



City and County of San Francisco  
London Breed, Mayor

Department of Public Health  
Emergency Medical Services Agency

Date: April 1, 2020

To: San Francisco EMS Providers  
DEM Division of Emergency Communications  
San Francisco Receiving Hospitals

From: John Brown MD, MHOAC & San Francisco EMS System Medical Director  
Jim Duren, EMS Administrator

Subject: **Utilization of SFDPH Contracted COVID-19 Ambulances, Corporate Resources, and BLS ambulances in San Francisco 911 System Effective 0700 4/1/2020 – 0700 5/1/2020**

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To better facilitate the transport of COVID-19 persons under investigation (PUIs), asymptomatic, symptomatic patients, and home lab testing.

The San Francisco EMS Agency (EMSA) has been working for several weeks to prepare and respond. Last week, Mayor Breed declared a local emergency in response to COVID-19. With such declaration, assistance in mobilization of resources to respond to COVID-19 has expanded. The situation remains fluid and changing daily.

**911 and Non-911 System Modifications:**

1) **In-County Non-911 ALS/BLS Authorization (INTRA) and Corporate Resource Authorization (INTER):**

Non-911 San Francisco Permitted Advanced Life Support (ALS) ambulances may be utilized within the 911 System to evaluate and transport Code 3 (emergent) patients.

Basic Life Support (BLS) ambulances, staffed with two currently California certified Emergency Medical Technicians (EMT-1) may be utilized to evaluate and transport Code 2 (stable) patients, as determined by our current Advanced Medical Priority AMPDS dispatch system, from a scene to Emergency Departments. Any BLS ambulance permitted to operate in San Francisco may provide this service according to their provider organization policies.

The San Francisco EMS Agency will allow surge 911 and non-911 response by out-of-county ALS and BLS corporate resources. Out-of-county corporate resources shall be from a company that has a permit to operate in San Francisco. Point-to-point transfers are included. Please follow EMSA Policy 8000 Appendix D "Mutual Aid Escalation." **Resources from both INTER and INTRA mutual aid cannot be utilized until ACTIVATED by EMSA.**

**Authorization:** For time period listed above.

**\*\*\*Activation Criteria:** Existing EMSA Policy, Following Daily DEM EMS staffing call, Surge in 911 Calls or Interfacility Transports, Increase in Patient Offload Times (APOT)\*\*\*

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**Notification:** Via ReddiNet Message/Banner by EMSA Staff

- 2) **Dedicated Ambulance Resources:** SFDPH-contracted COVID-19 ambulances are being mobilized to transport non-emergency PUIs, asymptomatic, and symptomatic patients between home, clinics, shelters, and hospitals to assist with diagnostic testing and minimize impact to the 911 services. This service will be managed at the SFDPH Department Operations Center (DOC) in consult with SFDPH Communicable Disease staff. If available, these resources may be utilized to offload SFDPH facilities. Staging is at EMSA Office at 90 Van Ness.

**Authorization:** For time period listed above.

**Activation:** Currently activated 0700-1900, 7 days a week

If you have any questions, please contact the EMS Agency.