



County of Santa Clara
Emergency Medical Services System
ADMINISTRATIVE ORDER

Number: AO 2025-001
Issued: February 20, 2025
Title: Direction for Santa Clara County Permitted Ambulances
Waiting for ED Bed Assignment
EMS Protocol 700-S07 911 PATIENT TO HOSPITAL
EMERGENCY DEPARTMENT WAITING ROOM TRANSITION OF
CARE
Effective: March 3, 2025 @ 0800

I. Declaration

The Santa Clara County Emergency Medical Services (EMS) Agency has determined that a clarification to current operational process is required. Consistent with *Santa Clara County Prehospital Care Policy 109: Policy Development and Implementation*, the EMS Director, or designee, may issue Administrative Orders when immediate changes are necessary.

II. Statement of Change and Rationale

Santa Clara County permitted ambulances arriving at an emergency department with a patient who does not pose a communicable disease or hazardous material contamination risk shall wait for bed assignment inside the Emergency Department at a location designated by the hospital. Upon arrival, hospital personnel will acknowledge the unit and register the patient to the hospital.

This change will allow hospital personnel to visualize the patient and be advised of any changes in the patient's condition in an expedient manner. This modification is to safeguard patient safety and ensure patients have no interruptions in quality care.

Additionally, Santa Clara County EMS Protocol 700-S07 will be activated with the issuance of this Administrative Order.

III. Execution

Administrative Order # 2025-001 is in effect as of **March 3, 2025 @ 0800**. This Administrative Order will remain in effect until further notice. The entirety of Policies 602 and 603 are under review and any proposed changes will be released for stakeholder review and comment.

Ken Miller, MD, PhD
EMS Medical Director

Nicholas Clay,
EMS Agency Director

Please direct any questions to Mike Cabano, EMS Assistant Director, by phone at 408.794.0625, or via email at michael.cabano@ems.sccgov.org



911 PATIENT TO HOSPITAL EMERGENCY DEPARTMENT WAITING ROOM TRANSITION OF CARE

Effective: March 3, 2025
Replaces: New

1. Purpose

- 1.1. This protocol provides guidelines to determine which 911 system patients can safely transition directly to the emergency department waiting room.

2. Patient Eligibility

- 2.1. Meets ALS-to-BLS Transition of Care Criteria ([700-S02](#))
- 2.2. No ongoing BLS treatment
- 2.3. Mental status at baseline
- 2.4. Cooperative
- 2.5. Able to sit in chair or wheelchair
- 2.6. Minors must be accompanied by a caretaker
- 2.7. Ambulance Patient Offload Delay (APOD) greater than 30 minutes OR Standard Dispatch Order (SDO) 10 and 11 are active

3. Procedure

- 3.1. For APOD greater than 30 minutes:
 - 3.1.1. Report to emergency department charge nurse and inquire if a bed is available
 - 3.1.2. If no bed is available, inform the charge nurse that the patient meets Santa Clara County EMS protocol 700-S07 criteria for transfer to waiting room
 - 3.1.3. Assist patient to waiting room and give report to waiting room triage nurse or other licensed provider as determined by facility
- 3.2. For transports during SDO 10/11:
 - 3.2.1. On ringdown, advise charge nurse that the patient meets Santa Clara County EMS protocol 700-S07 criteria for transfer to waiting room
 - 3.2.2. Upon arrival at hospital, go directly to waiting room and give report to waiting room triage nurse or other licensed provider as determined by facility

4. Key Documentation Elements

- 4.1. Document the transition of care in the Prehospital Care Record indicating the handoff of the patient to an emergency department waiting room
 - 4.1.1. eDisposition.21 Hospital-Non-Emergency Department Bed
 - 4.1.2. XSC-22 ALS to BLS transition of care
 - 4.1.3. Documentation consistent with 700-S02 criteria
 - 4.1.4. Transfer of care signature obtained