# Alternative Destination Transport

The Right Care at the Right Place at the Right Time

REMSA's Ambulance Transport Alternatives program provides pathways of care other than transport to the emergency department for 9-1-1 patients. This includes transport of patients with low acuity medical conditions to urgent care centers for treatment, the transport of medically stable inebriated patients directly to the detoxification center, and the transport of medically stable psychiatric patients directly to the mental health hospital for medical clearance and admission.

## Benefits

In cooperation with the community's health care partners, this program will safely:

- Improve each patient's satisfaction with their overall health care experience

- Reduce patient wait-times for non-emergency care and reduce patient out-of-pocket costs

- Assure care is delivered where patient's insurance is accepted

- Avoid an unnecessary emergency department visit when another location of care may be more appropriate for the patient's needs

24 hours a day

REMSA®

ALTERNATIVE
DESTINATION TRANSPORT

# Features

The **Alternative Destination Transport** program expands the options for transportation destinations when a patient dials 9-1-1 with a non-life-threatening, non-emergent, low acuity medical condition that could be treated safely outside of the emergency department. REMSA's program is unique in the following ways:

Patients have **several destinations** in Washoe County, including urgent care centers and other medical facilities as options to receive care.

The program features **locally-developed protocols** for low acuity, intoxicated and psychiatric patients, and includes a rigorous clinical quality assurance program with medical director oversight and special training for all field medics.

The core element is an early destination evaluation — an **advanced assessment** performed in the field to determine if a 9-1-1 patient is clinically eligible to be treated at an alternative medical facility.

1. The medic first confirms that no priority symptoms exist that require treatments that can only be performed in an emergency department.

2. The medic then explains the patient's medical condition may be appropriately treated at an alternative care location.

3. The selection of a location will depend upon: insurance accepted, facility hours, facility capability, facility capacity, and nearest appropriate location. Within clinical triage and destination guidelines, patient choice, and consent will always be the final determinant.

## About REMSA's Community Health Programs

REMSA's Community Health Programs create new care and referral pathways to assure patients receive the safest, and most appropriate, levels of quality care. In addition, post-discharge patients with conditions such as congestive heart failure receive in-home follow-up care. Our programs include three components: the Nurse Health Line, Community Paramedicine, and Alternative Destination Transport.

In cooperation with the community's health care partners, these programs safely improve patient-centered care, improve patient satisfaction and reduce ambulance transports, emergency department visits, hospital readmissions, and overall health care costs.

**Nurse Health Line** provides 24/7 assessment, care guidance and referral to health care, and community services via a non-emergency nurse health line.

Community paramedics are the cornerstone of REMSA's **Community Paramedicine** program. Community paramedics are specially trained to perform in-home delegated tasks to improve the transition of care from hospital to home, perform point of care lab tests and improve care plan adherence.

The **Alternative Destination Transport** program provides alternative pathways of care for 9-1-1 patients, including transport of patients with low acuity medical conditions directly to urgent care centers, transport of inebriated patients directly to the detoxification center, and transport of psychiatric patients directly to a mental health hospital.

The Right Care at the Right Place
at the Right Time

**For more information, call REMSA's Community Health Programs at 775-858-5700 or visit www.remsacommunityhealthprograms.com**