





ADMINISTRATIVE DIRECTIVE

DATE: January 5, 2022

To: San Mateo County Prehospital EMS System Providers

FROM: Travis Kusman, MPH, Paramedic, EMS Director 
Dr. Greg Gilbert, EMS Medical Director 

SUBJECT: Assess and Refer and Hospital Transfer (22-CLN-01)

The County is currently experiencing a surge of COVID cases driven by spread of the Omicron variant. To preserve capacity for high acuity patients within the broader emergency medical services system including hospitals, effective immediately, the EMS Agency is reactivating the EP01 – Assess and Refer protocol identified within the Medical Response Matrix for COVID-19.

The Assess and Refer protocol aims to refer non-acute patients encountered in the 9-1-1 system with influenza-like symptoms to the care of their physician or clinics rather than emergency departments. Prehospital providers are required to adhere to the protocol and provide the included handouts to each patient who meets criteria and is accordingly not transported. The protocol and handouts are attached to this communication for your reference.

[EP01- Assess and Refer](#) is currently available on the EMS Agency website and within the San Mateo County EMS app.

This communication also serves as a reminder that the Administrative Directive issued on January 13, 2021, [Transfer of Patient Care at Receiving Hospitals \(21 – CLN – 01\)](#) remains active.

The Transfer of Patient Care at Receiving Hospitals directive provides a pathway for prehospital providers to place stable, non-acute patients in an emergency department waiting room of a San Mateo County receiving hospital under specific circumstances. The Transfer of Patient Care at Receiving Hospitals directive supports appropriate triage and care of patients upon arrival at the hospital while promoting increased ambulance availability within the 911 system. It can be found on the EMS Agency website or by clicking on the link above.

