



OFFICE OF MEDICAL AFFAIRS DIRECTIVE 2025-02

March 12, 2025

TRANSPORTATION OF PATIENTS TO NEAREST APPROPRIATE AMBULANCE DESTINATION

1. PURPOSE

- 1.1 To set forth the policy and procedure for the transportation of patients to the nearest appropriate facility.

2. SCOPE

- 2.1 This procedure applies to all FDNY and Voluntary hospital providers within the New York City 911 System.

3. POLICY

- 3.1 Effective immediately, all patients will be transported to the receiving facility determined by the hospital suggestion mask. **Crews shall not override the CAD-recommended hospital.**
- 3.2 If a patient refuses transport to the CAD-recommended facility, is qualified to refuse medical assistance (RMA), and has full decisional capacity, then an RMA shall be secured. Pediatric patients require parental/guardian consent to RMA.
- 3.3 Crews shall document the presence of the patient's full decisional capacity and understanding of the risks of not receiving transport in the narrative section.
- 3.4 If a patient insists on transport, has been deemed "low index of suspicion" as defined in OGP 106-04 Refusal of Medical Aid (RMA) and cannot be convinced otherwise, the crew shall advise the patient that EMS will not facilitate their transport to their requested hospital, obtain an RMA, advise the patient that the hospital transportation is NOT being denied, but rather the patient is DECLINING transport to one of the CAD recommended 911 receiving emergency departments, and leave the scene. The interaction shall be documented in the crew's ePCR that the patient has refused transport to a CAD-recommended 911-receiving emergency department. If a patient refuses to sign for the RMA, that shall be documented in the narrative.
- 3.5 If a patient insists on transport, has been deemed "high index of suspicion" as defined in OGP 106-04 Refusal of Medical Aid (RMA), and cannot be convinced otherwise, the crew shall contact OLMC for transport decision.
- 3.6 Any request for transport to a non-911 ambulance destination (e.g., Sloan Kettering Cancer Center, New York Eye and Ear, Veteran Hospitals) requires permission from OLMC. Transport will only be approved if the patient's complaint or condition requires specific treatment modalities available exclusively at the specific ambulance destination where the patient receives treatment for that same or related condition.

NOTE: *In the absence of such a need, patients should be transported only to a CAD-recommended 911 ambulance destination.*

- 3.7 On a case-by-case basis, patients who may need transport to a hospital not recommended by CAD (e.g., Post Op complications patient, high-risk OB patients) will need OLMC physician consultation for approval to transport to a specific 911-receiving emergency department.

NOTE: Having previous records at a specific hospital does NOT qualify for transport to that facility.

**BY ORDER OF THE FIRE COMMISSIONER, CHIEF OF DEPARTMENT,
CHIEF OF EMS AND CHIEF MEDICAL DIRECTOR**

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