



**SAN MATEO COUNTY HEALTH
EMERGENCY
MEDICAL SERVICES**

EMS POLICY	208
Effective:	April 2025
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 establishes 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, §1797.220, 1798-1798.8

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



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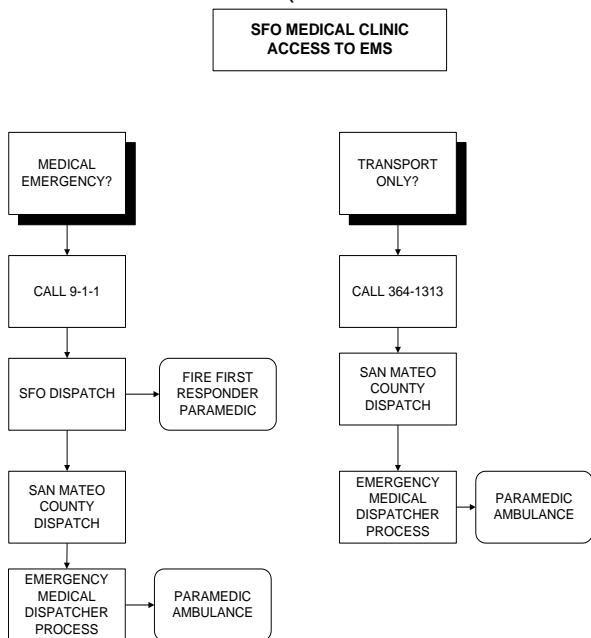
IV. POLICY

A. Services

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 SFIA shall be performed by San Mateo County EMS Agency accredited paramedic personnel.

B. Dispatch

1. All requests for Emergency Medical Services at SFIA will be received by SFIA’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 SFIA Medical Clinic requests an EMS response for a clinic patient, the following procedure will be followed (see attached flowchart):





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- a. If, in the opinion of the Clinic physician, the patient is having a medical emergency, the physician will dial 9-1-1 and relay the information to SFIA dispatcher, and then to the PSC dispatcher. The SFIA dispatcher will immediately transfer the call to PSC for EMD. The SFIA 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 SFIA Communications Center and request fire first responders to respond to the SFIA Medical Clinic.
3. PSC will document event times and other information on its computer aided dispatch (“CAD”) system according to standard procedures.
- C. Base Hospital Medical Direction
- 1. SFFD paramedics will obtain Base Hospital medical direction in accordance with San Mateo County EMS Agency policy and protocol.
 - 2. The ambulance paramedic will obtain Base Hospital medical direction, in accordance with San Mateo County EMS Agency policy and protocol.

V. COMMUNICATIONS

A. Cellular Telephones

SFFD paramedics shall always have a cellular telephone available. Base Hospital communications shall be preferentially by cellular phone with radio communications serving as a backup.

Base Hospital Phone Numbers

- 1. Stanford Health Care Adult – (650) 497-4802
- 2. Stanford Health Care Pediatric – (650) 723-5032



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3. Zuckerberg San Francisco General Trauma – (415) 647-4747

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

B. Radio Communications

SFFD paramedics shall always carry a portable radio with the San Mateo County RED, MCI, Base Hospital, and Interoperability communication channels which will be used to communicate with the San Mateo County EMS system.

VI. MEDICAL DIRECTION, PROTOCOLS AND DOCUMENTATION

A. SFFD EMS personnel providing services at SFIA shall adhere to San Mateo County EMS Agency policies, procedures, and protocols. If there is a conflict of treatment between paramedics at scene, Stanford Base Hospital shall be contacted to provide medical direction.

VII. QUALITY ASSURANCE AND IMPROVEMENT

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

VIII. PARAMEDIC ACCREDITATION

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

IX. SIMULTANEOUS RESPONSES AT SFIA

In the event of simultaneous responses at SFIA, SFFD paramedics may triage the calls based on perceived acuity given the best information available to them, responding to the higher acuity call(s) first. The SFIA Communications Center shall inform PSC of the priority in which SFFD paramedics are responding to simultaneous calls.



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X. MULTI-CASUALTY INCIDENTS

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

XI. SFIA MEDICAL CLINIC

A. SFIA Medical Clinic as a Patient Destination

1. Patients without potential life/ limb threatening complaints or injuries may be taken to the SFIA 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 SFIA 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 SFIA Medical Clinic by either the police, other Airport personnel, or the SFFD paramedic.

B. EMS Responses to the SFIA Medical Clinic

1. When a patient in the SFIA 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 SFIA Medical Clinic staff will work collaboratively with the paramedic(s) to provide prehospital patient care.
3. If the SFIA Medical Clinic physician strongly disagrees with the treatment/ actions being provided by the paramedic, the paramedic shall contact the Base Hospital for medical direction.