



Central California Emergency Medical Services Agency

A Division of Fresno County
Department of Public Health

SPECIAL MEMORANDUM

FILE #: F/K/M/T # 04-2022

TO: All Fresno/Kings/Madera/Tulare EMS Providers, Hospitals, First Responder Agencies, and Interested Parties

FROM: Jim Andrews, M.D., EMS Medical Director
Daniel J. Lynch, Director

DATE: March 7, 2022

SUBJECT: Implementation of revised Policies

The EMS agency is implementing the revised policies listed below.

1. Policy #001 – Table of Contents. The table includes updated revision dates.
2. Policy #401 – EMS Dispatch Center Requirements

This policy was implemented on March 3, 2022, and includes recent revisions to the National Academy Emergency Medical Dispatch Protocols for Medical Priority Dispatch.

The policies below are EFFECTIVE MARCH 14, 2022

3. Policy #547 – Patient Destination

The revisions to this policy include the removal of the Section V – Patients Who Can Go Directly to An Emergency Department Waiting Room, which has been moved to EMS Policy #567 (below). Additionally, the names of hospitals have been updated throughout the policy.

4. Policy #567 – Delivering Patients to Receiving Hospitals

Several Changes have occurred in this policy.

- a. In Policy #547 - Section V – Patients Who Can Go Directly to An Emergency Department Waiting Room, we moved this section to Policy #567 and removed it in EMS Policy #547.
- b. Special Memo 05-2016 (dated August 26, 2016) – The language from this Special Memo has been included in this policy.
- c. Hospital names have been updated and turnover staff have been updated.

March 7, 2022

Page 2

- d. The most significant revision to the policy is Section C – Patients not meeting criteria to go directly to an emergency department waiting room. This section outlines the procedures that EMS personnel will follow when delivering a patient through the EMS triage area and the activities that will occur if no offload of the patient has been completed at 30 minutes and 45 minutes.
- e. The policy also prohibits EMS personnel in delaying the off load of a patient at an emergency department and holding the patient in the back of an ambulance.

If you have any questions, please contact me or Dale Dotson, EMS Coordinator at (559) 600-3387.

DJL:jy

Enclosure