



# City of San Antonio

## Agenda Memorandum

**File Number:**

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**Agenda Item Number:** 20

**Agenda Date:** December 19, 2024

**In Control:** City Council A Session

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**DEPARTMENT:** Fire Department

**DEPARTMENT HEAD:** Valerie Frausto

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Contract for SAFD Telemedicine and Patient Navigation

**SUMMARY:**

This ordinance authorizes a contract with 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. The initial term of the agreement will be for a period upon award through December 31, 2027, with two additional, one-year renewals. The city will not incur cost for these services, cost for services would be billed directly to the patient's insurance provider.

**BACKGROUND INFORMATION:**

RightSite Health collaborates with Emergency Medical Services (EMS) to address the frequent use of 911 for non-emergent situations. By integrating telehealth consultations with ER doctors and patient navigators during dispatch and on-scene responses, they guide patients to appropriate care settings, reducing unnecessary emergency room visits.

This Council action will authorize the City to enter into an agreement with 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 for non-emergent situations. By integrating telehealth consultations with ER doctors and patient navigators during dispatch and on-scene responses, patients who accept these services will be guided to appropriate care settings, reducing unnecessary emergency room visits. If the patient accepts these services, the patient's insurance will be billed for the medical cost associated with the services received.

The City issued a Request for Qualifications (RFQ) for "Annual Contract for SAFD Telemedicine and Patient Navigation" (RFQ 24-149, 6100018340) on August 26, 2024, with a submission deadline of September 26, 2024. The RFQ was advertised in the HartBeat, TVSA channel, the City's Bidding & Contracting Opportunities website, the San Antonio e-Procurement System and an email notification was released to a list of potential respondents. Three proposals were received, and all three proposals were deemed responsive for evaluation.

The evaluation committee consisted of representatives from the San Antonio Fire Department, and the San Antonio Police Department. The Finance Department, Procurement Division assisted by ensuring compliance with City procurement policies and procedures. The evaluation of each proposal was based on a total of 100 points: 40 points allotted for experience, background, and qualifications; 45 points allotted for proposed plan; 10 preference points were allotted for the Local Preference Program (LPP); and 5 preference points were allotted for the Veteran-Owned Small Business (VOSB) Preference Program. Additional categories of consideration included references and financial qualifications.

The evaluation committee met to discuss and score the three proposals on October 23, 2024. The top ranked firm was RightSite Health Physicians PLLC and is recommended for award. The initial term of the agreement will be for the period upon award by City Council through December 31, 2027, with two additional, one-year renewals at the City's option will also be authorized by this ordinance.

#### **ISSUE:**

This ordinance authorizes a contract with 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. The initial term of the agreement will be for a period upon award through December 31, 2027, with two additional, one-year renewals. The city will not incur cost for these services, cost for services would be billed directly to the patient's insurance provider.

#### **ALTERNATIVES:**

None.

**FISCAL IMPACT:**

The city will not incur cost for these services, cost for services would be billed directly to the patient's insurance provider.

**RECOMMENDATION:**

Staff recommends approval of this ordinance.