

Director's Notes September 10, 2018

1. As some of the older EMTs know, EMTs/EMRs and their IMMEDIATE family (living with you) are eligible to receive free transportation to the hospital by SSAA when an emergency occurs. If you transport someone that fits this description, you must add "DO NOT BILL" at the end of the narrative.
2. We MUST tell Gold Cross, at the time of transfer, what our loaded miles are in order for us to receive payment. If they take the patient onto their rig, we receive \$180 and \$5 per loaded mile. IF we transport with Gold cross on OUR rig, we pay Gold Cross \$180 plus the cost of their supplies.
3. We need to work harder at getting our reports done as soon as possible. There have been reports that are taking up to a month to finish. This is unacceptable. Please try to get them completed within 7 days. This is a longer period than most services allow.
4. In our reports, crew roles must be clear. On one run, no one was listed as providing patient care during transport. If we are called to testify regarding a run, this could be a huge problem. Please take the time to fill this portion of the report out correctly. That being said, EVERY member of the run MUST be listed stating their role, even if they are the one doing the report. If you are not affiliated with a role, you will not get paid for that run, as I am not psychic. The list of crew members on a run is how I determine payroll.
5. We need to be more aware of how many people are on a run. I LOVE the enthusiasm for the job! It is amazing! But lately, we have been having too many people show up for routine runs. Please remember that we have a budget that is funded by taxpayers. That is you and me, our friends, family and neighbors. I am noticing that we routinely are having four people on a run. Three is plenty, in most instances! Additionally, four people showing up for a no transport call is a lot of money to payout when there is no revenue coming in. If you hear that three other people are responding, please stand down, unless you are on call. If that is the case, please ask someone else to stand down.
6. There has been an issue of EMTs/EMRs removing someone's name from the on call schedule and replacing it with their own. PLEASE do not do think. It is disrespectful and rude. The ONLY time this is acceptable is if there are THREE EMRs listed for a shift, but DO NOT do it without contacting me first. I will sort out the problem and make the necessary change.