



Stanislaus County Emergency Medical Services Agency

Date: 11/5/2025

To: EMS Providers and Hospital Stakeholders

RE: APOT Standards and Corrections

This letter is to inform you of recent legislative and regulatory developments regarding Ambulance Patient Offload Times (APOT) in the State of California, and to outline expectations for compliance within Stanislaus County.

In 2024, the State of California enacted Assembly Bill 40 (AB 40), which established statewide APOT standards. These standards were officially codified in June 2025 under Title 22, Division 9 of the California Health & Safety Code, governing Emergency Medical Services (EMS). Under these regulations, each receiving facility is required to meet local APOT benchmarks monthly. **Facilities that fail to meet these standards will be placed on a corrective action plan.**

Each Local EMS Agency (LEMSA) is responsible for setting its own APOT standard. In Stanislaus County, the standard is **30 minutes**. APOT is measured from the time of ambulance arrival at the receiving facility (eTimes.11) to the time when patient care is transferred (eTimes.12). The Stanislaus EMS Agency requires that each receiving facility maintain an APOT of 30 minutes or less in at least 90% of cases each month, in alignment with the 90th percentile performance standard.

To achieve this, it is essential that both hospital and EMS providers collaborate to ensure accurate documentation of Transfer of Care (TOC) times (eTimes.12). The California EMS Agency has developed a monthly APOT audit tool for hospitals, and the Stanislaus EMS Agency has implemented a weekly audit process to help local facilities identify and correct inaccurate APOT times. These tools are designed to support compliance and improve data accuracy.

Inaccurate APOT times typically result from TOC entries that do not reflect the actual time of patient handoff.

For example: Actual

Corrected TOC

Arrival at ER: 10:22	Versus	Arrive at ER: 10:22
Actual TOC: 10:31		Actual TOC: 10:31
Documented TOC: 10:58		Documented TOC: 10:31
Reported APOT: 36 Minutes		Reported APOT: 9 minutes

In such cases, the hospital is expected to identify the discrepancy, notify the EMS provider, the EMS provider will correct the TOC time, and re-upload the ePCR with accurate information. To prevent such errors, EMS crews and hospital staff should agree on the TOC time at the point of handoff and ensure it is accurately recorded in the ePCR.

By following this process, we can ensure the accuracy of APOT data and focus on addressing other factors contributing to delays. Accurate data is essential for assessing system performance and implementing meaningful improvements across the EMS continuum. Thank you for your attention to this matter and for your continued commitment to patient care and system improvement.

Sincerely,

David Murphy
EMS Coordinator, Stanislaus County EMS Agency