



Lake County Fire Chief's Association and AMR Sutter Health Division

STANDARD OPERATING PROCEDURE FINAL-APPROVED

Lake County IFT Communications
Effective July 8, 2016

Approved By:
Bruce Lee, AMR Regional Director
Lake County Fire Chief's Association

Background

Agencies represented within the Lake County Fire Chief's Association (LCFCA) and American Medical Response's (AMR) Sutter Health Division entered into an agreement whereby the agencies of the LCFCA provide subcontracted ambulance transportation services for Sutter Health facilities and American Medical Response provides dispatch and communications services for Inter-facility Transportation in Lake County.

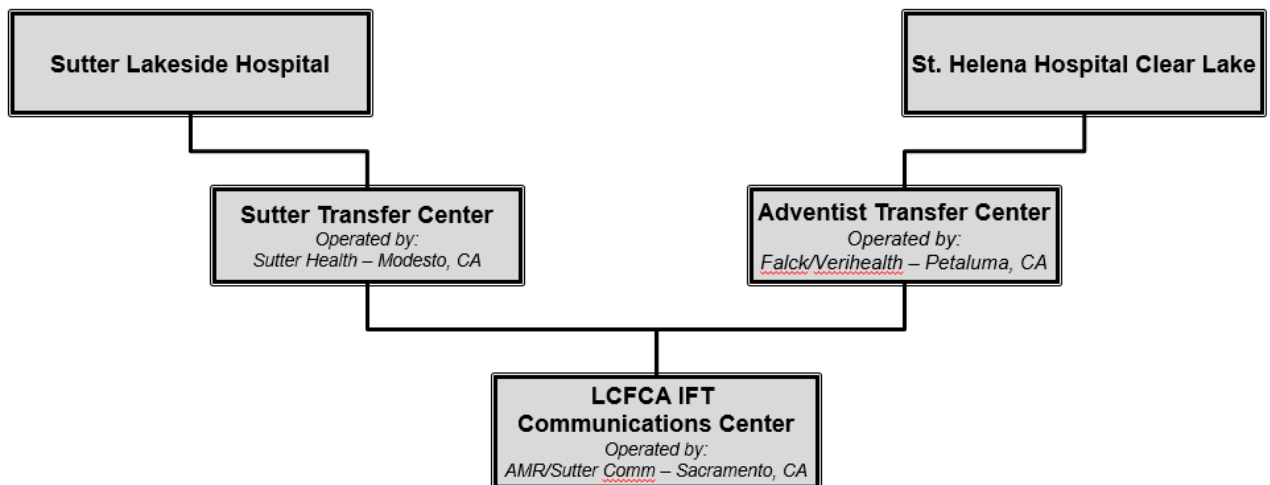
Policy

1) LCFCA Scheduling Procedures

- a) LCFCA Agencies coordinates scheduling of personnel on shifts and provides schedule via online scheduling system.
 - i) Schedules are typically entered into the system one month in advance
 - ii) If schedule changes are made any time after 1700 hrs on the preceding day, the LCFCA Duty Chief will inform the AMR Communications Center.
- b) The online schedule will identify the unit level of care as BLS, ALS, ALS-X or other as appropriate

2) Communications Center Call Taking Procedures

- a) In most cases, requests for transportation originate from two Lake County hospitals, Sutter Lakeside Hospital and St. Helena Hospital Clear Lake. The following diagram depicts typical intake procedures for ground ambulance transportation.



- i) The Lake County IFT Communications Center public line is listed below
- ii) All Calls arriving to this line will be answered as: "Lake County Ambulance Transport"
- b) Call intake will occur via AMR standard intake procedure via the CAD system

3) Communications Center Dispatching Procedures

- a) The LCFCA Communications Center will identify level of service required via facility/physician request. The LCFCA Communications center will identify the most appropriate resource available.

i) Non-Medical Transportation

(1) To Be Determined

ii) Behavioral Transportation

- (1) All efforts will be made to avoid the usage of LCFCA Agency ALS resources.
- (2) As available and appropriate utilize:
 - (a) Behavioral transportation (i.e. cage car)
 - (b) BLS Ambulance from LCFCA
 - (c) BLS Ambulance from out of County Provider

iii) Local Transfers (From Local Facility to Home or In County Facility)

- (1) Contact the Fire District in which the patient resides, for example if the patient is transferring from St Helena Hospital Clearlake to Meadowood Facility in the City of Clearlake, it would be the Lake County Fire Protection District at 707-994-9515. Utilize the agency where the patient resides
- (2) Then:
 - (a) Utilize the next available LCFCA IFT resource.

iv) BLS Ambulance Transportation

- (1) If available, utilize LCFCA BLS Ambulance
- (2) Then:
 - (a) If local/short distance, utilize LCFCA Ambulance as above
 - (b) If long distance immediate/urgent, utilize LCFCA Ambulance
 - (c) If long distance pre-scheduled notify LCFCA Duty Chief
 - (i) Consider use of out of county resource
 - (ii) For Sutter Health, utilize Sutter Health or AMR Resource

v) ALS Ambulance Transportation

- (1) Lake County ALS-X scope of practice includes patients on IV continuous infusions of Heparin, Nitroglycerin and Blood Products.
 - (a) ALS-X designation will be notated in the daily LCFCA IFT Resource Schedule
 - (b) Additionally, MEDSTAR/Ukiah Ambulance has ALS-X resources
- (2) As available and appropriate utilize:
 - (a) LCFCA Ambulance Resource
 - (b) Contact LCFCA Duty Chief prior to accessing out of county resources:
 - (i) Consider MEDSTAR/Ukiah Ambulance

vi) Critical Care Transport

***NOTE: Ensure call does not meet Lake County ALS-X Criteria as above

- (1) Scheduled
 - (a) For Sutter Health Facility, dispatch:
 - (i) SH CCT or AMR CCT (Closest Resource)
 - (ii) Network Provider CCT
 - (b) Adventist
 - (i) Adventist Contract Provider (Falck)
- (2) Emergent
 - (a) Most emergent CCT in Lake County is handled by Air Ambulance
 - (b) If not available/able, consider use of AMR or Network CCT

vii) Lake County Priority 1 – ALS and CCT

- (a) If no resource is readily available, or within the needs of the referring facility, Lake County Priority 1 may be utilized as determined by the referring hospital(s)
- (b) Priority 1 designates the use of a Lake County 911 Resource and/or REACH flight crew to effect the transport of the patient
- (c) For ALS or ALS-X Priority 1
 - (i) From Sutter Lakeside
 - 1. Contact Lakeport Fire Duty Officer
 - 2. Inform of Current IFT Resources, if any

3. Follow through on direction of Duty Officer
- (ii) From St. Helena Clearlake Hospital
 1. Contact Lake County Fire Protection District Duty Officer
 2. Inform of Current IFT Resources, if any
 3. Follow through on direction of Duty Officer
- (d) For CCT Priority 1
 - (i) From either Lake County Hospital
 1. Contact Kelseyville Fire Duty Officer
 2. Simultaneously, if possible Notify the REACH Communications Center of request and determine availability of REACH crew
 3. Inform of Current IFT Resources, if any
 4. Follow through on direction of Duty Officer
 5. LCFCA Resource and REACH crew will transport the patient
- b) For Sutter Health At Risk/payment responsible patients, provide Authorization Number and "Sutter Responsible" notification to LCFCA Crew
- c) LCFCA resource will always be utilized if available and most appropriate (as defined). Use special caution to ensure that a returning LCFCA resource is utilize if closest/most appropriate per above procedure.

vii) LCFCA Personnel Procedures

- a. Communications with LCFCA IFT Communications Center
 - i. At beginning of shift, sign on with ID and unit to LOGIS MDT
 - ii. Communicate post location as well as any limitations or enhancements with the LCFCA IFT communications center
 - iii. Immediately notify the LCFCA IFT if out of service for any reason
 - iv. Retain LOGIS MDT while on duty at all times
 - v. Respond promptly to dispatch via the MDT
 - vi. Record all times via the MDT: Enroute, At Scene, At Bedside, Transporting, Transport Arrived, and Available
 - vii. Communications should primarily occur via the MDT and ES Chat
 1. As needed a crew line is available as below
- b. Billing Requirements
 - i. For Sutter Health financial responsible patients, record Authorization Number per procedure in PCR billing section.

viii) Operational Oversight & Notifications

- a. The LCFCA Duty Chief has operational oversight of the LCFCA IFT units and can make operational decisions on behalf of all of the participating Lake County fire agencies.
- b. As necessary, any LCFCA Member Organization Chief, or designate, may place one or all LCFCA IFT resources out of service
 - i. While rare, this may be necessary to respond to a large scale event in Lake County
- c. The LCFCA Duty Chief shall be notified immediately if there are any calls being held with inability to assign an in-county resource. This does not apply to pre-scheduled calls.
- d. The LCFCA Duty Chief shall be notified as soon as possible if pre-scheduled calls outnumber anticipated resources for any given time period.