



I. PURPOSE

- A. To ensure appropriate, timely, and patient-centered care transition from EMS personnel to receiving facility medical personnel.
- B. To establish standard ambulance patient offload time standards, as these are essential to public safety.
- C. To declare that timely ambulance patient offloads are in the best interests of the patient, the EMS delivery system, and the public’s health and safety.
- D. To support the statewide standard methodology for calculating, verifying, and reporting ambulance patient offload time as defined in Health and Safety Code 1797.120.5 and developed by the California EMS Authority.

II. AUTHORITY: Health and Safety Code, Division 2.5, Sections 1797.120, 1797.120.5, 1797.120.6, 1797.120.7, and 1797.123.

III. DEFINITION(S)

Ambulance Patient Offload Delay (APOD): The occurrence of a patient remaining on the ambulance gurney and/or the receiving facility staff has not assumed patient care beyond the Local EMS Agency-approved APOT standard of 30 minutes.

Ambulance Patient Offload Time (APOT): The time interval between the arrival of an ambulance patient at an receiving facility and the time the patient is transferred to the receiving facility gurney, bed, chair or other acceptable location and the receiving facility staff assumes patient care.

IV. POLICY

- A. All ambulance patient care transfers to receiving facility staff shall maintain a patient-centered focus.

**San Diego County Emergency Medical Services Office
Policy / Procedure / Protocol**

- B.** EMS personnel are required to complete formal transfer of care.
- C.** Receiving facility personnel are required to document via the ePCR receiving facility signature when transfer of care is executed.
- D.** EMS personnel and receiving facility medical personnel shall ensure there is no interruption or delay in patient care while waiting for a formal transfer of care. All patient care by EMS personnel shall be documented according to CoSD EMS policies.
- E. APOT Calculations and Reporting**
 - 1. Transfer of care standard is within 30 minutes of arrival at the receiving facility.
 - 2. This standard will be measured and reported at the 90th percentile.
 - 3. The California EMS Authority will calculate, validate, and report APOT data using information provided by the LEMSA to CEMISIS.