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April 16, 2015

**CHIEF'S MEMORANDUM**

**NO. 2015-031**

**TO :** ALL PERSONNEL  
**FROM :** DARREN J. ROSARIO, FIRE CHIEF  
**SUBJECT:** **INTERFACILITY PATIENT TRANSFER – HFD RENDEZVOUS  
ALTERNATIVE FOR STABLE NON-EMERGENT TRANSFERS**

Interfacility patient transfers are part of the State EMS 911 contract and does fall under the responsibility of the Hawai'i Fire Department (HFD). Patient transfers primarily occur out of the three Critical Access Hospital (CAH) facilities to a receiving Acute Care Facility (Regional Base Station Hospital). Transfers are deemed "Emergent or Non-Emergent".

**DEFINITIONS OF TRANSFERS**

**Emergent Ambulance Transfer:** Life threatening or compromising situations where the patient requires a higher level of care and medically necessary services are not available at the transferring facility.

**Non-Emergent or Pre-Scheduled Transfer:** Situations that do not meet the criteria of "emergent" in which transport is requested to another facility or return to home. The conditions of the patients that are included in this category are extremely stable or require no immediate medical intervention.

**TRANSFER REQUEST PROTOCOL**

The patient transfer request protocol is as follows:

The primary Physician (transferring physician) contacts the receiving facility Physician (accepting physician) requesting approval and acceptance of the patient. Once approved, the transferring facility contacts AMR dispatch on Oahu for the availability and ETA of AMR transferring ambulance. If AMR is not available or the ETA is outside of an acceptable allowance, the transfer request is moved to the HFD Fire Communication Center (FCC).



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Notification of a pending patient transfer shall be received by HFD dispatch directly from AMR dispatch. AMR dispatch will provide; patient age, gender, and information relative to condition and/or related equipment, ETA for pick-up, Base Station approval as appropriate to transfers out of the catchment district of the sending facility and contact person at facility. The FCC notifies the in-district medic unit informing them of awaiting transfer.

In efforts to maintain the highest quality of patient care, as well as maximize HFD EMS resources and availability, rendezvous alternatives may be considered for ***stable non – emergent transfers***. The transferring HFD ambulance FMS shall contact the accepting Base Station physician for approval to utilize a rendezvous alternative. Once approved, the FMS shall contact the FCC to check on the availability of AMR. If AMR is not available to assist with the rendezvous, the FCC shall contact the affected Operations BC notifying them of the situation along with an update of ongoing operations and availability of EMS resources. The following HFD alternatives shall be considered at the discretion of the Operations BC:

- HFD medic to complete the entire transfer from transferring facility to receiving facility and the Operations BC to determine the need for EMS coverage and relocation of EMS resources.
- The Operations BC or BC's may elect to authorize the rendezvous of HFD resources pending resource availability.

For all approved rendezvous cases, designated rendezvous points as indicated in Enclosure 2 shall be utilized. Rendezvous alternatives ***shall not*** be considered for any 911 calls, emergent / time sensitive cases, or psychiatric patients.

Each situation is dynamic. The decision making to utilize a rendezvous alternative shall be based upon the best interest of patient care, availability of EMS resources to the community, and the HFD.

Thank you,



DARREN J. ROSARIO  
Fire Chief

Enclosure

**HAWAI'I COUNTY**  
**PATIENT TRANSFER RENDEZVOUS POINTS ENCLOSURE 2**

In an effort to maximize scene safety for patients and ambulance crews, the following designated rendezvous points shall be utilized. Meeting on the shoulder of the roadway is discouraged. Transport between:

**Ka'ū Hospital and Hilo Medical Center (HMC):**

- a) Highway 11 at the 40 mile marker (Nene Goose Sanctuary)
- b) Namakani State Park off Highway 11
- c) Station 19 Volcano, Kilauea Military Camp
- d) Hirano Store (evenings only after business hours)

**Ka'ū Hospital and Kona Community Hospital (KCH):**

- a) Manuka State Park
- b) Highway 11 Scenic Point (75 mile marker post)

**North Hawai'i Community Hospital (NHCH) and KCH:**

- a) Bottom of Waikoloa Road, Blue Hawaiian Helicopters Parking Area
- b) Entrance to West Hawai'i Veterans Cemetery

**NHCH and HMC:**

- a) Hāmākua Health Center
- b) Laupāhoehoe, Station 17

**Hale Ho'ola Hāmākua to HMC:**

- a) Laupāhoehoe, Station 17

**North Kohala Hospital and KCH:**

- a) Bottom of Waikoloa Road, Blue Hawaiian Helicopters Parking Area
- b) Entrance to West Hawai'i Veterans Cemetery

**North Kohala Hospital and HMC:**

- a) North Hawai'i Community Hospital
- b) Hāmākua Health Center
- c) Laupāhoehoe, Station 17

**KCH and HMC:**

*As multiple routes between these facilities are available, all of the previous rendezvous points mentioned should be considered in addition to any District Fire Station along the predetermined route.*