

MANUAL
OF
OPERATIONS

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1. **RECITALS**

The Grand Junction Fire Department provides fire and emergency medical services and intervention to a large portion of Mesa County, Colorado, including the City of Grand Junction and the Grand Junction Rural Fire Protection District. The Fire Department maintains emergency response units and personnel throughout the City of Grand Junction, the Grand Junction Rural Fire Protection District and for areas of Mesa County covered by mutual aid agreements. The Fire Department does not however provide routine ambulance transportation services.

Private ambulance service providers desiring to provide emergency response and transportation of patients who require emergent care must be permitted by the City of Grand Junction. In order to provide emergency service under the terms of the Colorado Emergency Medical Services Act, Article 3.5, of Title 25, Colorado Revised Statutes and to provide quality emergency medical care for patients, consistent with good health and safety practices, ambulance service providers are required by City Ordinance to perform their services in accordance with the regulations adopted and promulgated by the Fire Department. Those regulations are generally stated as follows.

2. **DEFINITIONS**

Advanced Life Support (ALS): Pre-hospital medical intervention delivered by paramedics utilizing invasive medical procedures, under protocol and physician direction, for the field stabilization of ill or injured patients. If a paramedic is unavailable, an EMT-I, under physician direction and on protocols, may be used to perform advanced life support.

Ambulance: A vehicle specially constructed, modified or equipped and used for the purpose of transporting sick, injured, convalescent, infirm or otherwise incapacitated persons. Ambulance does not include the non-emergency transportation of persons confined to wheelchairs.

Ambulance Service: The furnishing, operation, conduct as, maintaining, advertising or otherwise engaging in or professing to be engaged in the transportation of patients by ambulance. Also including, but not limited to, the person so engaged or professing to be so engaged.

Ambulance Service Permit: Is written authorization by the City to an ambulance service to provide ambulance service within the City.

Ambulance Station: The premises (including living quarters) located within the City from which the ambulance service provides service.

Base Hospital: The source of direct medical communications with and responsible party for the supervision of the emergency care performance by emergency medical technicians, emergency medical technicians intermediates, and/or paramedics.

Basic Life Support (BLS): Pre-hospital medical intervention delivered by emergency medical technicians. Patient care providing basic treatment and stabilization of ill or injured patients.

Designated Dispatch Center: The Grand Junction Regional Communication Center which is responsible for the 911 Emergency Services Telecommunications System and dispatching emergency personnel and equipment. Also known as and referred to herein as “**Dispatch**”.

Department: The Grand Junction Fire Department by, the Fire Chief or his or its designated representative. Also known as and referred to herein as the “**Fire Department**”.

Emergency Call: A request for an ambulance to transport or assist persons in need or apparent need of medical attention or in medical emergency, or to transport blood or any therapeutic device, accessory to such device, tissue or organ. Also known as and referred to herein as “**emergent**” call.

Emergency Medical Services (EMS): Any actual or perceived event which threatens life, limb or the well being of an individual in such a manner that a need for immediate medical care is created. A Medical Service Provider is any agency or person that provides a medical service or medical treatment, at either BLS level or greater and/or provides transportation of patients. Emergency medical services also include the transportation of a patient, regardless of the presumption of death, or transportation of a body for the purpose of making an anatomical gift.

Emergency Medical Technician Intermediate: Means certified technician between the level of paramedic and EMT-B.1 This person must also be on protocols with the Physician Advisor. Intermediates (EMT-I) may perform invasive procedures above that of an Emergency Medical Technician Basic (EMT-B) for ill or injured patients with direct physician orders and within state guidelines for emergency medical technician intermediate. This classification is not to be equated to that of paramedic, nor is it comparable to an EMT-B.

Grand Junction City Council: A body politic serving as the governing body of and for the City of Grand Junction. Also known as known as and referred to herein as the “**City**”.

License: Means authorization issued by the Board of County Commissioners to operate an ambulance service, publicly or privately within Mesa County, Colorado.

Medical Control: A directed and planned approach to the provision of Advance Life Support Services in a pre-hospital setting. Advanced Life Support (ALS) personnel are viewed as surrogates of a designated base hospital and its physician advisor, who plan and direct medical intervention, regardless of employer/employee relationship(s).

Non-Emergency Call Refers to calls which require routine medical services in conjunction with transportation, e.g., patient transfer from hospital to nursing home. Also known and referred to as non-emergent call.

Physician Advisor: A physician (M.D. or D.O.) currently licensed by the State of Colorado who has planned, directed and established protocols for medical acts performed by emergency medical services personnel and who is specifically designated and responsible to assure the competency of the performance of those acts by EMS personnel, in accordance with applicable rules of the Colorado Board of Medical Examiners.

Primary Care Provider: A physician or registered nurse that is in direct physical contact with a patient and is providing care to a patient or patients.

Private Call: Any call received by the ambulance service directly from a private party requesting services.

Response Codes:

Code 2: DRIVING UNDER STANDARD RULES AND REGULATIONS AS THEY APPLY TO THE PUBLIC IN GENERAL

Code 3: DRIVING WITH THE AID OF SIREN AND/OR RED LIGHT, AS PROVIDED BY APPLICABLE LAW REQUIRING THE YIELDING OF THE RIGHT OF WAY.

Standby Call: A CALL IN WHICH THE AMBULANCE WILL HAVE TO STOP, PRIOR TO ENTERING A SCENE, AND AWAIT CLEARANCE FROM the Fire Department or law enforcement agency having command of the incident BEFORE PROCEEDING INTO THE SCENE. MAY ALSO BE DEFINED AS THOSE CALLS THAT THE PATIENT IS NOT YET AVAILABLE IN THAT LOCATION. *e.g.* A PATIENT ON AN AIR FLIGHT THAT HAS NOT LANDED PRIOR TO THE ARRIVAL OF AN AMBULANCE.

Vehicle Permit: The authorization issued by the Board of County Commissioners to own, operate and maintain an ambulance used or to be used to provide ambulance services in Mesa County, Colorado.

3. **SERVICES**

3.1.1 Geographic Area of Responsibility

1. Grand Junction ambulance service permittees shall respond to calls originating and occurring within:
 - City of Grand Junction
 - Grand Junction Rural Fire Protection District
 - Mutual Aid Fire Districts
 - Unincorporated Areas (including Lands End, Whitewater, and Unaweeep Canyon and any and all other areas not otherwise serviced by emergency medical services providers).

3.1.2 Services Provided

1. Each ambulance service permittee is required to provide a minimum of two (2) ALS equipped ambulances.
- 2A. Ambulance service permittees shall provide a minimum of two (2) paramedic-staffed, ALS equipped ambulances available for 911 emergency calls, one hundred percent (100%) of the time, twenty-four (24) hours per day; and one (1) ALS equipped ambulance manned at a minimum level of EMT-B. The Grand Junction Fire Department will respond paramedics to be utilized in emergency medical service and will release patient(s) only to permitted, paramedic-staffed, ALS-equipped ambulance service providers.

- 2B. The required number and location of ambulances and required staffing levels are subject to change at the Fire Chief's discretion.
- 3A. The Fire Department agrees that permitted ambulance service providers shall be dispatched to provide ambulance service whenever a request for such services is made by persons within the Grand Junction Fire Department's response area. Other response areas or areas covered by mutual aid agreement(s) will be dispatched in accordance with and controlled by those agreements.
- 3B. Permitted ambulance service providers will be dispatched on a rotation basis. After being dispatched, the ambulance will rotate to the bottom of the dispatch rotation (tone out list). If an ambulance "goes unavailable" to perform a private transport, the ambulance service will rotate to the bottom of the response list.
4. The Fire Department EMS personnel may ride to the hospital with the ambulance service permittee on any call.
5. The ambulance service provider shall honor the patient's request for hospital preference and will make a reasonable effort to determine any preference. Should the patient or family fail to select a hospital, and the patient's destination is not effected by certain predetermined conditions, specified through local transportation or standard of care protocols, the ambulance service provider or paramedic shall contact the hospital of destination and that hospital shall accept or divert the transport if unable or unwilling to accept.

6. The ambulance service provider shall, at emergency scenes responded to by any law enforcement agency or the Fire Department, allow the agency or department to reasonably control ambulance usage and activities within the guidelines of an incident command system. This provision includes the use of helicopter ambulances.
7. The ambulance service provider shall reasonably assist the Fire Department to serve the citizens of the community. Should any ambulance service provider's service prove to be inadequate, as determined by the Chief, his designee or any other board, commission or agency with jurisdiction over the permittee, the ambulance service permit may be suspended or terminated pursuant to the Grand Junction Code of Ordinances.

3.2

Communications

1. The Grand Junction Regional Communication Center, also known as the Designated Dispatch Center (Dispatch), receives calls for emergency services through a 911 telecommunications system. Dispatch initiates activity for the Grand Junction Police and Fire Departments as well as the Mesa County Sheriff's Office.
2. Dispatch receives calls for emergency services and activates appropriate resources, including, but not limited to, permitted ambulance service providers, through a tone out system and/or verbal radio communication. Ambulance service providers dispatched via Dispatch shall restrict communication with Dispatch to necessary and appropriate communications contemplated under or initiated in accordance with the terms of this Operating Procedure Manual.
3. Ambulance service providers receiving direct calls for emergency assistance or for calls that will likely result in the transport of a patient to a hospital emergency room, shall immediately notify Dispatch and request the Fire Department to also respond to the call. Such notification is not required for patients that are in the presence and/or under the immediate care of, a primary care provider or for calls outside the Grand Junction Fire Department's response area.
4. The ambulance service providers shall provide and maintain, at their own expense, a communication system meeting the requirements of the Fire Department. The Fire Department will assign a frequency to the ambulance service providers for use in a toned dispatch system. Ambulance service providers shall equip the ambulances stationed in, or responding to, the City and the Grand Junction Fire Department's response area with radios operating on the designated frequency or frequencies. All equipment must be capable of transmitting as well as receiving on a "trunked" system.
5. The ambulance service providers shall be charged a fee for all calls received by Dispatch for calls that do not involve the Grand Junction Fire Department or do not require an emergency response. Charges will be set by Dispatch. Ambulance service providers shall maintain private telephone lines and private dispatch capability for private calls. All charges for any and all such calls are to be paid within thirty (30) days of billing.
6. The first arriving paramedic on an emergency medical call shall determine the level of response for all and/or additional incoming units, if any. If no paramedic is on scene, then the assigned Grand Junction Fire Department Paramedic unit while en route will determine the level of response for responding units. To facilitate the most efficient and effective patient care the following procedures shall be followed on all calls.
 - A. upon arrival at the scene of an incident where patient care is being provided by Fire Department personnel, the ambulance service provider shall be responsible for:

- (1) seeking out the officer or paramedic in charge for a report on patient care;
- (2) requesting possible assignment(s) to assist in patient care;
- (3) avoiding duplication of patient assessment or treatment already completed;
- (4) working under the direction of the command officer or paramedic in command of the scene;
- (5) ensuring that patient care is continuous and uninterrupted.

B. Upon arrival at a scene where patient care is being provided by ambulance service provider personnel, the Fire Department, to the extent appropriate or required by medical protocol or incident command, shall assume command of the scene. In that event, Fire Department personnel, to the extent possible and reasonable, shall be responsible for:

- (1) seeking out the ambulance service provider in charge for a report on patient care;
- (2) being in charge of the scene while on scene;
- (3) ensuring that patient care is continuous and uninterrupted.

C. At the time that the patient is placed into the ambulance the ambulance service provider assumes responsibility for patient care. **At no time shall ambulance service provider personnel delay initiation of appropriate treatment and/or transportation of a patient or patients in anticipation of a Fire Department response. It is the responsibility of the ambulance service provider(s) and the Fire Department to cooperate and assist in providing patient care and treatment.**

D. Unless otherwise provided by directive of the Fire Chief or his designee, an appropriate ambulance shall respond to meet the following general response standards:

- (1) for all emergency, life threatening calls (**Code 3**), the response time shall be no greater than 08:59 minutes at least 90 % of the time;
- (2) for all emergency non-life threatening calls (**Code 2**) the response time shall be no greater than 09:59 minutes at least 90% of the time.

E. Failure to meet response times for a period of three (3) consecutive months during any permit year shall be grounds for revocation and termination of an ambulance service provider permit.

F. An exemption to response time requirements may be granted by the Fire Chief or his designee when:

- (1) adherence to response time requirements under adverse weather conditions or other conditions would jeopardize public safety and/or the safety of ambulance service provider personnel; and/or
- (2) as otherwise directed or determined by the Fire Department.

7. Ambulance service provider(s) shall immediately notify Dispatch of non-availability. Ambulance service provider(s) shall not wait until they are toned out to notify Dispatch of non-availability. Failure to notify of non-availability may be cause for termination of permit.

8. The ambulance service provider shall have an appropriate unit en route within two (2) minutes from the time of dispatch. If unable to respond, the ambulance service provider shall immediately notify Dispatch of the response status. If a Fire Department ambulance is dispatched on a call due to all private ambulances being unavailable, when a private ambulance or ambulances become available, the assigned Fire Department unit shall determine which unit is closest and cancel the farthest. Such determination shall be based on the assigned unit senior officer's best judgment, experience and training being exercised in the interest of prompt and responsible patient care. If both ambulances are approximately the same distance or if in the interest of patient care one ambulance is preferred, the senior Fire

Department officer assigned to the call shall order the private ambulance service provider to continue or to discontinue its response. The Fire Department order shall be controlling.

9. If the ambulance service provider anticipates a longer response time, then the responding ambulance service provider shall immediately notify Dispatch by radio of their delayed response time. It is understood that unusual circumstances may happen and produce response times that exceed the aforementioned standards. These shall include, but not be limited to, unusual weather, natural disaster, or unusual periods of very high demand upon the system. Safety of the ambulance service providers, patients and others using the streets and highways is paramount.
10. The ambulance service provider shall not have conversations with or ask dispatchers to answer question or complaints about the emergency medical dispatch system. All complaints about dispatch services shall be submitted in writing to the Fire Chief or his designee.

3.3 Quality Control

1. The Fire Chief or his designee is required, by Ordinance, to protect the health and safety of the Community by promulgation of regulations for and of ambulance service provider(s). The regulations contained in this Manual are written minimum quality assurance standards of and for the service and the service provider.
2. Adequate clinical performance, under the terms of this Manual, is defined by expert opinions of trained individuals rendering sound professional judgment, in a reasonable manner, as mandated under State and local regulations and practice protocols. To that end any and all ambulance service providers permitted by the City must be on protocols with the City's Physician Advisor. Failure to maintain protocols with the City's physician advisor may be cause for termination of ambulance service provider permit.
3. Representatives of the Fire Department and the ambulance service providers shall periodically review EMS calls for efficiency and effectiveness of the response and treatment. All phases of the call will be reviewed and the results documented and filed. Discrepancies in clinical performance will be identified, reviewed and appropriate corrective actions will be taken. The ambulance service provider(s) shall have in place a quality assurance/quality improvement program where at least 25% of the Grand Junction cases are reviewed and critiqued. In addition each of the ambulance service provider(s) medical personnel shall have a clinical skills review every six (6) months by a ambulance service provider supervisor. A copy of the quality assurance/quality improvement program records shall be forwarded to the Fire Department's EMS Coordinator.
4. Complaints involving ambulance service provider(s) shall be brought in writing to the attention of the Physician Advisor. Medical advice, comment and review from the Physician Advisor, will be included as an integral part of any discrepancy involving medical control and will be included in the appropriate report. Should a complaint be substantiated, the ambulance service provider shall be required to correct the discrepancy in accordance with the requirement of the Code of Ordinances or the ambulance service provider may be subject to suspension, termination or revocation of its permit.
5. In order to better discharge his duties pursuant to the Grand Junction Code of Ordinances the Fire Chief may establish an administrative committee consisting of one (1) member from the staff of each ambulance service provider, the physician advisor, the Fire Chief or his designee and the EMS advisor. The committee may be convened at the Chief's discretion but in any event at least once annually, if established. The Committee shall review performance standards, billing

investigations and review and discuss areas of concern to the providers, the medical community and the Fire Department. The committee may also distribute and review information related to the Manual of operations, the Ordinances and related topics. The committee shall serve in a wholly advisory capacity to the Fire Chief or his designee.

3.4 Operation and Equipment:

1. The ambulance service provider(s), when operating emergency vehicles, shall operate the vehicle in a safe and prudent manner in compliance with all Colorado law and City Ordinances relating to the operation of emergency vehicles.
2. All ambulances shall be equipped with all required essential items pursuant to C.R.S. 25-3.5-301 and the Colorado Board of Health and State EMS Rules and regulations. All such equipment shall be maintained in safe, operable and reliable condition. The Fire Department, as an express condition of permit issuance, has the right to inspect all vehicles and equipment for compliance.
3. Ambulances shall have current Vehicle Permit(s) if utilized for the transportation of patients. Vehicle Permit(s) is/are required by CRS 25-3.5-301 and are to be obtained annually through the local Health Department designee. Vehicle Permit(s) is/are a condition of ambulance service provider permit(s).
4. All ambulances the ambulance service provider utilizes in Emergency Medical Services shall not be smaller than the smallest ambulance operated by the Fire Department. This standard applies to the patient treatment compartment of the vehicle.
5. All emergency calls must be triaged and/or transferred to the most qualified rescuer or agency with the quickest predictable response to ensure appropriate care in an emergency situation.
6. Any vehicle responding to a call or transporting to a hospital with lights and/or sirens must report the same to Dispatch. This report must be immediate and include the location/destination and nature of the call. When entering another jurisdiction responding lights and/or siren, the appropriate local dispatch center must be immediately notified as above.
7. Vehicular liability insurance shall be carried by ambulance service permittee(s) in accordance with the provisions of the Grand Junction Code of Ordinances and/or the requirements set forth in CRS 25-3.5-303, whichever is more stringent.
8. Ambulance service provider(s) shall use prudent judgment in determining the safety of any and all scenes to which a response is made. The ambulance service provider is under no obligation, and no obligation is created by the terms of this Manual, to enter a scene that is determined to be unreasonably dangerous. The ambulance service provider shall standby, at a safe distance, until the scene has been secured by law and/or fire agency(ies).
9. An ambulance service provider, if it is the first responding unit on the scene of a call where the patient is determined to be classified as D.O.A., shall not move the person or persons unless and until directed to do so by law enforcement personnel.
10. AMBULANCE SERVICE PROVIDER PERSONNEL SHALL WEAR APPROPRIATE PERSONAL PROTECTIVE CLOTHING AND EQUIPMENT FOR THE CONDITIONS IN WHICH THEY ARE WORKING, specifically including, but not necessarily limited to examination/surgical gloves, eye protection and masks which cover the mouth and nose.

3.5 Documentation

1. Patient records, trip sheets, call logs, transport/no-transport records and all other records shall be promptly made and accurately kept and maintained. Documentation shall be thorough, concise and legible. Copies of the patient trip report shall be made available to the hospital of destination and to the Area Emergency Medical Services Office for medical control by the Physician Advisor. Any and all records of ambulance service providers shall be retained for a period of three years and are subject to audit and review by the Fire Department or its designee on 5 days written notice to the ambulance service provider.
2. Documentation standards are addressed in CRS 25-3.5-501 and 502. Said standards are incorporated herein by reference as if fully set forth.

3.6 Staffing

1. All ambulance service provider personnel shall meet all certification requirements of the State of Colorado detailed in CRS 25-3.5-201. Said standards are incorporated herein by reference as if fully set forth.
2. The Emergency Medical Technician-Basic shall be the minimum level of certification utilized by ambulance service provider(s) for patient care and transportation.
3. All practicing paramedic personnel shall maintain current protocol status as required by the State of Colorado, the Board and the Physician Advisor. EMT-I personnel not on protocols shall be considered as EMT-B.

3.7 Disaster Assistance

1. Ambulance service providers shall cooperate with the Fire Department in rendering emergency assistance during disaster incidents.
2. At the scene of any disaster, the ambulance service provider's personnel shall perform under the direction of the Fire or Police agency in command and in accordance with local disaster protocols.
3. Ambulance service providers shall participate in periodic disaster and mass casualty drills, two times per year, or as otherwise determined by the Fire Department as an express term of permitting.

3.8 **Supply Restock**

1. SUPPLIES USED BY FIRE DEPARTMENT PERSONNEL SHALL BE REPLACED BY THE responding PRIVATE AMBULANCE THAT WAS ON THE SCENE. IF A PATIENT(S) IS TRANSPORTED AND OTHER PATIENT(S) TREATED, BUT NOT TRANSPORTED, OR UNDER DNR AND/OR CPR PROTOCOLS, SUPPLIES ARE TO BE OF THE SAME KIND THAT ARE USED IN THE LOCAL SYSTEM. WHEN REPLACING DATED SUPPLIES, ENSURE THAT THE EXPIRATION DATE IS FOR THE LONGEST PERIOD AVAILABLE AT THE TIME OF REPLACEMENT.

4.0 **ADDITIONAL PROVISIONS**

4.1 Insurance

4.1.1 General Liability and Malpractice

1. Ambulance service provider(s) shall obtain and maintain, at all times, insurance coverage, from a carrier acceptable to the Fire Chief or his designee, insuring for general liability, professional error/malpractice and property damage claims arising from an operation or operations and/or activity or activities of the ambulance service provider, its agents, or employees. Minimum coverage for all categories shall be not less than \$1,000,000 for combined single limit bodily injury, death or property damage.
2. The ambulance service provider shall furnish the Fire Chief or his designee a Certificate(s) of Insurance, evidencing at least the minimum coverage's established in paragraph 1 above and in accordance with the requirements of the Grand Junction Code of Ordinances. Any and all policies of insurance shall contain a provision that, in the event of cancellation, for any reason whatsoever, the Fire Chief or his designee shall be notified thirty (30) days prior to the date of cancellation.

4.2 Workers' Compensation

1. The ambulance service provider shall provide the Fire Chief or his designee with a list of all employees of the Company working as ambulance drivers and attendants. The ambulance service provider shall further provide the Fire Chief or his designee with evidence of insurance coverage for Workers' Compensation for each employee.

4.3 Indemnification

1. The ambulance service provider shall indemnify and hold harmless the City of Grand Junction, the Grand Junction Fire Department and its agents and employees from and against all claims, damages, losses, and expenses, including attorney's fees, arising out of or resulting from the performance by the ambulance service provider of the services specified in this Manual, any act or omission caused or claimed to be caused by the ambulance service provider or its subcontractors and any and all alleged violations of health care finance laws, rules or regulations. Adherence to policies and procedures shall not be a defense to indemnification and shall otherwise not relieve the ambulance service provider from exercising appropriate skill, judgment and professional practices.

4.4 Independent Contractor Status

1. Ambulance service provider(s) shall function under the provisions of the Grand Junction Code of Ordinances and the resulting regulations, as an independent contractor and in no capacity as an agent or employee of the City of Grand Junction.

4.5 Charges for Service Rendered

1. The ambulance service provider shall follow established Federal and/or State guidelines for fees and rates.
2. The ambulance service provider will supply to the Fire Chief or his designee a fee schedule.
3. Fees may be adjusted within established Federal and/or State guidelines.
4. Ambulance service provider(s) shall not charge the patient or insurance company an extra fee for the use of a Fire Department Paramedic.

5. Ambulance service provider(s) shall charge each patient one-half (1/2) of its base rate, mileage and emergency charges when more than one patient is being transported in the same ambulance to the same hospital.

6. Ambulance service provider(s) as a condition of applying for and accepting an ambulance service permit, if granted, understands and agrees that for any services rendered pursuant to a call from Dispatch Center and/or the Fire Department, it shall not seek payment from the City and/or the Fire Department.

4.6

Permit Termination

1. See Grand Junction Code of Ordinances.
2. Failure of the Ambulance Service Permittee(s) to operate in a manner which meets the most restrictive of all Federal, State, County and City laws and regulations regarding the operation of an Emergency Medical Services System will be grounds for termination or suspension. The Ambulance Service Permittees will not be required to operate under conditions more restrictive than those pertaining to the Fire Department personnel and equipment.
3. Failure to notify Dispatch of non-availability is a violation of these regulations and is cause for termination of the service permit.
4. Ambulance Service Provider(s) shall provide that all citizen complaints arising from services provided will be documented and a copy sent to the Fire Department EMS Coordinator.
5. UPON A DETERMINATION BY THE FIRE CHIEF AND/OR HIS DESIGNEE, BASED UPON FACTS AND INFORMATION OF UNSAFE PRACTICES AND/OR ACTS COMMITTED BY AN AMBULANCE SERVICE PROVIDER, THE AMBULANCE SERVICE PROVIDER MAY BE SUSPENDED FROM PERMITTED OPERATIONS. SUSPENSION WILL NOT BE LESS THAN THE FOLLOWING, NOR WILL SUSPENSION BE RESTRICTED TO THE FOLLOWING. DEPENDING ON THE SEVERITY OF THE OFFENSE, PERMANENT SUSPENSION COULD RESULT ON THE FIRST AND/OR SECOND OFFENSE:
 - A: FIRST OFFENSE: NOT LESS THAN ONE WEEK SUSPENSION.
 - B: SECOND OFFENSE: NOT LESS THAN ONE MONTH SUSPENSION
 - C: THIRD OFFENSE: PERMANENT REVOCATION OF PERMIT
 - D. SUSPENSIONS MAY BE CARRIED OUT AFTER A 24-HR. PERIOD FROM THE INCIDENT, FOLLOWING THE APPEAL PROCESS IN 5.7. AMBULANCE SERVICE PROVIDERS MAY TAKE CORRECTIVE ACTION WHICH MAY HAVE AN IMPACT UPON THE DECISION TO SUSPEND.

5. **PERFORMANCE STANDARDS**

5.1 Paramedic Manning Levels

1. Ambulance service permittee(s) shall participate in Fire Department sponsored EMS training.
2. Utilization of a Fire Department paramedic for transport will be determined by patient condition and will be in accord with the terms of treatment and transportation protocols.

5.2 Agency Interaction

1. Ambulance service permittee(s) shall participate in Fire Department sponsored EMS training.
2. Ambulance service permittee(s) shall prepare and provide to the Fire Department a monthly report on form(s) provided by the Department, (a copy of which is attached) for each and every month of permitted activity. The report shall be submitted on the 10th calendar day following the month in which service was performed. The following information, together with other information required by the Fire Department, shall be contained in each monthly report:
 - (1) total number of response;
 - (2) total number of persons transported;
 - (3) destination;
 - (4) number of responses that did not result in a transport;
 - (5) response time report.

5.3 Downgrading Patient Care

1. The Fire Department and the Ambulance service provider(s) agree to follow the Physician Advisor Protocols for the transfer of patient care from the level of paramedic to the level of EMT-I and/or EMT-B.
2. The first arriving paramedic on an emergency medical call shall be responsible for determining and directing patient care. The first arriving paramedic will remain in charge of patient care until the patient is loaded in the ambulance and care responsibilities have been transferred or as otherwise established by physician advisor protocols.

5.4 Unprofessional Communications

1. Ambulance service provider personnel shall not communicate privileged information concerning the field actions, patients, calls, incidents or the performance of the Department or the ambulance service provider personnel to persons who have no right to know of such privileged information. Any and all disclosures are subject to professional medical ethics disclosure laws, guidelines, rules and regulations. Any reported incidents of this type of communication shall be documented in writing and appropriate corrective action taken by the Fire Department and/or the ambulance service provider.
2. Allegations of misconduct shall be submitted in writing to the Fire Chief or his designee and shall be signed by the party making the allegation. Copies of the allegation will be forwarded to the responsible agency. An investigation shall occur of each and every such allegation and any and all action(s) taken concerning the allegation(s) shall be documented and filed with the Fire Chief or his designee. Inappropriate behavior by ambulance service provider personnel will be, at the sole discretion of the Fire Chief or his designee, grounds for immediate termination of the ambulance service permit issued to the offending ambulance service provider.

5.5 VEHICLE OPERATIONS

1. AMBULANCE SERVICE PROVIDERS SHOULD ATTEMPT TO AVOID BACKING WHENEVER POSSIBLE. WHEN BACKING AN AMBULANCE IS NECESSARY, THE OPERATOR SHALL USE SPOTTERS (GUIDES). WHEN SPOTTERS ARE NOT AVAILABLE, THE OPERATOR SHALL WALK COMPLETELY AROUND THE VEHICLE PRIOR TO BACKING.

2. ALL AMBULANCE PERSONNEL WILL BE RESPONSIBLE FOR FOLLOWING ALL COLORADO STATE LAWS GOVERNING THE OPERATION OF MOTOR VEHICLES IN NON-EMERGENT AND EMERGENT SITUATIONS.
3. EMERGENCY WARNING LIGHTS AND/OR SIREN, AS PROVIDED BY APPLICABLE LAW SHALL BE USED WHEN RESPONDING TO EMERGENCY INCIDENTS.
4. THE VEHICLE SHALL BE OPERATED AT A SPEED WHICH ALLOWS THE OPERATOR TO AVOID HAZARDS WHICH SHOULD BE REASONABLY ANTICIPATED. AN EMERGENCY DISPATCH AND/OR RESPONSE DOES NOT AUTHORIZE EXCESSIVE SPEED OF AMBULANCES.
5. UNLESS ALL LANES CAN BE ACCOUNTED FOR BY THE AMBULANCE OPERATOR DURING A CODE 3 RESPONSE, AMBULANCES WILL BE BROUGHT TO A COMPLETE STOP AT INTERSECTIONS WHERE A TRAFFIC CONTROL DEVICE INDICATES A RED LIGHT, FLASHING RED OR YELLOW LIGHT, STOP SIGN AND/OR YIELD SIGN. OPERATORS WILL NOT ENTER SAID INTERSECTIONS UNTIL CERTAIN THE INTERSECTION IS CLEAR AND OTHER VEHICLES ARE YIELDING THE RIGHT-OF-WAY. TRAVEL THROUGH INTERSECTIONS shall NOT EXCEED 15 MILES PER HOUR.
6. WHEN ENCOUNTERING AN INTERSECTION WHERE A TRAFFIC CONTROL DEVICE INDICATES A RED LIGHT, FLASHING RED OR YELLOW LIGHT, STOP SIGN AND/OR YIELD SIGN WHERE ALL LANES IN THE DIRECTION OF TRAVEL OF THE AMBULANCE ARE BLOCKED BY TRAFFIC, OPERATORS SHALL AVOID creating HAZARDOUS SITUATIONS BY OPERATING THE SIRENS AND LIGHTS. OPERATORS SHOULD SLOW OR COME TO A STOP, TURN OFF THE SIREN and emergency lights AND ALLOW PRIVATE VEHICLE DRIVERS TO CLEAR A RESPONSE LANE IN A SAFE MANNER.
7. DURING AN EMERGENCY RESPONSE, AMBULANCE OPERATORS SHOULD AVOID PASSING OTHER EMERGENCY VEHICLES. IF PASSING DOES TAKE PLACE, THE PASS SHALL BE COMMUNICATED BY RADIO COMMUNICATIONS BETWEEN THE EMERGENCY VEHICLE OPERATORS INVOLVED.
8. RED WARNING LIGHTS AND SIREN WILL NOT BE USED WHILE TRAVELING ON INTERSTATE HIGHWAYS. OTHER VEHICLE FLASHING LIGHTS MAY BE USED DURING TRAVEL AND RED WARNING LIGHTS MAY BE USED WHEN PARKED AT AN INCIDENT.
9. AMBULANCE SERVICE PROVIDERS SHALL NOT DRIVE THROUGH AN INCIDENT SCENE AT MORE THAN THREE (3) MILES PER HOUR. TRAVEL THROUGH AN INCIDENT SCENE MUST BE APPROVED BY THE agency IN CHARGE OF THE SCENE PRIOR TO TRAVEL BEING PERFORMED.

5.6

CODE 3 RESPONSES

1. AMBULANCES SHALL NOT RESPOND CODE 3 TO THE FOLLOWING SITUATIONS: STANDBY CALL, PRIVATE CITIZEN CALLS FOR SERVICE WITHOUT A FIRE UNIT RESPONSE, INCIDENTS INVOLVING LAW ENFORCEMENT PERSONNEL THAT have been dispatched as REQUIRING SILENCE.

2. AMBULANCE SERVICE PROVIDERS SHALL IMMEDIATELY REDUCE TO A CODE 2 RESPONSE WHEN INSTRUCTED TO DO SO BY ANY fire or law enforcement AGENCY. WHEN THE FIRE DEPARTMENT IS FIRST TO ARRIVE ON A SCENE, IT SHALL NOTIFY OTHER RESPONDING UNITS OF NEED THE NEED, IF ANY TO REDUCE TO OR INCREASE THE RESPONSE CODE.
3. WHEN RESPONDING CODE 3, AMBULANCES SHALL NOT EXCEED ANY POSTED SPEED IN EXCESS OF TEN (10) MILES PER HOUR OVER THE POSTED LIMIT. EXCEEDING THE SPEED LIMIT MAY ONLY BE DONE WHEN ALL CONDITIONS ALLOW FOR THIS TO BE ACCOMPLISHED IN A SAFE MANNER.

5.7 Appeal/Review Process

1. See Grand Junction Code of Ordinances.

6.0 **CONTINUING STANDARDS**

1. These Operating Procedures are continuing obligations with the force and effect of law. The procedures may change from time to time to address any changed conditions or may add conditions or requirements which will ensure continued quality patient care. Nothing contained in this Operations Manual or the Grand Junction Code of Ordinances:
 - A. prevents the Fire Department from furnishing ambulance service;
 - B. applies to any service provided by the Fire Department;
 - C. guarantees any property right in any street, alley, road, or highway or in any business or enterprise or in or to any telecommunications services;
 - D. relieves ambulance service provider(s) of the City's ordinances, rules and regulations as now existing or as may be amended in the future or other legal or lawful requirements to exercise appropriate skill, judgment and professional responsibility.
2. It is the responsibility of the ambulance service provider to be and remain aware of any and all amendment(s), modification(s) and/or change(s) to these procedures; failure to adhere to or act in accordance with the operating procedures herein may result in suspension, revocation or termination of authority to operate or of any permit issued and may result in civil and/or criminal liability.