



**EMERGENCY MEDICAL SERVICES AGENCY**  
LOS ANGELES COUNTY

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*"To advance the health of our communities by ensuring quality emergency and disaster medical services."*

December 23, 2020

TO: Distribution

**VIA E-MAIL**

FROM: Cathy Chidester, MSN  
Director, EMS Agency

SUBJECT: **EMS OFFLOAD OF ALS AND BLS PATIENTS TO THE EMERGENCY DEPARTMENT WAITING ROOM (DIRECTIVE #4)**

**Effective immediately**, in an effort to reduce ambulance patient offload times (APOT), EMS providers will offload their patients to the waiting room with notification of the triage nurse for patients meeting **ALL** the following criteria:

1. APOT estimate is  $\geq 30$  minutes
2. Age  $\geq 18$  years; or pediatric patients if accompanied by an adult
3. Normal mental status (GCS 15)
4. Normal vital signs per MCG 1380 for adults:
  - o SBP  $\geq 90$ mmHg
  - o HR 60-100
  - o RR 12-20
  - o O<sub>2</sub>  $\geq 94\%$  on room air
  - o Or per MCG 1309 for pediatric patients
5. Ambulatory with steady gait without assistance (as appropriate for age)
6. Not suicidal or not on psychiatric hold (5150)
7. No chest pain, syncope or acute neurologic symptoms (e.g., focal weakness, dizziness/vertigo)

EMS will initially present to ambulance triage. If the APOT estimate is  $\geq 30$  minutes, and the patient meets all criteria as above, EMS personnel will transport the patient to the waiting room for offload. EMS personnel shall notify the triage nurse of the patient's arrival and provide a transfer of care report.

Emergency Departments should inform triage staff of this new procedure so that they are prepared to receive ambulance patients.

EMS should document in the electronic patient care record: 1) the criteria met, 2) the time of transfer, and 3) the name of the person to whom notification was provided. If a detailed report is declined, this should be documented as well. The nurses' signature may be obtained when possible, but is not required for patient offload.

Thank you once again for your support of the EMS system in these challenging times. If you have any questions or concerns, feel free to contact me at (562) 378-1604.

CC:nb  
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Health Services  
<http://ems.dhs.lacounty.gov>



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