

**EL DORADO COUNTY FIRE PROTECTION DISTRICT**  
**STANDARD OPERATING GUIDELINE**

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**ARTICLE 3: EMERGENCY PROCEDURES  
AND OPERATIONS**  
**SECTION 8: HOSPITAL TURN-AROUND TIME**

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**EFFECTIVE DATE:**  
**REVISED: 04-12-2006**

- 3.8.1 **PURPOSE:** To establish standard hospital turn-around times for Medic Units.
- 3.8.2 Turn-around time is described as the time necessary to turn over patient care to hospital staff, handle paperwork, restock unit and leave the hospital following a transport.
- 3.8.3 **POLICY:** This policy sets a standard time limit on the amount of time Medic Units will spend at the hospital following patient delivery. During this time personnel will be handling paperwork and unit clean up. This policy does allow for exceptions in certain situations.
- 3.8.4 **PROCEDURE:** Standard Medic Unit turn-around times are identified as follows.
- 3.8.4.1 Medic Units shall be available for dispatch within ten (10) minutes of arrival at the hospital, unless the ECC has been notified otherwise at time of arrival at the hospital.
- 3.8.4.2 Medic Units shall be clear of the hospital within thirty (30) minutes.
- 3.8.4.3 Realizing that unique situations occur from time to time, this provision is to be added. If for any reason you find it necessary to extend your time spent at the hospital past the standard turn-around time, contact the ECC and advise of the circumstances involving the extension.
- 3.8.5 Medic Unit Response Criteria: The response time standard for the Medic Units are as follows;
- 3.8.5.1 Urban areas require a ten (10) minute response time.
- 3.8.5.2 Semi-Rural and Rural areas require a twenty (20) minute response time.
- 3.8.5.3 Wilderness areas require a Medic Unit on scene as soon as possible.
- 3.8.6 There are 13 exceptions to this requirement, which must be reported to the ECC.**
- 1) Disaster and mutual aid system
  - 2) Additional units responding to large multi-casualty incident situations requiring more than two ambulances.
  - 3) Incorrect or inaccurate dispatch information received at a 9-1-1 PSAP. Public safety agency or other direct source.
  - 4) Material change in dispatch location.
  - 5) Unavoidable communication failure.
  - 6) Inability to locate address due to non-existent address.
  - 7) Inability to locate patient due to patient departing the scene provided that the unit has arrived at the originally dispatched location within the response time standard.
  - 8) Delays caused by extraordinary adverse traffic conditions.
  - 9) Delays caused by road construction and/or closure.

- 10) Unavoidable delays caused by off-paved road locations.
- 11) Severe weather conditions including dense fog, snow or ice.
- 12) Delays attributed to the COUNTY and not due to the JPA including an inventory audit.
- 13) Delays attributed to geographic location.