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ADMINISTRATIVE BULLETIN

No. 21-BUL-010

TO: Contra Costa County 911 Field Provider Agencies

FROM: Senai Kidane, EMS Medical Director *Senai Kidane*

DATE: August 27, 2021

SUBJECT: Updated Treat and Refer Administrative Bulletin

This guidance supersedes the administrative bulletins 20-BUL-003 (3/16/20), 20-BUL-007 (4/8/20), 20-BUL-008 (4/13/20), 20-BUL-011 (4/22/20), and the Treat & Refer FAQs sheet distributed on 5/14/20.

Principles

1. Contra Costa County, like the rest of the nation, is experiencing another serious surge of COVID-19 cases that has the potential to overwhelm local hospitals and the EMS system.
2. The Centers for Disease Control and Prevention continue to recommend that low-risk patients potentially infected with COVID-19 continue to self-isolate at home.
3. The use of appropriate PPE continues to be effective at preventing widespread transmission to healthcare workers.
4. We have been able to make improvements to our 'Treat & Refer' Policy based on lessons learned from earlier versions.
5. 911 Transport Agency participation is optional and participating agencies **MUST NOTIFY CCEMSA BY EMAIL** when activating or deactivating this program (Joanny.all@cchealth.org).

Definition of low risk:

Low risk (potential or confirmed) COVID-19 patients: Patients ≥ 18 years and < 65 years of age with fever and/or respiratory complaints with NONE of the following:

- Complaint of shortness of breath, chest pain, dizziness, confusion or altered mental status
- Abnormal work of breathing or respiratory distress

- History of cardiac, pulmonary, liver, or renal issues
- Immune compromise including cancer, autoimmune disease, or taking immune modifying/suppressing medications
- Active pregnancy

Low risk patients also fall within the following vital sign parameters:

- Pulse ox > 95% on room air
- RR > 12 and < 20
- HR < 100 bpm
- SBP > 100 mmHg
- Temperature > 96.8°F (36°C) and < 100.4°F (38°C)

Policy:

- I. Low-risk patients with mild symptoms of respiratory infection as determined after a thorough ALS assessment should be advised that their current condition does not require transport to the emergency department.
- II. EMS personnel shall advise the patient to:
 - a. Stay home and seek follow-up treatment as needed with their primary physician. A list of resources that includes local clinics and advise line numbers should be given to the patient.
 - b. Isolate themselves at home, apply appropriate social distancing, avoid contact with high-risk individuals, and self-monitor their condition for worsening symptoms.
 - c. Isolation period should continue until symptom resolution and at least 10 days have passed since symptoms began.
- III. The patient must demonstrate decision-making capacity to accept the recommendation to not be transported to the hospital and have the ability to successfully navigate the referral. Children, individuals experiencing homelessness, intoxicated/altered individuals, those with active psychiatric illness, or patients that have no follow up care do not qualify for this policy.
- IV. The patient maintains and reserves the right to be transported to the emergency department and has the right to have a change of mind at any point in the process.
- V. CCCEMSA has and will continue to evaluate systemwide metrics such as EMS call and transport volume, regional ED capacity, and ambulance patient offload times to determine when this policy can be utilized. The policy shall be in effect until further notification. Agency participation is not mandatory and participating provider agencies may opt out at any time.

Documentation in PCR includes the following:

- Vital signs and physical exam



- Attestation that patient has decision making capacity and has accepted recommendation for alternative follow up
- Referral plan in the narrative including documentation that a physical copy of the 'Treat & Refer Resource Sheet' was distributed
- Select Disposition 'Treat and Refer' if available on your ePCR platform, otherwise select 'Release at Scene'

Quality Assurance/Improvement:

- 100% Audit of all Treat & Refer PCRs by agency CQI personnel for 60 days
- After 60 days, Treat & Refer cases shall continue to be reviewed within each agency's CQI process
- Any Treat & Refer case that has a response back to the location for the same individual within 24 hours shall have an EMS event submitted for review. The development of mechanisms and workflows to capture these cases is the responsibility of each individual provider agency



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
John Muir	Urgent Care				JM UC Closed during COVID19: Concord, Orinda, and San Ramon UC
	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
Sutter Health	Urgent Care				
	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
Contra Costa Health Services Health, Housing and Homeless (H3)	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