

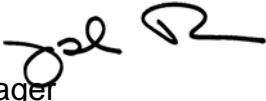
**County of Santa Clara  
Public Health Department**



**Emergency Medical Services Agency**  
976 Lenzen Avenue, Suite 1200  
San José, CA 95126  
408.885.4250 voice 408.885.3538 fax  
www.sccemsagency.org

September 12, 2011

**To:** Santa Clara County EMS System Stakeholders  
Santa Clara County Permitted Ambulance Service Providers

**From:** Josh Davies   
Section Manager

**Subject:** Ambulance Standby Services

The operation of ambulances within Santa Clara County is regulated by the Santa Clara County Emergency Medical Services Agency. The County provides exclusive rights to authorized ambulance service providers consistent with the California Health and Safety Code, Santa Clara County Code, and Santa Clara County Prehospital Care Policy.

Santa Clara County-permitted ambulance services may be hired for event/medical standby services. Any hired non-exclusive operating area ambulance services may provide initial emergency medical care and then must activate the 9-1-1 Emergency Medical Services System. The agreement between the County and permitted ambulance service providers, Article 4 (Scope of Work), Section 4.4 (Roles and responsibilities), Item 4.4.22, states: "Providers may provide non-911 event standby services but must immediately contact Santa Clara County Communications should a patient require transport or present with an emergency condition".

Exclusive area ambulance service providers may be hired for standby services in their authorized areas as identified in *Table 1: 911 Authorized Service Area Providers* below. In such cases, the ambulance service is authorized to provide medical care and transportation services. These providers may bill for any dedicated standby services that are not provided as an extension of 911 service area coverage.

**Table 1: 911 Authorized Service Area Providers**

Palo Alto Fire Department	In the City of Palo Alto (including the Stanford Lands), the Palo Alto Fire Department holds rights to all unscheduled emergency treatment and ambulance transport.
XSC Rural/Metro*	All other areas of the County are covered by the County contracted ambulance provider (XSC Rural/Metro) which holds exclusive rights to all unscheduled and emergency treatment and ambulance transport in the County Service Area.

*Board of Supervisors: Mike Wasserman, George Shirakawa, Dave Cortese, Ken Yeager, Liz Kniss  
County Executive: Jeffrey V. Smith*

\*Rural/Metro may also operate a non-911 business entity in the County; in this case, these units do not hold the ability to service the County Service Area and operate under the same standards as non-911 permitted ambulance services.

In order to provide appropriate notice to potential users of ambulance standby services in the County; the attached Public Notice has been developed. This notice is to be provided to any party requesting standby ambulance services by Santa Clara County Permitted Ambulance Service Providers beginning no later than **September 26, 2011**. Any existing agreements for standby service may continue, however, the requestor of service must be provided a copy of this notice prior to the commencement of any standby services.

The ambulance service that is being contracted to provide standby services is required to provide a copy of the public notice to the entity requesting the ambulance services and to have the requesting entity sign the acknowledgement section. A signed copy of the Public Notice is to be provided to the requestor and one returned with the Special Event Registration Form (EMS-909) to the EMS Agency at least fourteen (14) days prior to the start of the event.

Thank you for your continued assistance in supporting the Santa Clara County Emergency Medical Services System. The services that are provided by the non-911 permitted ambulance services are a key component of our ability to provide the best and most appropriate services to both emergency and non-emergency requestors of service. Should you have any questions, please contact Kevin O'Loughlin, EMS Specialist, by phone at 408.792.1347 or by email at [Kevin.O'Loughlin@phd.sccgov.org](mailto:Kevin.O'Loughlin@phd.sccgov.org).

Attachment:

- Public Notice: Use of Ambulances for Event Standby and Emergency Medical Care Services (Issued: September 12, 2011).

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## **PUBLIC NOTICE**

# **Use of Ambulances for Event Standby and Emergency Medical Care Services**

**ISSUED: September 12, 2011**

The operation of all ambulances within Santa Clara County is regulated by the Santa Clara County Emergency Medical Services Agency. The County provides exclusive rights to authorized ambulance service providers consistent with the California Health and Safety Code, Santa Clara County Code, and Santa Clara County Prehospital Care Policy.

**Santa Clara County-permitted ambulance service may be hired for event/medical standby services. However, should a patient require unscheduled or emergency treatment and/or transport, only the exclusive provider for the area may provide care and transport.**

- In the City of Palo Alto (including Stanford Lands), the Palo Alto Fire Department holds exclusive rights to provide all unscheduled and emergency treatment and ambulance transport.
- All other areas of the County are covered by the County contracted ambulance provider (Rural/Metro) which holds exclusive rights to provide all unscheduled and emergency treatment and ambulance transport.

### **What this Means to Users of Ambulance Services**

Any hired non-exclusive operating area ambulance services may only provide initial emergency medical care and then must activate the 9-1-1 Emergency Medical Services System.

If an organization hires a non-exclusive operating area ambulance service, the patient or organization holding the event will be billed for the cost of a 9-1-1 ambulance transport, in addition to any fees paid to the non-exclusive area ambulance service provider.

*Board of Supervisors: Mike Wasserman, George Shirakawa, Dave Cortese, Ken Yeager, Liz Kniss  
County Executive: Jeffrey V. Smith*

Exclusive area ambulance service providers may be hired for standby services in their authorized areas. In such cases, the ambulance service is authorized to provide medical care and transportation services.

This provision does not apply to the scheduled transfer of patients between licensed medical facilities that are authorized by a physician.

A list of Santa Clara County Permitted Ambulance Services can be found on the Internet at [www.sccemsagency.org](http://www.sccemsagency.org) and then select "Providers".

**Required Acknowledgement**

In order to provide ambulance services to an organization, the ambulance service provider is required to provide this PUBLIC NOTICE to all prospective users. To verify such disclosure, the County requires that the requesting organization sign this notice prior to entering any agreements for service. One copy of this signed document must be provided to the party hiring the ambulance service and one copy is to be submitted by the ambulance service provider to the Santa Clara County EMS Agency.

*Section A: To be completed by the organization requesting services.*

Organization Name: \_\_\_\_\_

Organization Contact: \_\_\_\_\_ Title: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email address: \_\_\_\_\_

By signing, I declare that I have read and understand the content of this Public Notice.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

*Section B: To be completed by permitted ambulance service provider.*

Ambulance Service Name: \_\_\_\_\_

Ambulance Service Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

Notes: \_\_\_\_\_

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*Questions or concerns may be routed to the Santa Clara County Emergency Medical Services Agency by telephone at 408.885.4250 and requesting the Compliance Officer.*