



SAN FRANCISCO INTERNATIONAL AIRPORT - PARAMEDIC FIRST RESPONDER PROGRAM

APPROVED: 
EMS Medical Director


EMS Administrator

1. Purpose
 - 1.1 To establish policy and procedures for paramedic first response and emergency ambulance response and transport at the San Francisco International Airport.

2. Services
 - 2.1 Emergency Ambulance Service
 - 2.1.1 Emergency ambulance service will be provided by American Medical Response West (AMR), the contractor for county wide emergency ambulance services for San Mateo County (SMC).
 - 2.1.2 Ambulances will be staffed and operated according to the Agreement between the SMC and AMR for Countywide Advanced Life Support First Response and Emergency Ambulance Services.
 - 2.2 Paramedic First Response
 - 2.2.1 Paramedic first response will be provided by the City and County of San Francisco Fire Department (SFFD) with a paramedic responding as a member of the fire service EMS response at the Airport.
 - 2.3 Dispatch
 - 2.3.1 All requests for emergency medical response at the Airport will be received by the Airport's Dispatch Center, including those coming in by 9-1-1 and Centrex, which will immediately dispatch the Airport fire department's paramedic first response unit and notify San Mateo County Public Safety Communications (PSC). It is best if calls for emergency medical assistance at the Airport are made by dialing 9-1-1 since it is then possible for the caller to speak directly to the PSC dispatcher when the call is transferred.
 - 2.3.2 When the SFO Medical Clinic requires an EMS response for a patient under its care in the Clinic the following procedures will be used (see attached flowchart):

- 2.3.2.1 If, in the opinion of the Clinic physician the patient is having a medical emergency, the physician will dial 9-1-1 and relate the needed information to the Airport dispatcher and then to the PSC dispatcher. The Airport dispatcher will immediately transfer the call to PSC. The Airport dispatcher will dispatch the Airport fire service first responder unit. The PSC dispatcher will dispatch the emergency ambulance.
- 2.3.2.2 If, in the opinion of the Clinic physician, the patient does not have a medical emergency and is medically stable, the physician may contact the PSC dispatcher directly by dialing 364-1313. The Clinic physician may request an ambulance response without a fire service paramedic first response. Specifically, the Clinic physician should ask for “a 9-1-1 paramedic ambulance but no fire first responder.” 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 Code 3 and will immediately contact the Airport dispatch center and request a fire service paramedic first response to the Clinic.
- 2.3.3 PSC will document event times and other information on its computer aided dispatch (CAD) system according to standard procedures. In addition, PSC will record the paramedic 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.
- 2.4 Base Hospital Medical Direction
 - 2.4.1 The fire service first responder paramedic will obtain base hospital medical direction, when needed or required by San Francisco EMS Section policy, from San Francisco General Hospital (SFGH)
 - 2.4.2 The ambulance paramedic will obtain base hospital medical direction, when needed or required by SMC EMS Agency policies, from the receiving hospital for the patient if base hospital contact has not already been established by the first responder paramedic. In the event that the first responder paramedic has already established base hospital contact with SFGH, then SFGH will be utilized as the base hospital for the remainder of the call.

3. Communications

3.1 Cellular Telephones

The Airport first responder paramedic shall at all times have a cellular telephone which will be used for base hospital contact.

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- 3.2 Radio Communications
The Airport first responder paramedic shall at all times have a portable radio with the Red and Blue channels which will be used to communicate with PSC and with the AMR paramedics.
- 3.3 Contacting Supervisors/Medical Directors/Administrator
 - 3.3.1 SMC Field Supervisors through SMCPSC (650) 363-4981
 - 3.3.2 SFFD Supervisors through SF Fire/EMS Comm Center (415) 206-7870
 - 3.3.3 SMC EMS Medical Director through SMCPSC (650) 363-4981
 - 3.3.4 SFFD Medical Directors through SF Fire/EMS Comm Center (415) 206-7870
 - 3.3.5 A SMC EMS Administrator is on call at all times and is contacted through SMCPSC (650) 363-4981
- 4. Medical Protocols, Medical Direction, Documentation
 - 4.1 The Airport paramedic first responder shall use the SFFD EMS Section policies and medical treatment protocols (including non-transport policies).
 - 4.2 The AMR paramedics shall use SMC County EMS policies and medical treatment protocols once they have assumed responsibility for patient care. In the event that there is a conflict between the treatment policies/protocols a SMC base hospital physician will be contacted to direct patient care.
 - 4.3 The Airport paramedic first responder will use the City & County of San Francisco patient care record and the AMR paramedic will use the San Mateo County patient care record.
 - 4.4 The first responder paramedic will give a verbal patient assessment/treatment report to the ambulance paramedic as soon as feasible following the ambulance crew's arrival.
 - 4.5 Occasionally, in the interest of safe patient care, it may be necessary for the first responder paramedic to accompany the patient to the hospital. Examples include external cardiac pacing, cardiac arrest, status epilepticus, and multiple patients encounters.
- 5. Quality Improvement/Assurance And Supervision
 - 5.1 The SFFD shall have primary responsibility for quality improvement for the Airport's first responder paramedic program.
 - 5.2 The SMC EMS Agency shall be responsible for quality improvement for AMR and SMC fire service personnel.
 - 5.3 Collaborative efforts in quality assurance activities between the SFFD EMS Section and SMC EMS Agency will be encouraged.
- 6. Paramedic Accreditation
 - 6.1 Airport paramedic first responders shall be accredited to practice in San Mateo County. The accreditation process will be a modified one focusing

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on the Airport first responder program. It will consist of completing an application for accreditation and attending an abbreviated orientation to San Mateo County's EMS system that is approved by the SMC EMS Agency and the SFFD Medical Directors.

7. Multiple Calls At The Airport - Multiple EMS events may occur at the Airport affecting the availability of the Airport's paramedic first responder.
 - 7.1 When the Airport first responder paramedic is responding to an EMS call it is possible that a second EMS call may occur prior to the paramedic making patient contact on the first call. If, in the opinion of the Airport first responder paramedic, the nature of the second call is clearly more critical than the first, the Airport first responder paramedic may divert to the second call. In this case the Airport paramedic will request that San Mateo County Public Safety Communications:
 - 7.1.1 Send the first responding paramedic ambulance to the first call. San Mateo County Public Safety Communications will send a second ambulance to the second call, and
 - 7.1.2 Request the Airport dispatcher to send a second Airport EMT fire unit to the first call.
 - 7.2 When the Airport's first responder paramedic has responded to an EMS event and a second EMS call occurs prior to the arrival of the ambulance, the first responder will determine whether the ambulance should be diverted to the second call (based on status of the first patient and the nature of the call for the second).
 - 7.3 When the Airport's first responder is occupied on an EMS call and a second EMS event occurs, the Airport's dispatch center will notify SMCPSC who will dispatch a San Mateo County fire service paramedic first response vehicle and an emergency ambulance to the second call.
 - 7.4 Anytime there are multiple simultaneous EMS events at the Airport the SFO Medical Clinic personnel may be asked to respond.
8. Multi-Casualty Incidents
 - 8.1 Multi-casualty incidents will be managed according to the Incident Command System. Once on scene, a San Mateo County paramedic field supervisor will assume the role of the Medical Group Leader.
 - 8.2 Response levels shall be according to San Mateo County Policy "Multi-casualty Incident Response Plan."
9. SFO Medical Clinic
 - 9.1 SFO Medical Clinic as Patient Destination
 - 9.1.1 Patients without potential life/limb threatening complaints or problems may be taken to the SFO Medical Clinic. (Examples: minor orthopedic and soft tissue injuries, mild heat exhaustion/cramps, upper respiratory infections.) If there is any question about the appropriateness of this destination the

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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,

9.1.1.1 the paramedic will notify the Clinic by telephone (650) 821-5601

9.1.1.2 the paramedic will complete the patient care record and give the patient a copy to be provided to the Clinic.

9.1.1.3 the patient will be escorted to the SFO Medical Clinic by either the police, other Airport personnel, or the paramedic.

9.1.2 Patients with potential life/limb threatening complaints or problems should not be taken to the SFO Medical Clinic by EMS personnel. (Examples: shortness of breath, chest pain, altered mental status, long bone fracture). If there is any question about the appropriateness of this destination the 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.

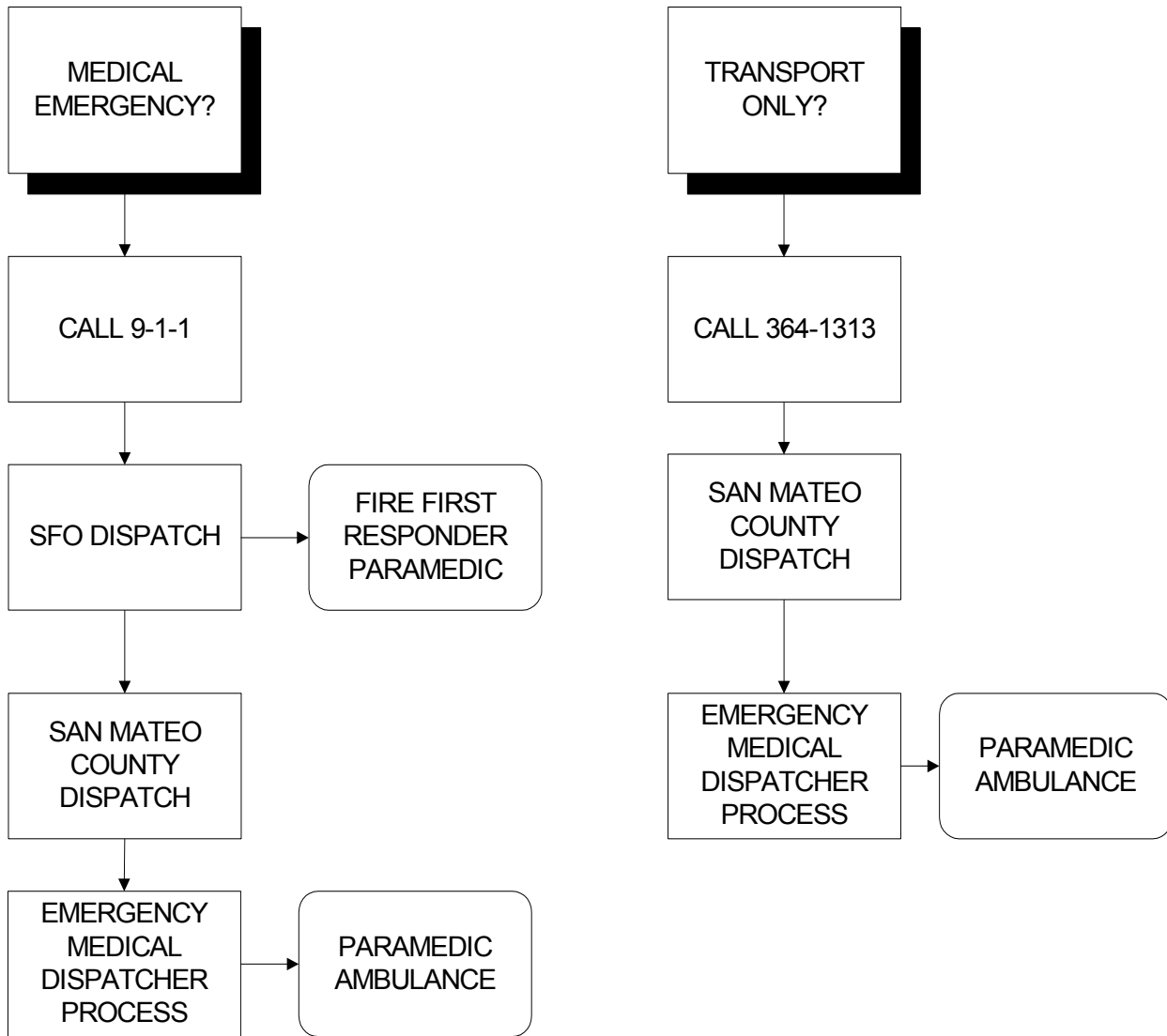
9.2 EMS Responses to the SFO Medical Clinic

9.2.1 When a patient in the SFO Medical Clinic has a medical emergency, the Clinic staff will call 9-1-1 and a paramedic first responder and emergency ambulance will be dispatched.

9.2.2 Upon the arrival of paramedic personnel, the SFO Medical Clinic staff will work collaboratively with the paramedic(s) to provide prehospital patient care.

9.2.3 In the event that the SFO Medical Clinic physician strongly disagrees with the treatment/actions being provided by the paramedic, the paramedic shall contact a base hospital physician at San Francisco General Hospital to discuss the case with the SFO Medical Clinic physician. This situation will be guided by the SFFD EMS Section "Physician on Scene" policy.

**SFO MEDICAL CLINIC
ACCESS TO EMS**



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