



# Medical Services Mutual Aid Agreement with CareFlite

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CITY COUNCIL PRESENTATION

SEPTEMBER 11, 2023

# What is a Mutual Aid Agreement

Mutual aid refers to a collaborative arrangement between two or more emergency service providers to assist one another during times of need.

The fundamental idea behind mutual aid is that emergency situations and disasters can sometimes overwhelm the resources of a single agency or jurisdiction.

## Benefits accomplished through proposed Mutual Aid Agreement

- **Community Benefit:** The primary goal of the agreement is to benefit the communities served by both agencies by ensuring timely and efficient emergency medical services regardless of jurisdictional boundaries.
- **Resource Sharing:** The agreement facilitates the sharing of EMS resources, including personnel, ambulances, medical equipment, and supplies, during times of heightened demand or when local resources are insufficient.
- **Effective Emergency Response:** By combining resources and expertise, the agreement ensures a more efficient and effective emergency response to incidents and disasters.
- **Overflow of Resources:** The purpose of the agreement is to address situations when one agency experiences a surge in calls or incidents that exceed their capacity, allowing the other agency to step in and provide support.
- **Disaster Preparedness:** The agreement promotes joint planning and disaster preparedness activities, ensuring a coordinated response during large-scale emergencies.
- **Liability and Accountability:** Clear provisions are established to define the responsibilities, liability, and accountability of each agency when providing or receiving mutual aid.
- **Billing Responsibility:** Both Burleson Fire/EMS and CareFlite agree to retain individual billing responsibilities for the services rendered by their respective agencies during mutual aid responses. Each agency will bill and collect payments from patients or their insurance providers as per their established procedures and in accordance with applicable laws and regulations.
- **Continual Improvement:** Annual reviews and evaluations of the mutual aid agreement will be conducted to identify areas for improvement and to adapt to changing needs and circumstances.

## Key Components For Requesting & Responding to Mutual Aid

- **Voluntary Response:** The answering agency's participation in a mutual aid request is entirely voluntary. It is not an obligation, but rather a willingness to offer support based on their current capabilities and available resources.
- **Resource Assessment:** Before committing to respond, the answering agency evaluates its own resources, including personnel, equipment, and vehicles, to determine if it can spare the necessary assets to assist the requesting agency.
- **Maintaining Local Coverage:** The answering agency prioritizes maintaining an adequate level of emergency services within its own jurisdiction. If responding to a mutual aid request would leave the home community under-resourced, the agency may decline the request.
- **Communication with the Requesting Agency:** The answering agency communicates openly with the requesting agency regarding its availability. If it is unable to respond due to resource limitations or other commitments, it promptly informs the requesting agency that the request for mutual aid is denied.
- **Responsibility to Home Community:** The answering agency remains responsible for addressing emergencies within its own jurisdiction first and foremost.
- **Collaboration and Understanding:** Both the requesting agency and the answering agency understand and respect each other's constraints and capabilities. The primary goal is to work together in a collaborative and cooperative manner to enhance emergency response regionally.



# Council Action Requested

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## Approve

- Staff recommends approval of the Medical Services Mutual Aid Agreement with CareFlite a Texas non-profit corporation



Questions/ Comments?