



City and County of San Francisco
London Breed, Mayor

Department of Public Health
Emergency Medical Services Agency

Date: March 18, 2020

To: San Francisco Ambulance Providers

From: John Brown MD, San Francisco EMS System Medical Director

A handwritten signature in black ink, appearing to read "John Brown".

Subject: **Transporting Passengers to Hospital**

On March 14, 2020, an order of the Health Officer No. C19-6 (Limitations on Hospital Visitors) went into effect at 08:00 and will continue for 7 weeks through April 30, 2020.

Effective immediately, EMS providers shall restrict family, friends, and other passengers from accompanying the patient during transport to hospital. Exceptions to this order can be made for the following patients:

- Minors may be accompanied by a parent or legal guardian.
- Patients with developmental disability who require assistance may be accompanied by a family member or caregiver.
- Patients with significant acute or chronic altered mental status who cannot provide history **and** have needs that cannot be adequately communicated over the phone.
- Law enforcement or other public safety personnel, as required to maintain patient/provider safety.

Providers should explain the following to individuals who request to ride along with EMS:

“Please be aware that due to the current pandemic, and to limit coronavirus exposure, the health department is restricting family and friends from accompanying the patient during transport. Even if exceptions are met, we cannot guarantee that the hospital will allow you in.”

Please also obtain a contact number (cell phone) of a family member who can provide additional patient care information to the receiving hospital. Give this information to the hospital during patient handoff. Once hospital destination has been confirmed, please let the family know of the patient’s destination to avoid any confusion.