

Changes and other items that should be included in any future ambulance contracts and/or as part of the RFP process – some of these are in the current contract but there is no way to hold them accountable. Some of these items were also part of the RFP in 2021 but may not have been included in the actual contract. This list may not be all inclusive:

- Quarterly training between Kronenwetter Fire – EMS and Fire with Contracted Service Provider
- Monthly reports to include Date, Location Type, Dispatch Time (initial dispatch time not the time due to change of vehicle), Time arrive on scene, Miles, Time on scene in minutes, type of call – both Medical/Trauma as well as staffing level (paramedic, emt-b, etc..)
- Billing type definition – resident vs non-resident – there is nothing currently that states how our residents are billed – this could include a monthly or quarterly report from the billing company
- Quarterly revenue statements – statement of revenue received from calls initiating in Kronenwetter.
- Currently the total contracted amount is paid beginning of the year and quarterly payments based on the # of calls from that quarter (\$50.00 per call) – With this payment model there is nothing holding them to anything in the contract – possible change to quarterly payments?
- Ramifications if contract is not followed.
- Complaint process – steps to complete or follow regarding complaints – both from patients as well as staff.
- HIPAA and PHI annual Training
- Billing standards – documentation regarding billing standards (ie: Basic vs ALS levels – differences in care needed to bill at higher rates)
- Quality Assurance (QA/QI) process documentation
- Life Safety Hazard and Mass Casualty calls protocols – including mutual aid resources
- Utilization of First Responders/Fire Department staffing