

**PALM BEACH COUNTY ORDINANCE
RULES AND REGULATIONS**

A. PURPOSE

These rules and regulations are issued as authorized by the EMS Ordinance, Ordinance No. 2017-____, codified in Chapter 13, Article II, and Division 1 of the Palm Beach County Code of Ordinances (the EMS Ordinance”) for improving the quality of pre-hospital emergency medical care to the residents and visitors of the County. Further, it is the purpose of these rules and regulations to promote the policy of the County to reduce the morbidity and mortality of trauma, to maintain a level of care and service in which quality and accessibility are paramount, and to speed the healing of persons who are sick or otherwise in need of pre-hospital EMS. Capitalized terms herein shall have the same meaning as set forth in the EMS Ordinance.

B. APPLICATION FOR COPCN

An Application for a COPCN shall be completed by the applicant. The application and the appropriate supporting documents shall be submitted to the Division of Emergency Management and processed by the Administrator as set forth in the EMS Ordinance.

C. GENERAL OFFICE

1. Each COPCN Holder shall maintain a central place of business and any additional places within the Area(s) calculated to provide minimum response Times to emergency medical calls. At the central place of business there shall be:

- 1.1 A filing system and adequate storage space for all records required by this Ordinance;
- 1.2 A copy of all pertinent licenses, laws, rules and regulations regulating EMS in Palm Beach County;
- 1.3 A conspicuously posted schedule of all rates charged by the COPCN Holder;

D. RESPONSE TIMES

- 1. Both Enroute Time and Response Times shall be monitored by the Administrator and assessed for compliance with the time requirements set forth herein.
- 2. Every ALS Vehicle, ALS Unit, BLS Transfer Unit or Air Ambulance responding to Emergency Medical Calls dispatched by the COPCN’s holder’s PSAP or dispatch center shall notify the COPCN’s holder’s PSAP or dispatch center when Enroute to

1 a call, arrival at the hospital, arrival at the hospital, and when
2 available for another call.

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4 3. Every COPCN Holder will maintain records for all Emergency Medical Call ALS
5 Response Times and keep said records on file for review by the Administrator if
6 requested. Excluded from these requirements are all calls not received as an
7 emergency, all non - emergent Inter-Facility Transports, all calls responded to for
8 stand-by, all calls with a disposition of cancel or assist, and all calls which occur
9 during a state of emergency or a local disaster.

10

11 3.1 Every Primary Provider COPCN Holder shall ensure an average
12 Response Time of eight (8.0) minutes to emergency medical calls
13 occurring within the assigned service Area per calendar month.

14

15 3.2 Every Secondary Provider ALS COPCN Holder shall be required to
16 operate a sufficient number of ALS units, and implement necessary
17 policies/procedures to ensure an average Response Time of ten
18 (10.0) minutes to emergency medical calls occurring within their
19 Area per calendar month.

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21 4. Priority Dispatch. Agencies using a nationally recognized priority dispatch system
22 may apply for a waiver to modify the time limits imposed by these rules. The
23 request for a waiver shall be reviewed by the EMS Council, and must have the
24 approval of the Administrator. Any waiver granted by the Administrator must
25 establish the specific time limits that will be met by the agency receiving the waiver.

26

27 4.1 For calls classified by the priority dispatch system as life
28 threatening the time limits established in the waiver shall not be
29 more than those contained in Section D, rules 3.1 and 3.2.

30

31 4.1 A waiver for response times may be revoked by the Administrator at
32 any time.

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34 5. Response Times for Air Ambulance.

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36 5.1 When requested by the COPCN Holder's (PSAP or dispatch center)
37 and when flight conditions allow, COPCN Holders shall promptly
38 dispatch an Air Ambulance to emergency medical calls.

39

40 5.2 An Air Ambulance shall be Enroute to emergency medical calls within
41 an average of five (5.0) minutes of the Air Ambulance crew's receipt
42 of the call. Excluded from these requirements are all calls not received

1 as an emergency, all inter-facility Transfers, all calls responded to for
2 stand-by, and all calls with a disposition of "cancel" or "assist." This
3 shall be calculated on a calendar month basis for the COPCN Holder.
4

5 5.3 An Air Ambulance responding to emergency medical calls shall have
6 Emergency Medical Call an average Response Time of twenty (20.0)
7 minutes. This average shall be calculated on a calendar month basis
8 for the COPCN Holder.
9

10 5.4 The number of emergency medical calls responded to by the COPCN
11 Holder in which response time exceeds twenty (20.0) minutes shall
12 not be greater than 15% of the total number of emergency medical
13 calls responded to in each calendar month.
14

15 5.5 If the COPCN Holder is not able to dispatch an Air Ambulance within
16 five (5.0) minutes of receipt of the call, the COPCN Holder shall
17 notify the COPCN Holder's PSAP or dispatch center. This notification
18 to the COPCN Holder's PSAP or dispatch center shall indicate; (i)
19 when an aircraft will be available to respond; and (ii) the actual
20 location of the available aircraft to respond.
21

22 6. Response times for inter-facility / inter-hospital transfers.
23

24 6.1 Requests for Transport of emergency medical Patients. See Response
25 Times Section D, rules 3.1 and 3.2.
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27 6.2 Requests for transport of an urgent nature, but which are not of an
28 emergency medical classification and have not been-pre-scheduled,
29 must be responded to within thirty (30.0) minutes of the agreed upon
30 time. This response must be maintained for an average of ninety (90%)
31 percent of the calls for each calendar month.
32

33 6.3 Routine scheduled calls shall be responded to by having an ALS unit
34 for ALS patients or BLS transfer unit for BLS Patients at the
35 requesting facility within (15.0) minutes of the agreed scheduled time.
36 This response must be maintained for an average of ninety (90%)
37 percent of the calls for each calendar month.
38

39 6.4 In the event that the patient is not ready for transport within thirty
40 (30.0) minutes of arrival of the ALS unit or the BLS transfer unit, the
41 responding agency may leave the requesting facility.
42

1 6.5 Upon request of the Administrator, EMS agencies shall provide
2 response time information pertaining to all or any portion of their
3 inter-facility / inter-hospital transfers, for any given period of time.
4

5 **E. RATES**

- 6
- 7 1. A schedule of rates shall be provided or made available to each Patient upon
8 request.
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- 10 1.1 Under no circumstances shall payment be required prior to emergency
11 Transport of those Patients requiring further medical treatment at a
12 hospital.
- 13
- 14 1.2 The COPCN Holder may request payment prior to Transport when
15 responding to Medical calls or when higher medical authority has
16 determined and states, that ambulance Transport is not required.
17
- 18 2. Any request for modification or alteration of the requirements of this section
19 must be submitted in writing to the Administrator or designee and be approved
20 by the Administrator or designee. All requests shall clearly state the reason(s)
21 for the modification or alteration and shall be exact in the detail identifying the
22 benefit to the Patient. The Administrator may deny or approve any request for
23 modification or alteration and all Administrator decisions shall be reported to
24 the EMS Council.
25

26 **F. COMMUNICATIONS EQUIPMENT**

- 27
- 28 1. All ALS Vehicles, ALS Units, BLS Transfer Units or Air Ambulances which
29 respond to Emergency Medical Calls or Medical Calls shall possess functional
30 operating capability of direct two-way radio communication with the COPCN
31 Holder's PSAP or dispatch center and be in compliance with the State of Florida
32 Emergency Medical Services Communications Plan.
33
- 34 2. All COPCN Holders shall have the availability of two-way radio contact with their
35 ALS Vehicles, ALS Units, BLS Transfer Units or Air Ambulances which respond
36 to Emergency Medical Calls or Medical Calls.
37
- 38 3. All Special Secondary Service Providers shall, at their own expense, ensure direct
39 two-way radio communications with the Primary Providers, as specified by the
40 Primary Providers.
41
- 42 4. Any requests for modification or alteration to the requirements of this section must

1 be submitted in writing to the Administrator. All requests shall clearly state the
2 reason(s) for the modification or alteration and shall be exact in the detail
3 identifying the benefit to the Patient. The Administrator may deny or approve any
4 request for modification or alteration and shall report the actions to the EMS
5 Council.
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7 **G. PATIENT ATTENDANTS**
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9 Every ALS Vehicle, ALS Unit, BLS Transfer Unit or Air Ambulance shall be staffed
10 according to the standards identified in Florida Statutes Chapter 401 and all related Rules
11 and Regulations as it pertains to paramedic and emergency medical technician Patient
12 attendants.
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14 **H. RESPONSE OUTSIDE OF A ASSIGNED SERVICE AREA**
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16 1. COPCN's shall be valid only within the Area specified on the COPCN. COPCN
17 Holders shall not respond to an emergency medical call in the Area of another
18 COPCN Holder, unless:

19
20 1.1 The service is requested by the COPCN Holder's PSAP or dispatch
21 center, or by the affected adjoining service, to respond into the
22 affected Area; or

23
24 1.2 An ALS vehicle or ALS unit of the COPCN Holder finds itself at or
25 near an emergency medical call in the Area of another COPCN
26 Holder, the ALS vehicle or ALS unit operator shall:

27
28 (a) advise the COPCN Holder's PSAP or dispatch center of the
29 proximity to the call and that it intends to respond and render
30 aid.

31
32 (b) the COPCN Holder's PSAP or dispatch center will advise
33 the responsible COPCN Holder that another ALS vehicle or
34 ALS unit is on-scene rendering aid. The responsible COPCN
35 Holder may respond to assist the on-scene ALS vehicle or
36 ALS unit.
37

38 1.3 COPCN Holders receiving emergency medical calls requesting a
39 response into an adjoining Area(s) from agencies or persons other
40 than the COPCN Holder's PSAP or dispatch center shall:

41
42 (a) obtain all pertinent information from the caller, including the

1 name of the caller, phone number, address of the call, and a
2 brief nature of the emergency, and

3
4 (b) respond to the call if the location and time to arrive will
5 benefit patient care; and

6
7 (c) relay the information to the COPCN Holder's PSAP or
8 dispatch center subsequent to the call.

9
10 2. Each COPCN Holder shall be responsible to provide emergency medical
11 response to calls outside of their assigned Area(s) when required by another
12 COPCN Holder's PSAP or dispatch center, if staffed and equipped ALS
13 vehicles or ALS units are available unless responding will remove all coverage
14 from its assigned Area.

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16 3. The COPCN Holder's PSAP or dispatch center shall assign ALS units to
17 respond to calls outside of their assigned Area(s) by the proximity of the units
18 to the patient.
19

20 **I ADDITIONAL REMEDIES FOR RESPONSE TIME/ENROUTE TIME**
21 **VIOLATIONS**

22
23 1. The Administrator shall have responsibility for imposition of the remedies
24 provided herein. The EMS Council shall provide input and recommendation
25 regarding remedies as requested by the Administrator, but final decision
26 making authority shall reside in the Administrator, except that all revocations,
27 suspensions and modifications of COPCNs shall be finally determined by the
28 Board.
29

30 2. Remedial Action Plans. In the event the Enroute or Response Time
31 requirements as set forth in Section D above are not met when averaging the
32 applicable Enroute or Response Times over a minimum time period of three (3)
33 months, the Administrator may:

34
35 2.1 Order the COPCN Holder to propose a remedial action plan designed to
36 bring the COPCN Holder into compliance within a reasonable time
37 period as designated by the Administrator, and further order the COPCN
38 Holder to appear at specified EMS Council meetings or subcommittee
39 meetings thereof, to review and discuss the remedial plan; or

40
41 2.2 If the nature of the deficiency requires an immediate improvement, or
42 if the COPCN Holder has failed to cooperate, complete, or otherwise

1 remedy the violation after imposition of a remedial action plan, the
2 Administrator may take any one, or any combination, of the following
3 actions:
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- 5 (i) Require a new remedial action plan;
- 6
- 7 (ii) Assess a civil penalty of between \$100 and \$500 for each separate
8 incident of failure to meet the Response Time or Enroute Times as
9 set forth above, considering each separate late response a separate
10 violation, after consideration of the COPCN Holders efforts or
11 actions designed to correct the on-going violations and/or ;
12
- 13 (iii) Recommend suspension, modification or revocation of the
14 COPCN;
- 15
- 16 (iv) Impose any remedy or take any action as authorized by law and/or
17 by the EMS Ordinance.
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