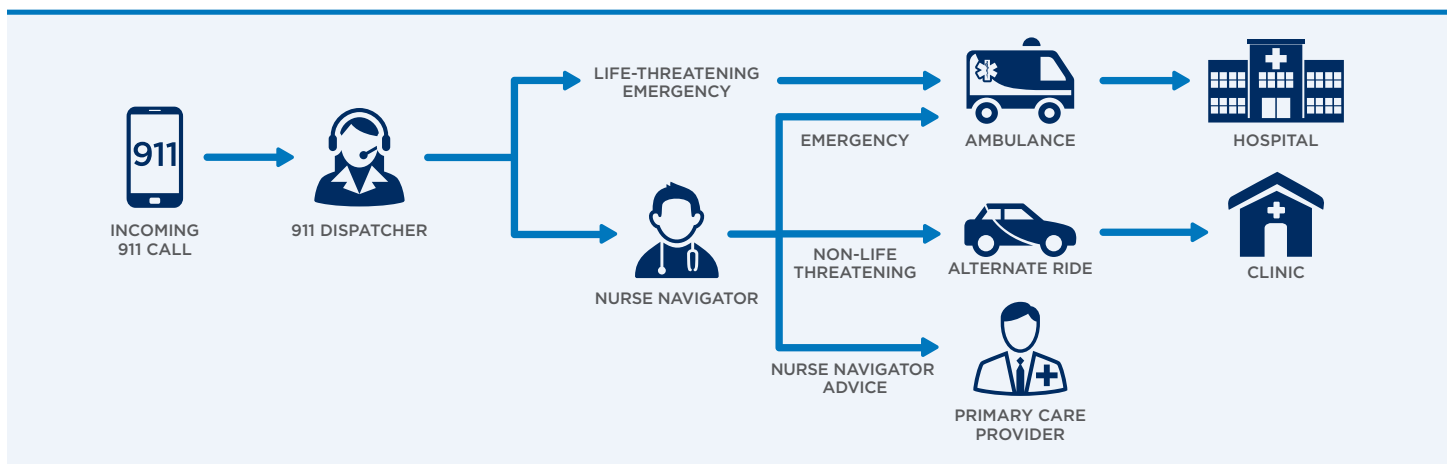




SANTA CLARA COUNTY 911 NURSE NAVIGATOR PILOT PROGRAM FOR THE SOUTH COUNTY AND WEST VALLEY COMMUNITIES

In collaboration with American Medical Response, Santa Clara County Fire Department, CAL FIRE and Gilroy Fire Department, Santa Clara County Emergency Medical Services (EMS) is launching an innovative program to provide community members in the South County and West Valley communities with a variety of options for quickly reaching the appropriate level of medical care when calling 911. Based on the description of your symptoms, you may be transferred to a Nurse Navigator who will work with you to determine an appropriate path for treatment and assist in coordinating that care.



What is the Santa Clara County 911 Nurse Navigator Program?

The Nurse Navigator Program gets you to the right level of care, which may or may not include transportation to a hospital emergency department. 911 calls with non-emergency injuries or illnesses may be transferred to a Nurse Navigator who can assess your symptoms and refer you to the most appropriate medical care. This care could include referral to a local clinic or urgent care.

What areas of Santa Clara County are using the Nurse Navigator Program?

The program is currently operating in:

- The South County communities of Gilroy, Morgan Hill, and San Martin;
- The West Valley communities of Campbell, Cupertino, Los Altos, Los Altos Hills, Los Gatos, Monte Sereno and Saratoga;
- Unincorporated areas served by South Santa Clara County Fire, the Santa Clara County Fire Department, County EMS, and CAL FIRE.

When should I call 911?

You should only call 911 for a serious medical emergency that you believe is life-threatening or that may be or become life-threatening, for example:

- Trouble breathing
- Chest pain
- Heart attack
- Cardiac arrest
- Fainting
- A severe allergic reaction
- Injuries from a fall or accident
- Seizures
- Severe pain
- Other urgent matters

You should not call 911 for minor illnesses or injuries that can be addressed through an appointment with a primary care physician (for example: a cold, a minor cut or a routine medical matter).

Will EMS providers still respond and transport me to a hospital if I call 911?

Emergency 911 response is not affected by the addition of the Nurse Navigator Program. If your condition is an urgent, life-threatening or potentially life-threatening emergency, the 911 center will dispatch EMS first responders who will assess your symptoms and may transport you to the hospital directly.

If your condition is not a medical emergency, you may be transferred to the Santa Clara County 911 Nurse Navigator Program and a Nurse Navigator will assess your symptoms and determine the most appropriate medical care for your condition.

How will it be determined whether I will be transferred to the Santa Clara County 911 Nurse Navigator Program?

The 911 operator will triage your condition by using industry best practice medical protocols and questions to thoroughly evaluate your medical symptoms. The results of that protocol-driven evaluation of your specific medical symptoms will determine the best course of care for you.

How will a determination be made about which medical clinic I will be referred to?

The Nurse Navigator will connect you to the most appropriate level of care available, taking into account your existing primary care provider (if any), the location where you last received care, your location, the time of day and the availability of healthcare providers.

Will the nurse schedule a clinic appointment for me at the medical clinic at a predetermined time? Will the staff know when I arrive and why?

Each clinic has walk-in appointments that will be available for Santa Clara County 911 Nurse Navigation Program patients. The Nurse Navigator will notify the clinic that you are on the way, provide your estimated time of arrival and the reason(s) you are seeking medical care. Upon your arrival, you will be seen as soon as possible.

Will the medical providers be able to prescribe medication during my visit?

Yes, the selected medical providers will be licensed and able to prescribe medications for treatment.

Should I call 911 to schedule any follow-up or future appointments at the medical clinic in which I was seen?

No. You should only call 911 for a serious medical emergency that you believe is or may become life-threatening. Schedule all follow-up medical appointments directly with the medical clinic in which you were seen and where you are now a registered patient, or with any other non-emergency healthcare facilities that the clinic may refer you to.

What happens if the nurse at the Santa Clara County 911 Nurse Navigator Program determines that my condition warrants transport to a hospital emergency department?

Nurse Navigators should only receive calls that would typically be best handled in a non-emergency healthcare environment as opposed to a hospital emergency room setting. However, if the Nurse Navigator determines that your condition is of an urgent or emergency nature that should best be treated at a hospital or that you should be assessed by EMS first responders, we will immediately dispatch an EMS unit to you.

What are the qualifications of the Nurse Navigators?

The Nurse Navigators are licensed nurses by the State of California and have professional experience in emergency nursing. They are also specially trained in the practice of telephone triage.

If I talk to the nurse and still want to be transported to the hospital by ambulance, what happens then?

The Nurse Navigator will work with you to determine the most appropriate level of care for you. If during that process you or the nurse determines that an ambulance is needed, then one will be dispatched.

To learn more about this program, please visit santaclaracounty.gov/nursenavigator.

