

Catawba County Emergency Medical Services

Response Guidelines

Catawba County EMS will respond to any Emergency or Non-Emergency 911 Calls upon dispatch unless no units are available. In that case, mutual aid agreements will be enacted to provide a response. In addition, Catawba County EMS will respond to scheduled non-emergency calls on a first come, first serve basis. This policy covers response procedures.

- Emergency Calls and Non-Emergency 911 Calls
 - Catawba County EMS will transport patients from an emergency scene to a medical facility of an adjacent county if the medical facility is closer than local facilities or upon request of the patient's family unless the patient's condition warrants the closest appropriate medical facility. (The Catawba County Emergency Medical Services System Medical Facility Selection Operational Policy must be followed in this situation.)
 - Patients will be transported to the nearest medical facility unless requested by the patient or the patient's family to go to a specified facility. The Catawba County EMS diversion policy applies when enacted.
- Scheduled Calls
 - Catawba County EMS units will respond to scheduled non-emergency calls on a first come, first served basis. Scheduled calls may be delayed, when necessary, to ensure adequate coverage for 911 Calls.
 - Catawba County EMS will transport patients to other states only if medical necessity has been met or payment arrangements have been made.
 - A completed medical necessity form must accompany scheduled transports.
- Response to calls outside Catawba County
 - Catawba County will provide mutual aid to other counties when requested.
 - Mutual aid requests for response to an emergency situation will be handled just as if it were an emergency within Catawba County.
 - Mutual aid requests for stand-by coverage will only be granted if it does not jeopardize coverage within Catawba County.
 - Catawba County EMS will transport patients from other counties or states back to Catawba County when **approved** and scheduled by a Shift Supervisor or the Specialty Services Coordinator providing that medical necessity has been met or payment arrangements have been made.
- Any person who obtains ambulance service fraudulently may be prosecuted (G. S. 14-111.2 [1987])

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- In emergencies, or when coverage is compromised:
 - The rescue squads of Catawba County will serve as primary back up to EMS, at the discretion of the EMS Manager, Training Officer, Shift Supervisor or Emergency Services Director.
 - The adjacent County EMS Systems will serve as secondary back up to EMS, at the discretion of the EMS Manager, Training Officer, Shift Supervisor or Emergency Services Director.
 - Whenever an adjacent County responds to Catawba County as mutual aid or otherwise that County EMS System will follow its own patient care policies, procedures, and protocols.
- Suspension of Operation
 - Catawba County EMS realizes the potential for events (i.e., severe weather, hazardous material release, terrorist attacks, etc...) to occur that could cause situation that cannot be made safe even after implementing all available mitigation measures. Should such an event occur, the EMS Manager will evaluate each situation on an individual basis and determine the most appropriate action to take.