



STANISLAUS 911 NURSE NAVIGATION

When you call 911 with a health concern, you may not need an ambulance trip to your local hospital emergency department. American Medical Response (AMR)'s new program, developed in collaboration with Valley Regional Emergency Communication Center (VRECC) and program pioneer Global Medical Response, gives 911 call takers the option to connect you with a 911 Nurse Navigator who can navigate you to alternative options.

How does the Stanislaus 911 Nurse Navigation program work?

If you call 911 for a health concern that is determined to be less critical, dispatchers will connect you to a Nurse Navigator who uses physician-approved guidelines to determine if an alternative setting is appropriate. These may include an emergency room, urgent care center, clinic, telehealth visit, home care or another care setting. Additionally, nurses can arrange transportation for patients.

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

If you call 911 with a serious condition or a potentially life-threatening emergency, the 911 call taker will send EMS first responders to determine if you need a trip to the hospital.

Even if you're initially transferred to the Nurse Navigation program for a less critical situation, the Nurse Navigator using the physician-approved guidelines may determine your condition requires a hospital emergency room visit as the most appropriate medical care. In those instances, they will send out an ambulance to you.

What factors determine whether my call is transferred to the Stanislaus 911 Nurse Navigation program?

To help dispatchers identify callers who may be appropriate for Nurse Navigation, a defined list of health concerns, developed and approved by the local EMS medical director, is referenced. These conditions may include things like sore throats, sprained ankles, minor allergic reactions, insect or animal bites and sunburns, among others.

The Nurse Navigator listens to you, asks important questions and uses physician-approved guidelines to determine if an alternative setting is appropriate—such as an urgent care center, a nearby clinic, telehealth services or even care at home. If transportation is required, they can help arrange a ride that matches your clinical circumstances, which may include an ambulance or alternative forms of transportation.

How does 911 Nurse Navigation determine which medical clinic I will be referred to?

Using physician-approved guidelines, the Nurse Navigator will connect you to an appropriate level of care available based on:

- Where you regularly receive care
- Your current location and time of day
- Local healthcare providers' availability

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

Each clinic has walk-in appointments available for Stanislaus 911 Nurse Navigation program patients. The clinic will see you as soon as possible upon your arrival on-site.

What are the Nurse Navigators' qualifications?

Nurse Navigators are nurses trained in using physician-approved guidelines that guide care in 911 Nurse Navigation. These physician-approved guidelines determine the best course of care accordingly.

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

Every patient has the right to have an ambulance respond to their 911 call. The 911 Nurse Navigation program suggests alternative options which may better match your specific needs at likely a lower cost. Even so, this program will send an ambulance your way if one is requested.

Learn more about this program at amr.net/Stanislaus911NurseNavigation