

San Antonio Fire Department Telemedicine and Patient Navigation



**City Council "A" Session
Agenda Item 21
December 19, 2024**

Background



- **Proposal submitted by RightSite Health Physicians, PLLC to provide a telemedicine and patient navigation service to be used by the Fire Department Communications and EMS divisions to support operations and provide enhanced care for low acuity medical patients. These services will provide innovative solutions to reduce emergency medical system utilization, particularly in the non-emergency use of the Emergency Medical Services (EMS) system and hospital Emergency Departments.**



SAFD Clinical Dispatcher Program and RightSite

- **Started taking calls October 19, 2020**
- **Addresses Low Acuity Medical patients from the 911 Call Center**
- **Pilot Project for Telemedicine and Patient Navigation began September 2023.**
 - **9/25/23 – 11/13/24**
 - **3,130 calls transferred**
 - **83% handled by RightSite**





Recommendation

- **Staff recommends approval of this contract so SAFD personnel can continue to provide this option to medical patients that utilize the 911 system.**



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