



# Health & Social Services Department

Donald R. Rowe, Director

Public Health - Mental Health - Public Guardian  
Adult and Child Services - Eligibility & Employment Services  
Substance Abuse Services

## Public Health Division

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## EMERGENCY MEDICAL SERVICES

POLICY MEMORANDUM #5500

EFFECTIVE DATE: 06/01/93

APPROVED BY:

A handwritten signature in black ink that reads "Thomas L. Charron".

THOMAS L. CHARRON, M.D., M.P.H., SOLANO COUNTY HEALTH OFFICER, EMS MEDICAL DIRECTOR

REVIEWED BY:

A handwritten signature in black ink that reads "Allen Morini, D.O.".

ALLEN MORINI, D.O., ASSISTANT EMS MEDICAL DIRECTOR

### SUBJECT: REQUIREMENTS FOR APPROVAL AS A GROUND AMBULANCE SERVICE PROVIDER AGENCY

AUTHORITY: CALIFORNIA HEALTH & SAFETY CODE, DIVISION 2.5, 1797.220

#### PURPOSE/POLICY:

To provide for the public health and safety to the citizens of Solano County by the establishment of effective standards and requirements for ambulance owners or ambulance service providers operating within Solano County.

- I. **AMBULANCE SERVICE PROVIDER PERMITS** – No ambulance owner or operator shall operate or cause to be operated, an ambulance service within Solano County unless a permit for such a service provider has been issued by the County Health Officer.
- II. **INITIAL APPLICATION PROCESS FOR AN AMBULANCE SERVICE PROVIDER PERMIT:**
  - A. New Ambulance Service Providers – Ground Ambulance services wishing to obtain a permit as an ambulance service provider who have not been servicing the County on or after March 1, 1993 shall be required to complete the following application process (Air Ambulances shall comply with Policy #5820) requirements as listed in Section III of this policy.
    1. Need Justification – The service shall provide to the EMS Office a need necessity justification regarding how the new service will benefit the existing Solano County EMS System.

2. Application Review – The application shall be submitted to the EMCC for public review, comment and recommendation to the Health Officer for action. Existing provider concerns – Existing ambulance service providers shall be given 45 days to respond, in writing, with any objections or concerns regarding ways the new service provider would negatively impact the existing EMS System.
3. EMCC – The EMCC shall advise the Health Officer regarding whether the new service provider application should be approved.
4. Costs – If the Health Officer agrees that the new ambulance service provider should be issued an ambulance service provider permit, the new service provider shall agree, in writing, to pay all of the following costs:
  - a. Costs to modify the County's current system status plan to include a new service provider;
  - b. Any other appropriate additional costs to be incurred by the management of the CMED to allow for the additional ambulance service to be included in the Solano EMS System.
5. Board of Supervisor Approval – Prior to the EMS Office issuing any permit for a new ambulance service provider, the request for permit shall be submitted to the Board of Supervisors for their approval.
6. Exemptions from this Policy –
  - a. Ambulance services which are performing standby coverage at special events in accordance with Policy #5500.
  - b. Ambulance services responding into the County upon request from the Health Officer or his/her designee due to a disaster or other significant emergency in which there is a clear threat to the public health and safety or there is a clear need for medical mutual aid. Situations include in times of war or disaster declared by the President of the United States, the Governor of California, the Board of Supervisors of Solano County, or their successors, involving Solano County, the provisions of this policy may be temporarily waived by the County Health Officer or his/her designee.
  - c. Current ambulance service provider(s) currently working under a performance contract to provide emergency ambulance service consistent with community expectation within a dedicated ambulance zone within Solano County (excluding section II.B.7, 8, 9, 10 which shall be reported annually to the EMS Office).
  - d. Ambulance service providers who:
    - (1) Have successfully completed a “Request for Proposal” (RFP) process;
    - (2) Are selected by the Board of Supervisors to be responsible for an “exclusive operating zone” within the County;

- (3) Have signed a binding ambulance performance contract for provision of emergency ambulance service.
  - e. Ambulance operations which involve picking up a patient or victim at a site outside Solano County for delivery to a destination within, through or outside the County.

### **III. INITIAL OR ANNUAL RENEWAL APPLICATION PROCESS**

- A. **Application** – Applicants requesting renewal to operate as a prehospital service provider or ambulance service provider in Solano County shall submit in writing, on a form provided by the EMS Agency, an application with the following information:
  1. Name and description of the applicant.
  2. Business address and residence address of record of the applicant.
  3. Base location and/or prime posting position of each prehospital ALS/BLS response unit servicing the County.
  4. Trade or firm name or DBA as recorded.
  5. If a corporation, a joint venture, or a partnership or limited partnership, the names of all partners or the names of corporate officers, their permanent addresses and their percentage of participation in the business.
  6. A bond using any format approved by the County Auditor equal to 150% of the highest fine for performance failure and the annual costs to link with the CMED.
- B. **Applications shall be accompanied by:**
  1. **A statement of facts** showing the experience of the service provider in the operation of a prehospital ALS/BLS service and that the applicant is qualified to render efficient twenty-four (24) hour/day prehospital ALS/BLS service.
  2. **A statement signed by the applicant** that as a condition of the Health Officer's approval, applicant agrees to appear and defend all actions against the County arising out of the exercise of said approval, and shall indemnify and save the County, its officers, employees and agents harmless and from all claims, demands, actions or causes of actions of every kind and description resulting directly or indirectly, arising out of or in any way connected with the exercise of this approval. Documentation of Insurance naming Solano County as co-insured may meet this requirement.
  3. **Documentation of current insurance** naming Solano County as co-insured, to include:
    - a. Public liability insurance covering bodily injury, personal injury and property damage, to include commercial general liability and professional liability (malpractice) in an amount no less than five hundred thousand (\$500,000) for each occurrence or a verification of self-insurance for public safety agencies providing ambulance service.
    - b. Comprehensive automobile liability insurance covering bodily injury and property damage on owned, hired, leased and non-owned vehicles in an

amount no less than one million dollars (\$1,000,000) for each occurrence or a verification of self-insurance for public safety agencies providing ambulance service.

- c. Worker's Compensation Insurance as required by statute, OR

A signed indemnification statement, if not required to submit evidence of insurance naming the County as co-insured as part of the permit renewal process for ambulance operations in the unincorporated area of Solano County (Public Safety Agencies Only).

4. **A narrative description** of the proposed advanced life support operations (if applicable), including, but not limited to:
- Geographic area to be served to include a statement that the Ambulance Service Provider shall service the entire Zone(s) as prescribed by the Board of Supervisors.
  - Staffing patterns including a list of all prehospital care personnel currently certified to provide service.
  - In-house procedures for management and evaluation of ALS and BLS operations.
5. **A description of compliance** for each of the following program requirements:
- Ambulances must meet Title 13 requirements as established in California Code of Regulations, Chapter 5, Article 1.
  - All units must be equipped according to Solano county EMS Policy Memoranda 5600, 5700 and 5710 (EXCEPTION: non-transporting vehicles do not have to carry a gurney or related supplies and equipment, as determined by the Solano County Health Officer/Medical Director).
  - Applicant must document that it employs sufficient persons with required Solano County certification to provide twenty-four (24) hour coverage (state coverage patterns).
6. **Condition and Compliance Statement** – Application shall include a positive statement accepting each of the following conditions, and shall be accompanied by a statement describing compliance or plans for compliance with each criterion:
- Maintenance of level of service:** Applicant does not foresee any reduction or change from level of service, vehicles, staff or capabilities in any area covered by this application. Any reduction or expansion of service shall be first approved, in writing, by the Health Officer or his designee before the permit shall be issued.
  - Employee Orientation:** all employees will be adequately oriented to current Solano County Policies and Procedures, in a timely manner.
  - ALS Staffing:** Each unit operating at an advanced life support level shall be staffed at the minimum by two persons, one of whom is certified as an Emergency Medical Technician – Paramedic by the County of Solano and

one of whom is certified as an Emergency Medical Technician – I. The alternative acceptable staffing also permitted is use of an additional EMT-P who is certified in Solano County in place of the required EMT-1.

- d. **BLS Staffing:** Each unit operating at a Basic Life Support level shall be staffed at the minimum by two persons, one of whom is certified as an Emergency Medical Technician (EMT-1) by the County of Solano.
- e. **Equipment and Supplies:** Applicant owns or has under its control and in good mechanical condition, required equipment to adequately conduct service in the area for which he is applying, which meets the requirements established by the California Vehicle Code, the Solano County Ambulance Ordinance, and regulations adopted pursuant thereto, the ALS program requirements and policies established by the Solano County Health Officer/Medical Director.
- f. **Record-Keeping:** Applicant and its employees will cooperate with the Solano County Emergency Medical Services Agency in the collection and analysis of patient care and other data necessary to an on-going evaluation of advanced life support operations. Necessary records and other information will be provided to the Solano County Health Officer/Medical Director (or designee) to allow assessment of ALS services. Appropriate confidentiality will be maintained.
- g. **Policies and Protocols:** Applicant agrees to follow all Solano County EMS Agency protocols, policies and procedures and comply with all applicable local, state and federal laws and regulations.
- h. **Decertification:** Applicant recognizes the right of the Solano County Health Officer/Medical Director to suspend or decertify personnel and agrees that persons so suspended or decertified will not be allowed to operate or function on an ambulance or other advanced life support unit.
- i. **Records:** Applicant agrees to complete such reporting mechanisms as required by the County.
- j. **Replacement of Medications:** Applicant agrees that it will not charge for drugs, medications, solutions or supplies used in any medical emergency when such materials are replaced by a hospital.
- k. **Right of Inspection:** Applicant accepts the right of the Solano County Health Officer/Medical Director (or designee) to inspect the records, facilities, vehicles, equipment, supplies and methods of operation whenever such inspections are deemed necessary. Each permitted prehospital ALS service, its equipment and premises, vehicle maintenance records, and records of calls shall be open to inspection by the Solano County Health Officer/Medical Director (or designee) during usual hours of operation.
- l. **A Statement Acknowledging the Acceptance of MediCare Assignment** for Emergency Calls received by Public Safety Answering Points (911 Centers).

- m. **A Statement agreeing to notify the EMS and EMCC**, in writing, 60 days before any increase of existing rates, and allow for public and EMS staff comment before implementing any increase in fees for EMS services rendered.
  - n. **Documentation of the relationship between the ambulance service provider and the CMED** regarding dispatch procedure and coordination of emergency operations.
  - o. **A signed “Acceptance of Conditions” statement** to the items listed above.
  - 7. A current itemized listing of all charges the Ambulance Service Provider will bill patients for services rendered.
  - 8. The Ambulance Service Provider’s Q. A. Plan for approval by the County Health Officer (or designee).
  - 9. A listing of each permitted ambulance unit that services Solano County.
  - 10. Signature sheet of EMT-Ps certified to administer and restock Class III medications.
- C. Supporting documents should be attached and the proposal and application shall be signed by an individual with the authority to legally bind the applicant.
- D. Public Record – All materials submitted in an application shall become public record and are subject to all laws and regulations applicable to public records.
- E. Review and Approval – The Solano County Health Officer/Medical Director shall review new applications and require supporting documentation. Approval or disapproval shall be made in writing by the Solano County Health Officer/Medical Director to the applicant agency within thirty (30) days after receipt of all requirements and documentation.
- F. Approval Condition – Approval of the Solano County Health Officer/Medical Director shall be conditional to the payment of permit fees, unless the agency is exempted from fee requirements per resolution of the Board of Supervisors.
- G. Commencement of Services – Services shall commence within fourteen (14) days after approval, and issuance of a permit, if applicable, unless an extension is granted by the Solano County Health Officer/Medical Director.
- H. Currently Licensed Agency Requirements – Each year, all agencies currently licensed and/or approved as prehospital ambulance service providers shall submit the information, statements, documentation, etc., identified in Section III of this policy by June 30<sup>th</sup>. Preference in the issuance of permits shall be given to established operators and permits shall be issued to new applicants when the Board of Supervisors finds that there is a public need and necessity for a new ambulance service proposed by the applicant, or as the result of a Request for Proposal (RFP) process at a contract renewal period specified by the Board.
- IV. **ISSUANCE** – If the County Health Officer determines that the standards and requirements are met by the applicant, he/she shall issue a permit. Permits shall be issued upon payment of a fee to the County Health Officer, the amount of such fee to be determined by the Board of Supervisors. Permits will be issued as either ALS Service Provider or BLS Service Provider.

All permits shall expire on the June 30<sup>th</sup> following their issuance, but may be renewed by the ambulance owner or operator upon payment of a renewal fee and re-submission of documents as listed in Section III of this Policy as determined by the Board of Supervisors.

- V. **REVOCATION** – Based upon evidence of significant or persistent violations of the standards and requirements set forth in State Regulations or County Policy, the County Health Officer may suspend or revoke a permit issued hereunder. Any suspension shall not exceed four (4) weeks duration. Any revocation shall be permanent, provided, however, that an ambulance operator whose permit has been revoked may reapply for an ambulance service permit as a new operator after three (3) months from the date of revocation. No action to suspend or revoke a permit shall be taken unless the ambulance operator has been given timely notice of the charges and a fair hearing before the County Health Officer. Any ambulance operator whose permit is suspended or revoked by the County Health Officer may appeal such decision to the Board of Supervisors within ten (10) Days.
- VI. **ADDITIONAL OPERATIONAL PROCEDURES** – The County Health Officer may prescribe additional operating procedures and requirements including but not limited to establishment of zones, response time standards, and additional EMS System Policies in order to ensure effective, safe and rapid pick up and delivery of patients, and to provide effective coordination of operations between ambulance operators, County and local authorities and medical personnel at hospitals.
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