

Guidance to Regional EMS Councils in Assisting Applicants in Completing Specific Items on the Ambulance Service License Application Form

The regional EMS councils must utilize both the Ambulance Service License Application and the instructions for completing the application along with these guidelines for assisting applicants in completing specific items on the application.

The instructions for completing several of the items contained in the Ambulance Service License Application form recommend that if the applicant encounters a problem in completing the item the applicant should contact the appropriate regional EMS council and seek its assistance. The following are guidelines for regional EMS councils to follow in providing assistance to an applicant in completing such an item:

Item 16. Staffing Plan

A staff availability schedule or duty roster is required for only one ambulance at a location. There is not much additional guidance to provide other than that given in the instructions. However, providing this type of information will be new to an applicant, so the applicant may want someone to walk it through the process. Information needs to be provided on each ambulance the applicant will use unless it will use the exact same process for each ambulance, and then it should state that. This is an opportunity for the regional EMS council to assess response capabilities within the EMS region for which it is responsible. For example, knowing that a service has more than one vehicle but can only staff one provides important information for planning.

Item 18. System Status Management

System Status Management refers to the formal or informal systems, protocols, and procedures, which determine where ambulances will be when the next call comes in. The applicant will need to complete this item with other than “Not Applicable” if the applicant will not be operating and placing ambulances at a fixed location, such as a permanent building location. System status management could be adopted by an ambulance service that primarily responds to emergencies or an ambulance service that is primarily engaged in patient transports. In completing this item, the applicant should not merely write that it would be utilizing system status management; it must give details regarding how the system will work. Information that should be included are matters such as: the criteria or protocols it will use to determine where to place ambulances; specific plans, if any, it has already adopted, such as a daily plan for placing an ambulance at a particular hospital on certain days of the week; identification of where an ambulance will be housed if not in use or during off-peak hours; and whether a crew will occupy the ambulance at all times, some times, or will be on call. The regional EMS council must verify with the PSAP that it has the capability for integrating the ambulance service into its emergency response dispatch process if the applicant employs its system status management plan.

Item 20. Nonemergency and Interfacility Transports

This item requires an applicant to describe how it plans to operate if it intends to primarily provide nonemergency and interfacility transports, e.g., whether it will have contracts or agreements with facilities to transport their patients when needed, whether it is a participating provider in a managed care plan, etc. The applicant should also explain whether it accepts emergency calls from facilities for which it generally handles nonemergency and interfacility transports and, if so, explain its policies for dealing with those

Item 21. Ground Vehicles and Aircraft

This item requires the applicant to specify of all the ground vehicles and aircraft that it intends to use as ambulances and the location where they will be placed. The only difficulty the applicant may have in completing this item is identifying the location if the location is not fixed and constant. This problem is presented when system status management is used. The regional EMS council should try to ascertain a general area an ambulance will handle and direct the applicant to insert information regarding location that might be helpful to an emergency dispatcher. For example, “no fixed location, primarily transports patients from hospitals x, y, and z” or “no fixed location, responds to emergencies in x municipality.”

Item 25. Management Team

This item requires an applicant to provide a listing of all of the individuals who make up its management team. These personnel could be the president, vice-president, secretary and treasurer. It may also include any CEO, ambulance director or any other personnel who will have the authority in making management decisions that will affect the daily operations of the ambulance service. Information needs to be provided on each member of the management team including any percentage ownership that the individual has in the ambulance service.