

# City of Winter Park Fire-Rescue Standard Operating Guideline

# 300.01

**Title: Emergency Medical Services**

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**Purpose:** To establish basic guidelines pertaining to the Emergency Medical Services program and delivery for the Winter Park Fire Department.

**Scope:** This guideline will cover all members of the Department. The Fire Chief will have final authority for changes to the EMS program. Authority to vary from this guideline rests with the EMS Supervisors and the Assistant Chief / Operations.

**General:** Winter Park Fire Rescue Department is the sole Emergency Medical Services provider within the city limits of Winter Park. (City of Winter Park Code of Ordinances, Section 46-1) The Department is duly licensed under the requirements set forth by the State of Florida, Florida Administrative Code, Chapter 64E-2.

## **300.01.01. Administration**

The EMS Supervisor shall oversee the EMS program for the Department. Said EMS Supervisors shall manage and administer the EMS program and perform other job functions as outlined in current job descriptions and as directed by the Fire Chief.

The EMS Supervisors will remain apprised of all changes regarding requirements set for continued delivery of EMS within the City; and shall make recommendations to Administration on mandated changes to guidelines and policies.

## **300.01.02. Preceptors**

The Department will have Paramedic Preceptors for the purpose of EMS skill evaluation, training, and quality assurance. All Preceptors and potential Preceptors will meet the minimum requirements as set for by the Department. These minimum requirements will be established by the Department, and the Medical Director and/or System currently used and contracted with by the City, and as required by law.

Current Preceptors who wish to change their status or members of the Department who wish to become a Preceptor must notify the EMS

Supervisor on the corresponding shift of the requestor in writing and through the Chain of Command of their request. This request will be forwarded to the Assistant Chief / Operations with a recommendation for or against the request by the EMS Supervisor.

The Department shall determine how many Preceptors it needs and what the shift distribution will be.

Preceptors will adhere to the following guidelines when evaluating an EMT or Paramedic student:

- Discuss the skills that are to be evaluated, and plan before calls what skills the student will be performing.
- When on scenes, do not permit the student to stand idle and watch while someone else performs the skills. The Student is there to practice. If the student to perform the skills assigned, or the Preceptor is not comfortable with the student's abilities, the student should not be allowed to practice the skills and should be taken off the unit when returned to quarters. Contact the EMS Supervisor with any concerns and put all observations in writing.
- It is preferable to review the skills performed by the student immediately after the call. If this is not possible, the review should be done as soon as possible.
- Discuss the student's performance and your written comments, both positive and negative, before he or she leaves that day. Note what transpires in the evaluation such as the student's reaction, comments, and comprehension of the areas discussed.
- Ensure that students abide by and follow all HIPAA guidelines as established by Federal law and Departmental guidelines.

### **300.01.03. EMS Supplies and Equipment**

EMS supplies and equipment will be ordered and inventoried by the EMS office. Paramedics and Company Officers will ensure that established minimum and maximum levels of all supplies are maintained and adhered to. Ordering of supplies will be done by the established process when needed.

### **300.01.04. Medical Billing and Records**

Medical billing and collection will be handled by a contracted, outside agency. The contract will be negotiated dependent on its duration within the proper parameters established by the City.

It is the responsibility of all members of the agency to ensure that patient information needed for billing and collection purposes is correct, complete, and legible. Additionally, it is the responsibility of the EMS office to ensure that the information is in its proper form before being sent to the billing company.

A record of all EMS incidents that are sent for collection will be kept in the EMS office along with the original report. Copies of EMS reports requested in writing by patients or attorneys will be provided by, or at the direction of, the EMS Supervisors and the Department's HIPAA Officer. This will ensure that release of any information meets and exceeds federally mandated standards as outlined by HIPAA. Refer to SOG 300.06 and 300.07 for specifics. Ultimate responsibility for maintaining certification shall fall upon the individual.

**300.01.05. Licensing and Certification**

It is within the responsibilities of the EMS Supervisors to ensure that all licensing, certification, and re-certification for personnel and vehicles is done per requirements and in the time required.