



Emergency Medical Service Standby Event & Service Priority

Policy Statement:

The purpose of the Emergency Medical Service Standby Event and Service Priority Policy is to **(I)** provide consistent guidelines, practices, and communication to the public with regard to requesting Dougherty County Emergency Medical Services Department Standby Services; **(II)** ensure that Dougherty County EMS prioritizes and meets its Georgia Department of Public Health license obligations for the provision of 911- Ground Ambulance Services within Dougherty County; **(III)** define the Standby Service types, application requirements, and fees for requesting emergency and non-emergency Dougherty EMS for Standby Events within the County and **(IV)** provide for certain policy waivers when the Dougherty County EMS Director determines such waiver is in the interest of public health.

Applicability of the Policy:

This policy will apply throughout Dougherty County, to public agencies, educational institutions, non-profit organizations, for-profit entities, private parties, and the public, whether individually or collectively.

Any questions regarding this policy should be directed to the Dougherty County EMS Director.

Definitions:

911- Ground Ambulance Services:

The type of Department of Public Health license that Dougherty County EMS holds to be the sole EMS licensee for 911 dispatch service in Dougherty County.

911- Medical/Trauma Dispatch:

The type of call that Dougherty County EMS receives from the Albany-Dougherty County 911 Call Center that initiates the response services required under the state operating license.

Certificate of Insurance:

Required as a part of the application to ensure the event/organization requesting ambulance services is adequately insured for the purpose of the event and the requirements of Dougherty County Risk Management.

County Administrator:

The chief administrative officer of Dougherty County who is appointed by the elected Board of County Commissioners.



Emergency Medical Service Standby Event & Service Priority

Dougherty County Emergency Medical Services Director:

The County senior manager, under the direction of the County Administrator, employed to ensure that the provision of 911-Ground Ambulance Services in Dougherty County meet the staffing and equipment resource needs to satisfy the license requirements of the Georgia Department of Public Health.

Dougherty County Emergency Medical Services:

The Dougherty County Department established under the authority of *Dougherty County Code sec. 2-2-33*, and responsible for the provision of 911- Ground Ambulance Services under license number 047-01 issued by the Georgia Department of Public Health.

Dougherty County EMS Standby Event Application (Exhibit A):

The necessary document that must be completed, including a non-refundable application fee, and signed by the event organizer or appropriate representative of the organization seeking Dougherty EMS Standby Event coverage.

Emergency Medical Services:

The umbrella term used to describe pre-hospital medical care by trained and licensed first responders.

EMS Medical Director:

A medical physician licensed in the State of Georgia with privileges at Pheobe Putney Memorial Hospital that serves as Dougherty County EMS medical/clinical standards advisor as required by Georgia State Office of EMS/Trauma.

EMS Shift Supervisor:

The designated Dougherty County EMS team member assigned to manage a particular shift of 911- Medical/Trauma Dispatch services and operations in and for Dougherty County.

EMS Stations:

The locations of Ambulance(s) and crew(s) throughout Dougherty County that serve the community in 24/7-hour zoned covered response to 911-Medical/Trauma Dispatch.

Georgia Department of Public Health:

The state regulatory agency for Emergency Medical Services and Ambulance Services.



Emergency Medical Service Standby Event & Service Priority

Notice of Appeal:

The document that the Standby Service applicant may file with the Dougherty County EMS Director in the event of a denial of service. The document will be the basis for the County Administrator's decision on the appeal.

Public Health:

The science and art of preventing diseases, prolonging life, and promoting a healthy community through organized services.

Standby Event:

Emergency and non-emergency events where Dougherty County EMS has been requested for a specified period of time.

Emergency 911 – Medical/Trauma Dispatch Standby: is any event when ambulance(s) and crew(s) service is requested in support of a potential Medical/Trauma event (Official Medical Services/Emergency Services potential events).

Non-Emergency 911 – Medical/Trauma Dispatch Standby: Any event, when ambulance and crew services are for a standby event in the interest of Public Health. (Typically, a Public Safety Agency Request).

Prescheduled non-Emergency Standby Event: A type of Standby Event, public or private, that is arranged in advance with Dougherty EMS through application and may include a single event or a series of events of a similar nature. This Standby Event type is subject to the fees listed in the application for requested service (Exhibit A). Additionally, this event type is subject to the availability of County resources beyond the minimum level of six (6) ambulances and crew members on duty for 911-Medical/Trauma Dispatch Service.

Non-Emergency Standby Event Fees:

The cost per hour for use of Dougherty County EMS. The hourly rate assessed will be inclusive of labor, materials, and equipment. This rate is subject to reasonable adjustment on an annual basis when deemed appropriate by the EMS Director in consultation with the County Administrator and approved by the Dougherty County Board of Commissioners.

State Office of Emergency Medical Services:

A division of the Georgia Department of Public Health responsible for the regulation and administration of the State's Trauma Rules. (*Ga. Comp. R. & Regs. 511-9-2-.07*)



Emergency Medical Service Standby Event & Service Priority

Policy:

- I. Dougherty County EMS is prioritized by the Board of County Commissioners for 911- Ground Ambulance Services in Dougherty County.
 - a. Dougherty EMS is the only state licensed 911- Ground Ambulance Service for Dougherty County.
 - i. Under the License Number 047-01, issued by the Georgia Department of Public Health's Office of Emergency Medical Services, Dougherty EMS must provide 24 hours a day, 7 days a week (24/7) coverage for all 911- Medical/Trauma Dispatch in and for Dougherty County.
 - b. Under the advice and professional judgement of the Dougherty County EMS Director, Dougherty EMS meets its state license obligation for 911- Medical/Trauma Dispatch service with a minimum of six (6) ambulances and associated medically trained and licensed crew members and supervisors.
 - c. The level of ambulances and crew members available for 911- Medical/Trauma Dispatch service may be increased when in the interest of Public Health at the discretion of the Dougherty County EMS Director.
 - d. In the event the minimum level of six (6) ambulances and crew members are not available for service, the EMS Director must notify the County Administrator.
 - i. The notification must be timely and must include information as to why the minimum level of service is being disrupted.
 - ii. Included in the notification will be the necessary actions to be taken to restore minimum services.
 - iii. An estimate of the amount of time the 911- Medical/Trauma Dispatch service will be below the minimal service levels.
 - e. If the EMS Director determines the minimum operations response capabilities of 911 Medical/Trauma dispatch is at risk, the EMS Director may cancel a pre-scheduled Standby Event with notice to the applicant.
- II. Standby Event, Types, Application, Cancellations, Fees, and Process.
 - a. Standby Event Types include:



Emergency Medical Service Standby Event & Service Priority

- i. Emergency 911 – Medical/Trauma Dispatch
 - ii. Non-Emergency 911 – Medical/Trauma Dispatch
 - iii. Prescheduled Non-Emergency Standby Events.
 - 1. A Public Event sponsored by a public or non-profit organization with the intent to benefit the public.
 - 2. An Event, whether public or private, that is sponsored by a for profit entity with the intent to produce a profit and/or support the entity's business.
- b. Standby Events Considerations.
- i. Standby Events that Dougherty County EMS will consider providing standby services for shall not exceed six (6) hours unless the Dougherty County EMS Director in determines in his professional based on staff and resource availability such services are feasible.
- c. Standby Event Application, when required.
- i. Applicants for Standby Events must acknowledge that, at the discretion of the Dougherty County EMS Director or appropriate Dougherty County EMS Shift Supervisor, any designated Standby event ambulance(s) and crew(s) are subject to 911 – Medical/Trauma Dispatch in accordance with sec. I. a. and b. of this policy.
 - ii. An application (Exhibit A) must be submitted by the requesting entity for a Prescheduled non-Emergency Standby Event as described in sec. II. a. iii. of this policy.
 - iii. The application for a **Single Standby Event** request must be submitted, with the appropriate application fees, to Dougherty EMS at a minimum of two weeks in advance of the event.



Emergency Medical Service Standby Event & Service Priority

1. Applications submitted earlier than the minimum of two weeks will receive improved consideration.
2. The amount of the application fee, stated in the application (Exhibit A), is due at the time of submission, otherwise the application will be incomplete for consideration.
3. Applications, when submitted, must include a Certificate of Insurance for the event and as well naming Dougherty County as "additional insured" for the subject event.
4. The Dougherty County EMS Director, or designee, will consider the complete application and provide the applicant, within seven (7) business days, notice of Dougherty EMS availability for the requested Standby Event.
 - a. If Dougherty County EMS is available, the applicant must submit the minimum service hours fees in advance of the event for Dougherty EMS to be present. Any additional hours of standby service fees must be paid to Dougherty County EMS within seven days following receipt of the Dougherty County EMS Invoice. Failure to submit the assessed fees will subject the applicant to collections and potential forfeiture of future service.
5. If the Applicant must cancel the Standby Event for any reason, the Applicant must notify the Dougherty County EMS Director in writing.
 - a. If the cancellation notice is received before 72 hours of the required event start date and start time the minimum service hours fees that were paid in advance of the event to Dougherty EMS will be refunded.
 - b. If the cancellation notice is received under 72 hours of the required event date and start time, the applicant must forfeit the minimum service hours fees that were paid in advance of the event to Dougherty EMS.



Emergency Medical Service Standby Event & Service Priority

- iv. The application for a scheduled **Series of Standby Events** by the same applicant must be submitted, with the appropriate application fees, to Dougherty EMS at a minimum of one month in advance of the first event of the series.
 1. Applications submitted earlier than the minimum of one month will receive improved consideration.
 2. The amount of the application fee, stated in the application (Exhibit A), is due at the time of submission, otherwise the application will be incomplete for consideration.
 3. Applications, when submitted, must include a Certificate of Insurance for the event and as well naming Dougherty County as "additional insured" for the subject event.
 4. The Dougherty County EMS Director, or designee, will consider the complete application and provide the applicant, within seven (7) business days, notice of Dougherty EMS' availability for the requested Standby Events.
 - a. If EMS is available to provide services for one or more of the series of events, the Dougherty County EMS Director may work with the applicant to establish an agreement regarding coverage for the requested events.
 - b. Fees and fee arrangements for the series of events will be consistent with the single event assessment for each of the events or addressed specifically in the optional service agreement as provided in sec. II. iv. 4. a. of the policy.
 - c. Failure to submit the assessed fees will subject the applicant to collections and denial of future applications for Dougherty County EMS to provide standby services.
 5. Any fees collected by Dougherty County EMS must, at a minimum, be commensurate with the costs of providing Standby Services.



Emergency Medical Service Standby Event & Service Priority

6. If the Applicant must cancel the Standby Event for any reason, the Applicant must notify the Director of Dougherty County EMS in writing.
 - a. If the cancellation notice is received at least 72 hours before the event's start date and start time the minimum service hours fees will be refunded.
 - b. If the cancellation notice is received less than 72 before the required event date and start time, the applicant will forfeit the minimum service hours fees.
- III. Complete or specific provisions of this policy may be waived in the interest of Public Health by the Dougherty County EMS Director.
 - a. If this policy, or portion thereof, is waived by the Dougherty County EMS Director a formal notice of such a waiver must be submitted in writing to the County Administrator within a reasonable period following the EMS Director's decision.
 - i. The formal notice must include the policy or specific provision of the policy waived and the corresponding reason as to the circumstances related to public health.
- IV. Denial of Standby Service and opportunity for the applicant to appeal the decision.
 - a. Any Standby Service applicant may request, in writing, from Dougherty County EMS the justification for denial of an application.
 - b. Should the applicant believe the EMS Director's denial of the application to be inconsistent with this policy, a Notice of Appeal for the decision to deny may be filed with the County Administrator.
 - i. The applicant must provide Dougherty EMS with a written Notice of Appeal which must include a listing of the specific concerns or issues that may conflict with this policy.
 - ii. Upon receiving the Notice of Appeal, the Dougherty County EMS Director will immediately share the document submitted with the County Administrator.



**Emergency Medical Service
Standby Event & Service Priority**

- iii. Upon receipt of the Notice of Appeal, the County Administrator, EMS Medical Director,
- iv. and County Attorney ("Appeal Panel") will decide the appeal based on the review of this policy.
 - 1. The Appeal Panel may render a decision based on the information presented in written form or request an interview with the Dougherty County EMS and/or the Applicant for the Standby Service.
 - 2. The Appeal Panel will be sensitive to the timing effects of the decision.
 - a. Dougherty County does not assume any liability for lack of service for the Standby Event(s) that is the subject of the appeal since the Applicant may obtain alternative private ambulance coverage.
 - 3. The Appeal Panel will provide a reasonable and timely response to the appeal in writing.
 - 4. The decision of the Appeal Panel is final.

Creation Date: April 1, 2024

Revision Date: N/A

Last Reviewed Date: N/A

Responsible Department: Dougherty County Emergency Medical Services

Dougherty County EMS Signature & Date: Sam Allen 4-1-2024

EMS Director Signature & Date: Sam Allen 4-1-2024

Dougherty County Administrator Signature & Date: [Signature] 4/1/2024

Effective Date April 1, 2024

Adopted by Dougherty County Board of Commissioners Resolution No: 24-016