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.