

**Monroe County Medical Control Authority
System Protocols**

ALS SERVICE APPLICATION PROCESS FOR MEDICAL PRIVILEGES

Date: January 2013

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Purpose: To outline the process and requirements for an ambulance agency to request medical control approval

All decisions of the Monroe County Medical Control Authority regarding approval of medical privileges for ALS ambulance operations are subject to confirmation by the Medical Control Authority and Advisory Board. When the MCMCA approves an ALS ambulance agency, this finding shall be forwarded to Mercy Memorial Hospital administration for review.

1. APPROVAL OF MEDICAL PRIVILEGES FOR ALS AGENCIES

a. **ALS Provider Application Review** (initial applications, renewals and expansion applications for a change in operation that would affect the ability to operate under the criteria).

i. Prospective ALS agencies must submit a written request for endorsement to the Monroe County Medical Control Authority. Such request must include:

1. A copy of the proposed MDCH Application.
2. Commitment of 24 hours a day, 7 days a week, availability of ALS emergency response service meeting medical control criteria.
3. Written confirmation from the municipality for which the agency proposes 24/7 emergency response.
4. Detailed information on geographical location, boundaries and target population for the proposed service.
5. A detailed communications plan outlining existing and proposed communications compliance with medical control protocols and Monroe County Central Dispatch.
6. A brief, but complete, description of the service that would be implemented under this proposal. Reference, at a minimum, vehicle location, method of dispatch, back-up coverage and relationships anticipated with fire rescue and first response agencies.

ii. Prospective ALS agencies shall submit a minimum of sixteen (16) ALS application copies to the Monroe County Medical Control Authority on the first work day of the month that is three months prior to the anticipated submission date of the application to MDCH.

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2. STANDARDS FOR ALS UNITS

- a. Two Paramedics is the preferred staffing for all ALS ambulances; a minimum of one (1) credentialed Paramedic and one (1) credentialed EMT is required (See Medical Privileges Protocol). A non-transporting ALS unit shall be staffed by one Paramedic at all times.
 - i. Assigned personnel shall be licensed in compliance with appropriate statutes and rules, and must be currently credentialed by MCMCA.
 - ii. Consideration will be given only to those agencies that demonstrate that sufficient numbers of MDCH licensed personnel are employed by the agency at the time of application.
- b. Medical equipment and supplies shall meet MDCH and MCMCA standards.
- c. ALS units shall be identified through application of standard terminology and uniform numbering as established by MDCH and MCMCA.
- d. The Monroe County communications system shall be utilized by all ALS units, including MCMCA communication protocols and procedures.
- e. The ALS agency shall enter into a coordination of services (mutual aid) agreement with other appropriate ALS providers.
- f. The ALS agency shall agree that each paramedic and EMT will comply with the Medical Privileges Protocol and will maintain required credentials. The ALS agency also must agree to immediately notify Medical Control of the failure of any personnel to meet these conditions.
- g. The ALS agency shall agree in writing to support and participate in Monroe County first responder training programs.
- h. The ALS agency shall secure and maintain the following insurance and shall not begin to function until this insurance has been obtained, and proof of insurance submitted to the MCMCA. Insurance amounts must be in conformance with current MDCH rules:
 - i. Worker's Compensation Insurance
 - ii. Bodily Injury Liability Insurance
 - iii. Property Damage Liability Insurance
 - iv. Professional Liability Insurance
- i. The ALS agency shall agree to act in accordance with the protocols, procedures and policies of the Monroe County Medical Control Authority.
- j. The ALS agency, upon approval, shall agree in writing to defend, hold harmless and indemnify the Monroe County Medical Control Authority and its members, as well as all agents, officers and employees of these organizations, Mercy Memorial Hospital System, the EMS Medical Director and the County of Monroe, from any and all claims of liability arising either directly or indirectly from the agency's performance or non-performance.

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- k. The ALS agency shall agree to allow Mercy Memorial Hospital to direct the activities of field personnel during the provision of advanced life support services while in radio or telephone contact with designated medical or nursing staff at Mercy Memorial Hospital, the Monroe County Medical Control base hospital.
- l. The ALS agency shall agree that all medical judgments relevant to the its provision of prehospital care in Monroe County shall be within the province of the EMS Medical Director or designated representative, and that judgments by the EMS Medical Director concerning the competence and/or continuing performance of any ALS personnel employed by the agency shall be final and undisputed. The EMS Medical Director and/or the MCMCA can temporarily or permanently revoke medical privileges for failure to meet these criteria by providing written notification to the ALS agency. Any individual or agency having medical privileges revoked will have the right to appeal in accordance with the Due Process protocol.
- m. The ALS agency shall provide the EMS Medical Director with adequate and appropriate access to personnel in their work environment for purposes of performance evaluation and training. Reasonable times and methods will be used so as not to interfere with the ALS agency.
- n. Paramedics shall comply with annual competency evaluations.
- o. The ALS agency shall provide a written plan for compliance with Monroe County Emergency Medical Authority response time guidelines for the designated service area.