

Immediate Needs

- Referrals are most preferred (see “How to Submit a RAP referral)
- If you have an issue that you feel requires immediate attention
 - SDFRD/ AMR employees
 - Page RAP1 Via the MDC with your contact phone number.
 - Duty medic will connect with you and triage over the phone.
 - Falck Employees
 - Contact RAP1 Via AMS Connect with your contact phone number.
 - Duty medic will connect with you and triage over the phone.
- Immediate need example:
 - You encounter a patient that the team has been unable to connect with.

Non-immediate needs that require prompt addressing.

- Email sdfd_rap_team@sandiego.gov
- This will go to every member of the team, and someone should respond within 24hours (likely sooner)
- We would be happy to discuss with your crew:
 - What we have done for the patient so far
 - What barriers we may be encountering
 - What the plan is going forward
 - Different ways your crew may be able to assist in obtaining a resolution (documentation of certain vulnerabilities, safety concerns, ect.)
 - Any concerns or collateral information

Be advised.

- Some days there are as few as two team members working. Often, we attempt to schedule times to meet with our patients ahead of time.
- This means there may be times that a unit is not immediately available to respond.
- We do not want to keep units stuck on scene for what could be a prolonged response, and we may ask crews to proceed with transport, so that the team can follow up with the patient at the hospital.
- Oftentimes our workflow may require prolonged patient management, and an immediate solution may not be readily available.