

# CASE STUDY

## *All Access Transfer Center Helps California Respond to COVID-19 Surges*

In a crisis like the coronavirus pandemic and its resulting disease, COVID-19, one of the most critical elements to a comprehensive and effective response is the access to, and dissemination of, information across state agencies and resources. This is especially true of emergency medical services (EMS) data.

Diverse and disparate agencies operate in multiple areas with many EMS vendors and hospitals, and communication is key. All stakeholders must be aligned to ensure an equitable distribution of emergency resources, hospital bed-management and the ability to ramp-up efficiently in areas that are hardest hit by a crisis, such as a COVID-19 surge.

Standardizing the process of patient movement on a single platform, accessible to all stakeholders, is key. In the State of California, Access2Care (A2C), a Global Medical Response Company, implemented its innovative All Access Transfer Center to do just that.



For more information, visit [www.access2care.net](http://www.access2care.net) or call 855.267.0911

Access2Care

 A Global Medical Response Solution

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### SITUATION

- California has a population of more than 39 million, 58 counties, nearly 1,500 healthcare facilities and 33 EMS agencies.
- There was no single point-of-contact to plan the logistics of patient movement, placement and data collection to allow for collaboration between EMS systems.
- Responding to COVID-19, air and ground ambulances often were sent to healthcare facilities that did not have the right level of care, or had the right level but were not the nearest facility.
- There was an unequitable distribution of patients, filling some hospitals and alternative care sites to capacity, while others had availability. Hospitals spent critical time searching for the open beds.
- There was the very real potential for a surge of COVID-19 patients that would overwhelm the healthcare system in the State of California.
- State Officials and Health Departments needed comprehensive visibility into where patients were going or where a surge was occurring.



### SOLUTION

- A unique partnership and collaboration between public and private agencies working in concert to serve California facilities and the patients they care for.
- The State of California asked us to implement the All Access Transfer Center, establishing a single transfer platform, accessible by all stakeholders, with a robust database of healthcare facilities, right capability and capacity allowing for decompression of the sending facility.
- The Transfer Center operates 24/7 with a one-call solution and dedicated, staffed call center, arranging domestic and international transports and coordinating with physicians.
- Our Managed Bed Board tracks patient movement, distributing them across a number of sites that have the right level of care at the right time, easing overcrowding.



### OUTCOMES

- A2C became the single point-of-access to track and manage COVID-19 patients.
- Our database cross-referencing capabilities ensured that patients were given the appropriate level of transport and sent to a facility with the capabilities to meet their specific needs.
- Communication was facilitated across EMS providers, both air and ground, and not just our own ambulances or other resources.
- Clear, quantifiable data was sent to State and county leaders giving them instant, real-time visibility into the COVID-19 response.
- Our data, including HIPPA-compliant patient information, patient care reports and transfer information, made State auditing easier and facilitated billing while protecting patients from surprise bills.