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|  | 09-0202 | Provider Requirements |
| Nor-Cal EMS Policy & Procedure Manual | | Provider Requirements |
| Effective Date: 10/01/2020 | | Next Revision: 10/01/2023 |
| Approval: Jeffrey Kepple MD – MEDICAL DIRECTOR | | SIGNATURE ON FILE |

Authority

Health and Safety Code Division 2.5, California Code of Regulations, Title 22, Division 9.

Purpose

To establish Basic Life Support (BLS), Limited Advanced Life Support (ALAS) and Advanced Life Support (ALS) prehospital service provider agency responsibilities. Entities wanting to obtain approval to provide services shall refer to policy 09-0201 Applicant Requirements.

Policy

1. A Nor-Cal EMS approved BLS, LALS or ALS prehospital service provider agency shall:
 - A. Have a written agreement with NOR-CAL EMS to participate in the EMS system, and comply with all applicable laws, regulations, and policies, including participation in the NOR-CAL EMS Emergency Medical Services Quality Improvement Program.
 - B. All providers with a provider agreement shall have a Base Hospital. If consultation/orders are needed and the prehospital provider is unable to make Base Hospital contact refer to the Communications Failure Policy?
 - C. Provide BLS, LALS or ALS prehospital emergency medical services on a continuous twenty-four (24) hours per day basis unless otherwise approved by NOR-CAL EMS, in which case there shall be adequate justification for the exemption.
 - D. The provider agency shall, without delay, notify Nor-Cal EMS in advance of any know or foreseeable change in level of service, interruptions, suspension or delays in service which may impact or endanger the health, safety, or welfare of the resident of the service area or portion of the service area covered by the provider agency.
 - E. Maintain and utilize telecommunications as specified in NOR-CAL EMS policies.
 - F. Maintain medical equipment and supplies as specified in NOR-CAL EMS policies.
 - G. Ensure that security mechanisms and procedures are established for storage and administration of controlled substances as required by NOR-CAL EMS policies.
 - H. Participate in NOR-CALEMS regional committee meetings and other EMS activities that affect the region.
 - I. Participate in the NOR-CAL EMS data collection program.
 - J. Designate an employee to act as a training officer to oversee the orientation and required training of all prehospital personnel employed by the provider. The training officer will be responsible for training and assessing the knowledge/skills of their prehospital personnel in NOR-CAL EMS policies and protocols.
 - K. Provide remedial education/training for prehospital personnel as needed.
 - L. Approved ALS Providers may allow supervised field internship experience for prehospital students, in accordance with California Code of Regulations, Title 22 and NOR-CAL EMS policies.
 - M. Actively participate in local/regional disaster planning efforts, and reasonably participate in local/regional MCI and disaster drills.
 - N. Follow the procedures specified in regional plans and NOR-CAL EMS policies during an MCI or disaster response.
2. If, through the EMSQIP the relevant employer or NOR-CAL EMS Medical Director determines that an EMT, AEMT or paramedic requires additional training, observation, or testing, the relevant employer and the NOR-CAL EMS Medical Director may create a remediation program based on the identified need. If there is disagreement between the relevant employer and the NOR-CAL EMS Medical Director in regards to remediation matters, the decision of the NOR-CAL EMS Medical Director shall prevail.
3. No organization or responding unit shall advertise itself as providing BLS, LALS or ALS services unless they are approved as a BLS, LALS or ALS prehospital service provider agency by NOR-CAL EMS and staffed with appropriately credentialed personnel.
4. NOR-CAL EMS may deny, suspend, or revoke LALS/ALS prehospital service provider agency approval for failure to comply with applicable policies, procedures, laws or regulations.