

County Executive

Ann Edwards

Deputy County Executive

Chevon Kothari
Social Services



Department of Health Services

Timothy W. Lutz, Director

Divisions

Behavioral Health Services
Primary Health
Public Health
Departmental Administration

County of Sacramento

Memorandum

Date: October 5, 2023

To: EMS Provider Agencies

From: Sacramento County Medical Director, Gregory Kann

Subject: Sacramento County 5050 Policy Workflow

This is a suggested workflow when patients challenge the destination component of the 5050.18 policy.

If a patient is unhappy or challenges being brought to their own healthcare network ED for care.

1. Acknowledge patient concern but clearly communicate that the best patient care is obtained at their home facility. This is specifically due to the availability of all health care records. This applies to patients not meeting specialty care criteria – Stroke, STEMI, Trauma.
2. Clearly state that this is a County wide policy.
3. Contact base hospital for discussion on proper destination.
4. Patients have the right to AMA and refuse transport if they have decision making capacity.
5. If continuing concerns after conversation direct the patient to the County EMS Agency website where a formal complaint may be submitted.

Division of Public Health

Olivia Kasirye, MD, MS
Public Health Officer

SACRAMENTO COUNTY



**Sacramento County Emergency
Medical Services Agency**

9616 Micron Ave Suite 960
Sacramento, CA 95827
phone (916) 875-9753
www.dhs.saccounty.gov/pub/ems