



**SAN MATEO COUNTY HEALTH
EMERGENCY
MEDICAL SERVICES**

EMS POLICY	208
Effective:	April 2023
Approval: EMS Director Travis Kusman, MPH	Signed:
Approval: EMS Medical Director Greg Gilbert, MD	Signed:

SAN FRANCISCO INTERNATIONAL AIRPORT PARAMEDIC FIRST RESPONDER PROGRAM

I. PURPOSE

This policy established policy and procedures for paramedic first response and emergency ambulance response and transport at the San Francisco International Airport.

II. AUTHORITY

California Health and Safety Code Division 2.5, §1797.90. 1797.220

III. DEFINITIONS

Advanced Life Support (“ALS”): Special services designed to provide definitive prehospital emergency medical care, including, but not limited to, cardiopulmonary resuscitation, cardiac monitoring, cardiac defibrillation, advanced airway management, intravenous therapy, administration of specified drugs and other medicinal preparations, and other specified techniques and procedures administered by authorized personnel under the direct supervision of a base hospital as part of a local EMS system at the scene of an emergency, during transport to an acute care hospital and while in the emergency department of an acute care hospital until responsibility is assumed by the emergency or other medical staff of that hospital.

Emergency Medical Services: The services utilized in responding to a medical emergency.

Emergency Medical Services Agency (“LEMSA”) [or “Agency”]: The San Mateo County EMS Agency is designated as the Local Emergency Medical Services Agency (LEMSA) and is statutorily charged with primary responsibility for administration and medical control of emergency medical services in San Mateo County.

Medical Emergency: A condition or situation in which an individual has a need for immediate medical attention, or where the potential for such need is perceived by prehospital personnel or a public safety agency.

San Francisco International Airport (“SFO”): The areas within and immediately surrounding the San Francisco International Airport operated by the City and County of San Francisco.

IV. POLICY

A. Services



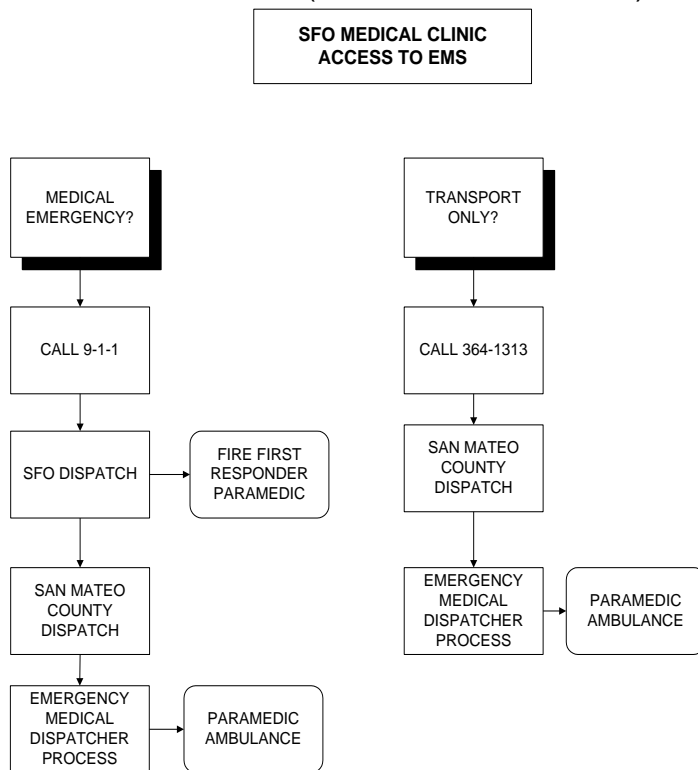
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1. Emergency ambulance service shall be provided by the emergency ambulance services provider contracted to serve the County of San Mateo’s exclusive operating area.
2. Advanced Life Support (ALS) first response shall be provided by the San Francisco Fire Department (“SFFD”). All ALS assessment and intervention provided by SFFD at SFO shall be performed by a San Mateo County EMS Agency accredited paramedic.

B. Dispatch

1. All requests for Emergency Medical Services at SFO will be received by SFO’s Communications Center, including those coming in by 9-1-1 and Centrex, which will immediately dispatch the SFFD’s airport paramedic first response unit and transfer the call to San Mateo County Public Safety Communications (“PSC”) for EMD and emergency ambulance dispatch.
2. When the SFO Medical Clinic requests an EMS response for a clinic patient, the following procedure will be followed (see attached flowchart):



- a. If, in the opinion of the Clinic physician, the patient is having a medical emergency,



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the physician will dial 9-1-1 and relay the information to SFO dispatcher, and then to the PSC dispatcher. The SFO dispatcher will immediately transfer the call to PSC for EMD. The SFO dispatcher will dispatch SFFD’s airport paramedic first response unit. The PSC dispatcher will dispatch the emergency ambulance.

- b. If, in the opinion of the Clinic physician, the patient does not require emergency ambulance transport, the physician may contact the PSC dispatcher directly by dialing (650) 364-1313. The Clinic physician may request an ambulance response without a fire service paramedic first response. Specifically, the Clinic physician should ask for an ambulance only response. The PSC dispatcher will ask the physician for additional information using standard emergency medical dispatch protocols. If, based on the information received by the PSC dispatcher, the call meets “Priority 1” criteria, the PSC dispatcher will dispatch the ambulance and immediately contact the SFO Communications Center and request fire first responders to respond to the SFO Medical Clinic.
- c. PSC will document event times and other information on its computer aided dispatch (“CAD”) system according to standard procedures. Additionally, PSC will record the fire first responder information (e.g., on scene time) within the CAD narrative section. The fire service first responder will notify PSC upon arrival on-scene via the Red channel.

C. Base Hospital Medical Direction

- 1. SFFD paramedics will obtain Base Hospital medical direction, when needed or required by San Mateo County EMS Agency policy or protocol, from Zuckerberg San Francisco General Hospital (“SFGH”).
- 2. The ambulance paramedic will obtain Base Hospital medical direction, when needed or required by San Mateo County EMS Agency policy or protocol, from Stanford Hospital if Base Hospital contact has not already been established by the first responder paramedic. If the first responder paramedic has already established base hospital contact with SFGH, then SFGH will be utilized as the base hospital for the duration of the call.

V. COMMUNICATIONS

A. Cellular Telephones



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SFFD paramedics shall always have a cellular telephone available which shall be used for Base Hospital contact.

San Mateo County Phone Numbers:

1. Public Safety Communications – (650) 363-4981
2. San Mateo County EMS Duty Officer through PSC – (650) 363-4981

San Francisco County Phone Numbers:

1. San Francisco Fire and EMS Communications Center – (415) 206-7870
2. San Francisco County EMS Duty Officer – (415) 206-7870

B. Radio Communications

SFFD paramedics shall always have a portable radio with the Red and Blue channels which will be used to communicate with PSC and San Mateo County ambulance paramedics.

VI. MEDICAL DIRECTION, PROTOCOLS AND DOCUMENTATION

- A. SFFD paramedics shall use San Mateo County EMS Agency policies and protocols. If there is a conflict of treatment between paramedics at scene, Stanford Base Hospital shall be contacted to provide medical direction.
- B. SFFD paramedics shall use the San Francisco County EMS Agency’s approved documentation system. SFFD paramedics shall provide a verbal patient assessment and treatment report to the ambulance paramedics as soon as feasibly possible.

VII. QUALITY ASSURANCE AND IMPROVEMENT

- A. SFFD shall have primary responsibility for quality assurance and improvement for SFFD’s SFO paramedic program.
- B. SFFD’s SFO paramedic program is required to participate in quality assurance and improvement activities stipulated by the San Mateo County EMS Agency.

VIII. PARAMEDIC ACCREDITATION

All SFFD SFO paramedics shall be meet the requirements of Policy 302 – Paramedic Accreditation and be accredited by the San Mateo County EMS Agency.

IX. SIMULTANEOUS RESPONSES AT SFO



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In the event of simultaneous responses at SFO, SFFD paramedics may triage the calls based on perceived acuity and respond to the higher acuity response. If the SFFD paramedic diverts to another response, the SFFD paramedic shall advise PSC of their diversion.

X. MULTI-CASUALTY INCIDENTS

Multi-casualty incidents will be managed according to the Incident Command System. Once at scene, a San Mateo County paramedic EMS Supervisor will assume the role of the Medical Group Leader. The emergency medical services response shall be managed in accordance with the San Mateo County “Multi-Casualty Incident Plan.”

XI. SFO MEDICAL CLINIC

A. SFO Medical Clinic as a Patient Destination

1. Patients without potential life/ limb threatening complaints or injuries may be taken to the SFO Medical Clinic. Some examples include but are not limited to: Minor orthopedic and soft tissue injuries, mild heat exhaustion/ cramps, and upper respiratory infections. If there is any question about the appropriateness of this destination, the SFFD paramedic may contact the Clinic physician at (650) 821-5601. Paramedics shall always act conservatively and in the patient’s best interest. If there is any question, the paramedics will err on the side of transport to a hospital emergency department. Anytime that a paramedic determines that a patient will be referred to the SFO Medical Clinic, the SFFD paramedic shall notify the Clinic by telephone, complete the patient care record, and give the patient a copy to be provided to the Clinic, and the patient will be escorted to the SFO Medical Clinic by either the police, other Airport personnel, or the SFFD paramedic.

B. EMS Responses to the SFO Medical Clinic

1. When a patient in the SFO Medical Clinic experiences a medical emergency, the Clinic staff will call 9-1-1 and a paramedic first responder and emergency ambulance will be dispatched.
2. Upon the arrival of paramedic personnel, the SFO Medical Clinic staff will work collaboratively with the paramedic(s) to provide prehospital patient care.
3. If the SFO Medical Clinic physician strongly disagrees with the treatment/ actions being provided by the paramedic, the paramedic shall contact the SFGH Base for medical direction.