



Tackling Ambulance Offload Delays: Get Ready for AB40

Emergency Medical Services
Authority

Quality and Planning Division



Welcome and Housekeeping



All
Participants
will be muted
besides the
presenters.



Questions
can be typed
into the
“Q&A” tool
within the
webinar.



An FAQ document will be made
available on the EMSA website
(www.emsa.ca.gov/apot) based
on your questions.



A Message From EMSA

Hernando Garzon, MD
Chief Medical Officer



Purpose and Goals

Understand the Purpose of the Audit Tool

AB40 - ePCR Requirements

Accessing the Audit Tool

Post Audit Activities

Strategies for Success

Q&A

Understanding the Purpose of the Audit Tool

Assembly Bill 40 (Chaptered 2023) expanded the Health and Safety Code to include section 1797.120.5 (c):

“...the authority shall develop and implement an audit tool to improve the data accuracy of transfer of care with validation from hospitals and local EMS agencies.”

Assembly Bill 40 also required EMSA to adopt emergency regulations to implement this requirement and other components of AB 40.

Emergency regulations were approved by the EMS Commission on June 18, 2025. OAL approved the emergency regulations which took effect June 23, 2025.

Additional ePCR Requirements

“Per the technical specification for APOT-1 noted in regulations, the following NEMIS data elements shall be linked to the hospital staff’s signature provided at the moment of transfer of care, and shall be assigned the indicated values from the specification sheet listed in Chapter 1, Article 1.2”:

- eOther.12 – **“Type of Person Signing”** value shall be recorded as – 4512005 **Healthcare Provider**
- eOther.13 – **“Signature Reason”** value shall be recorded as – 45130074 **Transfer of Patient Care**
- eOther.15 – **“Signature Status”** value shall be recorded as – 4515031 **“Signed”**
- eOther.19 – **“Signature Date Time”** value is **logical and present**

Audit Tool Purpose

Improve EMS data and APOT representation through an **interactive, collaborative process**

Increase reliability and **confidence** in EMS APOT data by EMS Providers, LEMSAs, and Hospitals

Improve relationships between stakeholders

Reduce reliance on APOT Audit as confidence increases and processes are improved

Shift the focus away from data quality to patient movement and process improvement

Registration Process

Registration

All LEMSA Administrators and Medical Directors will be preregistered into the system. Login credentials will be distributed when the portal goes live.

Additional staff may be added by email requests sent to APOT@emsa.ca.gov.



Utilizing the Audit Tool



California Emergency Medical Services Authority

EMSA is responsible for the equitable coordination, administration, and integration of the statewide emergency medical services system to reduce suffering and save lives throughout California.

APOT

(Ambulance Patient Offload Time)

[Click Here](#)

POLST

(Physician's Order for Life Sustaining Treatment)

[Click Here](#)

Log in

User name

Password



[Forgot Password ?](#)

Consent to Access Protected Health Information (PHI)

By accessing EMSA's PHI-secure electronic portal, you acknowledge and agree to the following:

- **Authorized Access:** You are permitted to view only the Protected Health Information (PHI) of patients transported to your emergency department, as necessary for matching ePCR data to your electronic health record (EHR) and validating patient arrival and transfer of care times.
- **Compliance with Laws:** You agree to comply with all applicable federal and California state laws, including the Health Insurance Portability and Accountability Act (HIPAA) and the Confidentiality of Medical Information Act (CMIA), governing the privacy and security of health information.
- **Prohibited Actions:** Any misuse, unauthorized access, unlawful dissemination, or other illegal acts involving PHI are strictly prohibited and may result in civil and criminal penalties.

By proceeding, you confirm that you have read, understood, and agree to these terms.

☐ I agree to the above terms.

Log in

[Use external login](#)

Open Audit Reports

1

Audits Submitted this Month

2

Overdue Audit Reports

1

Categories

APOT Audit Reports

APOT Records

APOT Audit Reports

Search within APOT Audit Reports



Open Reports

Past Due Reports

Completed Reports

Facility Code ▲ ✎	Facility Name	Report Date	Status	Submission Time	Number of
20004	Alameda County Medical Center, Highland	June 2025	Pending		AF
20005	Alameda Hospital	May 2025	Ready For Review		AF
20005	Alameda Hospital	June 2025	Pending		AF
20112	Eden Medical Center	June 2025	Pending		AF

Showing 1 - 4 of 4

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APOT Audit Reports			
Search within APOT Audit Reports			
<div>Open ReportsPast Due ReportsCompleted Reports</div>			
Facility Code ▲ ✈	Facility Name	Report Date	Status
20005	Alameda Hospital	May 2025	Ready For Review

Upon login, LEMSAs will be able to see the completed audits for hospitals in their operational area.

LEMSAs will be able to see all audits sorted by status in the various tabs on your dashboard. The tabs are as follow: *Open Reports*, *Past Due Reports*, and *Completed Reports*.

Reports can be reviewed by clicking on a hospital to review that month's audit.

APOT Audit May 2025

[Save Draft](#)

EMS Agency Name (dAgency.03) ▲	LEMSA	Incident Number (eResponse.03)	Incident Date (eTimes.01)	Facility Name (eDisposition.01)	Facility Code (eDisposition.02)	Patient First Name (ePatient.03)	Patient Last Name (ePatient.02)	Patient Date of Birth (ePatient.13)	Patient Gender (ePatient.13)	Patient Arrived at Destination (eTimes.11)	Destination Patient (eTimes)
City of Alameda Fire Department	Alameda	7e30cae22726470480f3b2dc012c8dbc	05/13/2025 18:01:53	Alameda Hospital	20005	Tanya	House	08-16-1966	Male	05/13/2025 18:20:46	05/13/2025 :
City of Alameda Fire Department	Alameda	6b2618c009f41129fc2b2d001606ee3	05/01/2025 21:38:03	Alameda Hospital	20005	Brent	Kidd	05-13-1996	Female	05/01/2025 21:37:19	05/01/2025 :
City of Alameda Fire Department	Alameda	9c0b792c7ec4bd0a2c7b2da04b0fd1	05/11/2025 04:13:18	Alameda Hospital	20005	Christopher	Hendershot	02-01-1972	Female	05/11/2025 04:43:57	05/11/2025 :
City of Alameda Fire Department	Alameda	f7e78c012c4308c9fb2d0005a9c0b	05/01/2025 05:10:14	Alameda Hospital	20005	Jeremy	Johnson	05-21-1977	Male	05/01/2025 05:30:53	05/01/2025 :
City of Alameda Fire Department	Alameda	7e30cae22726470480f3b2dc012c8dbc	05/13/2025 18:01:53	Alameda Hospital	20005	Jonathan	Fletcher	09-07-1934	Male	05/13/2025 18:20:46	05/13/2025 :
City of Alameda Fire Department	Alameda	02678387e4934946b857b2d10104186f	05/02/2025 15:32:20	Alameda Hospital	20005	Allison	Maddox	01-06-1936	Female	05/02/2025 15:59:55	05/02/2025 :
City of Alameda Fire Department	Alameda	74467844844d4c9b8201b2d500d916e0	05/06/2025 12:54:58	Alameda Hospital	20005	Leslie	Green	03-19-1977	Female	05/06/2025 13:13:07	05/06/2025 :

Users will be able to see APOT qualifying records for the specific facility for patients originating from their own LEMSA.

Ie. Sacramento County EMS Agency will only see records originating from Sacramento providers to Sacramento Hospitals.

Functionality

Users can sort all columns

Hospital users can input discrepant times for two fields:

Facility Patient Arrived at Destination
(Discrepancy data for eTimes.11)

Facility Destination Patient Transfer of Care
(Discrepancy data for eTimes.12)

Facility Patient Arrived at Destination (Discrepancy data for eTimes.11)	Facility Destination Patient Transfer of Care (Discrepancy data for eTimes.12) ▲
MM/DD/YYYY HH:mm:ss	MM/DD/YYYY HH:mm:ss
MM/DD/YYYY HH:mm:ss	MM/DD/YYYY HH:mm:ss
MM/DD/YYYY HH:mm:ss	MM/DD/YYYY HH:mm:ss
MM/DD/YYYY HH:mm:ss	MM/DD/YYYY HH:mm:ss
MM/DD/YYYY HH:mm:ss	MM/DD/YYYY HH:mm:ss
MM/DD/YYYY HH:mm:ss	MM/DD/YYYY HH:mm:ss
MM/DD/YYYY HH:mm:ss	MM/DD/YYYY HH:mm:ss

Calendar selection for June 2025:

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

Buttons: Cancel, OK

Facility Patient Arrived at Destination
(Discrepancy data for eTimes.11)

Facility Destination Patient Transfer of Care
(Discrepancy data for eTimes.12) ▲

06/17/2025 07:15:07	06/17/2025 07:20:07
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After Submission

Audit submitted successfully.

Note: All Completed Audits Reports will be available for review with “read only” permissions.

APOT Audit Reports

Search within APOT Audit R

Open Reports

Past Due Reports

Completed Reports

Facility Code ▲ ✎	Facility Name	Report Date	Status
20004	Alameda County Medical Center, Highland	May 2025	Submitted

After Submission



Hello,

This email is to inform you that California ClnC - Ont has successfully completed and submitted its APOT Audit Report for the month of May 2025.

Please click the following URL to access and review the completed audit.

[View APOT Audit](#)

If you have any questions or require further assistance, please contact APOT@emsa.ca.gov.

Thank You,

EMSA

When an audit is complete and discrepancies are identified, it will trigger an email notification sent to the LEMSA and Provider of record.

Post-Audit Activities

The background image shows a person's back with a large white bandage. Two hands in white gloves are visible, one on the left and one on the right, holding the edges of the bandage. The person is wearing a grey t-shirt. The text 'Post-Audit Activities' is overlaid in a white, outlined font.

If your facility has identified discrepant records, both the **LEMSA and the EMS Provider of record will be notified.**

LEMSAs will coordinate and facilitate a meeting with the hospital and the EMS provider to determine if correction is needed.

If correction is agreed upon by all parties, the **EMS provider will correct the record and be re-uploaded into CEMSIS.**

If all parties cannot agree to the audited times, **the EMS record will default to the times recorded by EMS.**

Important Note: If hospitals do not complete their audits, all times will default to the times recorded by EMS.

Strategies for Success

Open minded approach to collaboration.

- **Focus on “why”** discrepancies are happening.

Focus on records that will impact hospital 90th percentile Offload Time.

- *Work with hospitals to achieve your LEMSA standard to avoid implementing your APOT Reduction Plan.*

Aligning documented times is key to partnership and trust.

- *Over time, the frequency of discrepancies should decrease as processes align*

Ask questions.

- *What process can hospitals implement to align their times with EMS Providers to avoid or minimize audits?*
- *What process can we encourage our provider to implement to align times with hospitals?*

Strategies for Success

Engage your providers and ePCR vendors to implement the new elements required to document patient transfer of care:

- eOther.12 – “**Type of Person Signing**” value shall be recorded as – 4512005 **Healthcare Provider**
- eOther.13 – “**Signature Reason**” value shall be recorded as – 45130074 **Transfer of Patient Care**
- eOther.15 – “**Signature Status**” value shall be recorded as – 4515031 **“Signed”**
- eOther.19 – “**Signature Date Time**” value is **logical and present**

Ideally, when the above criteria are all met, eTimes.12 “Destination Patient Transfer of Care Date/Time” will automatically be populated by the same date and time as eOther.19 – “Signature Healthcare Provider Date Time”.

Consistent use of this approach will result in a significant decrease in number of discrepant records identified by hospitals.

If a hospital exceeds the LEMSA's adopted standard for the preceding month after utilizing the APOT Audit, **EMSA** will:

Direct the GACH to immediately implement it's APOT reduction protocol no later than 5 business days after notification, and

Convene bi-weekly coordination calls/virtual meetings with designated representatives from hospital administration, emergency department leadership, hospital employees, the LEMSA(s), and the affected EMS transport provider agency or agencies.

Together, let's shift the focus away from data quality to patient care and process improvement.



Q&A



Thank You!



For any questions,
follow up, or technical
support, please
contact:



APOT@emsa.ca.gov