



City and County of San Francisco  
London Breed, Mayor

Department of Public Health  
Emergency Medical Services Agency

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**

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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)

