

A. Introduction

The Emergency Triage, Treatment and Transport (ET3) program offers on scene units and the patient an option in the continuance of care. The options for units designated for the ET3 program are:

- Transport to the Closest Alternate Destination, or
- Telehealth Services on the incident scene

An Alternate Transport Facility is an approved urgent care center or clinic licensed by the Florida Department of Health, approved by the Agency for Healthcare Administration (AHCA) and an approved partner by Center for Medicare & Medicaid Services (CMS). Alternate transport facilities are listed on MDFR's hospital capability chart and may be considered as a transport destination for patients who meet the parameters outlined in this procedure. The availability for implementing the ET3 options are only during the facility's hours of operations. When facilities are closed at the end of the business day, all patient and treatment will follow the appropriate guidelines of [Protocol 4 Patient Treatment and Transport](#). Facilities not approved as an Alternate Destination will not be considered for transportation.

Treatment in place during a Telehealth call or a transportation to an Urgent Care, will be accomplished by the most effective and efficient means possible to all patients with illness or injury in accordance with this procedure. Every attempt should be made to use a single Advance Practitioner (i.e. PA, APRN) type service per incident. It is incumbent upon all Fire Rescue personnel involved to act in the patient's best interest. Proper screening and accurate patient assessments must be completed and documented for all alternate destination transports, telehealth service video calls, and treatment/transport decisions determined.

The ET3 program service hours will be:

- **Urgent Care** (included in program) transport hours: **0800** hours to **1900** hours
- **Telehealth Service** via the designated provider hours: **24** hours (*Under development*)

This procedure is a supplement to [Protocol 4 Patient Treatment and Transport](#) and all other applicable Medical Operations Manual guidelines. All events that transpired on the call should be documented as dictated by [Procedure 40 EMS Electronic Care Reports \(ePCR\)](#).

B. Procedure

1. Alternate Transport Facility (Urgent Care) inclusion criteria:

- a) Adult and Pediatric patients exhibiting or complaining of any of the following, who are **assessed and categorized as a BLS patient**, will be considered eligible for BLS transport to an Alternate Transport Facility via an MDFR Rescue/BLS unit.
1. Fever, sore throat, cough, or congestion
 2. Low grade fever without a rash
 3. Flu/Cold like symptoms
 4. Ear pain, eye redness or itchiness
 5. Small foreign object in the ear or nose without any airway compromise
 6. Vomiting or diarrhea (less than 48 hours)
 7. Toothache or tooth avulsion (if Urgent Care has Dentist available)
 8. Simple lacerations, simple fractures, strains, & sprains
 9. Dislocations of phalanges (fingers/toes)
 10. Minor 1st degree thermal burns
 11. Animal bites/stings of the dermis (not involving tendon/ligaments, muscle tissue, or arteries/nerves)
 12. Localized allergic reactions (Mild)
 13. Generalized body aches and/or chronic joint pains
 14. Chronic back pain (No kidney stone history)
 15. BLS asymptomatic hypertension
 16. Heat related problems without neurological symptoms (not heat exhaustion nor heat stroke)
 17. Diabetic emergency that only requires BLS care
 - a) Hypoglycemia patient on short acting insulin and/or oral hypoglycemic drug – mental status improves after oral glucose administration
 - b) Hyperglycemia patient – without any signs and symptoms of DKA and/or HHNK and ETCO₂ ≥ 30 mmHg
 18. Displaced Foley Catheter
 19. Painful urination
 20. Vaginal discharge (not pregnant)
 21. Hemorrhoids

NOTE: If there is any doubt or concerns on the patient's condition, the patient will be transported to a full-service hospital via a MDFR Rescue unit.

2. Treatment in place during an emergency response using a Telehealth video call will be accomplished by the most effective and efficient means possible to all patients with illness or injury in accordance with this procedure. The Crews on scene will offer the service to the patient who meets the criteria.

3. **Telehealth Service, treatment in place inclusion criteria:**
 - a) Adult and Pediatric patients exhibiting or complaining of any of the following, who are **assessed and categorized as a BLS patient**, will be considered eligible for a Telehealth Call consult with the ET3 care provider for MDRF.
 1. Fever, sore throat, cough, or congestion
 2. Flu/Cold like symptoms
 3. Ear pain, eye redness or itchiness
 4. Vomiting or diarrhea (less than 48 hours)
 5. Toothache
 6. Strains & sprains
 7. Minor 1st degree thermal burns
 8. Localized allergic reactions (Mild)
 9. Generalize body aches and/or chronic joint pains
 10. Chronic back pain (No kidney stone history)
 11. BLS asymptomatic hypertension
 12. Heat related problems without neurological symptoms (not heat exhaustion nor heat stroke)
 13. Diabetic emergency that only requires BLS care
 - a) Hypoglycemia patient on short acting insulin and/or oral hypoglycemic drug – mental status improves after oral glucose administration
 - b) Hyperglycemia patient – without any signs and symptoms of DKA and/or HHNK and ETCO₂ ≥ 30 mmHg
 14. Painful urination
 15. Sleep disturbance issues

C. Approved Alternate Transport Facilities

ET3: UHealth/Jackson Urgent Care Centers - Approved for Transport				
Urgent Care Center	Address	Phone Number	Hours of Operation	Units
NORTH				
Keystone Point	13120 Biscayne Blvd North Miami, FL 33181	305-585-9215	8a - 8p	R18, R19, R20, R31, R32, R33, R78
CENTRAL				
Doral	7400 NW 104th Avenue Doral, FL 33178	305-585-9255	8a - 8p	R69, R28
WEST				
Country Walk	13707 SW 152nd Street Miami, FL 33177	305-585-9205	8a - 8p	R43, R36, R53
SOUTH				
Cutler Bay	18910 South Dixie Hwy Cutler Bay, FL 33157	305-585-9235	8a - 8p	R34, R50, R52, R04, R71