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## ADMINISTRATIVE BULLETIN

No. 20-BUL-007

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**TO:** Contra Costa County 911 Field Provider Agencies

**FROM:** Dr. David Goldstein, EMS Medical Director 

**DATE:** April 8, 2020

**SUBJECT: Expanded Treat and Refer Administrative Bulletin**

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**This bulletin supersedes previous treat and refer guidance and is applicable to all low acuity patients. Individual agencies will be responsible for meeting assessment and documentation obligations memorialized below.**

The governor and county health officer have declared a State of Emergency. As the COVID-19 situation develops, it becomes necessary to plan and prepare for the possibility that the emergency medical system in Contra Costa County may become overwhelmed. The triage of transport is one strategy to help mitigate the impacts. Many low acuity patients that activate the 911 system do not require evaluation/treatment in the emergency department and a significant percentage of them don't require emergency ambulance transport. In the spirit of preserving precious prehospital resources and preventing undue burden on our emergency departments, the following guideline shall be effective immediately and last until rescinded by the Contra Costa EMS Medical Director.

- Treat and Refer shall be expanded to allow accredited 911 Contra Costa paramedics to determine low acuity patients (with or without respiratory/viral illness) that do not require emergency department care and/or do not need ambulance transport to get there.
- Qualification is based on a thorough ALS assessment including a complete set of vital signs.
- The following principle should be used by the paramedic in their decision making:
  - How concerned are you about the patient's medical condition?
- If a low acuity patient has been identified, **request for transport may be declined outright.**
- When patients that qualify are identified, attempts can be made to refer patients to alternative health care venues and/or suggest alternative modes of transportation. A list of accompanying Contra Costa community clinics and advice line numbers is attached for field providers to disseminate.
- It is important that providers recognize and attempt to mitigate any bias in the decision-

making process. If a qualifying patient does not appear to have the ability to successfully navigate a referral and still desires transport to the ED, strong consideration should be made to facilitate the patient's request depending on the urgency of the patient's condition and the status/capacity of emergency medical system at the time of contact.

- **Documentation of Treat and Refer cases should include the following:**
  - Vital signs and physical exam
  - Referral plan in the narrative
  - documentation of providing patient with printed resource material (see attached CoCo EMS "Treat and Refer" Resources)
    - \*\*\*Disposition documentation within PCR platforms is being developed for tracking purposes. This will be implemented when complete and will be communicated to all agencies when it becomes operational.
- Treat & Refer cases will be reviewed by the agency's appropriate clinical coordinator for quality assurance.



Contra Costa Health Services  
CoCo EMS "Treat and Refer" Resources

Contra Costa County Urgent Cares and Clinics					
HEALTH NETWORK	ADVICE NURSE LINE	PHONE			
Sutter Health	Advice Nurse Line	855-836-3500			
JMH Pediatric	Pediatric Advice Nurse Line	925-296-9001	JMH does not have general Advice Nurse line, Contact Urgent Care facility for Appt.		
KAISER	Kaiser Advice and Appointment line	866-454-8855	Call Advice Line to Navigate Available Services		
Contra Costa County	CCHS Advice Nurse Line	877-661-6230			
Contra Costa County	CLINIC SITE NAME	PHONE	ADDRESS	SPECIALITY	Days and Hours
	La Clinica - Monument Medical	925-363-2000	2000 Sierra Road	Adult/Peds	M-T 8:15a- 8:30p, W 8:15a- 6:30p, Th-F 8:15a- 5:30p, S 8:15a-5:00p
	La Clinica - Oakley Medical	925-363-2000	2021 Main Street	Adult/Peds	M-F 8:30a- 5:30p
	La Clinica - Pittsburg Medical	925-363-2000	2240 Gladstone Drive, Suite # 4	Adut/Peds	M-Th 8:30- 7:30p, F 8:30- 5:30p, S 8:00- 4:30p
	Lifelong William Jenkins - Richmond	510-877-3365	150 Harbour Way	Adult/Peds	Call First. Alternate number: 510-981-4100
	Lifelong/Brookside - San Pablo	510-231-9800	2023 Vale Road	Adult/Peds	M- F 10:00a- 8:00p, Sa-Su 9:00a-5:00p
	George and Cynthia Miller Wellness Center	925-313-7900	25 Allen Street	Adult/Peds	M, W, F, Sa 7:45a- 4:45p; Tu, Th 7:45a- 6:15p
<b>John Muir</b>	<b>Urgent Care</b>				<b>JM UC Closed during COVID19: Concord, Orinda, and San Ramon UC</b>
	Brentwood Urgent Care	925-308-8111	2400 Balfour Rd	Adult/Peds	M-F 9:00a- 9:00p; Sa-Su 9:00a- 6:00p
	Walnut Creek Urgent Care	925-296-9000	1450 Treat Blvd, Suite 160	Adult/Peds	M-F 8:00a- 9:00p; Sa-Su 8:00a- 6:00p
	Pleasanton Urgent Care	925-224-0700	5860 Owens Dr., Suite 110	Adult/Peds	M-F 9:00a- 9:00p; Sa-Su 9:00a- 6:00p
	Berkeley Urgent Care	510-985-5000	3100 San Pablo Avenue, Suite 300	Adult/Peds	M-F 8:00a- 8:00p; Sa-Su 8:00a- 2:00p
<b>Sutter Health</b>	<b>Urgent Care</b>				
	Antioch Urgent Care	925-756-3499	4053 Lone Tree Way, Suite 101	Adult/Peds	7 days/week 8:00a- 5:00p
	Berkeley Urgent Care	510-204-5514	2500 Milvia Street	Adult/Peds	7 days/week 8:00a- 5:00p
	Dublin Urgent Care	925-875-3700	4050 Dublin Blvd	PEDS ONLY	M-F 8:00a- 5:00p
<b>Contra Costa Health Services Health, Housing and Homeless (H3)</b>	Also Text 'HOPE' to 20121				Concord CARE center CLOSED
	Richmond CARE Center (GRIP)	211	165 22nd Street		Walk- In M-F 9:00a- 5:00p, Call 24/7
	Trinity Center- Walnut Creek	211	1300 Boulevard Wy		M-F 8:00- 5:00p; W 12:00- 4:00p WOMEN only
	HealthCare for the Homeless Mobile Clinic	925-608-5300			Registration is first come, first serve