



Alameda County Health
Emergency Medical Services

Right Care, Right Place
Choosing the Correct Healthcare for Your Clients



Alameda County Health

EMS Agency Responsibilities

Eight Major Components of EMS Systems

1. Personnel and Training
2. Communications (Dispatch)
3. Medical Transportation (EOA, Ambulance)
4. Assessment of Hospitals and Critical Care Centers
5. System Organization and Management
6. Data Collection and System Evaluation
7. Public Information and Education
8. Disaster Medical Response



Medical Transportation

Basic Life Support (BLS) Ambulance

Type of patient:

- Stable patient unless the BLS ambulance staffing is supplemented by additional health care providers (MD, RN, RT)

Staffing:

- Basic Life Support ambulances are usually staffed with two (2) Emergency Medical Technicians (EMTs).
- EMTs know CPR and other life-saving skills like bleeding control, but administer very few medications

Medical Transportation

Advanced Life Support (ALS)/911 System Paramedic Ambulance

Type of patient:

- Unstable or potentially unstable patients from the emergency department transferred to another hospital for specialized or higher level of care, e.g., stroke, heart attack, patients in need of immediate surgical intervention for life threatening events.

Staffing:

- The 911 ambulance is staffed by two health care providers. At least one is a paramedic. The second staff member may be an EMT or paramedic. Paramedics are able to give medication for several medical emergencies.

Medical Transportation Providers

Basic Life Support (BLS)

- American Medical Response
- America West Medical Transportation
- Arcadia Ambulance
- Bay Medic Transportation
- Eagle Ambulance
- Falck Northern California
- Falcon Critical Care Transport
- LIFEwest Ambulance
- NORCAL Ambulance
- Pro Transport-1
- Royal Ambulance
- Westmed Ambulance

Advanced Life Support (ALS)

- Albany Fire Department
- Alameda Fire Department
- Berkeley Fire Department
- Falck Northern California
- Piedmont Fire Department

Medical Non-Transportation Providers (First Responders)

Advanced Life Support (ALS)

- Alameda City Fire Department
- Alameda County Fire Department (contract for cities)
- Albany Fire Department
- Berkeley Fire Department
- Fremont Fire Department
- Hayward Fire Department
- Livermore-Pleasanton Fire Department
- Oakland Fire Department
- Piedmont Fire Department

Calling 911

Medical Emergencies

- Life-threatening situations
- Heart attack/chest pain
- Excessive bleeding
- Signs of stroke
- Difficulty breathing
- Unconscious
- Active suicide attempt
e.g., with gun, jumping
from heights



Medical Non-Emergencies

- Chronic or Not Life-Threatening Situations
- Flu with minor symptoms
- Minor injury
- Medication refill



911 Alternatives

Urgent Care Clinics

- Affiliated with hospital system
- Federally Qualified Health Centers (Community Health Centers)
- Standalone clinics

Advice Lines

- Alameda Alliance 888-433-1876
- Kaiser 866-454-8855
- Sutter 855-836-3500



Questions?

Alameda County EMS Event Reporting Form