Date: March 6, 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: COVID-19 BLS Ambulance Transport after 911 ALS Assessment

In an effort to minimize COVID-19 spread, PPE usage, and responder exposure from 911 EMS calls, the San Francisco EMS Agency and key partners developed a protocol to assist in transportation of potential COVID-19 patients after an ALS Assessment resulting from a 911 call.

SFDPH has contracted with several dedicated COVID-19 BLS transport units. If a patient is experiencing COVID-19 symptoms, a COVID-19 BLS Ambulance may be available. Please follow the workflow for requesting the COVID-19 units. If a COVID-19 BLS Ambulance is unavailable or the patient requires ALS transport or care, please continue with normal transport procedures. Please ensure Receiving Hospitals receive early radio notification to ensure staff can don PPE and meet the vehicle in the ambulance bay. If patient is critical condition or needs life-saving treatment, do not unload the patient from the ambulance until advised by the Receiving Facility. Patient offload time goals for these patients have been modified from 30 minutes to 60 minutes to reflect this.

Please see the attached workflow on Page 2. If you have any questions, please contact the EMS Agency Operations Center or DPH Department Operations Center.
COVID-19 BLS AMBULANCE REQUEST PROTOCOL (Ver. 3/6)

911 Response

High suspicion of COVID-19-like signs and symptoms?

Complete ALS Assessment (if possible, with 1 Clinician making patient contact in PPE)

Potential COVID-19 Signs/Symptoms based on most current CDC criteria:
(example: fever, acute respiratory distress (cough, difficulty breathing, close contact with a confirmed COVID-19 case within 14 days)

Determined to be an ALS Patient

Transport per Destination Policy AND provide early notification to Receiving Facility

If COVID-19 unit unavailable, ETA > 30-60 min., low levels, or after hours

Determined to be a BLS Patient

Call Radio RC/DEM Supervisor via PHONE or message via MDT

Radio RC/DEM Supervisor Contacts Dispatcher at EMSA Operations Center

If available SFDPH COVID-19 BLS Ambulance may respond and transport. ALS crew must wait with patient until BLS arrival. Hours (as of 3/6) 0700-1900, 7 Days per week

COVID-19 Ambulance Transports and provides early notification to Receiving Facility