



<b>Administrative Policy</b>		<b>2203</b>
Effective <b>August 1, 2017</b>		Expires <b>March 31, 2019</b>
Policy: <b>Patient Care Continuum Time Standards</b>	Approval: Medical Director <b>Reza Vaezazizi, MD</b>	Signed 
Applies To: <b>PSP, EMT, AEMT, PM, MICN, BHP, EMS System</b>	Approval: REMSA Director <b>Bruce Barton</b>	Signed 

**PURPOSE**

The purpose of this policy is to provide definitions and response time standards for data collection and reporting pursuant to the California Health & Safety Code Section 1797.227.

**AUTHORITY**

[California Health and Safety Code - Division 2.5: Emergency Medical Services \[1797. - 1799.207.\]](#)  
[California Code of Regulations, Title 22. Social Security, Division 9. Prehospital Emergency Medical Services](#)

**STANDARDS**

<http://www.nfpa.org/codes-and-standards/all-codes-and-standards/list-of-codes-and-standards?mode=code&code=1710>  
[https://www.nemsis.org/media/nemsis\\_v3/3.4.0.150302/DataDictionary/PDFHTML/DEMEMS/NEMSISDataDictionary.p  
df](https://www.nemsis.org/media/nemsis_v3/3.4.0.150302/DataDictionary/PDFHTML/DEMEMS/NEMSISDataDictionary.pdf)

**Definitions**

- NEMSIS eTimes:
- eTimes.01 - PSAP Call Date/Time
- eTimes.02 - Dispatch Notified Date/Time
- eTimes.03 - Unit Notified by Dispatch Date/Time
- eTimes.04 - Dispatch Acknowledged by Unit Date/Time
- eTimes.05 - Unit En Route Date/Time
- eTimes.06 - Unit Arrived on Scene Date/Time
- eTimes.07 - Unit Arrived at Patient Date/Time
- eTimes.08 - Transfer of EMS Patient Care Date/Time
- eTimes.09 – Unit Left Scene Date/Time
- eTimes.10 – Arrived at Destination Landing Area Date/Time
- eTimes.11 – Patient Arrived at Destination Date/Time
- eTimes.12 – Destination Patient Transfer of Care Date/Time
- eTimes.13 – Unit Back in Service Date/Time
- eTimes.14 – Unit Cancelled Date/Time
- eTimes.15 – Unit Back at Home Location Date/Time
- eTimes.16 – EMS Call Completed Date/Time

Prehospital Response Time Intervals (see Prehospital Patient Time Continuum Chart below):

- Alarm Answering Time – eTimes.01 to eTimes.02
- Alarm Transfer Time – eTimes.01 to eTimes.02 (when the call is transferred to another designated entity)
- Alarm Handling Time – eTimes.01 to eTimes.03
- Alarm Processing Time – eTimes.02 to eTimes.03
- Turnout Time – eTimes.03 to eTimes.05
- Travel Time – eTimes.05 to eTimes.06
- Intervention Time – eTimes.06 to eTimes.07
- Total Response Time – eTimes.01 to eTimes.07

## EMS Providers

All EMS providers are required to submit to REMSA verifiable NEMSIS compliant response time data through electronic Patient Care Reports (ePCR). Please refer to REMSA Patient Care Records Policy and NEMSIS Authorization and Security Policies for further information on data utilization / security and ePCR management.

## Response Time Data Utilization

REMSA will collect and use response time data for monitoring system performance, research, and quality improvement. The uniform and consistent use of system performance data will provide the strength and validity needed to make system improvements. Aggregate reports will be generated by REMSA and will be shared with EMS system stakeholders and the State EMS Authority.

(Prehospital Patient Time Continuum Chart)

## Prehospital Response Intervals

NFPA 1710 Time Intervals and

NEMSIS 3.4 eTimes Elements

