



**City and County of San Francisco**  
**London N. Breed, Mayor**

**Department of Public Health**  
**Emergency Medical Services Agency**

Date: January 13, 2021

To: San Francisco Ambulance Providers and Personnel

From: James Duren, EMS Director  
Dr. John Brown, MD EMS Agency Medical Director

Re: CADDiE and Behavioral Health Patients

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COVID-19 post-holiday infections and hospitalizations continue to impact the San Francisco EMS System and Receiving Hospitals. In order to mitigate the impact of COVID-19, the EMS Agency is requesting providers to follow the strong recommendation from CADDiE including patients with primary behavioral health complaints and patients who are on a 5150 hold. These patients are vulnerable which take special medical care and coordination and generally spend a longer time at an Emergency Department than patients with other chief complaints. CADDiE is a tool to help distribute this subset of patients across the healthcare system and limit impacts to timely care.

Please feel free to contact the EMS Agency with any questions.

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**San Francisco EMS Agency**  
**25 Van Ness Avenue, Suite 700 • San Francisco, CA 94102-6058**  
**(628) 217-6000 • [www.sfdph.org](http://www.sfdph.org)**