

CENTRAL CALIFORNIA
EMERGENCY MEDICAL SERVICES
A Division of the Fresno County Department of Public Health

Manual	Emergency Medical Services Administrative Policies and Procedures	Policy Number 406
Subject	Suspension of Priority 3-Non-Emergency Medical Ambulance Responses	Page 1 of 1
References		Effective 6/30/2021

I. POLICY

When an event or situations occur that significantly impacts the available resources of the EMS system, the EMS Agency may direct the suspension of ambulance responses to Priority 3 request for service. A Priority 3 request is defined as a non-emergent (non-lights/siren) response to a non-emergency medical complaint.

II. PROCEDURE

- A. The EMS Agency will authorize approved EMS dispatch centers to implement suspension of Priority 3 requests when EMS system resources and hospitals are impacted. The authorization will include the EMS Agency's assessment of the incidents, available ambulances, impacts to mutual aid and neighboring jurisdictions, ambulance delays at hospitals, and an assumption of continuation of high call volumes.
- B. In its authorization, the EMS Agency shall specify whether the authorization is system-wide or specific to designated response areas. The EMS Agency may modify the designated response areas at any time.
- C. Suspension of Priority 3 requests **shall not include** requests for falls and motor vehicle accidents (MVA).
- D. During the suspension period, responses to a Priority 3 incident may occur when it is determined that the response would not impact responses to emergency ambulance requests. Criteria for the resumption of ambulance responses to non-emergency calls will be provided to the EMS Communication Center by the EMS Agency.
- E. The location of a Priority 3-non-emergency request will be taken into consideration by the dispatcher when an ambulance becomes available for a Priority 3-non-emergency response. During the suspension period, an ambulance will be dispatched to the response location in the following order:
 - 1. Prehospital calls will be responded to first,
 - THEN
 - 2. Clinic / physician's Office / Dialysis
 - 3. Skilled Nursing Care Facilities
 - 4. Prisons / Jail
- F. During suspension of Priority 3 responses, a BLS ambulance can be sent to any Priority 3 request regardless of whether the dispatch CAD recommends an ALS or BLS response. An exception would be at a Clinic or Physician's office that require ALS care during transport. There shall be no mutual aid Priority 3 responses into adjacent areas, unless it is a fall or MVA.

Approved By		Revision
EMS Director	Daniel J. Lynch (Signature on File at EMS Agency)	1/19/2022
EMS Medical Director	Jim Andrews, M.D. (Signature on File at EMS Agency)	

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- G. Priority 5 transfers – When Policy 406 is implemented, the dispatch center may also suspend Priority 5 requests for transfers.
- H. Fire Stand-by Events - During suspension of Priority 3 responses, a fire stand-by ambulance will not be dispatched until the incident is confirmed as a working fire. When the fire is reported under control, the dispatcher should consider asking fire command when the ambulance can be released from the incident.
- I. The EMS Agency will determine when the suspension of Priority 3 responses will terminate.
- J. First Responder On Scene - If a first responder agency arrives on scene of a non-emergency call when suspension of Priority 3 responses has been initiated and a transport ambulance will be delayed, the first responders should make patient contact and conduct a patient assessment. If the patient presents as stable and not in need of immediate care, the first responder agency shall present them with the EMS Agency form in Attachment A and inform the patient that a transport ambulance will be dispatched as soon as ambulances become available and that they should call 911 if their condition worsens or that they would like to cancel the ambulance. The first responder unit should then place themselves back in service. If the patient is in need of immediate medical care, the first responder unit should notify dispatch that the request for service should be upgraded, and they should remain on scene and provide medical care until such time as a transport unit arrives on scene.



English

The 911 system is very busy and overwhelmed. It appears that you do not require immediate transport to the emergency department.

The ambulance system is receiving a lot of requests for ambulances at this time. An ambulance will be sent to you when one becomes available, which could be up to two hours or more.

Since you do not require immediate care and transport, the County's EMS Agency has directed the fire department first responders to go back into service to handle other emergency calls. An ambulance will respond to you when it becomes available.

If you decide that you do not need an ambulance or your condition worsens, please call back on 911.

Español

El sistema 911 está muy ocupado y abrumado. Parece que no necesita transporte inmediato al departamento de emergencia.

El sistema de ambulancias está recibiendo muchas solicitudes de ambulancias en este momento. Se le enviará una ambulancia cuando haya una disponible, lo que podría tardar hasta dos horas o más.

Dado que no necesita atención ni transporte de inmediato, la Agencia de EMS del condado ha ordenado a los respondientes de primeros auxilios del departamento de bomberos que vuelvan al servicio para manejar otras llamadas de emergencia. Una ambulancia le responderá cuando esté disponible.

Si decide que no necesita una ambulancia o si su condición empeora, vuelva a llamar al 911.

Hmong

Tes dej num 911 mas khwv thiab ntau tas zog li. Yog koj xav tau tsheb thauj neeg mob sai mus rau chaw kho mob ceev xwb ces tsis ta hu lo tau.

Tes dej num thauj neeg mob ziaj no los khwv kawg kiaj li thiab. Yog koj tim tsum thauj neeg mob, ib lub tsheb thauj neeg mob yuav npaj rau koj tab sis yuav siv sij hawm li 2 teev los sis ntev dua.

Thaum koj tsis tim tsum kev pab sai thiab thauj neeg mob lawm, cev County's EMS Agency yuav txib cov kws tua hluav taws rov mus pab lwm yam xwm txheej ceev. Thaum twg ib lub tsheb thauj neeg mob khoom lawm, lawv mam hu rau koj.

Thaum koj txiav txim siab tsis siv lub tsheb thauj neeg mob los sis koj tus mob mob hnya tuaj lawm, ces rov qab hu rau 911.