemented" means the development and activation of a trauma care system plan by the EMS Agency, including the actual triage, transport and treatment of trauma patients in accordance with the plan.
Incident Action Plan	A general plan prepared by the participant to provide responders with general objectives for the management strategy of a critical incident.
Incident Command System (ICS)	A specific nationally recognized method of organizing and managing incidents.
Injury Severity Score	"Injury Severity Score" or "ISS" means the sum of the squares of the Abbreviated Injury Scale score of the three most severely injured body regions.
Inner Perimeter	Perimeter surrounding an immediate hazard area
Integrated Response Plan (IRP)	The plan, as described in policy, that provides for permitted ALS service providers to coordinate with the DEC to provide additional ambulance resources.
Investigative Review Panel (IRP)	An impartial advisory body, the members of which are knowledgeable in the provision of prehospital emergency medical care and local EMS system policies and procedures, which may be convened to review allegations against an applicant for, or the holder of, a certificate, assist in establishing the facts of the case, and provide its findings and recommendations to the medical director of a local EMS Agency, in accordance with the process described in Section 100211 of the California Code of Regulations.
IO	Intra-Osseous
IV	Intravenous
Jurisdiction of Origin	The local EMS jurisdiction within which the authorized resource is located. Usually referring to origin of air ambulances and rescue aircraft.
Land line	Public or private hardwired telephone communications system.
LZ	Land Zone for air medical assets
Level I Disaster	A moderate to severe incident where local resources are adequate and available, either on duty or by call back. There are adequate local resources to provide field medical triage and stabilization, and transport patients to an appropriate local facility. Generally geographically limited without interruption of command and control infrastructure.
Level II Disaster	A moderate to severe incident where resources are not adequate and multi-jurisdictional/regional mutual aid may be required due to a large number of casualties and/or a lack of local healthcare facilities. A local emergency will be proclaimed and a State of Emergency might be proclaimed. Generally categorized as a City-wide disaster without interruption of command and control infrastructure.
Level III Disaster	A major disaster where local and regional resources in or near the impacted

	areas are overwhelmed and extensive outside mutual aid is required. A State of Emergency will be proclaimed and a Presidential Declaration of an Emergency or Major Disaster will be requested. Citywide or regional disaster with multiple sites and interrupted command and control infrastructure.
Local EMS Information System (LEMSIS)	A database of defined data elements from dispatch, prehospital and hospital provider data collection records used to define the EMS System quality indicators.
Logistics (LOGS)	Component of ICS which provides all support and service needs to the incident. All requests for assets, whether internal or external, are directed to this Section. Logistics consists of personnel, supplies and equipment, communications, and facilities management.
Mass Casualties	In the event of an emergency with a large number of casualties, the volume of casualties and the disaster environment may create barriers to care and delay transport of the most seriously injured.
Mass Gathering	A mass gathering is a large group of people that have medical care of some type available on scene due to the size or nature of the gathering. This medical care may be provided by a variety of health care professionals to include EMT-Ps and EMT-1s. Mass gatherings may occur in permanent or temporary venues.
Material Change	A material change is any change in policy other than a minor revision. Material change specifically includes new policy or policy changes that create a significant expense to a provider, substantially changes the scope of practice, or substantially changes the function, direction, or operation of the EMS System.
Medical Control	The medical management of the EMS System pursuant to the provisions of the California Health and Safety Code, Division 2.5, Chapter 5.
Medical Emergency	The term used to denote a condition or situation in which an individual has a need for immediate medical attention, or where the potential for such need is perceived by public safety personnel or emergency medical personnel at the scene of an emergency or dispatch personnel at a designated EMS dispatch center.
Medical Mutual Aid	An agreement by 2 or more counties to provide medical resources, services, and facilities to each other as emergency assistance.
Medical Mutual Aid Threshold Situation (MMATS)	A situation where the EMS system is unable to timely meet demand for services, as determined by the EMS Agency Medical Director or Director of Health or their respective designees.
Minor	1. [context of disaster or MCI management]Triage category indicating treatment may be delayed with little risk to life or limb. 2. [context of medical legal, AMA, refusal of service] a person who has not reached the age of consent and is otherwise ineligible for the right of self determination.
Minor revision	A minor revision to EMSA Policy is one which makes minor corrections without affecting the status quo of the policy or makes changes that implement mandatory changes federal, state, or local law or regulation.
Multi-Casualty Incident (MCI)	Any incident which generates a large number of medical casualties – injuries or illnesses – that cannot be treated by the initial EMS response. The incident can be as few as 2 patients, but would normally involve at least 6 patients.
MCI Plan	The procedure followed per EMS Agency Policy in the event that a multi-casualty incident is declared.
MCI Polling	Polling performed by the DEC to determine bed availability of local hospitals
MHOAC	Medical Health Operations Area Coordinator
On-Call	"On-call" means agreeing to be available to respond to the trauma center in order to provide a defined service.
Operations Section (Ops)	Component of ICS responsible for the direct management of all incident tactical activities. Staff assists in the formulation of the incident action plan and oversees activities for the Public Health and Casualty Care Branches of

	DPH Command.
Outer Perimeter	Entire operational area of an incident.
PALS	Pediatric Advanced Life Support
PAPRs	Powered Air Purifying Respirators. The equipment is battery operated, consists of a half or full face piece, breathing tube, battery-operated blower, and particulate filters (HEPA only).
Paramedic	A person licensed by the California State EMS Authority as an EMT-P
Paramedic Intern	A person enrolled in an authorized EMT-P education program who has completed sufficient didactic hours to begin working in a hospital or field clinical setting under the direct supervision of an assigned EMT-P or nurse preceptor and who is allowed to utilize ALS skills and administer approved medications while working as an intern and under the direct supervision of a preceptor. EMT-P interns may not utilize ALS skills or administer medications while not engaged in an approved education activity in an approved clinical setting under the direct supervision of a nurse or EMT-P preceptor.
Paramedic Field Supervisor	An individual who meets all criteria required by EMS Agency policy, who is directly responsible for providing supervision to EMT-Ps and EMT-1s. An EMT-P field supervisor may operate within the guidelines established by EMS Agency and provider policy, but may not supplant required medical control through a Base Station Physician or authorize or instruct other EMT-Ps to deviate from EMS Agency Policies and Protocols.
Paramedic Preceptor/Evaluator	An EMT-P approved by the EMS Agency and permitted ALS provider in accordance with State Law and EMS Agency policy to instruct EMT-P interns in a field clinical setting and evaluate accreditation candidates during the pre-accreditation evaluation.
PEPP	Pediatric Education for Prehospital Professionals
Permitted ALS Provider	A publicly or privately owned or operated entity that is permitted by the SF EMS Agency to provide ALS services in accordance with State Law, Local Ordinance, and EMS Agency Policy.
PCI (Percutaneous Coronary Infusion)	Percutaneous Coronary Infusion: A broad group percutaneous techniques utilized for the diagnosis and treatment of patients with STEMI
Plans Section	Component of ICS responsible for maintaining current situation status, and preparation and documentation of the incident action plans. Coordinates closely with the other sections of ICS. Planning disseminates information regarding the incident to all sections and maintains the status of resources assigned to incident activities.
PHTLS	Prehospital Trauma Life Support
Permitted BLS Provider	A publicly or privately owned or operated entity that is permitted by the SF EMS Agency to provide BLS services, including non-emergency medical transportation, in accordance with State Law, Local Ordinance, and EMS Agency Policy.
Pre-Arrival Instructions	Medically approved scripted instructions given by certified EMDs to callers for providing necessary assistance and control of a medical emergency prior to arrival of emergency medical personnel.
Prehospital personnel	Emergency medical personnel including first responders, EMT-1s, and EMT-Ps who responds to calls while on duty and provide care in the out-of-hospital setting.
Presumptively Defined Life Threatening Emergency	A request for emergency medical services that would be properly categorized by the dispatch call taker using MPDS protocols as Charlie, Delta, or Echo response.
Primary Public Safety Answering Point (PSAP)	The location where a 911 call is first answered.

Promptly Available	"Promptly" or "promptly available" means: 1. responding without delay when notified and requested to respond to the hospital; and 2. being physically available to the specified area of the trauma center within a period of time that is medically prudent and in accordance with EMS Agency policies and procedures.
Public Access Defibrillation (PAD)	A program enabling lay persons rescuers to use an AED to treat patients in cardiac arrest.

PAD: Prescribing Physician	A physician or surgeon licensed in California who issues a written order for the use of an AED by authorized individual(s), and who develops, implements, and maintains the medical control provisions specified in State Law and EMS Agency Policy.
PAD: Enabling Agency	The agency, organization, or company that sponsors a PAD program and allows an AED on their premises.
PAD: Internal emergency response system	A plan of action which utilizes responders within a facility to activate the 911 emergency response system, and which provides for the access, coordination, and management of immediate medical care to seriously ill or injured individuals.
Public Information Officer (PIO)	An official responsible for releasing information to the public through the news media.
Public Safety Helipad	A heliport that has been approved and permitted by the California Department of Transportation (DOT) for the landing and takeoff of EMS and other public safety aircraft and is designed for helicopter flight operations.
Qualified Specialist	"Qualified specialist" or "qualified surgical specialist" or "qualified non-surgical specialist" means a physician licensed in California who is board certified in a specialty by the American Board of Medical Specialties, the Advisory Board for Osteopathic Specialties, a Canadian board or other appropriate foreign specialty board as determined by the American Board of Medical Specialties for that specialty.
Rapid Trauma Assessment	Using DCAP-BTLS is very rapid assessment of the patient from head to toe without getting into the specifics of a detailed physical examination.
Receiving Hospital	"Receiving hospital" means a licensed general acute care hospital with a special permit for basic or comprehensive emergency service, which has not been designated as a trauma center according to Title 22, Division 9, Chapter 7, but which has been formally assigned a role in the trauma care system by the EMS Agency.
Record of Calls	A record of calls as required in 13 CCR 1100.7 which includes a record of each call be maintained for a minimum of 3 years and that includes specific information listed in the statute.
Red Alert	An alert issued by the DEC indicating that a critical incident has occurred producing casualties confirmed by the Incident Commander.
Residency Program	"Residency program" means a residency program of the trauma center or a residency program formally affiliated with a trauma center where senior residents can participate in educational rotations, which has been approved by the appropriate Residency Review Committee of the Accreditation Council on Graduate Medical Education.
Rescue Aircraft	An aircraft whose usual function is not prehospital emergency transport, but which may be utilized in compliance with EMS Agency policy, for prehospital emergency patient transport when the use of an air or ground ambulance is inappropriate or unavailable. Rescue aircraft includes ALS rescue aircraft, BLS rescue aircraft, and auxiliary rescue aircraft.
Response codes	The dispatch term which denotes the level of priority for units responding to the scene: <ul style="list-style-type: none"> • Code 2: a non-life threatening medical emergency requiring

	<p>immediate response without the use of red lights or siren.</p> <ul style="list-style-type: none"> • Code 3: a medical emergency requiring immediate response with red lights and siren.
Reporting party	911 caller - the person calling 911 or otherwise making a report of a situation and/or requesting a response from a PSAP.
RIMS	Resource Information Management System

Routine Medical Care	A group of standard assessments and treatments, including but not limited to the airway, breathing, and circulation, and the use of routine monitoring devices.
Routine Medical Transport Vehicle	A vehicle specifically constructed, modified, equipped, or arranged to accommodate a stretcher and operated commercially for the purpose of transporting sick, injured, convalescent, infirm, or otherwise incapacitated persons not requiring urgent transportation, as further defined in the San Francisco Health Code, Article 14. For the purposes of EMS System policies, this term is synonymous with BLS ambulance, requiring the same staffing and equipment and constrained by the same limitations regarding response, patient transport, and utilization.
Search and Rescue (SAR)	Systematic investigation of an area or premises to determine the presence and/or location of persons entrapped, injured, immobilized, or missing, and the removal of the persons for transportation to appropriate medical care.
Self Help	A concept describing self-reliance and self-sufficiency within an adverse environment with limited or no external assistance.
Senior Resident	"Senior resident" or "senior level resident" means a physician, licensed in the State of California, who has completed at least 3 years of residency or is in their last year of residency training and has the capability of initiating treatment and who is in training as a member of the residency program as defined in these standards, at the designated trauma center.
Service Area	"Service area" or "catchment area" means that geographic area defined by the EMS Agency in its trauma care system plan as the area served by a designated trauma center.
Simple Triage and Rapid Treatment (START)	Field triage that allows field care personnel to triage patients into one of 4 categories within 60 seconds.
Staging Area	A receiving area for staff, patients, or supplies.
Standard Emergency Management System (SEMS)	The State mandated system for disaster management utilizing the principles of the Incident Command System applied to all levels of emergency response agencies and government to provide a uniform and standard organizational structure and guidance for operations to mitigate major incidents.
Standard of Care	The usual, reasonable level of care to be rendered to patients. This level of care varies from community to community, but should be a constant standard for all patients from all providers in any given community.
Standard Operating Procedures (SOP)	A set of instructions having the force of a directive, covering those features of operations which lend themselves to a definite or standardized procedure.
Standing Orders	Certain medical procedures (refer to EMS Agency <i>Adult and Pediatric Treatment Protocols</i>) determined by the EMS Agency Medical Director that may be done without contacting the Base Hospital or during radio communications failure.
Special Circumstances	Events, incidents, or patient conditions for which the most effective clinical care may require prehospital personnel to deviate from the "Standard EMS Treatment Protocols."
STEMI	ST-Elevation Myocardial Infarction. A significant 12 lead EKG change. A significant 12 lead EKG change is defined as ST elevation greater than 2mm, one small box, in anatomically contiguous leads
STEMI) Receiving	A hospital licensed for cardiac catheterization laboratory by the State

Centers (SRC) (In Development)	Department of Health Services and approved as a SRC by the San Francisco EMS Agency. With the initiation of 12 lead EKGs by paramedics and rapid transport to a STEMI Receiving Center with 24-hour cardiac catheterization laboratories and cardiovascular surgery capabilities, patients with STEMI will receive definitive care
Supportive Care	Basic Life Support and Advanced Life Support procedures designed to reduce pain and suffering, provide safety, alleviate discomfort and maintain the patient's dignity. Supportive care consists of, but is not limited to, BLS airway maneuvers, removal of airway obstructions, oxygen administration, hemorrhage control, hydration, glucose administration, and pain control.
Trauma Care System	"Trauma care system" or "trauma system" or "inclusive trauma care system" means a system that is designed to meet the needs of all injured patients.
Trauma Center	"Trauma Center" or "designated trauma center" means a licensed hospital, accredited by the Joint Commission on Accreditation of Healthcare Organizations, which has been designated as a Level I, II, III, or IV trauma center and/or Level I or II pediatric trauma center by the EMS Agency, in accordance EMS Agency Policy #5013, <i>Trauma Center Designation..</i>
Trauma Center Criteria	A method for deciding which patients need a trauma center, based on the patient's injuries, vital signs, mechanism of injury, and the paramedic's judgment.
Trauma Override	SFGH continues Total Diversion during a period of Total Diversion Suspension. They continue to divert medical patients, but accept trauma patients.
Trauma Resuscitation Area	"Trauma Resuscitation Area" means a designated area within a trauma center where trauma patients are evaluated upon arrival.
Trauma Service	A "trauma service" is a clinical service established by the organized medical staff of a trauma center that has oversight and responsibility of the care of the trauma patient. It includes, but is not limited to; direct patient care services, administration, and as needed, support functions to provide medical care to injured persons.
Trauma Team	"Trauma team" means the multi-disciplinary group of personnel who have been designated to collectively render care for trauma patients at a designated trauma center. The trauma team consists of physicians, nurses and allied health personnel. The composition of the trauma team may vary in relationship to trauma center designation level and severity of injury which leads to trauma team activation.
Triage	Literally means, "to sort;" commonly means prioritizing patients into categories according to the severity of their condition. Patients requiring life saving care are treated before those requiring only first aid (see START).
Triage Criteria	"Triage criteria" means a measure or method of assessing the severity of a person's injuries that is used for patient evaluation and that utilizes anatomic or physiologic considerations or mechanism of injury.
Triage Tags	A tag used by triage workers as a patient chart to identify the patient and document the patient's care and condition.
Unstable Patients	Defined as those with any of the following: <ul style="list-style-type: none"> • Cardiac or respiratory arrest • Unstable airway • Respiratory distress (<10 or >29 breaths per minute) with acute altered mental status • Shock as defined as blood pressure <80 systolic and pulse rate >120 with poor skin signs (cool, pale, diaphoretic) • Status seizures • Obstetric emergencies: third trimester bleeding, prolapsed or nuchal cord, imminent breech delivery • Trauma patients with any of the above, or who is unconscious, or with

	uncontrolled bleeding
Weapons of Mass Destruction (WMD)	Includes any chemical, radiological, nuclear, incendiary, explosive, or biological agent used in terrorist activities to threaten or inflict intentional harm or death to a given population.
Yellow Alert	Official status used by DEC indicating that a potential critical incident has occurred which may result in casualties confirmed by first responders.