UCSF Mission Bay Hospital Site

For your information: URGENT CARE CENTER/EMERGENCY DEPARTMENT

Urgent Care Center/ Emergency Department Access: The hospital would have an Urgent Care Center (same day appointments for non-emergency care) / Emergency Department serving the Children’s Hospital. Preliminary estimates are that the Urgent Care Center / Emergency Department would receive about 4 visits per day by ground ambulance. The vast majority of ground ambulance trips would be for patient transfers that do not involve Code 3 (lights and sirens) response. At this time, vehicular access is planned as follows:

- General public and emergency vehicle entrance/exit on Fourth Street
- Emergency vehicle entrance/exit on Third Street, restricted to right turns in and out only

Ground Ambulances: Ground ambulance transports make up the bulk of all patients transferred to UCSF Children's Hospital. On average, approximately four ground transports per day are projected (110 per month), with the number of ambulances and their location of origin as follows:

- Projected Monthly Ground Ambulance Transports and Direction of Approach
  - San Francisco: 15 per month (14%)
  - East Bay: 40 per month (36%)
  - North Bay: 38 per month (35%)
  - South Bay: 17 per month (15%)

- Projected Average Daily Ground Ambulance Arrival Times:
  - 7 a.m. – 3 p.m.: 1.7 (41%)
  - 3 p.m. – 11 p.m.: 1.6 (39%)
  - 11 p.m. – 7 a.m.: 0.8 (20%)

Key Points Regarding Ground Ambulance Transfers:

- The vast majority of ambulance trips will be for patient transfers that do not involve Code 3 (lights and sirens) response. A Code 3 ambulance response is limited to the most critical situations.
- Working with neighbors, UCSF will identify pre-designated siren shut-off points on surrounding streets and incorporate those restrictions into our contracts with ambulance providers.
- UCSF will work with the City to post “Quiet – Hospital Zone” signs at the hospital site, in consultation with the surrounding neighborhood.
- UCSF’s current policy requires that all Code 3 responses for our transport team must be documented, justified and reviewed by the Medical Center. We currently average less than three Code 3 responses (pediatric and obstetrics) a month with our team. In addition, pediatric Code 3 responses to UCSF by San Francisco 911 ambulance service average 14 a month.
- With a helicopter transport program in place, we anticipate Code 3 responses by the Children’s Hospital transport team to remain the same even with the projected increase in transport volume over the next several years.
- Without a helicopter transport program, Code 3 responses would likely average 6 per month by the transport team and we anticipate an increase by San Francisco 911 ambulance to 20 a month. This would bring the total to an average of 26 a month.

Note: Information contained in these pages is subject to change as more information becomes available. Comments or Questions? Please contact Barbara Bagot-Lopez, Associate Director of Community Relations, at (415) 476-8318, or by e-mail at bblopez@cgr.ucsf.edu.