

Updated December, 2016

## **Important Update: Ambulance transports from a healthcare facility**

Dear Providers:

In order to make the process of transporting patients for medical care efficient and safe, please provide this education to all facility staff who are responsible for patient care and initiating the transport process.

The term “facility” will be used to describe Skilled Nursing Facilities (SNF), Acute Rehabilitation centers, Intermediate Care facilities, Assisted Living Centers and Long Term Care facilities.

All “facilities” calling for an ambulance transport for a patient who is having a medical problem (no matter how big or small the problem) and **who needs any type of evaluation and treatment in the Emergency Department are required to call 9-1-1 in order to have an ambulance dispatched for their patient.**

1. Call 9-1-1
2. The 9-1-1 dispatcher is required to ask a series of questions in order to determine the response needed for the transport
3. The caller should be in close proximity to the patient in order to answer specific questions about the patient’s condition.
4. The caller should answer the dispatcher’s questions as concisely as possible.
5. The answers to these questions will assist in determining the appropriate response for the situation. Requests for siren ”shut down” on approach will be relayed to the responding units, and the responding units will determine if they are able to honor the request, based on current safety conditions and guidelines.
6. If appropriate, the dispatcher may provide treatment instructions to the caller until medical help arrives.

If a “facility” has a patient who has a pre- scheduled procedure or appointment at a hospital or other facility (i.e. dialysis), and they are not needing Emergency Department evaluation and treatment, they are to call the AMR business office number (805 688-6550) to schedule the transport. This type of transport can be scheduled on the same day as requested.

**Thank you for helping to improve our 911 transport system**

For further information, please contact:

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