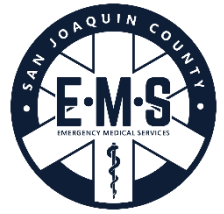




San Joaquin County

Emergency Medical Services Agency



Memorandum

DATE: February 14, 2025

TO: All Prehospital Personnel and Providers
All Acute Care Hospital Emergency Department Personnel

FROM: Katherine Shafer, M.D., EMS Medical Director
Jared Bagwell, EMS Director

SUBJ.: Non-Permitted Transportation Companies Providing Medical Transport

The purpose of this memorandum is to advise EMS system participants that the San Joaquin County Emergency Medical Services Agency (SJCEMSA) has been made aware of several occurrences of non-medical transportation companies performing transport to the ambulance entrance of emergency departments in San Joaquin County. Only properly permitted ambulance providers are authorized to provide medical transport of patients to emergency departments in San Joaquin County.

SJCEMSA is currently investigating all reported incidents and requests your help in identifying additional incidents.

What to do if you see or suspect a non-permitted transportation company transporting to the emergency ambulance entrance in San Joaquin County:

1. Do not attempt to interact with employees.
2. If possible to do so safely, take pictures of the ambulance and provide the information through the normal Unusual Occurrence Reporting process.
3. Contact EMS Duty Officer.

A list of approved ambulance providers can be viewed on our website at:

<https://www.sjgov.org/departments/ems2/providershospitals/providersambulance>