



Policy 307: Permitting of Ambulance and Non-Transport Providers

Revision 8/9/19
Effective 8/9/19

- I. Purpose
 - A. To provide standards for the permitting of Ambulance Service and Non-Transport Providers in Santa Cruz County.
- II. Authority
 - A. Santa Cruz County Emergency Medical Services (EMS) Ordinance, Chapter 5.35.
- III. Procedure
 - A. Submit a letter of intent describing proposed services to the LEMSA, which shall include the following:
 1. A description of the proposed service area
 2. A description of the level of service being proposed
 3. A description of the proposed method of service delivery (squad, ambulance, engine, helicopter, etc.)
 4. A complete timeline for implementation, including a tentative start date
 5. All documents and information required by the Service Permit Application Requirements, Reference 814, found in Section 800: Reference Materials of the Santa Cruz County EMS Agency Policies and Procedures.
 - B. The requesting agency's proposal will be reviewed and, if satisfactory, will be considered for approval once the following steps are completed:
 1. Set up a facility and/or response vehicle inspection as requested by the LEMSA.
 2. Negotiate an agreement with Santa Cruz County.
 - a) The organization requesting approved provider status may continue with implementation of their program but may not provide services until the time a signed agreement becomes effective.
 - b) All agreements shall be executed in accordance with established county procedures.
- IV. Requirements
 - A. An approved provider must submit a Quality Improvement Plan for approval by the LEMSA, and submit any updates that may be implemented for approval.



- B. An approved provider must follow all policies, procedures, and protocols in accordance with LEMSA policy, prior to provision of services.
- C. An approved provider shall provide access to all patient care reports for patients encountered in Santa Cruz County in a manner acceptable to the county.
 - 1. Successful integration must occur within 30 days of beginning service, and shall include all patient records from the start of service.
 - 2. Integration and access shall be continuous.
 - 3. Stoppages of access and integration shall be resolved within 14 days, and shall include all patient records from the stoppage period.
- D. An approved provider must submit the following information by May 31 of every year:
 - 1. Name of Provider
 - 2. Address of the Provider
 - 3. Phone number of the Provider
 - 4. 24/7 contact information for the Provider
 - 5. Number of ambulances/vehicles in the Fleet
 - 6. Average number of ambulances/vehicles on duty at noon on any given day
 - 7. Name of Medical Director
 - 8. Level of service(s) being provided
 - 9. Total number of emergency/911 responses
 - 10. Total number of non-emergency/IFT responses
 - 11. Total number of emergency/911 transports
 - 12. Total number of non-emergency/IFT transports
 - 13. Updated copy of a Certificate of Insurance

V. Personnel

- A. All personnel must be licensed or certified in accordance with the California Code of Regulations.
- B. All personnel must attend an approved County orientation to the Santa Cruz County EMS System, provided by the organization.
- C. All EMT and Paramedic personnel must be accredited to practice in Santa Cruz County, and provide care under the medical direction of the EMS Medical Director.