

Madison County Government | EMS

The policy and procedure set in this document is established to foster an understanding of regulation and an outline of expectation. Madison County EMS will strive to fulfill the missions of skilled emergency care and patient advocacy with the utmost professionalism and fiscal responsibility. The policy and procedure set herein will provide a clear path to this goal.

Madison County EMS is licensed by the Georgia Department of Public Health following the provisions set forth in GDPH Rules and Regulations, Chapter 511-9-2 under the authority of O.C.G.A. Chapter 31-11.

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In the event(s) that Federal Regulation, Georgia Law or Madison County Government policy conflict with EMS department policy or procedure contained herein, the applicable regulation, law or government policy will prevail.

Appendix C
Madison County
Emergency Medical Service
Department Policy and Procedure

TOPIC: Department Policy and Procedure Statement

PURPOSE: To establish the context, application and authority of Emergency Medical Service Policy.

SCOPE: All department employees, students and volunteers.

POLICY:

Article I. CONTEXT

Section 1.01 Madison County EMS Department Policies and Procedures are intended to address areas specific to the Ambulance Service.

Section 1.02 Department Policies and Procedures are intended as guidelines only; they may not address every situation. Supervisory staff must interpret and apply these Policies and Procedures on a case by case basis. The content of these Policies and Procedures is not all inclusive, but intended to provide employees with a general summary of guidelines for EMS operations.

Article II. APPLICATION

Section 2.01 All department Policies and Procedures are intended to be appropriately interpreted, applied consistently and enforced fairly by supervisory staff

Article III. AUTHORITY

Section 3.01 EMS Department Policies and Procedures will be administered by the EMS Director.

Section 3.02 Adoption of these Policies and Procedures will supersede all previously issued EMS Policies and Procedures.

Article IV. CHANGABILITY

Section 4.01 EMS Department Policies and Procedures may be modified or terminated in whole or in part and at any time as deemed necessary by the Department.

Article V. ADOPTION

Section 5.01 Madison County EMS Department Policies and Procedures are hereby adopted.

In the event(s) that Federal Regulation, Georgia Law or Madison County Government policy conflict with EMS department policy or procedure contained herein, the applicable regulation, law or government policy will prevail.

Madison County Government | EMS

Madison County EMS Director

Date

In the event(s) that Federal Regulation, Georgia Law or Madison County Government policy conflict with EMS department policy or procedure contained herein, the applicable regulation, law or government policy will prevail.

TITLE: Chain of Command Policy and Procedure
PURPOSE: To establish the context, application and authority of the Chain of Command
SCOPE: All EMS Department employees

POLICY:

- I. All EMS Department employees are to follow the Chain of Command when reporting an incident, attempting to solve a problem or proceeding with a grievance claim.
- II. **CHAIN OF COMMAND**
 - a. Chairman, Madison County Board of Commissioners
 - i. The BOC Chairman is responsible for all daily operations of the Madison County Government.
 - ii. The BOC Chairman makes all decisions in respect to employment status.
 - b. EMS Director
 - i. The EMS Director is responsible for all operations of the Department.
 - ii. The EMS Director reports directly to the BOC Chairman.
 - c. Shift Supervisor
 - i. The Shift Supervisor is responsible for routine shift operations.
 - ii. The Shift Supervisor reports directly to the EMS Director.
 - d. EMS Personnel
 - i. EMS Personnel are responsible for abiding by all policies and procedures.
 - ii. EMS Personnel report directly their immediate or the on duty supervisor.
- III. **REPORTING PROCEDURE**
 - a. If an employee has a grievance with another employee or crew, they are encouraged to attempt to peacefully resolve the issue directly with that crew member.
 - b. If the situation remains unsatisfied, the employee should report the issue to their immediate or on-duty shift supervisor.
 - c. If the situation remains unsatisfied, then all parties involved will meet with the EMS Director in attempts to resolve the issue.
 - d. If the situation remains unsatisfied, then the EMS Director will request a meeting with the BOC Chairman to attempt to resolve the issue.
 - i. The BOC Chairman will make the final decision.
 - e. If an employee has a grievance against their immediate or on-duty supervisor, then the employee may report directly to the EMS Director without violating the Chain of Command.
- IV. **VIOLATION OF POLICY**
 - a. Employees who fail to follow the Chain of Command may be subject to disciplinary action.

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TITLE: Schedule Policy and Scheduling Procedure
PURPOSE: To insure proper work ready staffing
SCOPE: All EMS Department employees

- I. **Each shift supervisor is responsible for scheduling their respective shifts. The work schedule will be posted no later than the 15th day of the month prior to the scheduled month.**
 - a. On-Call/ PRN employees are encouraged to offer available work days by the 10th day of the month prior to the scheduled month. (i.e. offer availability by June 10th for the July schedule)
 - b. Full-time employees will have schedule requests to their immediate supervisor by the 10th of the month prior to the scheduled month.
 - i. Schedule requests refer to scheduled absences or changes in the normal shift rotation. (vacation)
 - ii. The shift supervisor will fill slots for any scheduled absences as long as proper notification has been given.
 - c. In the event of an emergency, illness or immediate family death, the employee must notify the on duty supervisor as soon as possible.
 - i. The shift supervisor is responsible for filling shifts left vacant by an emergency, illness or immediate family death.
 - d. Employees may swap shift time as long as the change does not generate any unbudgeted or unapproved overtime and is approved by the shift supervisor.
 - i. Employees swapping shift time must only do so with employees equal to or higher than their level of training (unless previously approved by the shift supervisor).
 - ii. Time sheets should only reflect actual time worked.
 - e. No employee will leave a station uncovered unless they first report to the on-duty supervisor or EMS Director.
- II. **All changes in shift hours or assignment should be approved by the on-duty supervisor.**

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TITLE: Time keeping and attendance policy
PURPOSE: To insure accurate time keeping practices and prompt attendance
SCOPE: All EMS Department employees

- I. All employees are required to be present at their assigned station on time, in uniform and work ready.
 - a. Shifts begin at 0800 each day and customarily last 24 consecutive hours.
 1. Any time after 0800 will be considered tardy unless previous arrangements are made and approved.
 2. Any tardiness or absence should be reported to the on-duty supervisor and reflected on the employee's time sheet.
 3. Any employee who is absent without approval will be subject to disciplinary action.
 4. Shift lengths will fluctuate occasionally due to a wide variety of factors.
 5. Any hours worked that exceeds scheduled time should be reflected on the employee's time sheet and accompanied by an overtime approval form.
 6. Any variation to the scheduled shift should be documented on the employee's time sheet and the variation reason documented in the comment section.
- II. All employees are required to keep an accurate time sheet on a department approved form.
 - a. Time sheets are to be completed and signed by the Sunday after the pay period ends.
 1. If an employee fails to process a time sheet correctly, it will be remedied on the next pay cycle.
 2. If the county fails to process a time sheet correctly, it will be remedied as soon as possible.
 - b. Time sheets are to be collected and tallied by the EMS Director.
 - c. Time sheets will only reflect actual time worked.
 1. Any time sheet falsified or forged will be in violation of the time keeping policy.
11.c.1.1. - Disciplinary action for a falsified or forged time sheet will be immediate indefinite suspension without pay and recommendation for termination to the BOC Chairman.
 - d. All normal scheduled hours must be accounted for on the employee's time sheet. For example, if an employee is scheduled to work three (3) twenty-four hour shifts in one week and decides to request one of those shifts off, the time sheet should be documented with "voluntary furlough" or "vacation" on the date taken off.

TITLE: Uniform Policy and Procedure
PURPOSE: To insure a uniformed and professional appearance at all times
SCOPE: All EMS Department employees

- I. General Provisions
 - a. All employees are required to maintain a high standard of dress and appearance at all times while on duty.
 - b. All employees are expected to keep themselves neat, clean and well-groomed at all times.
 - c. All employees are required to wear only the uniform approved by the department.

11. Required Uniform
 - a. Shirts
 1. Department approved shirt
 2. Always clean, pressed and tucked in
 - 3.
 - 4.
 - b. Pants Navy blue in color, EMS approved
 1. Always clean and pressed
 - 2.
 - c. Shoes
 1. Must be black in color and approved by the department
 2. Closed toe and heel, steel toe permitted
 3. Must be clean and polished at all times.
 - d. Jackets
 1. Navy blue in color and department approved
 2. Service patch on left sleeve and State licensure level patch on right sleeve
 - e. Other uniform standards
 1. Billed hats and any form of stocking hat must be department approved.
 2. All belts must be black in color, neat and well kept
 3. Department approved, navy blue job shirts may be worn in cold weather.

- III. All employees are required to wear the uniform from 08:00 to 08:00.
- IV. Violations of the uniform policy are subject to disciplinary action.
- V. Uniform acquisition will be pursuant to Madison County Government's purchasing policy.

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TITLE: New Employee Orientation and Probationary Status Policy

PURPOSE: To provide a uniform orientation and to define probationary status.

SCOPE: All department personnel

- I. All new employees must complete an orientation of not less than 36 hours.
 - a. During the orientation period, the employee must review the following information with a Supervisor:
 1. Madison County Government Policy
 2. EMS department policy
 3. EMS patient care protocols and standing orders
 4. Communication procedure
 5. Infection control and exposure procedure
 - b. During the orientation period, the employee must be observed in a patient care setting by an assigned paramedic performing the following **skills**:
 1. Area familiarization, Map Books and GPS Navigation
 2. Patient interview and assessment
 3. Oxygen administration
 4. Venous access
 5. Medication administration
 6. Basic and Advanced Airway placement* (can be achieved in skills station)
 7. 10 access* (can be achieved in skills station)
 8. CPAP application* (can be achieved in skills station)
 - c. If new employee successfully completes the orientation process then they can hold a shift assignment.
 - d. If new employee does not successfully complete the orientation process, the supervisor may extend the period for an additional 36 hours.
 1. If the employee does not complete the orientation process after the extension of hours and remediation, the new employee will be subject to release from consideration for continued employment.
- II. Probationary status refers to a six month period of time after initial employment, disciplinary action or identified need for remediation.
 - a. During the probationary period, the employee will be monitored for work performance and remediation will be attempted if possible.
 1. If performance is satisfactory, the employee will be released to regular status at the completion of the six month period.
 2. If performance is unsatisfactory during or after the probationary period, the employee will be indefinitely suspended from employment pending a Board of Commissioners deciding employment status.
 3. A new employee may be terminated without notice during the probationary period.
 4. A new employee may resign during the probationary period without notice.
- III. Supervisory Staff will be responsible for determination if an employee is work ready.

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TITLE: Hiring Practice and Promotion Policy

PURPOSE: To define the hiring practices and promotion policy for the department.

SCOPE: All personnel

- I. No formal line of promotion exists with the EMS department.
- II. Vacancies in any position will be filled by a qualified individual originating from within the department or an external candidate.
 - a. Madison County EMS is an equal opportunity and non-discriminatory work place as outlined in Madison County Government Personnel Policy Part I, Section 17.
 - b. Recruitment and selection for vacant positions will be pursuant to Madison County Government Personnel Policy Part I, Section 4.
 - c. Reinstatement policy is outlined in Madison County Government Personnel Policy Part I, Section 9.
- III. Factors that enter into promotion include (but are not limited to):
 - a. Ability to meet the requirements for employment by the Madison County Government .
 - b. Ability to satisfy the requirements and job description of the position sought.
 - c. Above average work history.
- IV. Seniority may not be a consideration in promotion.
- V. Paramedic licensure level will be a prerequisite for supervisory staff and a preferred qualification for full-time employment.
- VI. If an EMT-I or AEMT is promoted to full time he/she is required to successfully Pass NREMT Paramedic exam within two years be subject to termination or demotion to part time. (effective after 08-01-2019)

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TITLE: Professional Standards - Emergency Medical Technician, Advanced Emergency Medical Technicians and Paramedics.

PURPOSE: To define the minimum standard for employment as an EMT, AMT or Paramedic.

SCOPE: All personnel employed by Madison County EMS.

I. Qualifications

a. Age

1. In agreement with Madison County General Policy, section 10-C-2, emergency medical technicians of all training levels must be at least 21 years of age to be considered for employment.

b. Education

1. Employees or prospective employees must have high school diploma or equivalent.
2. Employees or prospective employees must adhere to the provisions of Madison County Governments Drug and Alcohol Policy Part II, Sections 1-7.
3. Employees or prospective employees must have successfully completed the required training to obtain certification as an emergency technician intermediate from an accredited institution. [After 1/01/13]
4. Employees or prospective employees must have current certification as an emergency medical technician intermediate or paramedic
5. Employees must be able to maintain required certifications.

I.b.5.1. EMT, AEMT or Paramedic certification [DPH Rules and Regulations 511-9-2]

I.b.5.2. Cardiopulmonary Resuscitation (CPR)

I.b.5.3. Advance Cardiac Life Support (ACLS) [Paramedics only]

I.b.5.4. Pediatric Advanced Life Support (PALS) [Paramedics only]

6. Employees must participate in the department's training program.

c. General Ability

1. Ability to adhere to Madison County policy and procedure.
2. Ability to adhere to department policy and procedure
3. Ability to follow care protocols
4. Ability to read, write and verbally communicate in English
5. Ability to work with and without supervision
6. Ability to follow written and verbal orders

d. Mental Ability

1. Must be of sound mind and able to meet the mental demands of emergency service
2. Must possess high mental competency for making critical decisions without direct supervision
3. Must be capable of displaying a calm demeanor in the face of high stress and adversity.

e. Physical Requirements

1. Must be able to stoop or bend for long periods of time.
2. Must be able to withstand confined spaces at times
3. Must be able to routinely lift 50 pounds, occasionally up to 150 pounds and rarely above 150 pounds.
4. Must be able to comply with department's physical training program
5. Must be physically capable of working long periods of time in the elements.
6. Must be able to remain job ready, alert and competent for long periods of time possibly without rest.

f. Character

1. Must possess a high moral and ethical character
2. Must be courteous, helpful and polite to all patients, visitors, county employees, volunteers and the public.
3. Must be to maintain professional confidentiality

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g. Driving Ability

1. Must have a valid Georgia Driver's License
2. Must have a Motor Vehicle Record that is free from violations as defined below
 - l.g.2.1. More than two (2) minor moving violations in the past three (3) years. Examples of minor violations include, but are not limited to, speeding violations less than 20 miles per hour over the posted limit and stop sign violations resulting in no accident.
 - l.g.2.2. More than one (1) moderate violation in the past three (3) years. An example of a moderate violation is speeding greater than or equal to 20 miles per hour over the posted limit . If an MVR includes one (1) moderate moving violation accompanied with any other moving violation whether mild or moderate, the employee or perspective employee will be denied initial or further employment.
 - l.g.2.3. Any severe infraction in the past five (5) years. Examples of severe infractions include, but are not limited to, DUI convictions, reckless driving convictions and hit and run convictions.
 - l.g.2.4. The time periods will be measured from the conviction or disposition date to the current date.
 - l.g.2.5. Any violations that included or resulted in an accident may be sent to the insurance underwriter for approval.
 - l.g.2.6. Only the BOC chairman can make exceptions to these requirements.
3. Must have and display the ability to safely operate an emergency vehicle and have a working knowledge of Georgia Law that governs emergency vehicles.
4. Must submit to a criminal history search and evaluation by Madison County's Human Resource Department.
5. Employees and potential employees may be required to have an examination to determine fitness for duty
6. Potential employees may be subjected to a physical ability test

II. Functions

- a. Ability to perform all duties of an emergency medical technician intermediate or paramedic
- b. Working knowledge of current standards of care and willing to work within one's own scope of practice as defined by the State of Georgia
- c. Ability to inspect ambulances for work readiness and ability to determine supply needs, acquisition and stocking
- d. Must be able to keep all areas of the EMS station(s), both public and private, clean and in proper order
- e. Must be able to communicate clearly and professionally using phone or radio
- f. Must attend all required staff meetings
- g. Must attend all required education programs and is strongly advised to participate in optional education
- h. Must be able to show proficiency as both a patient advocate and public servant.
- i. Must be able to complete all necessary documentation within 24 hours of completion.
- j. Must be able to follow policy and procedure
- k. Must be able to follow the directions from department administration

III. All EMS employees are considered and classified as essential personnel. County government closure for any reason is not applicable to EMS employees unless so expressed by the Board of Commissioner's Chairman.

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TITLE: Supervisory Professional Standards

PURPOSE: To outline a minimum professional standard for supervisory staff.

SCOPE: All supervisor staff.

I. Duties and Responsibilities

- a. All supervisors will adhere to the Paramedic professional standards as outlined in this policy.
- b. Supervise the activities of the EMS staff while on duty
- c. Assist with the day to day operations of the service
- d. Assist with training and quality assurance when needed
- e. Assist with coaching.
 - 1.e.1. May issue oral warnings
 - 1.e.2. May issue written reprimands
 - 1.e.3. May issue commendations
 - 1.e.4. If situation dictates, may suspend employee during work hours
 - 1.e.4.1. EMS Director must be made aware immediately in situations where employees are sent home.
- f. Briefs EMS Director on needs of the shift
- g. Responds to complaints, questions, information and maintenance needs
- h. Perform related duties as required

II. Knowledge base

- a. Must have complete working knowledge of:
 - 11.a.1. Madison County Policy
 - 11.a.2. Department Policy
 - 11.a.3. State Regulations governing emergency services
 - 11.a.4. Department protocols
 - 11.a.5. Available resources, both local and regional

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TITLE: Supply Manager professional standards

PURPOSE: To outline a minimum professional standard for the supply manager.

SCOPE: Supply Manager

III. Supply Manager

- a. Must adhere to the Employee professional standards as outlined in this policy.
- b. Must have complete working knowledge of Madison County Government's purchasing policy.
- c. Must be an full time Employee with a working knowledge of all supplies used by Madison County EMS both on the ambulance and in the station.
- d. Must be able to converse properly with and order from different companies in order to provide the best and most suitable supplies at the lowest possible price
- e. Must be able to operate within the limit of the EMS budget line item for ambulance supplies as provided by the Madison County Board of Commissioners
- f. Must be able to correctly inventory all supplies
- g. Must be able to perform a quarterly and yearend audit

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Title: Ambulance use policy

Purpose: To establish context, procedure and regulation of ambulance use

Scope: All EMS department employees

Policy:

1. Ambulances owned and operated by Madison County Emergency Services are to be used primarily for official business only, however;
 - a. Ambulances can be used for personal business on a local basis in the ambulances respective zones for Short periods of time. This is pursuant to Madison County Government General Policy, Section 10 -A-3.
 - b. No other personal use is allowed unless approved by the Shift Supervisor or Director.
2. Both EMS employees are to remain with the ambulance at all times unless approved by the Shift Supervisor or Director.
3. Anytime any Madison County emergency vehicle is in use, every person in the vehicle is to utilize vehicle restraints at all time, except the employee attending to the patient.
 - a. It is ultimately the crew's responsibility that everyone in the vehicle utilizes safety belts.
4. Headlights are to be on anytime an EMS vehicle is in use.
5. All EMS employees are to follow all traffic laws, during normal operation of all county vehicles.

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Title: Ambulance Response Policy

Purpose: To establish regulations on ambulance responses to emergency calls.

Scope: All EMS department employees

Policy

1. All dispatched emergency response calls will be answered and responded to immediately.
 - a. EMS response time is defined as the time from which the call is dispatched until the time the crew goes en route.
 - b. Acceptable response times are as follows
 - i. During normal business hours 8:00am - 6:00pm the response time should be held to within one (1) Minute.
 - ii. After normal business hours 6:00pm - 8:00am the response time should be held to within three minutes.
 - iii. The only exception to this is in the instance of fire standbys. In these circumstances the crew should notify dispatch that they received the call and will be preparing water. The response time should be held to within five minutes.
2. All ambulance calls will be responded to by a minimum of one EMT and one Paramedic, unless deemed necessary by the shift supervisor or Director.
3. Madison County Employees will drive with Due Regard while responding to all emergency calls.
4. It is the responsibility of the crew to determine the response appropriate for each call based on the information received from the dispatch information. (Emergency vs. Non-emergency.) The crew should be able to justify his/her decision based on the seriousness of the call.
 - a. During an emergency response no employee should ever drive at speeds which are unsafe for road or weather conditions.
5. When the crew deems that the call justifies an emergency response. The red lights and siren should both be used simultaneously. At no time should only one be used without the other unless the ambulance is sitting idle at the scene of the response.
6. When the ambulance is working a scene that is in a public right of way, the emergency lights should remain on until the scene is cleared.
7. Madison County Emergency Services does not provide Non-emergency transports, (i.e. Doctor office visits, dialysis transport or return trips from the hospital.) If there is a question as to if the call is a Non-emergency transport. The crew should contact the Shift supervisor or the Director.

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Title: Transport Policy

Purpose: To outline EMS transport policy

Scope: All EMS employees

Policy

1. Madison County EMS will provide emergency medical transport from anywhere in Madison County to the nearest appropriate hospital, within the area adjacent to Madison County (i.e. ARMC, STMH, Northridge, EMH, CMH, and HCH).
2. . Madison County EMS does not transport those who have only threatened suicide, or that are mental health patients or patients with a psychiatric disorder unless they have a medical or trauma related problem which requires an ambulance.
 - a. When transporting a patient that is not mentally stable the crew is to utilize Madison County Sheriff's office to assure crew and patient safety.
3. Once a transport has been initiated there is to be no swapping of personnel on anything deemed emergent.
4. Madison County will utilize air medical transport, when the crew determines that the patient could benefit from there service. The crew has the responsibility to request the 911center to place the helicopter on standby as soon as the call is dispatched.
5. It is the responsibility of the responding crew to determine the level of transport based on the patients presenting condition and sign and systems.

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Title: Communication policy

Purpose: To establish procedures for the use and care of communication equipment and proper radio communication .

Scope: All EMS employees

POLICY

1. All employees will maintain professionalism, and respect confidentiality laws on the radio at all times.
2. Madison County EMS may use clear text; and occasionally utilize (10 codes).
3. Truck radios (portable and mounted)
 - a. It is the responsibility of the crew on duty to be accessible at all time by radio unless preapproved by the Supervisor or the Director
 - b. The crew is responsible for making sure that the radio is functioning at all times
 - c. The supervisor is to be notified immediately if the radio is damaged, lost/ stolen, or is not functioning.
4. The employees that have been issued a radio or pager.
 - a. That employee is responsible for that radio or pager at all times.
 - b. The employee maybe required to turn in the radio or pager at any time at the discretion of the Director .
 - c. The director is to be notified immediately if the radio or pager is damaged lost/ stolen, or is not functioning.
5. When communicating via radio, employees must:
 - a. Identify themselves or the unit they are in and the identity of who is being contacted.
 - i. Example: "Med 2 Madison" or "Med 2 Med 1" or "95M2 to St. Mary's"
 - b. Wait for an answer or acknowledgment.
 - c. Communicate the information briefly and clearly
 - d. Wait of an answer oracknowledgment.
 - e. Radio traffic must be clear, concise and professional.
 - f. Avoid any unnecessarytraffic.
 - g. Patient reports should be kept brief.
 - h. No patient names should be used over the radio.

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Title: Refusal of service

Purpose: To establish Guidelines for refusal of service

Scope: To all EMS employees

POLICY

1. It is not the policy of Madison County EMS to refuse services to any patient requesting treatment and transport. The only exception to this is in the event that transporting a patient would place the crew in danger.
2. Any time the ambulance is called to a scene with a patient with a medical complaint, it is required that the crew obtained a refusal if the patient decides he/she does not want to be transported to the hospital.
3. Only the patients below have the right to refusal transport.
 - a. Adults 18 years of age or older AND who are competent to make rational decisions for them self.
 - b. Emancipated minors
 - c. A law enforcement official with a patient in his/her custody.
 - d. A patient's power of attorney for health care, if the patient is unable to make there on decisions.
 - e. The patient's legal guardian.
4. If the patient refuses to sign the refusal of service form. The following is to be completed.
 - a. An EPCR with the EMS crew having someone on the scene witnessing the form, (preferably Law enforcement who heard the pt. refuse EMS services)
 - b. A family member or bystanders who heard the patient refuse EMS services.
 - c. If there is no one available to sign as a witness to the refusal. Both crew members are to sign as witnesses to the patient refusing.
5. EMS employees should do their best to convince all patients that the best course of action would be to allow Madison County EMS to provide transport to an appropriate hospital.
6. If at any point during the refusal of service procedure the crew members have any question as to how they should proceed. The employee should contact his/her supervisor or the director.

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Title: Ambulance Third Rider Policy

Purpose: To establish Guidelines for third riders during ambulance response and/or transport

Scope: To all EMS employees

- I. Only specified individuals are permitted to ride on ambulance calls.
 - a. EMS personnel
 - i. Off-duty personnel must record ride time on their time sheet
 - b. Emergency Medical Responders
 - c. Fire or Rescue Personnel, when needed
 - d. Law Enforcement Personnel, when needed
 - e. Students covered under a clinical contract
- II. Others wishing to observe on EMS calls must obtain permission from the Director and sign the appropriate waver.
- III. Non-EMS department emergency personnel may only drive the ambulance if approved by the on-duty supervisor or Director.
 - a. A list of pre-approved personnel is located in the on-duty supervisor's office.

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Title: Family Member Accompaniment Policy

Purpose: To establish guidelines for family members who wish to accompany a patient.

Scope: All EMS personnel

- I. One (1) family member may accompany the patient during transport at the crew's discretion if:
 - a. The rider is not under the influence of drugs or alcohol
 - b. The rider does not impede patient advocacy or care.
 - c. The rider is properly restrained in the ambulance cab.
- II. A parent or legal guardian may accompany a minor in the patient compartment if:
 - a. The rider is not under the influence of drugs or alcohol
 - b. The rider does not impede patient advocacy or care.
 - c. The rider is properly restrained in the patient compartment.
- III. At the crew's discretion, a family member may accompany the patient in the patient compartment if [in addition to the above provisions]
 - a. The crew believes that the family member will be of assistance in the care of the patient.
 - b. If the patient is in need of a familiar person in order to facilitate appropriate care.
- IV. This policy is based on the discretion of the crew and should be followed as a guideline. If crews always act in the best interest of the patient, this policy shall not be violated.

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Title: Staff Meeting Policy

Purpose: To establish the guidelines for staff meetings

Scope: To all EMS employees

- I. A mandatory shift meeting will be held monthly as deemed necessary.
 - a. All shift meetings will be held on-duty.
 - b. All shift meetings will be coordinated by the Shift Supervisor.
- II. A mandatory supervisor's meeting will be held as deemed necessary.
 - a. All supervisory staff must make arrangements to attend.
 - b. All supervisory meetings will be coordinated by the Director.
- III. A mandatory department meeting will be held as deemed necessary.
 - a. All full-time personnel must make arrangements to attend and will be paid for their attendance.
 - b. PRN personnel are strongly encouraged to attend and will be not paid for their attendance.
 - c. All department meetings will be coordinated by the Shift Supervisors and the Director.

Madison County Government | EMS

Title: In-service Education Policy

Purpose: To establish the guideline for in-service training.

Scope: All Department Personnel

- I. It is the policy of Madison County EMS to promote, endorse and conduct in-service education classes for the benefit of all personnel. In-service training will be offered monthly, but not mandated unless the training falls on a normal work day for the employee.
 - a. In-service education will be posted as far in advance as possible.
 - b. In-service education will be conducted on-duty, when possible, and arranged by the Training Officer.
 - c. Full-time personnel must participate in on-duty in-service training.
 - d. Attendance to in-service training by PRN staff is optional, but strongly recommended. Currently, no compensation is offered for elective in-service training.
 - e. No fee for in-service training will be assessed on any employee, full-time or PRN.
- II. If an in-service is deemed mandatory, sufficient notice will be given to employees and accommodations will be made to insure that every employee receives the training.
- III. Training will not be compensated unless such compensation is approved by the Director under the direction of the BOC Chairman.

In the event(s) that Federal Regulation, Georgia Law or Madison County Government policy conflict with EMS department policy or procedure contained herein, the applicable regulation, law or government policy will prevail.

Title: Documentation

Purpose: To establish the guidelines and expectations for documentation.

Scope: All Department Personnel

- I. A trip report must be completed on every call where the ambulance initiated a response.
 - A. All reports must be finalized within 24 hours of the call's completion.
 - B. All reports must contain the following information:
 1. Date
 2. Times (CAD Imported if possible)
 3. Mileage (Recorded to the tenth)
 4. All associated personnel
 5. All responding agencies
 6. All pertinent demographic and patient care information
 7. Narrative
 8. Signatures
 - C. It is the responsibility of the attending medic to gather all demographic and insurance information.
 1. If no information is immediately available, it is the responsibility of the attending medic to follow up and obtain the information within the 24 hour report window.
 2. If no information is available, the on duty supervisor should be notified.
 - D. Signatures
 1. The refusal signature area is reserved for patients, family or authorized representatives.
 2. The patient signature area is reserved for the patient only.
 3. The guarantor signature area is reserved for parents of minor or dependent children.
 - a) If this area is signed, it is the responsibility of the attending medic to complete the guarantor information area.
 4. The authorized representative area is reserved for spouses, family members or care givers to sign on behalf of the patient.
 - a) This area can be signed by the nurse or physician at the receiving facility.
 5. The secondary documentation area is reserved for the EMS crew member to sign. It is contemporaneous statement which provides that the patient could not sign and no authorized representative was available or willing to sign on the patient's behalf.
 - E. A registration record (face sheet) is required for all patients transported by Madison County EMS.
 1. It is the responsibility of the attending medic to collect and return this record. If the record is incomplete at the time of registration, it is the responsibility of the medic to collect a completed record within the 24 hour window.

Title: Quality Assurance Program

Purpose: To establish the guideline for the quality assurance program.

Scope: All Department Personnel

- I. Every trip report will be reviewed for accuracy in information, compliance with treatment standards and complete documentation
 - A. QA Messages
 1. It is the responsibility of every medic to review and respond to every QA message sent in the PCR system.
 - a) All communications are recorded and time stamped for audit purposes.
 - b) All communications and replies are recorded and stored.
 - (1) All communications between personnel will remain professional and constructive.
 - (2) The employee's immediate supervisor will be copied on every QA message sent.
 2. Reports that are sent back to users for correction must be corrected within 24 hours of receipt.
 - B. QA Metrics
 1. Response Times
 - a) Received to Enroute [> 3minutes]
 - b) Enroute to On scene [>12 minutes]
 - c) On scene to enroute to hospital [>15 minutes]
 - d) At hospital to in service [>30 minutes]
 2. Patient Demographics
 3. Insurance Information
 4. Signature [on every transport]
 5. Patient Care
 - a) Critical Skills Success
 - b) Protocol Compliance
 - c) CQI Indicators/ Parameters
 - C. Medical Direction
 1. Through the Medical Director, the Director or Supervisors retain the authority to perform quality assurance and continuous quality improvement.
 - a) Can require additional documentation or dictate narrative format
 - b) Can edit standing orders

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Title: Continuous Quality Improvement Indicators/ Parameters

Purpose: To establish the guideline for CQI.

Scope: All Department Personnel

- I. All Patients
 - a. Minimum of two (2) sets of vital signs on all patients transported to the hospital
 - b. Date and time of onset of illness or injury
 - c. Medical History and pertinent medications
 - d. Initial assessment completed
 - e. Interventions appropriate to meet patient's needs
 - f. Treatment responses and ongoing assessment documentation
- II. Cardiac Patients
 - a. Cardiac Arrest -Time of initial onset of CPR.
 - b. Initial onset of pain documented (1-10 scale)
 - c. Documentation of all medications given including time and dosage
 - d. All cardiac patients with a high index of suspicion will have two (2) patent IV lines if possible.
 - i. If STEM!, a third IV is indicated if possible.
 - e. Weight of patient in kilograms if pertinent to medication administration
 - f. Documentation of time of first 12-lead ECG. [Goal 7 minutes of patient contact.
 - g. Documentation of ECG transmit time.
 - h. Treatment according to standing orders.
- III. Stroke Patients
 - a. Time of symptom onset
 - b. Stroke scale score, exclusions (if any)
 - c. Blood Glucose Level
 - d. Treatment according to standing orders
- IV. Advanced Procedures
 - a. Intubation Document
 - i. Tube size
 - ii. Tube placement verification
 - iii. How the tube was secured
 - b. Appropriate documentation of all medication given (route, dosage, etc.)
- V. Trauma Patients
 - a. Document
 - i. Measures to control bleeding

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- ii. Mechanism of Injury
- iii. GCS and Revised Trauma Score
- iv. Fluid and Medication as appropriate
- v. Document date and time of injury
- vi. Extrication time if applicable.

VI. Burn Patients

a. Document

- i. BSA in percentage and type of burn (chemical, thermal, electrical)
- ii. Date and time of injury
- iii. Mechanism of Injury
- iv. Airway Management as needed
- v. Appropriate burn care
- vi. Document the reason for using or not using air transport
- vii. Fluid replacement using the Parkland Formula
- viii. Document pain management

VII. Pediatric Patients

a. Document

- i. Weight in kilograms and/or Braselow color
- ii. Medications administered
- iii. Hydration status

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