

Referral Eligibility & Criteria

1. Can patients without an MRP be referred through ASTaR?

No. Patients must have an identified MRP to be referred through the ASTaR pathway. Unattached patients can still be referred by a non-paramedic health care professional using the [online referral form](#).

2. Can patients under 65 be referred?

No. For this trial, referrals are limited to patients aged 65 and older to manage volume.

3. Can the ASTaR pathway be used if the patient is transported?

Yes. The pathway is available for patient conveyance and non-conveyance.

4. What if I'm unsure whether a patient meets the criteria?

Crews should follow the approved ASTaR criteria outlined in the handbook. If unsure, they can reach out to their Paramedic Supervisor or CP. ASTaR referrals cannot be submitted retroactively.

MRP Requirements

1. Is it necessary to include the MRP name and phone number?

Yes. The MRP name and phone number are required for follow-up and care coordination. This information is used by both the CP and the Patient Care Coordinators (PCCs).

2. Why is MRP information important?

- Ensures appropriate follow-up with the patient's primary care provider
- Confirms eligibility (non-MRP patients are not accepted via ASTaR)
- Supports coordination between CP and PCC teams

Referral Process & Workflow

1. Where does the ASTaR referral go?

Referrals are sent to central administration, not directly to the Community Paramedic. A copy is also sent to the internal CP team, so ePCRs must be completed fully.

2. Is ASTaR the only referral pathway into Community Paramedicine?

No. Traditional referral pathways remain in place and are still actively used. [This form](#) can be completed by any non-paramedic member of the patient's health care team and is available on the bcehs.ca website.

3. What happens if the Community Paramedic is on vacation when a referral is submitted?

Referrals should still be submitted and will be followed up on when the CP returns.

High-Use / Repeat Patients

1. What about patients who frequently call 911?

Referrals can still be submitted and patients must meet inclusion criteria.

- Multiple referrals are acceptable (no issue with repeat submissions)
- Existing CP patients may receive more urgent follow-up through PCC workflows

Communications & Follow-Up

1. Will Community Paramedics follow up with the crew?

Not routinely, due to confidentiality. However, informal communication may occur, and efforts are being made to improve feedback to crews.

Tools & ePCR Guidance

1. Where can I find NEWS2 in ePCR?

Located in the Vitals section below RASS. It auto-calculates and indicates patient acuity.

2. Where can I find Patient Contacts in ePCR?

Under the Identification tab → Contact Persons. The clinician field is used for the MRP.

Program Expansion & Future Planning

1. When will the pathway expand to other communities?

The trial started in April 2026 and will be expanding to additional CP communities during the upcoming Siren sprints. Further rollout will depend on program success, with updates occurring quarterly.

Patient Communication & Resources

1. What should crews tell patients regarding the referral process?

- Let them know that the CP or Patient Care Coordinator will be reaching out to arrange a visit
- Provide the Community Paramedicine “Bringing Care Into Your Home” pamphlet – The pamphlet includes PCC contact information and helps ensure consistent messaging.

If the patient is interested in the program, but does not meet the ASTaR eligibility criteria, encourage them to follow up with their MRP or another member of their health care team to obtain a formal referral