

**EMS Administration****Date: 04/22/2024****Requirements for Ground Ambulance Service Providers****Policy #1610**

- I. **Purpose:** To assure minimum requirements for ground ambulance service providers operating in Imperial County.
- II. **Authority:** Health and Safety Code 1797.160, 1797.204 and 1797.220, 1797.214.
- III. **Policy:** Providers of ground ambulance service in Imperial County shall:
  - A. Maintain a current Imperial County Ground Ambulance Service Provider Agreement for an Exclusive Operating Area (EOA), or Ambulance Service Provider Permit and Ambulance Service Provider Agreement with the County of Imperial.
  - B. Ensure that all ambulance vehicles conform to Federal Specifications KKK-A-1822 as promulgated by the U.S. General Services Administration, or the NFPA 1917 standards as promulgated by the National Fire Protection Agency, and that the following documentation is current and valid:
    1. Proof of passage of an annual vehicle inspection within the preceding twelve (12) months.
    2. Vehicle registration and proof of insurance as required by law.
  - C. Ensure that the following items are carried on all ground ambulances as a minimum:
    1. Medical equipment and supplies as required to provide the level of service authorized.
    2. Equipment necessary to comply with Occupational Safety and Health Administration (OSHA) standards for exposure to blood borne pathogens.
    3. Communication Items:
      - a. Company or Agency Dispatch Device
      - b. Regional Communication System (RCS) programmed 800 MHz radio that are capable of communicating with the Imperial County Sheriff's Office, EMS providers at the scene, El Centro Regional Medical Center, and Pioneers Memorial Hospital, all county fire agencies, all federal agencies in county, all dispatch centers, and all law enforcement agencies.
      - c. Required radio frequencies should be monitored and two-way communication should be maintained continuously.
  - D. Staffed by at least two certified or currently licensed personnel to provide the level of service authorized.

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- E. Ensure that any ambulance attendant or ambulance driver utilized by the ambulance service provider is:
1. At least 18 years of age.
  2. Trained and competent in the proper use of all emergency ambulance equipment.
  3. Currently certified as an EMT or currently licensed as a Paramedic and accredited as required by law.
  4. Compliant with all state laws and regulations.
- F. Ensure all ambulance attendants and ambulance drivers keep a copy of requisite certification(s)/license(s) in their immediate possession while on duty.
- G. Staff each ambulance with appropriate personnel who shall wear clean uniforms that identify employer and have visible identification of name and certification level.
- H. Assign at least one person or an agency to be responsible for receiving calls and dispatching ambulances.
- I. Allow the EMS Agency to inspect, on an announced or unannounced basis, all ambulances used to provide ambulance service. The inspections should be held, whenever possible, during normal business hours; provided, however, that the inspection of an ambulance will be stopped should the ambulance be needed to respond to an emergency call. The purpose of such inspections may include, but shall not be limited to determining if:
1. The ambulance is properly maintained and equipped for the provision of ambulance service;
  2. The description of the ambulance, as identified in the Ambulance Service Provider Permit Application, is accurate;
  3. The ambulance contains two-way radios; the radios are in good working order and that the radios are compatible with the county's emergency medical communications system;
  4. The ambulance is properly equipped with fully-functioning heat and air conditioning in the patient care area and driver compartment;
  5. The ambulance is adequately staffed and stocked with appropriate medical equipment to provide level of care authorized.

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- J. Obtain and maintain in full force and effect liability insurance as delineated in the Ambulance Service Provider Agreement. Certificates or copies evidencing such coverage shall be provided to the EMS Agency.
- K. Obtain and maintain a policy of Workers' Compensation Insurance or a Certificate of Consent to Self Insure issued by the California State Director of Industrial Relations, applicable to all employees of the Ambulance Service Provider. Certificates or copies evidencing such coverage shall be provided to the EMS Agency.
- L. Meet the following service requirements:
  1. Provision of ambulance service, at the service level as authorized, on a continuous 24 hours per day basis, excluding circumstance beyond the control of the provider when service provider advertises, in any manner, the provision of Emergency Services;
  2. If for any reason an ambulance service provider stops having the capability of providing the authorized level of ambulance service on a continuous 24 hour per day basis, any advertisement of Emergency Services which has not been discontinued will stop and immediate notification will be given to the EMS Agency;
    - a. Notification should also be made if future availability is of concern, as soon as the issue is identified
  3. Cooperate with the Imperial County Office of Emergency Services during a declared disaster.
- M. Ensure compliance with the following general requirements in addition to all requirements delineated in the applicable Service Provider Agreement authorizing ambulance service provision in Imperial County:
  1. Refer any private call of a life threatening nature or a private call requiring Advanced Life Support (ALS) level of care to the 9-1-1 emergency operator;
  2. Dispatch an ambulance within a reasonable time in response to a private call for service, unless such person is immediately advised of a delay in responding to a call;
  3. Disclose to any person requesting private call service those instances when an ambulance is not available for a call;
  4. Provide prompt transportation of the patient to the most appropriate medical facility, licensed, equipped, and staffed to meet the needs of the patient in accordance with

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applicable laws, rules, regulations and policies, or private home, if that patient's condition supports the transport through a physician's order;

5. Create a record of all telephone and radio calls for ambulance service and provide such records as requested by Imperial County during inspections or investigations. Records shall be maintained for no less than ten years;
6. Report all motor vehicle accidents that result in bodily harm of staff or patient to the Imperial County EMS Agency, within one business day of occurrence.

**N. Prohibitions:**

1. Using a scanner or radio monitoring device for the purposes of responding to a call when not requested to respond to that call by an individual requesting that service or the appropriate public safety dispatch center;
2. Permitting the operation of an ambulance in any manner contrary to the Policies of the County of Imperial or contrary to any applicable statute, rule or regulation;
3. Permitting the ambulance to be used exclusively for non-ambulance functions, including gurney van transports.
4. Performing the operation of an ambulance unless possessing a current Ambulance Service Provider Agreement for an Exclusive Operating Area, or Ambulance Service Provider Permit.
5. Announcing, advertising, or offering ambulance service, Advanced Life Support (ALS) or Critical Care Transport Service without possessing a current Ambulance Service Provider Agreement for an Exclusive Operating Area, or Ambulance Service Provider Permit.
6. Use of lights and sirens when not responding to a 9-1-1 dispatched emergency call;
7. Operation in the County of Imperial as a Critical Care Transporter, BLS or ALS provider without proper authorization to do so.
8. Operating an ambulance, all or in part, as a gurney van thus allowing patients to use the ambulance for non-acute care capabilities and not being used as an emergency ambulance. Any such use must ensure that all use of the term "Ambulance", "Emergency", the "Star of Life", and any emergency lights must be covered when an ambulance is being operated as a gurney car.