



# AMBULANCE RULES AND REGULATIONS GROUND AMBULANCE PROVIDER INSPECTION

### I. AUTHORITY:

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

## II. APPLICATION:

This policy establishes the standard for inspections of ground ambulance providers conducted by OCEMS staff members.

## III. PROCEDURE:

To receive a ground ambulance service license the applicant shall:

- A. Complete a OCEMS approved application form.
- B. For local executive and middle management level personnel, submit a completed request for "Live Scan Applicant Submission Form" to the California DOJ for state and federal CORI search in accordance with provisions of section 11105 (p) (1) of the California Penal Code. The CORI request shall include a subsequent arrest notification report in accordance with the provisions of Section 11105.2 of the California Penal Code. The applicant will designate that both the state and federal CORI search results and subsequent arrest notification reports shall be reported to OCEMS.
- C. Pass the OCEMS Agency inspection of ambulance service operations including all vehicles to be licensed.
- D. Pay any fees set by the Board of Supervisors.
- E. Meet all requirements identified in the Ordinance.
- F. Comply with all rules and regulations.

#### IV. FREQUENCY:

- A. OCEMS shall inspect each ambulance service provider on an annual basis:
  - 1. Upon initial application for licensure as an ambulance service.
    - An ambulance service license is valid from the date of issue until December 31 of the same calendar year.
    - An ambulance service license is nontransferable.
    - A licensee may make a request to the Medical Director to amend a license. The process for amendment shall be made in the same manner as an initial application.
    - The Medical Director may suspend, revoke a license, or place on probation a license holder pursuant to the Ordinance for failure to comply and maintain compliance with, or for violation of any applicable provisions, standards, or requirements of State law or the County of Orange Ambulance Ordinance or any OCEMS rule and regulation.

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- 2. Upon application for annual renewal of licensure.
  - License renewals shall be made in the same manner as an initial application except for the requirement in Section III. B. if this requirement was satisfied with previous provider licensure.
- B. OCEMS may inspect an ambulance service at its discretion as part of the ambulance regulation process, provided such inspection does not interfere with the provision of ambulance services to a patient.

## V. ELEMENTS OF INSPECTIONS:

- A. Inspections may be done in conjunction with the California Highway Patrol (CHP) to avoid duplication of inspections.
- B. The inspection of ambulance service operations shall include but not be limited to review of:
  - 1. Policies and procedures required in rules and regulations.
  - 2. Billing records.
  - 3. Dispatch procedures and logs.
  - 4. Vehicle maintenance schedules and records.
  - 5. Patient care reports.
  - 6. Business and other professional licenses.
  - QI/QA program.

### VI. INSPECTION RECORDS:

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

## VII. NON-COMPLIANCE:

- A. Initial License Application Inspection:
  - An ambulance service license will not be issued to an applicant for ambulance service license until all items of non-compliance identified by OCEMS are corrected and re-inspected by OCEMS.
  - If an ambulance provider applicant cannot correct items of non-compliance within 30 days of a second company inspection, their application will be ineligible for reconsideration for 365 days.
  - 3. If there is evidence of intent to mislead the agency in the initial application, the application will be denied and ineligible for reconsideration for 730 days.





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- 4. Evidence of conviction of a crime by company principals or their immediate family members shall be taken into account when the agency is determining if the applicant(s) is/are responsible and proper person(s) to provide ambulance services.
- 5. Licensure fees are non-refundable.

## B. Annual License Renewal Inspection:

An ambulance service license renewal will not be issued until all items of non-compliance identified by OCEMS during annual inspection are corrected and re-inspected by OCEMS.

- An ambulance service license will not be issued for an ambulance service provider until all items
  of non-compliance identified by OCEMS are corrected and re-inspected by OCEMS.
- If an ambulance provider applicant cannot correct items of non-compliance within 30 days of a second company inspection, their application will be ineligible for reconsideration for 365 days.
- If there is evidence of intent to mislead the agency in the application, the application will be denied and ineligible for reconsideration for 730 days.
- 4. Evidence of conviction of a crime by company principals or their immediate family members shall be taken into account as the agency is determining if the applicant(s) is/are responsible and proper person(s) to provide ambulance services.
- Licensure fees are non-refundable.

### C. Other Inspections:

For an inspection of an ambulance service which is not an initial or renewal inspection, the following shall apply when items of non-compliance are identified by the OCEMS:

- At the time of inspection, OCEMS shall indicate in writing to the licensee specific items of noncompliance, time frame for correction and date of re-inspection. It is the responsibility of the ambulance service operator to arrange for re-inspection within required time frame.
- If items of non-compliance are not corrected and re-inspected by OCEMS within the time frame designed by OCEMS, a complaint may be filed by OCEMS staff or OCEMS staff may recommend to the OCEMS Medical Director that the ambulance service license be suspended or revoked.
- D. It is the responsibility of the ambulance service operator to arrange for re-inspection within the required time frame.

#### E. Voluntary Suspension of Service:

- OCEMS may request the ambulance service provider to voluntarily suspend use of an ambulance not in compliance based on either the number or severity of items of non-compliance noted during the inspection of that ambulance.
- 2. If the ambulance service provider refuses to voluntarily suspend use of the ambulance in question, OCEMS staff shall inform the ambulance service provider of its intention to request the Medical Director to immediately suspend the ambulance service license or vehicle license.

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## Orange County EMS Agency Policy/Procedure



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Approved:

OCEMS Medical Director

**OCEMS Administrator** 

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