



City and County of San Francisco
London Breed, Mayor

Department of Public Health
Emergency Medical Services Agency

Date: April 8, 2020

To: San Francisco Ambulance Providers

From: John Brown MD, San Francisco EMS System Medical Director

Subject: **Approval of Field Care Clinics as Alternative Destination Sites for 911**

PURPOSE

- A. To reduce the impact on acute care facilities during the COVID-19 response period.
- B. To qualify inclusion criteria allowing 911 system ambulances to transport patients to Alternative Destination sites.

DEFINITION

Alternative Destination: A healthcare facility identified by the EMS Agency, and approved by the state, which is capable of receiving low-to-moderate acuity patients presenting with signs and symptoms which can be related to, or unrelated to COVID-19 infection.

POLICY

Alternate destinations should be considered for all appropriate patients defined by clinical field triage criteria below, provided the site has capacity to accept the patient.

CLINICAL FIELD TRIAGE CRITERIA

- A. Patients meeting the following criteria are medically appropriate for Alternative Destinations:
 - a. Pulse rate = 55 – 120
 - b. Respiratory rate = 12 – 24
 - c. Oxygen saturation = 94% or greater with or without intervention
- B. Patients meeting following criteria are excluded from Alternative Destinations:
 - a. Patients requiring specialty care (e.g. burns, obstetrics, trauma, etc.).
 - b. Patients meeting Adult or Pediatric Critical Medical destination criteria.
 - c. Patients under chemical sedation, physical restraint and/or 5150 hold.
 - d. Uncontrolled bleeding
 - e. Active seizures
 - f. Obvious infestation

NOTIFICATION AND TRANSPORT

- A. Patient capacity at Alternative Destinations will be tracked through dispatch. EMS providers shall check diversion status prior to transport, utilizing the same methods used for hospitals.
- B. EMS providers shall notify the Alternative Destination of their impending arrival by radio in the same fashion they would ring-down a hospital, following site-specific plans.
- C. Each site will have information regarding access, operating hours, and contact information on a separate document. Please review this information prior to destination decision.