

**Placer County
Emergency Medical Services
Ambulance Transport Provider Agreement**

**Sierra – Sacramento Valley EMS Agency
And
American Medical Response – West**

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**AGREEMENT WITH AMERICAN MEDICAL RESPONSE-WEST
A CALIFORNIA CORPORATION FOR
EMERGENCY AMBULANCE SERVICE IN
PLACER COUNTY**

THIS AGREEMENT, entered into this 1st day of December 2015 and ending on November 30, 2020, by and between the **SIERRA-SACRAMENTO VALLEY EMS AGENCY**, hereinafter called "**Agency**" and **AMERICAN MEDICAL RESPONSE WEST**, a California corporation, hereinafter called "**Contractor**";

RECITALS OF AUTHORITY

Whereas the California Emergency Medical Services System and the Prehospital Emergency Medical Care Personnel Act California Health and Safety Code, Division 2.5, Sections 1797, *et seq.* at Sections 1797.224 and Section 1797.85, allows the local EMS agency (LEMSA) to create Exclusive Operating Areas (EOAs) to restrict operations to one or more providers of emergency ambulance services and advanced life support (ALS) services in the development of a local plan through a competitive bid process or without a competitive bid process if the area has been served in the same scope and manner without interruption since January 1, 1981; and

Whereas, pursuant to California Health and Safety Code, Section 1797.200, Placer County has designated the Agency to be the LEMSAs, and to develop a written agreement with any qualified paramedic service provider that wishes to participate in the ALS program in Placer County; subject to the rights of providers who are granted EOAs; and

Whereas the California Code of Regulations, Title 22, Section 100168 (b)(4) requires paramedic service providers to have a written agreement with the LEMSAs to provide ALS; and

Whereas, Contractor, a private ambulance company, and its predecessors in business, have continually rendered services as the sole providers of emergency ambulance transport within Placer County since before January 1, 1981; and

Whereas, Agency on December 16, 2005, originally granted Contractor the exclusive right to serve specific areas of operation within Placer County as the sole emergency ground ambulance provider pursuant to the "grandfathering provisions" of the California Health and Safety Code, Division 2.5, section 1797.224; and as indicated in the EMS Plan approved by the State of California Emergency Medical Services Authority; and

Whereas, Agency and Contractor wish to recognize their respective rights and obligations with respect to the provision of emergency ground ambulance services within certain areas of operation within Placer County, as shown in Exhibit A, hereto incorporated by reference; and

Whereas the Placer County Code "Ambulance Ordinance", Section 8.04, establishes that EOAs and/or Non-EOAs shall be designated; and Section 8.04.030 establishes that those providing ambulance services must have an ambulance provider agreement with the LEMSA.

NOW, THEREFORE, THE PARTIES HERETO AGREE as follows:

SECTION 1: ADMINISTRATION OF THE AGREEMENT AND TERMS

1.1 Contract Administration

The Agency Executive Director shall serve as the Contract Administrator, and shall represent Placer County in all matters pertaining to this Agreement, and shall administer this Agreement on behalf of Placer County. The Contract Administrator or his/her designee may:

- A. Audit and inspect Contractor's financial records, operational records and patient care records.
- B. Monitor Contractor's EMS service delivery for compliance with standard of care as defined through law, Agency policies and medical protocols.
- C. Provide technical guidance, as the Contract Administrator deems appropriate.

1.2 Term of Agreement

- A. The term of this Agreement shall commence at 0001 hours on December 1, 2015 and terminate at 2400 hours on November 30, 2020, unless terminated earlier pursuant to the terms and conditions of this Agreement.
- B. This Agreement may be renewed for a successive period of up to 5 years upon a determination of satisfactory performance by Agency as a result of annual review of Contractor's services.

1.3 Contract Response Area

- A. All requirements described in this Agreement apply to the Placer County EOA as shown in Exhibit A.
- B. All of the following requests for emergency ground ambulance service originating in the areas shown in Exhibit A shall be referred to the Contractor, and Contractor shall provide all emergency ambulance responses and ground transports as follows:
 - 1. Made in response to 911/Public Service Answering Point (DISPATCH CENTER) requests.
 - 2. Made in response to requests for immediate ambulance service transmitted through an authorized 911 DISPATCH CENTER.
 - 3. Made in response to requests for emergency ambulance service made directly to any ambulance service from a private telephone call without going through an authorized 911 DISPATCH CENTER.

4. Any other request for service requiring an emergency ground ambulance response, as defined by Agency's policies and procedures.
- C. In consideration for providing emergency ground ambulance services in accordance with the terms described herein, Contractor is granted an EOA encompassing the ambulance response zone areas shown in Exhibit A. Within such EOA, Contractor shall be entitled to be the exclusive provider of all emergency ground ambulance services during the period of this Agreement and any extensions of this Agreement. Agency agrees that it shall not administer this Agreement in a manner that will change the manner and scope of Contractor's operation or jeopardize the integrity of its EOA under the California Health and Safety Code, Division 2.5, Section 1797.224.
 - D. Agency shall not enter into an ambulance provider Agreement with any other firm, agency, city, company or governmental body, other than the federal government, to provide emergency ground ambulance services within the EOA described herein during the period of this Agreement or any extensions except as described herein, nor shall Agency knowingly permit any ambulance service provider to render such services within the EOA except as provided in this Agreement.
 - E. This Agreement shall not preclude the use of EMS aircraft resources within the EOA of the Contractor as allowed pursuant to Agency policies, procedures and protocols.

1.4 Notices

- A. All notices, demands, requests, consents, approvals, waivers, or communications ("notices") that either party desires or is required to give to the other party or any other person shall be in writing and either personally delivered or sent by prepaid postage, first class mail.
- B. Notices shall be addressed as appears below for each party, provided that if either party gives notice of a change of name or address, notices to the giver of that notice shall thereafter be given as demanded in that notice.

Contractor: Tom Wagner
Chief Executive Officer
AMR, West Region
5151 Port Chicago Highway
Concord, CA 94520

With copy to:
Legal Department
American Medical Response, Inc.
6200 South Syracuse Street, Suite 200
Greenwood, CO 80111

Agency: Victoria Pinette
Executive Director
Sierra – Sacramento Valley EMS Agency
5995 Pacific Street
Rocklin, CA 95677

1.5 Paramedic Service Provider Agreement

This Agreement will also serve as the paramedic service provider agreement required under the California Code of Regulations, Title 22, Section 100168 (b)(4).

1.6 Non-Exclusive Ambulance Service Authorization

In consideration for providing ambulance services in accordance with the terms described herein, Contractor is also entitled to be a non-exclusive service provider for the following types of additional services throughout Placer County:

- A. Basic Life Support (BLS) and ALS non-emergency ground ambulance transport services.
- B. BLS and ALS ground ambulance interfacility transport requests.
- C. BLS and ALS special event standby services.

SECTION 2: ROLES AND RESPONSIBILITIES

2.1 Agency's Functional Responsibilities

The Agency seeks to ensure that reliable, high quality prehospital emergency medical care and transport services are provided on an uninterrupted basis. To accomplish this purpose, the Agency shall:

- A. Oversee and enforce Contractor's rights as the sole provider of emergency ground ambulance services within Placer County.
- B. Oversee, monitor and evaluate contract performance and compliance.
- C. Provide medical direction and control of the EMS system, to include EMS dispatch.

2.2 Contractor's Functional Responsibilities

During the term of this Agreement, as defined in Section 1.2, the Contractor shall:

- A. Provide prehospital emergency medical care and transport services in response to emergency medical calls within all areas shown in Exhibit A, twenty-four (24) hours each day, seven days a week, without regard to the patient's financial status.
 - 1. Ambulance response times must meet the response time standards set forth herein, and every ambulance unit provided by the Contractor for emergency response must, at all times, except as authorized by Agency's policies, be equipped and staffed to operate at the ALS (paramedic) level.
 - 2. Clinical performance must be consistent with approved medical standards, policies and protocols.

3. The conduct and appearance of the Contractor's personnel must be professional and courteous at all times.
 4. Patient transportation and disposition will be according to the Agency's policies and protocols.
 5. Services and care delivered must be evaluated by the Contractor's internal quality improvement program, and through the Agency's quality improvement program as necessary, in order to improve and maintain effective clinical performance, to detect and correct performance deficiencies and to continuously upgrade the performance and reliability of Contractor's services.
 6. Clinical and response-time performance must be extremely reliable, with equipment failure and human error held to a minimum through constant attention to, policy, protocol and procedure performance monitoring/auditing, and prompt and definitive corrective action as appropriate.
 7. This Agreement requires the highest levels of performance and reliability, and mere demonstration of effort, even diligent and well-intentioned effort, shall not substitute for performance results.
 8. If Contractor fails to perform to the Agreement standards, Contractor may be found to be in Major Breach of this Agreement in accordance with the Agreement's terms and promptly replaced in order to protect the public health and safety.
- B. Keep a current system status management plan on file with the Contract Administrator.
 - C. Provide all ambulances, as well as other vehicles and equipment that are necessary for the provision of services required under this Agreement.
 - D. Furnish equipment/supplies and replacements for those used by Contractor's personnel.
 - E. Establish a recruitment, hiring and retention system consistent with ensuring a quality workforce of clinically competent employees that are appropriately certified, licensed and/or accredited.
 - F. Comply with all prehospital personnel training requirements established by the State of California.

- G. Comply with all Agency policies and protocols.
- H. Maintain neat, clean, and professional appearance of all personnel, facilities, and equipment.
- I. Submit, in a timely manner, reports, which are supported by documentation or other verifiable information, as required by the Agency.
- J. Respond to Agency inquiries about service complaints and reports of investigation within 10 business days of notification.
- K. Notify Agency of all incidents in which the Contractor's personnel fail to comply with protocols and/or contractual requirements in accordance with Section 6.3 of this Agreement.
- L. Contractor assumes full responsibility for prehospital emergency medical response and transport provided by Contractor's organization.

2.3 Transition Planning

- A. Contractor is aware that Agency may initiate a competitive procurement process for the award of Contractor's EOA. In case this action is taken and Contractor is not judged to be the successful bidder, there would be a transition of contractors.
- B. Should Contractor fail to win any competitive procurement process, Contractor agrees to continue to provide all services at the same level of effort and performance required under this Agreement until the subsequent winning bidder takes over.
- C. If Agency initiates a competitive procurement process for the award of Contractor's EOA, and should Contractor fail to win any bid, Contractor acknowledges and agrees that supervisory personnel, EMT's, and paramedics, working in the EMS system have a reasonable expectation of long term employment in this system, even though contractors may change. Accordingly, Contractor shall not penalize or unreasonably terminate any of its employees who applies for work on a contingent basis with competing bidders, and shall allow without penalty its employees to sign contingent employment agreements with competing bidders at employees' discretion. Contractor may, however,

prohibit its employees from assisting competing bidders in preparing their bid proposals by revealing Contractor's trade secrets or other information about Contractor's business practices or field operations.

SECTION 3: OPERATIONS

3.1 Deployment Requirements

- A. Contractor shall deploy resources in such a manner to ensure adequate emergency ambulance coverage in compliance with the response time performance standards contained in this Agreement.
- B. Contractor shall redeploy ambulances or add additional ambulance hours if response time performance standards are not met. Failure by Contractor to redeploy or add ambulance units within thirty (30) calendar days of notice by the Contract Administrator shall constitute a Major Breach of Agreement. Contractor shall submit proposed changes in deployment in writing to the Contract Administrator thirty (30) calendar days in advance. The 30 calendar day prior written notice shall be waived if Contractor is adding resources, or if an emergency adjustment is needed to correct an acute performance problem.
- C. Contractor shall provide reasonable EMS system standby, mutual aid, or coverage to other areas within the Agency's jurisdictional region, as requested by an Agency Authorized EMS dispatch center or Agency representative.
- D. Contractor shall enter into mutual/automatic aid agreements with providers, as recommended by the Agency, in nearby service areas inside or outside Placer County, but within the Agency's jurisdictional region. Contractor may enter into mutual/automatic aid agreements with providers upon approval of Agency. Contractor shall submit a copy of all executed mutual/automatic aid agreements to the Agency within 180 calendar days from the start date of this Agreement.
- E. Contractor's emergency ALS ambulances may not be used for non-emergency requests unless the Contractor's dispatch center has released the ambulance in accordance with their system status plan on file with Agency.

- F. Contractor shall assist in servicing, for a period not to exceed ninety (90) calendar days, any other ambulance response zone within Placer County for which an emergency ground ambulance provider agreement has been suspended or terminated. Response time requirements for services provided in such geographic area(s) will be waived during this period.
- G. Contractor agrees to work in good faith with the Agency and other EMS system providers to address identified locations that present barriers to expedient access to patients, (e.g. inadequate address markers, gated communities, and industrial complexes).

3.2 Response Time Standards

- A. **Response Time Performance** – In consideration for being granted authorization to provide emergency ground ambulance services, Contractor agrees to the following:
 - 1. Each incident will be counted as a single response regardless of the number of units that respond.
 - 2. Contractor shall use its best efforts to minimize variations or fluctuations in response time performance.
 - 3. Contractor shall, in the performance of work and provision of services pursuant to the requirements of this Agreement, comply with all federal, state and local laws, regulations, and codes, including the California Emergency Medical Services System and the Prehospital Emergency Medical Care Personnel Act, California Health and Safety Code, Division 2.5, Sections 1797 and 1798, California Code of Regulations, Title 13 and 22, AGENCY policies, procedures and protocols, and the Placer County Ambulance Ordinance (Placer County Code, Article 8.04 Ambulance Services) in the performance of this Agreement.
 - 4. Contractor shall utilize appropriately staffed and equipped ALS ambulances to provide services under this Agreement on a twenty-four (24) hour per day, seven days a week basis.

5. Contractor shall capture and record, utilizing an Agency approved Computer Aided Dispatch (CAD) system, all of the following data elements for each and every emergency and non-emergency request for services provided under this Agreement:
 - a. Requesting party
 - b. Incident location
 - c. Incident number
 - d. Ambulance response zone
 - e. Nature of incident
 - f. Medical Priority Dispatch System (MPDS) call determinant (if applicable)
 - g. EMD performed (if applicable)
 - h. Response priority (including upgrades and downgrades)
 - i. Response unit(s) identifier(s)
 - j. Call receipt time
 - k. Dispatch time
 - l. Enroute time
 - m. At scene time (if applicable)
 - n. Patient transport time (if applicable)
 - o. Arrive destination time (if applicable)
 - p. Available time
6. Contractor shall be responsible for complying with the response time performance requirements as specified in Section 4.1 B & C for all emergency ground ambulances which fall within Contractor's EOA, including those calls responded to by other emergency ground ambulance providers on mutual/automatic aid request. Response time measurements shall be calculated and reported on a monthly basis. Individual response times shall be provided to fire districts quarterly or upon request.

B. Response Time Standards for Code 3 Responses – Contractor shall ensure that an ALS ambulance arrives at scene of every Code 3 emergency request as indicated in Agency policy.

C. Response Time Standards for Code 2 Responses – At such time that Call Determinacy (Call Triage), is implemented, Contractor shall ensure that an ALS Ambulance is On Scene of all 911 dispatched Code 2 calls as indicated in Agency policy.

D. Response Time Calculations

1. Response times shall be calculated from the time of call receipt by Contractor's dispatch center to the time of arrival on scene of a fully equipped and staffed ALS ambulance.
2. All response times shall be calculated to the hour, minute and second.

E. Applicable Calls

1. Response time standards shall apply to all emergency ambulance requests requiring a Code 3 or Code 2 response as determined using MPDS call determinants (when applicable) approved by the Agency.
2. Each incident shall be counted as a single response regardless of the number of ambulances actually utilized, and only the first arriving ambulance's time shall be applicable.

F. Response Time Compliance

1. Upon determination by Agency that Contractor has failed to meet response time compliance, fines will be assessed as outlined in Exhibit B of this Agreement.
 - a. For each response time compliance period in which Contractor fails to meet the requirements, fines will automatically be assessed to the Contractor.
 - b. Contractor agrees to pay fines, measured separately for each response zone for any response time compliance period when response time compliance is not met (Exhibit B).
2. For each month in which any one of the requirements in section 4.1, item B and/or C is not met, Contractor shall meet with the Contract Administrator or his/her designee to develop a strategy to address the response compliance problem.

G. Response Time Exemptions

1. In some cases, late responses will be excused from financial penalties and from response time compliance reports. Examples of such exemptions include:
 - a. Inclement weather conditions which impair visibility or create other unsafe driving conditions.
 - b. Wrong address provided by the requesting party.
 - c. Unavoidable delay caused by road construction.
 - d. Restricted roadway access.
 - e. Delays in transferring care to a hospital emergency department.
 - f. Authorized mutual aid.
 - g. Unusual system overload: defined as 200 percent of the average demand for the day of the week and hour of day. The average demand for each day and hour is to be calculated on an annual basis using the prior calendar year's actual run volume.
2. All other exemption requests shall be for good cause only, as determined by the Contract Administration or his/her designee. The burden of proof that there is good cause for an exemption shall rest with the Contractor, and the Contractor must have acted in good faith. The alleged good cause must have been a substantial factor in producing the excessive response time.
3. Contractor shall submit exemption requests to the Contract Administrator or his/her designee no later than 12 pm on the 15th calendar day of each month for the previous month responses. Any exception requests submitted past this required timeframe will be automatically denied.
4. The Contract Administrator or his/her designee shall review each exemption request individually, and determine whether to accept or reject each response time exemption request submitted by Contractor. The decision of the Contract Administrator or his/her designee to accept or reject any or all response time exemption requests shall be final.

3.3 Dispatch and Communications Requirements

- A. Contractor acknowledges Placer County's intent to increase the integration of emergency dispatching. Once implementation is established, the Contractor shall participate in creating an interoperability link with applicable DISPATCH CENTERS in Placer County.
- B. Contractor shall maintain an Agency authorized EMS dispatch center to provide dispatch services for emergency and non-emergency ground ambulance requests on a twenty-four (24) hour per day, seven days a week basis during the term of this Agreement.
- C. Contractor shall ensure that all requests for non-emergency and interfacility transports are processed through an EMD dispatch center that meets the requirements of Agency policies.
- D. Contractor shall establish policies that ensure that upon receipt of a private request for ambulance services, that pertinent information including callback number, location, and nature of the incident is ascertained and transferred to the applicable DISPATCH CENTER.
- E. Contractor shall ensure that the Agency authorized emergency ambulance, which is geographically closest and having the shortest ETA to the scene, is dispatched to any Code 2 or Code 3 emergency request.
- F. Contractor shall ensure that a record of calls, as defined in California Code of Regulations, Title 13, Section 1100.7 is maintained. In addition, Contractor shall maintain a record of all requests for ambulance service.
- G. Contractor shall obtain, install and maintain in Contractor's ambulances all such communications equipment as is determined by Agency policies to be necessary for the effective and efficient dispatch of ambulances.
- H. For those ambulances that will be responding to 911 calls, GPS location systems are required. GPS location system equipment failures shall not result in an ambulance being "out of service," and Contractor shall make reasonable efforts to immediately seek repair of malfunctioning GPS location system equipment.

- I. All communications equipment purchased shall be in compliance with Placer County Operational Area, Tactical Interoperability Communications Plan.
- J. Subject to applicable laws and the permission of the relevant agencies, the equipment shall allow effective and efficient communication with allied public safety agencies, and EMS aircraft service providers.
- K. Contractor shall obtain, install and maintain in Contractor's ambulances all such communications equipment as is determined by Agency policies to be necessary for medical control and patient reporting voice communications with Agency designated base/modified base hospitals.
- L. Contractor shall be financially responsible for installation, purchase/rental and maintenance of communication equipment required by this Agreement.

3.4 System Status Plan Compliance

Contractor shall establish and maintain a system status plan compliance program, including:

- A. A system to identify response time performance problems in order to identify underlying causes and to mitigate them. The posting plan, ambulance schedules, and the number of hours deployed shall be reviewed and adjusted as needed.
- B. Contractor agrees to abide by the current version of the system status plan on file with Agency. Agency reserves the right to require changes to the system status plan.
- C. The system status plan shall respect the integrity of Contractor's EOA boundaries and shall not be designed or implemented in a way that jeopardizes the continuation of the EOA.
- D. The system status plan shall be designed to trigger a mutual/automatic aid request to the closest appropriate Agency approved emergency ground ambulance provider in situations where an emergency ground ambulance response is requested, and Contractor is not the closest emergency ground ambulance provider.

- E. No provider shall be permitted to post in another provider's EOA or Non-EOA designated emergency ambulance response zone(s) unless requested to do so by the applicable provider's EMS dispatch center or Agency representative.
- F. Contractor shall notify the appropriate fire district when system status management reaches Level I.

3.5 EMS Aircraft Services

- A. The Agency reserves the right to allow EMS aircraft providers to operate in the County of Placer, including within the EOA, for the purpose of providing EMS aircraft transportation services.
- B. The Contractor and all Agency authorized EMS aircraft providers shall comply with Agency policies and procedures regarding the use of EMS aircraft services.

3.6 Standbys

- A. When requested by a public safety agency, Contractor shall furnish standby coverage at emergency incidents at the request of the on-scene Incident Commander (IC), if in the opinion of the IC, the situation poses significant potential danger to the personnel of the requesting agency or to the general public.
- B. Standby requests shall be reported monthly, by the Contractor to the Agency, and monitored for proper utilization and impact on response times.
- C. The Agency may relieve the Contractor of this requirement if the requests are deemed to be unduly burdensome or unnecessary.

3.7 Special Events

Contractor shall adhere to Agency special event policies when providing ALS or BLS coverage for a special event.

3.8 Outside Work

Contractor shall not be precluded from performing other outside work, such as non-emergency medical transfers.

3.9 Equipment and Supplies

A. Ambulances

1. All ambulance vehicles shall, as a minimum, meet all standards of the California Code of Regulations, Title 13.
2. Primary Ambulances shall not be kept in service when the vehicle mileage exceeds 200,000 miles without the approval of the Agency. Reserve ambulances must be replaced when the odometer reads 300,000 miles.
3. Contractor shall maintain, and provide to the Contract Administrator, a complete listing of all ambulances (including reserve ambulances) to be used in the performance of the Agreement, including their license and vehicle identification numbers, and the name and address of the lien holder, if any. Changes in the lien holder, as well as the transfer of ownership, purchase, or sale of ambulances used under the Agreement shall be reported to the Contract Administrator.

B. Vehicle Maintenance Program

1. Contractor shall develop and maintain a fleet management plan, maintain a record of the preventative maintenance, repairs and strategic replacement of vehicles and shall make such plan and records available to the Agency upon request.
2. Contractor's vehicle maintenance program shall be designed and conducted so as to achieve the highest standards of reliability appropriate to a modern emergency service.

3. Contractor shall maintain all ambulances in excellent working condition at all times. Any ambulance with any deficiency that compromises, or may compromise, its performance shall be immediately removed from service.
4. Interior and exterior appearance of vehicles shall be clean and operational. Contractor shall remove damaged ambulances from service and repair all damage to ambulances in a timely manner
5. In each instance of an emergency ambulance vehicle failure on a call resulting in the inability to continue the response to or transport of the patient, Contractor shall submit a Vehicle Failure Report which at a minimum shall include: how long it took for another emergency ambulance to respond to the same call; which emergency ambulance provider responded; the reason or suspected reason(s) for vehicle failure and/or malfunction, and actions Contractor has taken to prevent similar failures.

C. Ambulance Equipment and Supplies

1. Contractor shall be responsible for providing all required durable and expendable medical supplies and equipment.
2. Each ambulance shall, at all times, maintain an equipment and supply inventory sufficient to meet federal, State, and Agency policy requirements for ALS ambulances.
3. Equipment and supplies shall be maintained in clean, sanitary, and safe mechanical conditions at all times.
4. Contractor shall maintain, within the EOA, a surplus of all required supplies sufficient to sustain operations for a minimum of five (5) days.
5. Contractor shall have controlled substance policies and procedures, consistent with Drug Enforcement Administration (DEA) and California Code of Regulations, Title 22, Chapter 4 requirements governing the storage, inventory, accountability, restocking, disposal of expired medications and procurement of controlled drugs and substances permitted by the Agency to be carried and utilized in the provisions of ALS by paramedics. Any incident of non-compliance with controlled substance policies and procedures shall be reported immediately to the Contract Administrator.

6. Contractor shall maintain a record of the preventative maintenance, repairs and strategic replacement of medical equipment, as appropriate and required by Agency policies, and shall make such records available to the Agency upon request.

D. Inspections

1. The Contract Administrator or his/her designee may at any time, without prior notice, inspect Contractor's ambulances in order to verify compliance with this Agreement.
2. An inspection may be postponed if it is shown that the inspection would unduly delay an ambulance from responding to an emergency incident.
3. A report of the inspection specifying any deficiencies, date of inspection, ambulance number, and names of participating crew shall be provided to the Contractor.
4. Contractor must show proof of correction for any deficiencies noted in the inspection report as specified by the Agency.
5. A deficient ambulance may be immediately removed from service if, in the opinion of the Contract Administrator or his/her designee, the deficiencies are a danger to the health and safety of the public or if the deficiencies in a previously issued inspection report have not been corrected in the time specified. Agency agrees to place any unit that has been removed from service back in service immediately following the documented correction of the defined deficiency.

3.10 Disaster Preparedness

A. Disaster Plan

1. Contractor shall have a plan for the immediate recall of personnel to staff units during multi-casualty situations, or declared disaster situations. This plan shall include the ability of the Contractor to page and alert off-duty personnel.

2. Contractor shall participate in training programs and exercises designed to upgrade, evaluate, and maintain readiness of the system's disaster and multi-casualty response system.

B. Mutual Aid

1. To the extent that Contractor has units available, but consistent with its primary responsibility to provide emergency ambulance services in the EOA, Contractor, shall render "mutual aid" to those providers of emergency medical services operating within adjacent areas of Agency's jurisdictional regions in order to insure that timely emergency medical services are rendered to persons in need of such services within those areas.
2. Contractor shall obtain approval from Agency, prior to providing mutual aid services, with the exception of a pre-existing mutual aid agreement previously approved by Agency.

C. Disaster Planning

1. Contractor shall actively participate with the Agency in disaster planning.
2. Contractor shall designate a representative who shall regularly attend meetings and shall be the liaison for disaster activities with the Agency and with other agencies.
3. Contractor shall provide field personnel and transport resources for participation in any Agency or County of Placer approved disaster drill in which the Agency disaster plan/policies and/or multi-casualty incident plan/policies are exercised.

D. Disaster Response

1. At the scene of a Multi-Casualty Incident (MCI), Contractor's personnel shall perform as part of the Incident Command System (ICS) structure and in accordance with the Standardized Emergency Management System (SEMS) in accordance with Agency policies and procedures.
2. If a disaster declaration is made, the Agency Medical Director or his/her designee may suspend normal operations and Contractor shall respond in accordance with the disaster plan/policies. The following provisions may

apply, as determined by the Contract Administrator, during and after a disaster:

- a. During such periods, Contractor may be released, at the discretion of the Contract Administrator, from response time performance requirements for all responses, including response time penalties.
- b. At the scene of such disasters, Contractor personnel shall perform in accordance with the Agency disaster plan/policies.
- c. When disaster response has been terminated, Contractor shall resume normal operations as rapidly as is practical considering exhaustion of personnel, need for restocking, and other relevant considerations, and shall keep the Contract Administrator informed of factors that limit Contractor's ability to resume normal operations.
- d. During the course of a disaster, Contractor shall use its best efforts to maintain emergency service and shall suspend or ration non-emergency transport work as necessary.

3.11 System Committee Participation

Contractor shall designate appropriate personnel to participate in committees that have a direct impact on EMS in the County of Placer.

3.12 Community Education/Prevention

- A. Contractor is encouraged to offer a variety of public education programs, including, but not limited to, EMS system use, citizen cardiopulmonary resuscitation (CPR), disaster preparedness, injury prevention, seat belt and helmet use, infant/child car seats, and injury prevention for elders. Other appropriate activities might include blood pressure screening, speaking to community groups, and programs for school children and adolescents.

- B. Contractor shall work collaboratively with the Agency, the County of Placer, other health care organizations, and other public safety and EMS related groups to plan and provide public education programs.
- C. As part of the monthly report, Contractor shall provide Agency a report outlining all community education activities for the preceding month.

3.13 EMS Training Programs

- A. Contractor shall make a good faith effort to participate in monthly training programs with fire departments and other first responder organizations within Placer County. These may include, but not be limited to, joint training exercises and providing of instructors for training courses, evaluators for EMT and first responder testing, and similar activities.
- B. Contractor shall provide field internship opportunities for EMT, AEMT and paramedic students from Agency approved training programs and Placer County fire agency personnel participating in such training programs.
- C. Contractor shall make available a minimum of six (6) classes annually of EMS continuing education opportunities for those Placer County fire agencies wishing to participate.

SECTION 4: PERSONNEL

4.1 Clinical and Staffing Standards

The Agency expects that the provision of emergency ambulance services shall conform to the highest professional standards and shall comply with all applicable State laws and regulations and Agency policies, procedures and field treatment guidelines. All persons employed by Contractor in the performance of work under this Agreement shall be competent and shall hold appropriate and current valid certificates/licenses/accreditations as established by the State of California and the

Agency for their level of certification/licensure. Contractor shall be held accountable for its employees' credentials, performance and actions.

- A. Contractor's Personnel Policy** – Contractor shall provide Agency with Contractor's current personnel policy and procedure manual(s) upon request which shall address, at a minimum, staffing and shift scheduling, avoidance of crew fatigue, crew quarters, conduct at a scene, conduct in relation to first responder personnel, conduct during patient care management, contact with base hospital(s), use of safety apparel, appearance, identification, driver training and company orientation.
- B. Ambulance Staffing** – Contractor's ambulances shall be staffed, at a minimum, with one State licensed and locally accredited paramedic in good standing and one State certified EMT in good standing.
1. Contractor shall have a policy that prohibits Contractor's employees from performing any services as contemplated herein while under the influence of any alcoholic beverage, illegal drug, or narcotic. In addition, said policy shall prohibit Contractor's employees from performing such services under the influence of any other substances, including prescription or non-prescription medications, which impairs their physical or mental performance.
 2. Contractor shall maintain a current list of pre-hospital personnel including their addresses, phone numbers, qualifications, certificates, and licenses with expiration dates and provide it to the Agency upon request.
 3. Contractor shall ensure that all personnel wear appropriate uniform attire and comply with Contractor's standards for grooming.
 4. Contractor shall have in place policies which require that EMS personnel follow all Agency policies, procedures and protocols.
 5. Contractor shall require that patient care records be completed by Contractor's personnel per Agency policies.
 6. Contractor shall require that all personnel successfully complete all required courses in compliance with Agency policies.

7. Field personnel may be required to obtain any other specialized training mutually agreed upon by the Contractor and Agency.

C. Management and Supervision – Contractor shall provide the management personnel necessary to administer and oversee all aspects of emergency ambulance service. Contractor shall provide field supervisors on a twenty-four (24) hour per day, seven days a week basis for the duration of this Agreement. Contractor shall provide an additional field supervisor Monday thru Friday during peak demand times.

1. With the exception of the peak demand time supervisor, field supervisors shall not be regularly tasked or assigned to perform administrative duties except for filling immediate scheduling needs due to call offs, personnel calling in sick calls, or other immediate staffing issues. Field supervisors shall serve as a resource for crews and primarily focus on the oversight of field operations, system status management, ambulance availability, multi-casualty incident management, and other operational concerns. Field supervisors shall be currently licensed as paramedics with current accreditation by the Agency.
2. In addition to responding to the needs of the Contractor's personnel, field supervisors shall immediately respond to any request by the Agency or public safety personnel within the EOA and shall be authorized to act on behalf of the Contractor.

D. Orientation of New Personnel – Contractor shall ensure that field personnel are properly oriented before being assigned to respond to emergency medical requests. The orientation shall include, at a minimum, an EMS system overview; EMS policies and procedures including patient destination, trauma triage and patient treatment protocols; radio communications with and between the ambulance, base hospital, receiving facilities, and dispatch center; map reading skills, including key landmarks, routes to hospitals and other major receiving facilities; emergency response areas; and ambulance equipment utilization and maintenance, in addition to the Contractor's policies and procedures. Contractor shall be responsible for ensuring that this standard is met.

1. Contractor shall implement a program, to train EMT personnel to assist paramedics in the provision of ALS patient care.
2. Contractor shall maintain an on-going emergency vehicle operations course for ambulance personnel.
3. Contractor shall provide training in diversity awareness, conflict resolution, and assaultive behavior management.
4. Contractor shall provide patient care documentation education as needed.
5. Contractor shall be responsible for providing the pre-accreditation field evaluation phase of the Agency paramedic accreditation process for its ambulance personnel.
6. Contractor shall notify Contract Administrator in writing of any changes made to the new employee orientation program.

E. Infrequently Used Skills – Contractor shall ensure that paramedic personnel are proficient in the Agency’s ALS scope of practice prior to performing these skills on patients in the field setting. Contractor shall be responsible for ensuring that paramedics assigned to ALS ambulances comply with Agency policies on maintenance of skill competency.

F. Preparation for Multi-Casualty Incident Response – Contractor shall ensure that all ambulance personnel/supervisory staff are trained and prepared to assume their respective roles and responsibilities as defined in Agency policies and the Region IV Multi-Casualty Medical Incident (MCI) Plan.

4.2 Compensation/Working Conditions for Ambulance Personnel

A. Work Schedules and Conditions

1. Contractor shall utilize reasonable work schedules and shift assignments to provide reasonable working conditions for ambulance personnel.
2. Contractor shall ensure that ambulance personnel working extended shifts, other jobs, and/or voluntary or mandatory overtime are not fatigued to an extent that might impair their judgment or motor skills.

3. Contractor shall establish a fatigue policy, approved by the Agency, which shall include the prohibition of Contractor's ambulance personnel sleeping on duty while at post or while participating in the system status plan unless specifically authorized by Contractor.
4. Contractor agrees to maintain a crew quarters at any location where ambulance crews and student/trainees are normally scheduled to work shifts exceeding twelve (12) hours.
5. Ambulance crew quarters, at locations where ambulance crews are normally scheduled to work shifts exceeding twelve (12) hours, shall include shower, toilet, kitchen, day room, sleeping facilities and shall be maintained in a safe and clean condition.
6. Contractor shall make available to all personnel all notices and bulletins from the Agency directed to field personnel. In addition, Contractor agrees to ensure that all current Agency policies, procedures and protocols are readily accessible to all personnel.

B. Compensation/Fringe Benefits

1. Agency expects Contractor to provide reasonable compensation and benefits in order to attract and retain experienced and highly qualified personnel.
2. Agency encourages Contractor to establish creative programs that result in successful recruitment and retention of personnel.
3. Contractor shall demonstrate, initially and throughout the term of the Agreement, that the compensation program provides the incentive to attract and retain skilled and motivated employees.

4.3 Safety and Infection Control

- A. Contractor shall provide personnel with training, equipment, and immunizations necessary to ensure protection from illness or injury when responding to an emergency medical request.
- B. Contractor shall notify the Agency within five (5) business days of any Cal/OSHA (Division of Occupational Safety and Health) major enforcement actions, and of

any litigation, or other legal or regulatory proceedings in progress or being brought against Contractor's Placer County operations.

- C. Contractor shall, upon request, furnish documentation satisfactory to Placer County's Health Officer, of the absence of tuberculosis disease for any employee or volunteer who provides services under this Agreement.
- D. Contractor shall have a Communicable Disease Policy that complies with all Occupational Safety and Health Administration (OSHA) requirements and other regulations related to prevention, reporting of exposure, and disposal of medical waste. All Contractor prehospital personnel shall be trained in prevention and universal precautions.

SECTION 5: QUALITY/PERFORMANCE

5.1 Continuous Quality Improvement Program

- A. Quality improvement program - Contractor shall establish a comprehensive emergency medical services system quality improvement (QI) program meeting the requirements of 22 C.C.R. Division 9, Chapter 12 (EMS System Quality Improvement) and related guidelines and approved by the Agency.
 - 1. The program shall be designed to interface with the Agency's quality improvement program, including participation in system related quality improvement activities. The program shall be an organized, coordinated, multidisciplinary approach to the assessment of pre-hospital emergency medical response and patient care for the purpose of improving patient care service and outcome. The program shall adhere to Agency Quality Improvement Program Policy 620 Contractor shall designate a Paramedic(s) or Registered Nurse approved by the Agency, to function as a Liaison between the Contractor and the Agency to perform internal quality assurance per Agency Policies Procedures and Protocols, assist in the investigation of unusual occurrences as identified by the Agency, and attend scheduled Liaison meetings as required by the Agency.
 - 2. In addition, Contractor shall:

- a. Review its QI program a minimum of annually for appropriateness to the Contractor's operation and revise as needed;
 - b. Participate in the Agency's QI program including making available relevant records for program monitoring and evaluation;
 - c. Develop, in cooperation with appropriate personnel/agencies, a performance improvement action plan when the QI program identifies a need for improvement. If the area identified as needing improvement includes system clinical issues, collaboration is required with the Contractor's medical director and the Agency's medical director or his/her designee;
 - d. Contractor shall submit, no later than the 15th day of each month for the preceding month all quality assurance reports and data required by the Agency in the format developed and approved by the Agency.
 - e. Contractor shall submit, no later than June 30 of the fiscal year for the preceding fiscal year an annual update on the Contractor's QI program. The update shall include, but not be limited to, a summary of how the Contractor's QI program addressed the program indicators.
 - i. Contractor agrees to pay fines (Exhibit B) for failure to submit quality assurance data/reports, defined in items d and e of this section, within the required timelines.
 - ii. Contractor may appeal, to the Agency, the assessment of fines for failure to meet these requirements. The burden of proof to waive the fines shall rest with the Contractor.
- B. Medical Director: Contractor shall employ a medical director who shall be a board certified emergency physician in the State of California and who shall monitor the day-to-day activities of Contractor's training department, to include continuing education programs and the preceptor program and shall advise Contractor's General Manager regarding field operations and pre-hospital medical care. The medical director shall provide medical oversight of the emergency medical dispatch program and provide consultation on issues related to Contractor's Continuous Quality Improvement Program. Contractor's medical director shall cooperate with

Agency's Medical Director who is responsible for the medical control of the Placer County EMS system.

C. CES Manager: Contractor shall employ a full-time Clinical and Educational Services (CES) Manager and a full-time CES Training Specialist to assist the CES Coordinator in planning and directing clinical quality improvement activities designed to ensure continuous delivery of clinical services consistent with established standards. Contractor agrees that the appointment of CES Manager requires the continued approval of the Agency. Recommended minimum qualifications for the CES Manager shall include:

1. CES Manager Minimum Qualifications:

- a. Education – graduation from an accredited four-year college or university with a major in nursing, health, epidemiology, statistics, business or public administration or related field.
- b. Experience – Three years' experience in EMS administration, Prehospital care, emergency department, emergency or trauma services, quality improvement or statistical process control.
- c. Substitution – A master's degree in a field of study identified above may substitute for one year of experience.
- d. License – Possession of a valid paramedic or registered nurse license from the State of California.

2. Essential Duties and Responsibilities:

Plan, coordinate, and direct Clinical Quality Improvement activities designed to ensure continuous delivery of clinical services consistent with established standards.

Submit, when requested, a written evaluation of each new EMT verifying that orientation requirements have been completed. These orientation requirements shall include the OES Region IV MCI Field Operations class, all local policies and procedures, and any additional training required by the Agency within six months of hire.

Shall attend scheduled training meetings as required by the Agency, and provide training to Contractor's ambulance personnel as deemed necessary by Agency.

5.2 Inquiries and Complaints

Contractor shall provide prompt response and follow-up to inquiries and complaints. Such responses shall be subject to the limitations imposed by patient confidentiality restrictions.

5.3 Unusual Occurrences and Complaints

- A. Contractor shall complete an incident or unusual occurrence report for personnel involved in an unusual occurrence in accordance with Agency Data Collection/System Evaluation Policies.
- B. Contractor shall complete an unusual occurrence report on all of the following:
 - 1. Major Equipment Failure
 - 2. Vehicle Accidents involving Contractor's vehicle

SECTION 6: DATA AND REPORTING

6.1 Data System Hardware and Software

- A. Contractor will submit required data elements in an electronic format acceptable to the Agency.
- B. Contractor will provide the Agency with access to and training in their electronic pre-hospital care report system, allowing for the receipt of the completed patient care record (PCR) which has been transmitted from the field using a secure connection.
- C. Contractor shall provide PCR information for each call that requires the generation of a PCR per Agency policy, on a daily basis. The daily submission of electronic PCR information shall include data not later than three (3) calendar days following the date of the call (excluding weekends and holidays). Electronic PCRs shall be NEMSIS 3.0 or subsequent upgrade compliant.

1. Failure to provide data in compliance with this requirement will result in a fine (Exhibit B) payable by Contractor to Agency each calendar day until the data is received by Agency. Nothing herein shall be construed to require Contractor to violate any applicable state or federal law governing patient confidentiality and, in the event of any conflict between this Agreement and any such law, applicable law shall control.
- D. PCRs on patients requiring transport by an ALS Ground Ambulance, shall be delivered to the receiving facility in compliance with Agency policy.
- E. Contractor shall provide additional information and reports as the Agency may require for monitoring the performance of the Contractor under this Agreement.

6.2 Use and Reporting Responsibilities

- A. Contractor shall provide computer-aided dispatch data to the Agency, in an electronic format acceptable to the Agency, or Agency's designee, on a monthly basis. Computer-aided dispatch (CAD) data shall include, as a minimum, records for all emergency ambulance requests received at the Contractor's dispatch center.
- B. The EMS data system shall be used for documentation of patient medical records, continuous quality improvement, and reporting aggregate data as required by Agency.

The EMS data system shall contain all EMS responses and patient records. These patient records shall contain a unique identifier for each patient (e.g., PCR number), automated dispatch system information for the response, pre-hospital personnel for the response, patient name, address, payer source, patient history and physical findings, treatment rendered, and disposition. The Contractor shall comply with the requirements for the PCR as identified in Agency policy.

- C. Contractor shall use an EMS data system approved by the Agency with respect to data structures, code sets (i.e. pick list values), and data export capabilities.

6.3 Other Reporting Responsibilities

- A. Contractor shall maintain current records related to EMT and Paramedic accreditation, certification, and continuing education.
 - 1. Upon request, Contractor shall provide the Agency with a list of EMTs currently employed by the Contractor. Information shall include, but not be limited to, name and EMT certification number.
 - 2. Upon request, Contractor shall provide the Agency with a list of Paramedics currently employed by the Contractor. Information shall include, but not be limited to, name and Paramedic license number.
- B. Contractor shall complete, maintain, and provide to Agency the reports listed in Exhibit C.

6.4 Audits and Inspections

- A. Contractor shall retain and make available for inspection by the Agency during the term of the Agreement and for at least a three-year period from expiration of the Agreement all documents and records required and described herein.
- B. At any time during normal business hours, and as often as may reasonably be deemed necessary, the Agency's representatives, including EMS Agency representatives and the EMS Medical Director, may observe the Contractor's operations. Additionally, the Contractor shall make available for Agency examination and audit, all contracts (including union contracts), invoices, materials, payrolls, inventory records, records of personnel (with the exception of confidential personnel records), daily logs, conditions of employment, , and other data related to all matters covered by the Agreement.
- C. Agency representatives may, at any time, and without notification, directly observe and inspect the Contractor's operation, ride as "third person" on any of the Contractor's ambulance units, provided however, that in exercising this right to

inspection and observation, such representatives shall conduct themselves in a professional and courteous manner, shall not interfere in any way with the Contractor's employees in the performance of their duties, and shall, at all times, be respectful of the Contractor's employer/employee relationship.

- D. The Agency's right to observe and inspect the Contractor's business office operations or records shall be restricted to normal business hours, except as provided above.
- E. Annual Financial Review – Contractor shall complete financial records in an auditable form and content according to Generally Accepted Accounting Principles. Financial records shall include all costs, expenses, expenditures, revenues, accounts receivable, and billings pertinent to performance of this Agreement and shall be provided to the Agency. The Agency shall protect the financial records and any information taken there from as confidential and shall not disclose such records or information except as required by law.
- F. Upon written request of the Agency, Contractor shall prepare and submit written reports on any incident arising out of services provided under this Agreement. Agency recognizes that any report generated pursuant to this paragraph is confidential in nature and shall not be released, duplicated, or made public without the written permission of Contractor or upon request to Agency by a subpoena or other legal order compelling disclosure.
- G. Contractor's records shall not be made available to parties or persons outside the Agency without Contractor's prior written consent, unless disclosure is required by a subpoena or other legal order compelling disclosure.

6.5 Health Insurance Portability and Accountability Act of 1996

- A. Patient's privacy and confidentiality shall be protected in compliance with Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other applicable laws related to privacy. Employees shall not disclose patient medical information to any person not providing medical care to the patient.

B. During the term of this Agreement, each party may receive from the other party, or may receive or create on behalf of the other party, certain confidential health or medical information (Protected Health Information "PHI", as further defined below). This PHI is subject to protection under state and/or federal law, including the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (HIPAA) and regulations promulgated there under by the U.S. Department of Health and Human Services (HIPAA Regulations). Each party represents that it has in place policies and procedures that will adequately safeguard any PHI it receives or creates, and each party specifically agrees to safeguard and protect the confidentiality of PHI consistent with applicable law. Without limiting the generality of the foregoing, each party agrees that it shall have in place all policies and procedures required to comply with HIPAA and the HIPAA Regulations prior to the date on which such compliance is required. Contractor shall require subcontractors to abide by the requirements of this section.

For purposes of this section, Protected Health Information means any information, whether oral or recorded in any form or medium: (a) that relates to the past, present or future physical or mental health or condition of an individual; the provision of health care to any individual; or the past, present or future payment for the provision of health care to an individual, and (b) that identifies the individual or with respect to which there is a reasonable basis to believe the information can be used to identify the individual. This section shall be interpreted in a manner consistent with HIPAA, the HIPAA Regulations and other state or federal laws applicable to PHI.

SECTION 7: RELATIONSHIPS AND ACCOUNTABILITY

7.1 Relationships and Accountability

First Responder Relationships

1. Contractor shall exchange any dated EMS cache which is approaching six (6) months expiration date with the fire department.

2. Contractor shall make medical equipment and supplies purchasing opportunities available to Placer county Fire Agencies to allow for more competitive pricing.
3. Contractor shall ensure that its personnel work professionally and collaboratively with the fire first responders in the transition of patient care at the scene.
4. The Agency shall establish a Placer County EMS Improvement Fund Contractor shall contribute \$37,500 to the fund on a quarterly basis, by the 45th day of the end of each calendar quarter, for a total annual contribution of \$150,000. The funding source of Contractor's contributions to the Placer County EMS Improvement Fund will be from an Agency approved increase in mileage charges for all of Contractor's Placer County emergency transports. The Placer County EMS Improvement Fund shall be administered by the Agency for the purposes of improving patient clinical care through Placer County EMS System Improvements within Contractor's EOA. The Agency shall create a separate account for revenues and expenditures so as not to co-mingle funds from other sources, and shall not utilize any Placer County EMS Improvement funds for Agency expenses. Expenditures from the Placer County EMS Improvement Fund shall be made by the Agency with input from the Placer County Ambulance Advisory Committee (of which Contractor will maintain one voting seat). The Agency shall keep detailed records on revenues and expenditures and provide said records to Contractor on an annual basis. No Placer County EMS Improvement Fund monies shall be used in a manner that may violate 42 U.S.C. Section 1320a-7b, the federal Anti-Kickback Statute.
5. Additionally, all compliance incentive fines paid by Contractor to the Agency pursuant to Exhibit B will be added to the EMS Improvement Fund.

A. Subcontracts

1. Contractor is responsible for the comprehensive services necessary for medical emergency response and transport. To the extent supportive services are desired from others such as fire entities in order to provide medical response and transport, written subcontracts must be entered into advance and requires prior approval of the Agency Contract Administrator, which consent shall not be

unreasonably withheld, conditioned, or delayed. At no time however would response by an entity other than Contractor satisfy the response time requirement.

- B. The Contractor shall provide clear evidence that the scope of service designed for the Subcontractor(s) will enhance system performance capability and provide a cost savings for the EMS System.
- C. If the subcontract(s) and associated scope of service is approved, the Contractor shall be accountable for the performance of the Subcontractor(s).
- D. The inability or failure of any Subcontractor to perform any duty or deliver contracted performance will not excuse the primary Contractor from any responsibility under this Agreement.
- E. The Contractor shall designate a management liaison to work with the Agency in monitoring compliance of Subcontractors with contractual and system standards.

7.2 General Subcontracting Provisions

All subcontracts of Contractor for provision of services under this Agreement shall be notified of Contractor's relationship to Agency.

- A. Contractor has legal responsibility for performance of all Agreement terms including those subcontracted.
- B. Nothing in the Agreement, or in any Subcontract, shall preclude the Agency from monitoring the EMS activity of any Subcontractor.
- C. There shall be a section in each subcontract requiring prior approval from the Agency before any subcontract may be modified.
- D. The Contractor shall assure that the Subcontractors cooperate fully with the Agency.
- E. In the event discrepancies or disputes arise between this Agreement and the subcontracts, the terms of this Agreement shall prevail in all cases.

7.3 Performance Criteria

All Subcontractors will be held to the same performance criteria as the primary Contractor, with respect to quality improvement activities, medical control, continuing education, and response time compliance.

- A. The Contractor is responsible for subcontractor's performance in EOA or Non-EOA and shall pay fines for late response times according to the terms of this Agreement as described in Exhibit B.
- B. Subcontracts shall provide that paramedic and EMT first responders shall work cooperatively and supportively in the provision of care by the Contractor on-scene, and shall, if requested by Contractor personnel, assist in providing care enroute to the receiving facility.

SECTION 8: ADMINISTRATIVE REQUIREMENTS

8.1 Performance Security

- A. The Contractor must obtain and maintain in full force and effect, throughout the term of the Agreement, performance security in the amount of one million dollars (\$1,000,000) in one of the following forms:
 - 1. A performance bond issued by a bonding company, which is an Admitted Surety Insurer under the provisions of Title 14, Chapter 2, Article 6 of the Code of Civil Procedure, commencing with Section 995.610 et seq., and licensed to conduct the business of insurance in the State of California. Such performance bond, including the bonding company issuing the bond, shall be acceptable in form and content to the Agency. In addition, such performance bond shall:
 - a. Be payable to Sierra-Sacramento Valley EMS Agency;
 - b. Be for a term of at least one (1) year, and any extension(s) of the term of such bond shall be for terms of at least one (1) year each;

- i. Secure the full and faithful performance of all of Contractor's obligations under the Agreement; and
 - ii. Specifically recite and accept the Agreement's requirements that the bonding company shall immediately release performance security funds to the Agency upon the Agency's presentation of documentary evidence that the Sierra-Sacramento Valley JPA Governing Board of Supervisors made the determination that Contractor is in Major Breach pursuant to provisions set forth in section 10.2, and the Contractor's Major Breach is due to Contractor's voluntarily ceasing to provide Emergency Ground Ambulance Services as required by this Agreement, and Contractor fails to cooperate fully with Agency to affect an immediate takeover by Agency of Contractor's equipment as required in Section 10.4.
- 2. An irrevocable standby letter of credit issued pursuant to this Section. Such irrevocable standby letter of credit, including the bank issuing the letter of credit, shall be acceptable in form and content to the Agency. In addition, such irrevocable standby letter of credit shall:
 - a. Be payable to the Sierra-Sacramento Valley EMS Agency;
 - b. Be issued by a bank doing business in California;
 - c. Be for a term of at least one (1) year, and any extension(s) of the term of such letter of credit shall be for terms of at least one (1) year each;
 - i. Specifically recite and accept the Agreement's requirements that the bank shall immediately release performance security funds to the Agency upon the Agency's presentation of documentary evidence that the JPA Governing Board of Directors made the determination that Contractor is in Major Breach pursuant to provisions set forth in section 10.2, and the Contractor's Major Breach is

- due to Contractor's voluntarily ceasing to provide Emergency Ground Ambulance Services as required by this Agreement, and Contractor fails to cooperate fully with Agency to affect an immediate takeover by Agency of Contractor's equipment as required in Sections 10.4; and
- ii. There shall be no reimbursement from the Agency for services provided pursuant to this Agreement except as provided pursuant to separate agreements.
3. The following shall be the conditions present before the Agency may draw on the performance security: (i) the Agency declares Contractor in Material Breach; (ii) the Contractor fails to cure the Material Breach within thirty (30) days; and (iii) the Agency terminates the Agreement.

8.2 Insurance

Contractor, at its sole cost and expense, shall obtain, maintain, and comply with all Agency insurance coverage and requirements. Such insurance shall be occurrence based or claims made with tail coverage or shall be in a form and format acceptable to Placer County Counsel and Placer County Risk Management and shall be primary coverage as respects Agency.

A. Insurance and Indemnification

1. Without limiting the County of Placer or the Agency's right to obtain indemnification from the Contractor or any third parties, subject to the Contractor's right to seek subrogation for indemnification paid to the County of Placer and Agency under the Agreement and to the extent such indemnification is paid pursuant to this paragraph, the Contractor, at its/their sole expense, shall maintain or cause to be maintained in full force and effect the following insurance throughout the term of the Agreement:
 - a. For the Contractor's local operation in Placer County - combined public liability, general liability, bodily injury and property damage liability

insurance in amount of not less than five million dollars (\$5,000,000) in coverage for each occurrence;

- b. Medical liability insurance and automobile liability insurance, in an amount of not less than one million dollars (\$1,000,000) in coverage for any injury or death arising out of any one (1) occurrence, and each of said insurance coverage shall have an annual aggregate limitation of not less than \$2,000,000.
 - c. Worker's compensation insurance providing full statutory coverage, in accordance with the California Labor Code, for any and all of the Contractor's personnel who will be assigned to the performance of the Agreement by the Contractor in accordance with the California Labor Code.
2. Such insurance policies shall name the County of Placer, its officers, agents, and employees, and the Agency, its officers, agents and employees, as an additional named insured (except for worker's compensation insurance). Such coverage for said additional named insured shall be primary insurance and any other insurance, or self-insurance, maintained by the County of Placer, its officer, agents, and employees, the Agency, its officers, agents and employees, shall be secondary and excess only and not contributing with insurance provided under the Contractor's policies herein. This insurance shall not be canceled or changed to restrict coverage without a minimum of thirty (30) calendar day's written notice given to the Agency and the County Risk Management Division by the Contractor. If such insurance policies have a deductible, or if a Self-Insured Retention has a deductible, such deductible shall be in an amount not more than ten thousand dollars (\$10,000) per occurrence unless approved by Contract Administrator. For Workers' Compensation Insurance, the insurance carrier shall agree to waive all rights of subrogation against the Agency, the County, and their respective officers, officials and employees for losses arising from the performance of or the omission to perform any term or condition of this Agreement by the Contractor.

3. Contractor shall provide certificates of insurance on the foregoing policies as required herein to the Agency annually, which state or show that such insurance coverage has been obtained and is in full force and effect.
4. Contractor shall exonerate, indemnify, defend, and hold harmless Agency or Placer County from and against all claims, damages, losses, judgments, liabilities, expenses, and other costs including litigation costs and attorney's fees arising out of, result from any negligent or wrongful act or omission of Contractor or its agents, officers, or employees in connection with the performance of this Agreement.
5. Contractor shall save and hold harmless Agency and the County of Placer and their officers, employees and agents, from any and all liability for damages, including, but not limited to, monetary loss, judgments, orders of a court, and any other detriment or liability that may arise from any injury to a person or persons, and for damages to property, arising from or out of any negligent or wrongful act or omission of Contractor or its agents, officers, or employees in the performance of the Agreement.
6. Contractor's obligation to defend, indemnify, and hold the Agency and the County of Placer, and their agents, officers, and employees harmless under the provisions of the paragraphs in this section is not limited to or restricted by any requirement in this Agreement for Contractor to procure and maintain a policy of insurance.
7. Agency agrees to defend, indemnify, save and hold harmless the Contractor and it's officers, employees and agents, from any and all claims, damages, losses, judgments, liabilities, expenses, and other costs including litigation costs and attorney's fees arising out of, resulting from, any negligent or wrongful act or omission of Agency or its agents, officers, or employees in connection with the performance of this Agreement by Agency or Agency's agents, officers, or employees.
8. Agency, at its sole expense, shall maintain or cause to be maintained in full force and effect, general liability insurance in an amount of not less than \$1,000,000 in coverage for each occurrence and an annual aggregate limitation of not less than

\$2,000,000. Agency shall provide Contractor, upon Contractor's request, a certificate of insurance stating that such insurance coverage has been obtained and is in full force and effect.

8.3 Business Office, Billing and Collection System

- A. Local Office – Contractor shall maintain a local business office within Placer County for billing assistance and other customer inquiries.
- B. Telephone access – Contractor shall provide a toll-free telephone number that allows patients to speak to a customer service representative at Contractor's regional billing office.
- C. Billing and collections system – Contractor shall utilize a billing and collections system that is well-documented and easy to audit, which minimizes the effort required to obtain reimbursement from third party sources for which they may be eligible, and is capable of electronically filing Medicare and Medi-Cal billing claims.
- D. Agency and Contractor shall abide by all Federal and State non-discrimination laws regarding governmental agency contracts and sub-contracts as outlined in the Non-Discrimination Statement below:
 - 1. **Compliance with Non-Discrimination Laws.** During the performance of this Agreement, Contractor will comply with Title VII of the Civil Right Act of 1964 and that no person shall, on the grounds of race, creed, color, disability, sex, gender (including gender identity and gender expression), national origin, ancestry, physical or mental disability, medical condition (including genetic characteristics), marital status, sexual orientation, age, religion, political affiliation, or any other non-merit factors, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Agreement. Contractor shall comply with all applicable Federal, State and local laws and regulations related to non-discrimination and equal opportunity, including without limitation the Agency's nondiscrimination policy; the Fair Employment and Housing Act (Government Code sections 12900 et seq.); California Labor Code sections 1101, 1102 and 1102.1; the Federal Civil Rights Act of 1964 (P.L. 88-352), as amended; and all applicable regulations

promulgated in the California Code of Regulations or the Code of Federal Regulations.

SECTION 9: FISCAL REQUIREMENTS

9.1 General Provisions

- A. As compensation for services, labor, equipment, supplies and materials furnished under this Agreement, Contractor shall collect revenues as permitted in this section.
- B. All financial reports provided by Contractor shall be in accordance with Generally Accepted Accounting Principles and be based on an accrual system.
- C. Fiscal year for reporting purposes of this Agreement will be the Contractor's fiscal year.
- D. Contractor shall maintain copies of all financial statements, records and receipts that support and identify operations for a minimum of five (5) years from the end of the reporting period to which they pertain. Contractor will provide Agency or its designee access to all records for analytical purposes.

9.2 Billing and Collections

- A. Rates – Approved rates are located in Exhibit E. Contractor agrees to bill all transports and medical care without discount of these rates except as provided herein.
All bills submitted by Contractor to any private party or third party payer for ALS Ground Ambulance Services or Emergency Ground Ambulance Services rendered under this Agreement shall not exceed the rates which have been reported to the Agency
- B. Rate Increases – Contract Administrator shall automatically adjust permissible rates annually based on the San Francisco-Oakland Consumer Price Index CPI. Annual rate increases shall be the greater of three percent (3%) or the increase of the CPI for any given year. Increases shall be determined forty-five (45) days after the end

of the calendar year. No more than a five percent (5%) increase shall be authorized annually.

1. Rate Increase for Cause – In the event that unforeseeable system costs will cause a significant impact to the solvency of the Contractor's ability to perform the services contained herein, Contractor may petition for a rate increase with cause. Authorization for increases is at the sole and absolute discretion of the Contract Administrator and is final. If the petition for a rate increase is denied by the Contract Administrator, Contractor shall not be released from its obligations under this Agreement, nor shall the Agency's rights and remedies be diminished as a consequence thereof.
 2. Rate Increase for Expendable Supplies – Contract Administrator may approve charges for expendable supplies when said supplies are newly required by EMS Pre-hospital protocols adopted during the term of this Agreement or when the Contract Administrator approves new items to be stocked on ambulances.
- C. Medicare and Medi-Cal – Contractor shall accept Medicare and Medi-Cal assignment.
- D. Medical Assistance Program and Correctional Health Services – Contractor shall accept reimbursement at Medi-Cal rates for all transports of patients enrolled in the County's Medical Assistance Program (MAP) and for all inmates and jail detainees for whom the County is financially responsible.

9.3 Reporting Responsibilities

- A. During the Service Period, Contractor shall provide the documents and reports as shown in Exhibit C.
- B. The Contractor shall remit monitoring fees to the Agency. Contractor agrees to pay any increase in the monitoring fee approved by the JPA Governing Board of Directors. The funds generated through this fee shall be utilized by the Agency to

support the implementation and operations oversight pursuant to the Placer County Ambulance Ordinance.

- C. The Agency warrants and represents that the payments made by Contractor to Agency shall be less than or equal to the Agency's actual costs to provide those Agency Services. No funds shall be used by the Agency in a manner that may violate 42 U.S.C. Section 1320a-7b, the federal Anti-Kickback Statute.

9.4 Penalties, Fees

- A. Contractor shall be liable for all of the penalties, fines, and monitoring costs provided in this Agreement (Exhibit B).
- B. All fines generated for non-compliance issues will be assessed automatically to the Contractor by the Agency
- C. Payment Methodology – Agency will make final fine determinations and invoice the Contractor. Contractor shall pay the Agency according to the timelines listed in Exhibit B.
- D. Fine Disputes – If the Contractor disputes the Agency's response time calculation, or the imposition of any other fine(s), the Contractor may appeal to the Agency in writing within ten (10) calendar days of receipt of notice of fine(s). The written appeal shall describe the problem and an explanation of the reasons why such fine(s) should not be assessed. Agency staff shall review all appeals and shall issue a recommendation regarding the ruling as to the issues at hand and determination regarding the imposition, waiver, or suspension of the fine in writing to the Agency Executive Director within fifteen (15) calendar days of receipt of such requests. Agency Executive Director shall make a determination of such review and issue a final decision to Contractor within thirty (30) calendar days. The decision of the Agency Executive Director regarding such matters shall be final.
- E. Use of Fine Monies – Fine monies shall be expended in a manner that benefits the EMS system as determined by the discretion of the Agency Executive Director.

The Executive Director will seek recommendations from Ambulance Advisory Committee.

SECTION 10: GENERAL AGREEMENT REQUIREMENTS

10.1: Terms of Agreement

This Agreement is by and between Agency and Contractor and is not intended to and shall not be construed to create the relationship of agency, servant, employee, partnership, joint venture or association.

- A. Amendments or modifications to the provisions of this Agreement may be initiated by any party hereto and may only be incorporated into this Agreement upon the mutual consent of all Parties and must be in writing.
- B. The failure of any party hereto to insist upon strict performance of any of the terms, covenants or conditions of this Agreement in any one or more instances shall not be construed as a waiver or relinquishment for the future of any such terms, covenants or conditions, but all of the same shall be and remain in full force and effect.
- C. This Agreement shall not be deemed to have been made for the implied benefit of any person who is not a party hereto.
- D. Contractor agrees to keep the Agency advised at all times of the name and location of the Contractor's parent company, if any.
- E. Contractor shall notify Agency of any threatened labor action or strike that would adversely affect its performance under this Agreement. Contractor shall provide Agency and other affected public or private entities with a written plan of proposed actions in the event of any threatened work force action or strike.
- F. Neither Agency nor Contractor shall assign this Agreement to another party without obtaining the prior written consent of all other parties to this Agreement, except should Placer County withdraw from the Sierra – Sacramento Valley EMS Agency

Joint Powers Agreement, this Agreement may be assigned to Placer County or their designee.

- G. The terms of this Agreement shall be in full force and effect for a period of five (5) years beginning on the date first stated above, unless otherwise terminated or modified pursuant to the terms of the Agreement or if upon written notice by either Party, that renegotiation of the Agreement is desired, or Agency informs Contractor in writing that Contractor's Exclusive Operating Area shall be subjected to a competitive bid process. Agreement may be extended for a period of up to five (5) additional years. Agency shall review Agreement, at a minimum, annually, and all Parties shall be under a duty to act in good faith to renegotiate the Agreement on an annual basis if any Party expresses a need for such renegotiation. Such renegotiation shall not result in termination of this Agreement.

10.2: Termination for Cause

Either party may terminate this Agreement at any time for cause or for Major Breach of its provisions consistent with the provisions herein.

Certain conditions and circumstances shall, as determined by Contract Administrator, constitute a Major Breach of this Agreement by the Contractor, these conditions and circumstances include, but are not limited to:

- A. Failure of Contractor to operate its ambulances and emergency medical services program in a manner which enables Agency and Contractor to remain in substantial compliance with the requirements of federal, State, and local laws, rules and regulations;
- B. Willful falsification of information supplied by Contractor in its proposal and during the consideration, implementation, and subsequent operation of its ambulance and emergency medical services program, including, but not limited to, dispatch

data, patient reporting data, and response time performance data, as relates to this Agreement;

- C. Documented persistent failure of Contractor's employees to conduct themselves in a professional and courteous manner where reasonable remedial action has not been taken by Contractor;
- D. Failure to comply with these response time performance requirements for three consecutive calendar months in a calendar year shall be a Major Breach of this Agreement;
- E. Failure to substantially and consistently meet or exceed the various clinical and staffing standards required herein;
- F. Failure to participate in the established Continuous Quality Improvement program of the Agency, including, but not limited to investigation of incidents and implementing prescribed corrective actions;
- G. Failure to maintain equipment or vehicles in accordance with good maintenance practices, or to replace equipment or vehicles in accordance with Contractor's submitted and accepted Equipment Replacement Policy, except as extended use of such equipment is approved by Agency as provided for herein;
- H. Chronic or persistent failure to comply with conditions stipulated by Agency to correct any Minor Breach conditions;
- I. Failure of Contractor to cooperate and assist Agency in the investigation or correction of any Minor or Major Breach of the terms of this Agreement;
- J. Failure by Contractor to cooperate with and assist Agency in its takeover or replacement of Contractor's operations after a Major Breach has been declared by Agency, as provided for herein, even if it is later determined that such default never occurred or that the cause of such default was beyond Contractor's reasonable control;

- K. Failure to assist in the orderly transition, or scaling down of services upon the end of the Exclusive Operating Area (EOA) Agreement if a subsequent EOA Agreement with Contractor is not awarded;
- L. Failure to comply with required payment of fine(s) within thirty (30) calendar days of written notice of the imposition of such fine;
- M. Failure to maintain in force throughout the term of this Agreement, including any extensions thereof, the insurance coverage required herein;
- N. Failure to maintain in force throughout the term of this Agreement, including any extensions thereof, the performance security requirements as specified herein;
- O. Any willful attempts by Contractor to intimidate or otherwise punish or dissuade personnel in cooperating with or reporting concerns, deficiencies, etc., to the Agency or other oversight agency;
- P. Any other willful acts or omissions of Contractor that endanger the public health and safety; and
- Q. Failure to timely prepare and submit the required monthly and annual report.
- R. Failing to provide a good faith effort to enter into an agreement(s) with respective fire departments in Contractor's response area(s) by timeline set forth in this Agreement.

10.3 Opportunity to Cure

Prior to a Declaration of Major Breach by Contract Administrator, Contract Administrator shall provide Contractor with no less than thirty (30) days advance written notice citing, with specificity, the basis for Major Breach. In the event Contractor shall have cured the Major Breach within such thirty (30) day period, or such longer period as may be specified in the advance written notice, this Agreement shall remain in full force and effect. In the event Contract Administrator reasonably deems Contractor to remain in Major Breach as of the end of the notice period specified in the advance written notice,

Contract Administrator shall provide Contractor with a notice of termination, setting for the specific reasons Contract Administrator believes Contractor remains in Major Breach and the effective date of termination, which shall be no less than thirty (30) days from the date of the termination notice.

10.4 Declaration of Major Breach and Takeover/Replacement Service

If Major Breach has been declared by the Contract Administrator, because Contractor fails to provide ambulance service as required in this Agreement or Agency Medical Director has determined that the health and safety of the public would be endangered by allowing Contractor to continue its operations, Contractor shall cooperate fully with Agency to affect an immediate takeover by Agency of Contractor's equipment and vehicles as described in this Agreement.

- A. All of Contractor's vehicles and related property, including, but not limited to, dispatch and medical equipment, supplies and facilities necessary for the performance of services utilized in the performance of this Agreement shall be deemed assigned to Agency during the takeover period. Contractor shall promptly deliver to Agency all vehicles and equipment utilized in the performance of this Agreement including, but not limited to, ambulances, quick response vehicles, supervisor vehicles, sites used to house equipment, vehicles and staff, maintenance facilities and communications equipment, including dispatch computer hardware and the right to utilize software. Contractor's assignment to Agency shall include the number of vehicles used by Contractor's System Status Plan for the peak hour of the day, peak day of the week, for Emergency Ground Ambulance Services under the terms of this Agreement. Each vehicle shall be equipped at a level in accordance with its utilization in Contractor's System Status Plan and in accordance with EMS Agency Policies, Procedures, and Protocols, including all supplies necessary for minimum stocking levels of such vehicles.
- B. Contractor shall be required to deliver the above delineated vehicles and equipment to Agency in mitigation of any damages to Agency resulting from

Contractor's breach. Agency shall also be entitled to utilize, at Contractor's cost, all other services and supplies of Contractor or available to Contractor not previously addressed including billing services, maintenance, administrative consulting and management services. Contractor shall assign all applicable service, supply or other agreements to Agency or, if such agreements require consent for assignment, shall use its best efforts to obtain such consent.

Contractor's delivery to Agency of all items listed in this section shall be provided by Contractor at no cost to Agency. Agency shall return all equipment listed in this section to Contractor within ninety (90) calendar days of receipt of said equipment.

- C. Consistent with the above provisions, Contractor shall cooperate completely and immediately with Agency to effect an immediate takeover by Agency of Contractor's operations. Such takeover shall be effective immediately or within not more than seventy-two (72) hours, after such finding of Major Breach. The Agency shall attempt to keep whole the existing staff and operations until such time as either a Request for Proposal can be issued and a new Agreement secured or another alternative method of ensuring the continuation of services can be affected. The Contractor shall not be prevented from disputing any such finding of Major Breach through litigation, provided, however that such litigation shall not have the effect of delaying, in any way, the immediate takeover of operations by the Agency.
- D. These provisions are specifically stipulated and agreed to by both Parties as being reasonable and necessary for the protection of the public health and safety, and any legal dispute concerning the finding that a Major Breach has occurred shall be initiated and shall take place only after the emergency takeover has been completed, and shall not under any circumstances, delay the process of the Agency's access to the performance security funds or to Contractor's equipment.
- E. Contractor's cooperation with and full support of such emergency takeover shall not be construed as acceptance by the Contractor of the finding of Major Breach,

and shall not in any way jeopardize Contractor's right to recovery should a court later find that declaration of Major Breach was made in error.

10.5 Dispute After Takeover/Replacement

Contractor shall not be prohibited from disputing any finding of Major Breach through litigation, provided, however, that such litigation shall not have the effect of delaying, in any way, the immediate takeover/replacement of operations by Agency. Neither shall such dispute by Contractor delay Agency's access to Contractor's performance security.

Any legal dispute concerning a finding of breach shall be initiated only after the emergency takeover/replacement has been completed. Contractor's cooperation with, and full support of, such emergency takeover/ replacement process, as well as the immediate release of performance security funds to Agency, shall not be construed as acceptance by Contractor of the finding of Major Breach, and shall not in any way jeopardize Contractor's right to recovery should a court later determine that the declaration of Major Breach was in error. However, failure on the part of Contractor to cooperate fully with Agency to effect a safe and orderly takeover/replacement of services shall constitute a Major Breach under this ordinance, even if it is later determined that the original declaration of Major Breach was made in error.

10.6 Liquidated Damages

The unique nature of the services that are the subject of this Agreement requires that, in the event of major default of a type that endangers the public health and safety, Agency must restore services immediately, and Contractor must cooperate fully to affect the most orderly possible takeover/replacement of operations. In the event of such a takeover/replacement of Contractor's operations by Agency, it would be difficult or impossible to distinguish the cost to Agency of effecting the takeover/replacement, the cost of correcting the default, the excess operating cost to Agency during an interim period, and the cost of recruiting a replacement for Contractor from the normal cost to

Agency that would have occurred even if the default had not occurred. Similarly, if takeover/replacement costs and interim operating costs are high, it would be impossible to determine the extent to which such higher costs were the result of Contractor's default from faulty management or Agency's costs during takeover and interim operations.

For these reasons, this liquidated damages provision is a fair and necessary part of this Agreement. The minimum amount of these additional costs to Agency (e.g., costs in excess of those that would have been incurred by Agency if the default had not occurred) are estimated to exceed \$500,000 even assuming Agency's takeover/replacement management team is fully competent to manage the previously contracted functions.

Therefore, in the event of such a declared Major Breach and takeover/replacement by Agency of Contractor's services, Contractor shall pay Agency liquidated damages in the amount of one-million dollars (\$1,000,000).

10.7 Agency Responsibilities

In the event of termination, Agency shall be responsible for complying with all laws, if any, respecting reduction or termination of pre-hospital medical services.

10.8 Indemnification for Damages, Taxes and Contributions

Contractor shall exonerate, indemnify, defend, and hold harmless Agency or Placer County from and against:

- A. Any and all federal, State and local taxes, charges, fees, or contributions required to be paid with respect to Contractor and Contractor's officers, employees and agents engaged in the performance of this Agreement (including, without limitation, unemployment insurance, and social security and payroll tax withholding).

10.9 Equal Employment Opportunity

During and in relation to the performance of this Agreement, Contractor agrees as follows:

- A. Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, physical or mental disability, medical condition (cancer related), marital status, sexual orientation, age (over 18), veteran status, gender, pregnancy, or any other non-merit factor unrelated to job duties. Such action shall include, but not be limited to the following: recruitment, advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training (including apprenticeship), employment, upgrading, demotion, or transfer. Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notice setting forth the provisions of this non-discrimination clause.
- B. Contractor shall, in all solicitations or advertisements for employees placed by or on behalf of Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, physical or mental disability, medical condition (cancer related), marital status, sex, sexual orientation, age, veteran status, or any other non-merit factor unrelated to job duties.
- C. In the event of Contractor's non-compliance with the non-discrimination clauses of this Agreement or with any of the said rules, regulations, or orders Contractor may be declared ineligible for further agreements with Agency.
- D. Contractor shall cause the foregoing provisions of this section to be inserted in all subcontracts for any work covered under this Agreement by a Subcontractor compensated more than \$50,000 and employing more than 15 employees, provided that the foregoing provisions shall not apply to contracts or subcontracts for standard commercial supplies or raw materials.

10.10 Independent Contractor Status

Contractor is an independent Contractor and not an employee of Agency or Placer County. Contractor is responsible for all insurance (workers compensation, unemployment, etc.) and all payroll related taxes. Contractor is not entitled to any employee benefits. Agency agrees that Contractor shall have the right to control the manner and means of accomplishing the result contracted for herein

10.11 Non-assignment and Non-delegation

Contractor shall not assign or delegate this Agreement without the prior written consent of Agency.

10.12 Monitoring Costs

Agency will incur costs associated with oversight of Contractor's operational and clinical performance under this Agreement. Contractor shall pay the Agency for monitoring costs providing such oversight in the amount of \$50,000 annually. The Agency warrants and represents that the payments made by Contractor to Agency shall be less than or equal to the Agency's actual costs to provide those Agency Services. No funds shall be used by the Agency in a manner that may violate 42 U.S.C. Section 1320a-7b, the federal Anti-Kickback Statute.

10.13 Entire Agreement

This Agreement and the exhibits attached hereto constitute the entire Agreement between Agency and Contractor and supersede all prior discussions and negotiations, whether oral or written. Any amendment to this Agreement, including an oral modification supported by new consideration, must be reduced to writing and signed by authorized representatives of both parties before it will be effective.

10.14 Binding on Successors

This Agreement ensures to the benefit of, and is binding on, the parties and their respective heirs, personal representatives, successors and assigns.

10.15 Captions

The captions heading the various sections of this Agreement are for the convenience and shall not be considered to limit, expand or define the contents of the respective sections. Masculine, feminine or neuter gender, and the singular and the plural number shall each be considered to include the other whenever the context so requires.

10.16 Controlling Law

This Agreement shall be interpreted under California law and according to its fair meaning and not in favor of or against any party.

10.17 Miscellaneous

- A. There shall be no reimbursement from the Agency or Placer County for services provided pursuant to this Agreement except as provided pursuant to separate agreements.
- B. Should there be a change in the Agency's EMS Plan that results in the need to make amendments to this Agreement, the Parties agree to negotiate in good faith to make such changes as are mutually deemed to be necessary.
- C. Agency agrees that all Agency Policies, Procedures and Protocols adopted by it shall be consistent with applicable state and federal laws.
- D. Contractor and Agency agree to facilitate open discussions in regards to possible future changes in the distribution of medical care in the pre-hospital setting due

IN WITNESS WHEREOF, the parties have executed this Agreement the date first written above:

Attest:
Clerk of the JPA Governing Board of Directors

Sierra-Sacramento Valley EMS Agency

By: 
Clerk of the Board
Amy Boryczko

By: 
Chairman, JPA Governing Board of Directors

AMERICAN MEDICAL RESPONSE – WEST

By: 
Edward B. VanHorne, CEO
AMR

APPROVED

APPROVED AS TO FORM:

By: 
Victoria Pinette
Executive Director

By: 
Brian Wirtz
Deputy County Counsel

SECTION 11: EXHIBITS

EOA Zone Map

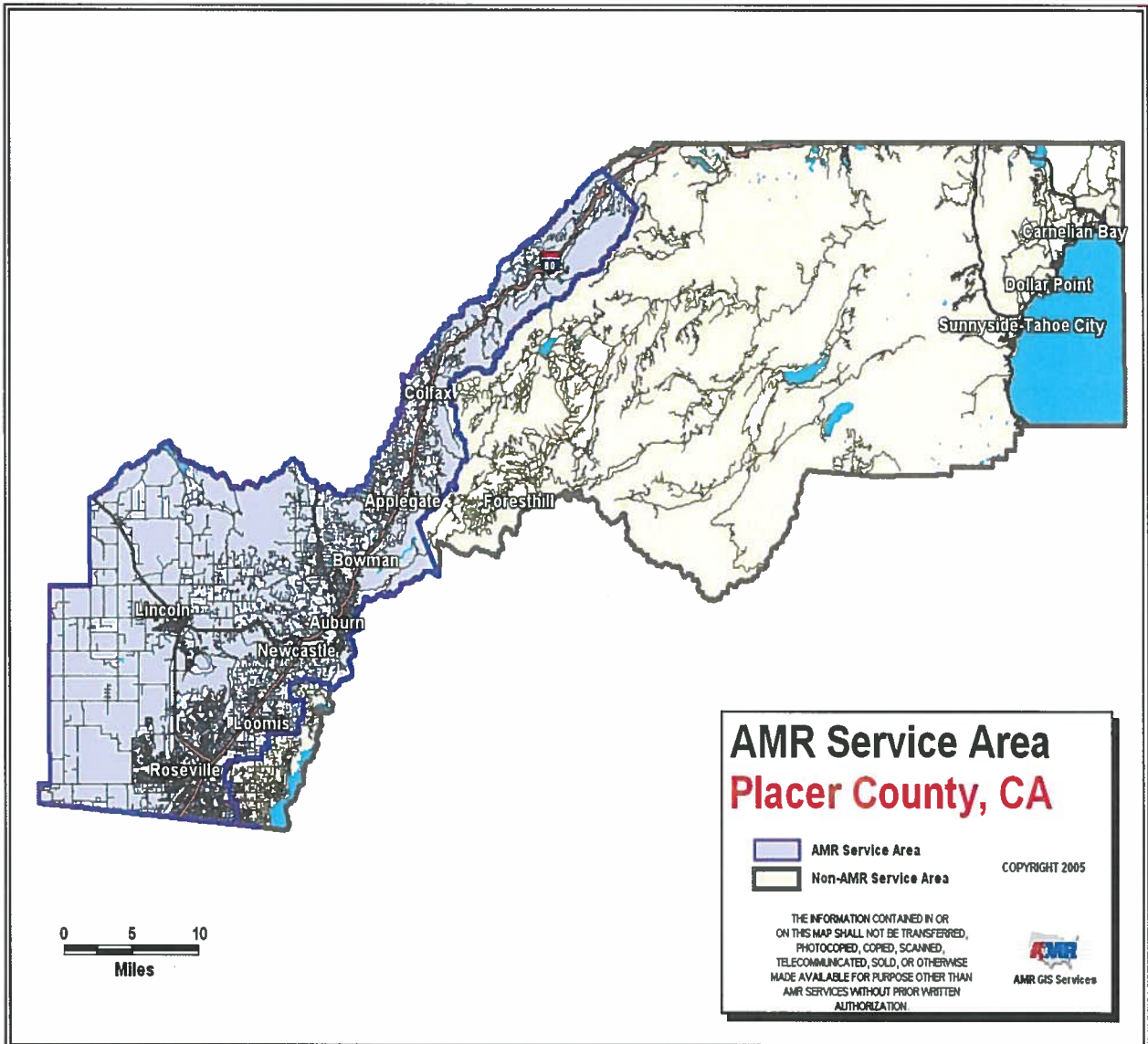


Exhibit B

Fines

1. Code 2 Response Time Non-Compliance Fines:

The following fines will be assessed if the Contractor falls below 90% compliance during a response time compliance period (defined as any complete month or accumulation of complete months in which the total numbers of calls, in a response area, equals or exceeds 100 or a twelve month period whichever is first).

Compliance %	Fine
89 to 89.99%	\$2,500.00
88 to 88.99%	\$5,000.00
< 88%	\$7,500.00

2. Code 3 Response Time Non-Compliance Fines:

The following fines will be assessed if the Contractor falls below 90% compliance during a response time compliance period (defined as any complete month or accumulation of complete months in which the total numbers of calls, in a response area, equals or exceeds 100 or a twelve month period whichever is first).

Compliance %	Fine
89 to 89.99%	\$4,000.00
88 to 88.99%	\$8,000.00
< 88%	\$12,000.00

3. Outlier Responses:

An 'Outlier Response' is defined as a response that is excessive for the dispatched priority/zone, such that it represents a potential threat to the public health and safety. The following fines will be assessed for any response for which the actual response time equals or exceeds 100% of the required response time for the dispatched priority/zone (i.e. a Code 3 response time \geq 16 minutes in an 8 minute response zone):

Priority	Fine Per Occurrences
Code 2	\$1,000.00
Code 3	\$1,500.00

4. A fine of \$5,000.00 per incident will be assessed where Contractor's employees are found to willfully and knowingly encourage or allow the false reporting of any time used to measure response time compliance either to the Contractor's dispatch center or to the Agency.
5. A fine of \$5,000.00 per incident will be assessed if Contractor fails to respond to any request as indicated in the following sections of this Agreement:
 - a. 1.3 – Emergency requests within the EOA
 - b. 3.6 – Standby requests within the EOA
 - c. 3.10 (B) – Mutual Aid requests within the Agency's jurisdiction
6. A fine of \$5,000.00 per incident will be assessed if Contractor refers an emergency request, as indicated in section 1.3 of this Agreement, to a BLS ambulance.
7. Failure to provide PCR data in compliance with this Agreement will result in a fine of \$500.00 for each calendar day until the data is received by Agency.
8. Failure to Provide Timely Reports:
 - a. A fine of \$100 per day will be assessed for any report received after the required due date required by this Agreement or by Agency policies.
 - b. A fine of \$100 per day will be assessed for all other Agency documentation requests received later than five (5) business days from the date of request (unless a later date is mutually agreed to by Contractor and Agency).
9. Invoicing and Payment of Assessed Fines
 - a. Agency shall invoice Contractor for any fines under this Agreement within thirty (30) calendar days following Agency's receipt of Contractor's monthly performance reports (Response Time Non-Compliance Fines) or Agency's determination that a fine should be assessed (other applicable fines).
 - b. Contractor shall pay Agency within thirty (30) calendar days following receipt of the invoice.
 - c. The parties shall make a good faith effort to resolve any disputes regarding an invoiced amount within this 30-day period. If the parties are unable to mutually resolve the dispute within that 30-day period, the invoice shall be paid in full and subsequent invoices shall be adjusted to reflect the subsequent resolution of the dispute.

- d. Failure by the Agency to assess or impose any fines at any point, for any reason, does not impact Agency's right to do so in the future; however, Agency may not impose fines retroactively greater than 90 days.
- e. Payment of any fine does not release Contractor from any other liability related to the breach that resulted in fine imposition.

Exhibit C

Ongoing Reporting Requirements

MONTHLY REPORT

Please submit the monthly report to S-SV EMS (Attention: Contract Administrator) by the 15th of each month

1. Unit deployment to include:
 - Location and Number of vehicles deployed
 - Unit hours budgeted
 - Unit hours actually used
 - Ambulances browned out
 - Ambulances added (overtime) to system
2. Stand-by Report:
 - Number of requested standbys (fire/law)
 - Number of scheduled standbys (special event/sporting events)
3. Exemption Requests to Agency no later than the 15th of the month for the previous month's responses
4. List of pre-hospital service complaints received and disposition or resolute
5. Community education provided
6. Hospital Bed Delay Report
7. Internal unusual occurrence reports or sentinel event
8. Vehicle replacement report or major repair

ANNUAL REPORT

Please submit the annual report to S-SV EMS (Attention: Executive Director) by the 31st of January for each contractual year.

1. Year End Financials to include:
 - Operating Revenue
 - Operating Expenses
 - Accounts Receivables
 - Payer Mix
 - Collection Rate

2. CQI Plan and Report – also include:
 - Infrequent Skill Competency Review Compliance

3. In-Service Training provided to Pre-hospital Staff

Exhibit D

Advanced Life Support (ALS)	Special services designed to provide definitive Prehospital emergency medical care as defined in California Health and Safety Code 1797.52.
Advanced Life Support (ALS) Ambulance	A ground ambulance which provides transport of the sick and injured and is staffed and equipped to provide advanced life support consistent with the California Health and Safety Code, Division 2.5, Section 1797.52 and Agency policies and procedures.
Advanced Life Support (ALS) Ground Ambulance Service	The transport of a patient in an ALS Ground Ambulance.
Advanced Life Support (ALS) Transport	The transport of a patient in an ALS Ground Ambulance. An ALS Ground Ambulance Service that provides service in an Exclusive Operating Area is entitled to be the provider of all ALS transports within their Exclusive Operating Area.
AGENCY Policies, Procedures and Protocols	All policy, procedure and protocol documents developed through the process described in Agency policies (131.00 through 133.00).
Ambulance Advisory Committee	A committee established by Agency to advise on contractual issues, such as response times, EMS Improvement Fund distribution and any other such issues Agency or Placer County deems necessary. Committee shall consist of, at a minimum, Agency representative (non-voting), Provider, two representatives from Placer County Fire Chief's Association (one rural, one city from within the Contractor's EOA).
Ambulance Response Zone	A geographic area, the boundaries of which shall be determined by Agency to assure strategic placement of ambulances and effective ambulance response to life threatening and non-life threatening emergencies, which may include one or more exclusive or non-exclusive operating areas as shown on the map "Ambulance Response Zones of Placer County" on file in the office of the Clerk of the Board of Supervisors, and at the Local EMS Agency.

Arrive Destination	The time that an Emergency Ground Ambulance arrives at an approved receiving facility (or location) or at the point where it is to rendezvous with another ambulance.
Authorized ALS Ambulance Provider	An ambulance provider that is authorized to provide ALS Ground Ambulance Services within Placer County pursuant to an ambulance provider agreement with the Agency.
Authorized EMS Dispatch Center	A dispatch center recommended by the Local EMS Agency and approved and authorized by the Board of Supervisors to dispatch the Emergency Ground Ambulances of the Authorized ALS Ambulance Provider under contract to provide Emergency Ground Ambulance Services within Placer County.
Available to Respond	The time that an Emergency Ground Ambulance is available to respond as directed by the Authorized EMS Dispatch Center.
Basic Life Support Ambulance	An ambulance staffed and equipped to provide basic life support in full compliance with the California Health and Safety Code, Division 2.5, Section 1797.60, all regulations of the State of California, the Placer County Ambulance Ordinance C.S. 410 and Agency Policies, Procedures and Protocols.
Bay Area Consumer Price Index (CPI)	The CPI for "All Urban Consumers" as noted in April of each year from the U.S. Bureau of Labor Statistics for "San Francisco – Oakland – San Jose, CA."
Code-2 Call	A Non-Life Threatening Emergency requiring a response without lights and sirens
Code-3 Call	A Life Threatening Emergency requiring a response with red lights and sirens.
CQI	Continuous Quality Improvement.
Dispatched	The time that the ambulance is assigned a call by the Authorized EMS Dispatch Center

Emergency	As defined in California Health and Safety Code 1797.70, emergency means a condition or situation in which an individual has a need for immediate medical attention, or where the potential for such need is perceived by emergency medical personnel or a public safety agency.
Emergency Ground Ambulance	An ambulance staffed and equipped in compliance with the Agency Policies, Procedures and Protocols.
Emergency Ground Ambulance Services	All ambulance services determined by either an Authorized EMS Dispatch Center or by an Authorized ALS Ambulance Provider (using Emergency Medical Dispatch certified personnel as approved by the Agency) to be provided in response to a Life Threatening or Non-Life Threatening Emergency
Emergency Medical Dispatch (EMD)	A nationally recognized set of standards used by specially trained dispatch personnel that focus upon four main functions: (1) To receive and process telephone calls; (2) To dispatch and coordinate EMS resources based upon prioritization principles that consider the level of the emergency and availability of local EMS resources; (3) To provide medical instruction to callers (pre-arrival instructions) and scene information to EMS crews (post-dispatch); and (4) To coordinate with other public safety agencies.
Emergency Medical Personnel	All public safety first responders, Emergency Medical Dispatchers, EMTs and Paramedics functioning within the Emergency Medical Services System.
Emergency Medical Technician (EMT)	As defined in California Health and Safety Code Section 1797.80.
Paramedic	As defined in California Health and Safety Code Section 1797.84.
Enroute	The time that a fully staff Emergency Ground Ambulance has departed in order to respond to a request for Emergency Ground Ambulance Services.
Estimated Time of Arrival (E.T.A.)	The estimated time that emergency medical service's resources will arrive at a specific location.

Exclusive Operating Area (EOA)	An EMS area or sub area defined by the emergency medical service’s plan for which the Agency restricts operations to one provider of Emergency Ground Ambulance Services and Advanced Life Support Ground Ambulance Services.
From Scene	The time that the ambulance departs from the scene en route to an appropriate receiving location or rendezvous point.
First Responder	A fire department vehicle or police vehicle with personnel capable of providing appropriate Prehospital care.
HIPAA	Health Insurance Portability and Accountability Act of 1996.
Hospital	A licensed acute care hospital (as referenced by Division 2.5 Health and Safety Code section 1797.88)
GPS Location System	Vehicle tracking devices authorized by the Agency that allow the Authorized EMS Dispatch Center to determine the location of ambulance vehicles via a computerized mapping system.
Life Threatening Emergency	The term used to denote a condition or situation in which an individual has a need for immediate medical attention requiring a Code Three response based upon the patient’s reported medical condition, or where the potential for such need is perceived by public safety personnel or Emergency Medical Personnel at the scene of an emergency or dispatch personnel at an Authorized EMS Dispatch Center or an Authorized ALS Ambulance Provider.
Major Breach	The repeated failure to correct instances of material breach (including but not limited to Contractor’s failure to comply with Agency’s Policies, Procedures, and Protocols) following written notification to Contractor by Agency and failure to correct such material breach within the time period specified in Section 10.3 of this Agreement. The determination of a Major Breach of the Agreement shall be by action of the Placer County Board of Supervisors following completion of the hearing required by Section 6.70.070 of the Placer County Code and shall result in suspension or termination of this Agreement

Map Grid	The designation of an area on a map which has been created by the Agency and which has been given an alpha-numeric designation.
Material Breach	Contractor's failure to, comply with one or more of the sections in this Agreement.
Medical Direction	Direction given to ambulance personnel by a base hospital physician through direct voice contact or through an approved M.I.C.N., as required by applicable medical protocols.
Medical Director	A physician with experience in emergency medical systems who provides medical oversight to the Placer County EMS System, pursuant to Section 1797.204 of the Health and Safety Code.
Ninetieth Percentile	The exact call that is identified when the total number of calls in the compliance period is multiplied times .90 (i.e., 500 calls in compliance period times .90 means the 450 call is at the ninetieth percentile.)
Non-Emergency Interfacility Transfer	The term used to denote a condition or situation in which an individual has not experienced a sudden or unexpected change in their medical condition and does not meet the EMD protocol for a life threatening or non-life threatening emergency, and where the potential for such need is not perceived by Emergency Medical Personnel at the scene of an emergency, dispatch personnel at an Authorized EMS Dispatch Center, or an Authorized ALS Ambulance Provider.
Non-Exclusive Operating Area	An EMS area or sub area defined by the emergency medical services plan for which the Agency does not restrict operations to one provider of Emergency Ground Ambulance Services and Advanced Life Support Ground Ambulance Services.
Non-Life Threatening Emergency	The term used to denote a condition or situation in which an individual has a need for medical attention requiring a Code Two response based upon the patient's reported medical condition, or where the potential for such need is not perceived by Emergency Medical Personnel at the scene of an emergency, dispatch personnel at an Authorized EMS Dispatch Center, or an Authorized ALS Ambulance Provider.

On Scene	For the purposes of measuring the Contractor's Response Time compliance in this Agreement, "On Scene" shall be understood to mean the time the Emergency Ground Ambulance arrives at the address site or at a designated or assigned staging area. In the case of significantly encumbered/restricted access to the patient, the term "On Scene" shall be understood to mean the time the Emergency Ground Ambulance arrives at the restricted access point, e.g. staging area, at the gate of a closed gated community, or rendezvous point to be escorted to the patient by another individual.
Quality Improvement Program	Methods of evaluation that are composed of structure, process, and outcome evaluations which focus on improvement efforts to identify root causes of problems, intervene to reduce or eliminate these causes, and take steps to correct the process and recognize excellence in performance and delivery of care.
Out of Service – No Beds Available	The term used to denote that an Emergency Ground Ambulance is not available to respond to an emergency call because a hospital does not have sufficient bed space to accept a patient that is in the ambulance crew's care and release the ambulance back into service.
Post	The term used to denote a location identified in the Placer County System Status Plan to which an ambulance may be assigned to await its next assignment by the Authorized EMS Dispatch Center.
Provider ALS First Response Vehicle	The term used to denote a non-transporting ALS unit staffed by a minimum of one (1) Paramedic and equipped in compliance with Agency Policy 407.00 – Equipment and Drug Inventory

Record of Calls	As required in Title 13 of the California Code of Regulations, Chapter 5, Article 1, section 1100.7: Every ambulance service shall maintain a current record of each emergency call and shall retain such record for a minimum of three years and contain the following information: (a) Date and time of emergency call, location where service is needed, and identity of person receiving the call for ambulance service; (b) Identity of person or, when applicable, the name of the agency requesting an ambulance; (c) Identification of each ambulance and personnel dispatched, and record of siren and red light use; (d) Explanation of any failure to dispatch an ambulance as requested; (e) Time of "Dispatch," "On Scene" "From Scene," At Destination(f) Destination of patient and time of arrival at destination; (g) Name or other identification of patient (if name unavailable) or description of item requiring emergency transportation.
Response Time	The time measured from the time either an Emergency Ground Ambulance (or a Provider ALS First Response Vehicle integrated into the system by the System Status Plan Committee) is Dispatched until On Scene. A Provider ALS First Response Vehicle On Scene time may be used to calculate the Response Time if adopted as such by the System Status Plan Committee and approved by the Agency
Response Time Compliance Period	A measurement period defined as any complete month, or accumulation of complete months in which the total number of calls, in a response area, (i.e., Zone 1 Suburban) equals or exceeds 100 or a twelve month period whichever is first. Measurement will be calculated separately for Code Two and Code Three calls.
Rural	The term used to denote a response area that consists of grids that are contiguous and parallel to a suburban response grid; contiguous and parallel grids located adjacent to a grid previously identified as rural and meeting the population density of 7 to 50 persons per square mile; and connected by more than one grid to an adjacent response area meeting rural criteria.
Staging	The term used to denote that an ALS Ground Ambulance is dispatched to respond to an area near a Life Threatening or Non-Life Threatening Emergency until allowed to proceed to the site of the patient(s).

Standby	The term used to denote that an ALS Ground Ambulance or Provider ALS First Response Vehicle is staged near and available to an activity at the request of a public safety agency in which it is presumed there is a high likelihood that a Life Threatening or Non-Life Threatening Emergency will occur.
Suburban	The term used to denote a response area that consists of grids that are contiguous and parallel to an urban grid; a contiguous and parallel grid adjacent to a grid previously identified as suburban and meeting the population density of 51 to 99 persons per square mile; and connected by more than one grid to an adjacent response area meeting suburban criteria.
System Status Level	The measurement of the number of ambulances available in a defined area to respond to Life Threatening and Non-Life Threatening Emergencies. (e.g. System Status Level Two would mean two ambulances remain available to respond).
System Status Plan	The plan followed by the Contractor and the Authorized EMS Dispatch Center that identifies, the strategic placement of ambulances based upon time of day and ambulance availability and the circumstances under which (a) Mutual Aid response would be requested on Contractor's behalf or (b) Contractor would be requested to perform Mutual Aid for another Contractor in a different Ambulance Response Zone or adjacent county.
System Status Plan Committee	The committee comprised of one voting representative from each Authorized ALS Ambulance Provider in Placer County, tasked with developing the System Status Plan, plus one member to be chosen by the Placer County Fire Chiefs' Association.

Urban

The term used to denote a response area that consists of grids that are located within the boundaries of an incorporated city, a contiguous and parallel grid adjacent to a grid that is located within the boundaries of an incorporated city, or is adjacent to a grid that abuts a grid previously identified that meets urban criteria, and that meets the population density of greater than 100 persons per square mile; any grid meeting population density criteria for suburban, rural, or wilderness designation that is surrounded on three sides by an urban grid; and connected by more than one grid to an adjacent response area meeting urban criteria.

Wilderness

The term used to denote a response grid that does not meet the urban, suburban, or rural area criteria.

Exhibit E

AMERICAN MEDICAL RESPONSE TRANSPORT RATES

Placer County

12/1/2015

ALS Emergent/Non-Emergent	\$1,796.91
BLS Base Non-Emergency	\$1,035.40
ALS / BLS Mileage	\$42.88
EMS Improvement Fund/Mileage	\$6.17
Non Medical Transport Fee	\$309.56
Non Medical Mileage	\$10.32
Non Medical Billing Fee	\$50.75
Night Charge	\$160.44

Activated Charcoal	\$45.87	Disposable Linen	\$25.99	Morphine	\$25.11
Adenosine	\$248.79	Dopamine Drip	\$68.07	Narcan	\$30.76
Albuterol Nebulizer	\$16.03	Dressing - Major	\$51.05	Needle Chest Decomp	\$170.42
Amiodarone	\$52.25	Dressing - Minor	\$24.85	Nitrospray	\$7.59
Aspirin	\$12.43	EKG Monitor - 12 Lead	\$137.70	O2 Supplies / Nebulizer	\$25.48
Atropine	\$20.96	Epinephrine	\$23.64	OB Pack	\$48.41
Bag Valve Mask	\$91.66	Glucagon	\$319.20	Oxygen	\$182.77
Benadryl	\$17.71	Glucose	\$19.48	Personal Care Supply	\$12.43
CO2 Detection Supply	\$63.29	Glucometer Use	\$126.66	Pulse Oximetry	\$83.19
Calcium Chloride	\$33.98	Intraosseous Needle	\$368.93	Sodium Bicarb	\$57.20
Capnograph	\$27.93	Intubation Supplies	\$163.32	Splint External Disposable	\$17.60
CPAP Procedure/Supplies	\$397.57	ISOL/Decontamination	\$42.56	Spinal Immobilization	\$72.83
D5W IV Solution 100	\$64.32	IV Drip Supplies	\$96.54	Suctioning	\$38.78
Defib Electrodes	\$87.58	Lasix	\$17.71	Versed 10 MG	\$63.35
Dextrose 25%	\$64.32	Lidocaine Preload	\$27.94	Zofran/Ondansetron	\$40.43