



AMBULANCE RULES AND REGULATIONS GROUND AMBULANCE PROVIDER INSPECTION

I. AUTHORITY:

California Code of Regulations, Title 22, Division 9, Chapter 12. California Code of Regulations, Title 13, Division 2, Chapter 5. California Health and Safety Code, Division 2.5, Sections 1797.200, 1797.204, & 1798. County of Orange Ambulance Ordinance. Policy sets minimum acceptable standards, any exemptions for public providers allowed by law.

II. APPLICATION:

This policy establishes the standard for inspections of ground ambulance providers conducted by Orange County Emergency Medical Services (OCEMS) staff members.

III. PROCEDURE:

To receive a ground ambulance service license the applicant shall:

- A. Complete OCEMS approved application forms.
- B. For local, executive, and middle management level personnel, submit a completed request for “Live Scan Applicant Submission Form” to the California DOJ for state and federal CORI search in accordance with provisions of section 11105 (p) (1) of the California Penal Code. The CORI request shall include a subsequent arrest notification report in accordance with the provisions of Section 11105.2 of the California Penal Code. The applicant will designate that both the state and federal CORI search results and subsequent arrest notification reports shall be reported to OCEMS.
- C. Demonstrate ability to utilize and manage a Prehospital Care Reporting System (PCRS) that is certified compliant with the current version of the National EMS Information System (NEMSIS) that can successfully integrate with OC-MEDS.
- D. Pass the OCEMS Agency site inspection of ambulance provider operations.
- E. Pass the OCEMS Agency ground ambulance inspection on all ambulances to be permitted.
- F. Pay any fees set by the Board of Supervisors.
- G. Meet all requirements identified in the Ordinance.
- H. Comply with all OCEMS policies and procedures, EMSA Regulations, California Health & Safety Codes and California Highway Patrol Regulations.
- I. Applications for ambulance company licensure that are inactive for 30 days can be terminated without refund. Applicants will need to reapply and pay all applicable fees.

IV. FREQUENCY:

- A. OCEMS shall inspect ambulance service providers annually.
 - 1. Upon initial application for licensure as an ambulance service.
 - a. An ambulance service provider license is valid from the date of issue until December 31 of the same calendar year.
 - b. An ambulance service license is nontransferable.



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- c. A licensee may make a request to the Medical Director to amend a license. The process for amendment shall be made in the same manner as an initial application.
 - d. The Medical Director may suspend, revoke a license, or place on probation a license holder pursuant to the Ordinance for failure to comply and maintain compliance with, or for violation of any applicable provisions, standards, or requirements of OCEMS policies and procedures, EMSA Regulations, California Health & Safety Codes and California Highway Patrol Regulations.
2. Upon application for annual renewal of licensure.
 - a. License renewals shall be made in the same manner as an initial application except for the requirement in Section III. B.
 - B. OCEMS may inspect an ambulance service at its discretion as part of the ambulance regulation process, provided such an inspection does not interfere with the provision of ambulance services to a patient.

V. ELEMENTS OF INSPECTIONS:

- A. The inspection of ambulance service operations shall include but not be limited to review of:
 1. Ambulance provider policies and procedures to align with OCEMS policies and procedures.
 2. Billing records.
 3. Dispatch procedures and logs.
 4. Vehicle maintenance schedules and records.
 5. Patient care reports.
 6. Business and other professional licenses.
 7. QI/QA program.
 8. Documents related to any prior investigations or violations with any local, county, state, or federal government.

VI. INSPECTION RECORDS:

- A. All ambulance service inspections shall be documented on an OCEMS inspection form.
- B. Any item of non-compliance to the Ordinance or policies and procedures shall be noted on the OCEMS inspection form.
- C. OCEMS staff shall review written inspection results with the ambulance service provider or ambulance service provider's representative.
- D. OCEMS shall provide a copy of the inspection documentation to the ambulance service provider or ambulance service provider's representative at the time of inspection.



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VII. NON-COMPLIANCE:

A. Initial License Application Inspection

1. An ambulance service license will not be issued to an applicant for ambulance service license until all items of non-compliance identified by OCEMS are corrected and re-inspected.
2. If an ambulance provider applicant cannot correct items of non-compliance within 30 days of a second company inspection, their application will be deemed inactive and terminated. Ambulance provider will be eligible to reapply after 365 days.
 - a. Ambulance provider applicants will still be required to pay any fees incurred during the application process before withdrawal. Applicant will be ineligible to reapply until any previously incurred fees are paid.
3. If there is evidence of intent to mislead OCEMS during the initial application process, the application will be denied and ineligible for reconsideration for 730 days.
4. If an ambulance provider applicant voluntarily withdraws their application, they will be ineligible to reapply for 180 days.
5. Evidence of conviction of a crime by company principals or their immediate family members shall be taken into account by OCEMS when evaluating the application.
6. If an ambulance provider applicant has committed any OCEMS policy or procedure violations in the County of Orange prior to applying for an ambulance provider license, the ambulance provider applicant will be denied and ineligible for reconsideration for 730 days.
7. Licensure fees are non-refundable.

B. Annual License Renewal Inspection

1. An ambulance service licenses will not be issued for an ambulance service provider until all items of non-compliance identified by OCEMS are corrected and re-inspected.
2. If an ambulance provider applicant cannot correct items of non-compliance within 30 days of a second company inspection, their application will be deemed inactive and terminated. Ambulance provider will be eligible to reapply after 365 days.
3. If there is evidence of intent to mislead OCEMS in the ambulance service application, the application will be denied and ineligible for reconsideration for 730 days.
4. Evidence of conviction of a crime by company principals or their immediate family members shall be taken into account when OCEMS is evaluating the licensure of the applicant.
5. Licensure fees are non-refundable.

C. Ambulance Provider Audits and Inspections:

For an inspection of an ambulance service, the following shall apply when items of non-compliance are identified by OCEMS:



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1. After an audit or inspection has been completed, OCEMS shall indicate in writing the specific items of non-compliance and licensee will have 30 days to correct specified items. It is the responsibility of the ambulance service provider to arrange for re-inspection within required time frame.
 2. If items of non-compliance are not corrected and re-inspected by OCEMS within the time frame indicated on the deficiency letter, OCEMS can suspend or revoke the ambulance service provider.
- D. It is the responsibility of the ambulance service provider to arrange for re-inspection within the required time frame.
- E. Suspension of Services:**
1. OCEMS may suspend use of, or revoke the permit of, an ambulance not in compliance with OCEMS policies determined by either the number or severity of items of non-compliance noted during the inspection of the ambulance.
 2. Provider must contact OCEMS to schedule a re-inspection for any instance where an ambulance permit was revoked. Provider shall be responsible for paying any associated fees.
- F. Contestation of Decision**
1. An ambulance provider applicant has 30 days to file an appeal with the OCEMS Medical Director regarding any denial, suspension, or revocation notification.

VIII. APPEALS:

- A. Ambulance service providers may appeal to the OCEMS Medical Director to review any cases of revocations, denials, suspension, or probation. Appeals must be submitted within 30 days of OCEMS action.

Approved:

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OCEMS Medical Director

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