



POLICY & PROCEDURES MANUAL

UPDATED AND AMENDED 2009

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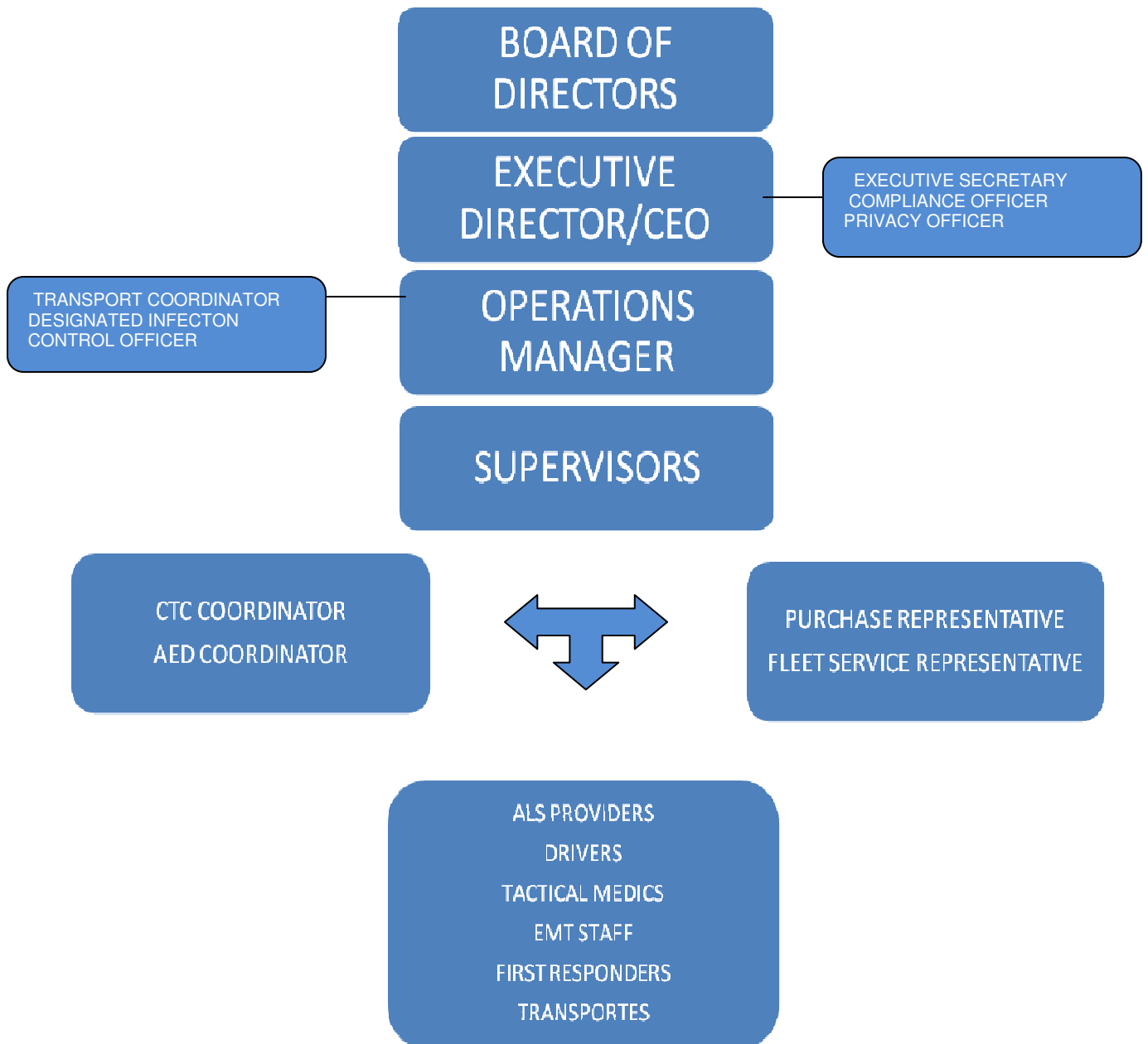
MISSION STATEMENT

Mission Statement

Western Alliance promotes and provides community health and safety by utilizing the highest qualified personnel and most advanced equipment in the pre-hospital environment.

03/2009

OPERATIONAL STRUCTURE



OPERATIONAL STRUCTURE

JOB DESCRIPTIONS

JOB TITLE:

Supervisor

RESPONSIBLE TO:Executive Director/CEO &
Operations Manager**PRIMARY FUNCTION:**Coordinate scene operations
Special event coordination
Assignment of station duties**PRINCIPLE RESPONSIBILITIES AND DUTIES:**

- Receive and respond to emergency and non-emergent ambulance transports, utilizing two-way radio communication devices, obeying all communications guidelines, rules, policies, and procedures.
- Appropriately coordinate aspects of emergency scenes as required.
- Compile, write, and otherwise maintain accurate, legible, deemed fit, records pertaining to the operation of this service, including, compliance with Regional and Pa. Health & Safety Title 28, Act 45, and Act 82 of 1994.
- Will operate an emergency vehicle in accordance with the law set forth by Pa.-DOH, and Pa.-DOT.
- Will participate in maintaining all ambulances and equipment used by Western Alliance Emergency Services, Inc., in working order, and comply with OSHA regulations on the cleaning and disinfecting of the above mentioned.
- Plan and monitor activities regarding Basic and Advanced Life Support operations pertaining to Western Alliance Emergency Services, Inc., with the designated Executive Director and or Operations Manager
- Will be required to keep a copy of the By-Laws, Policies and Procedures, and know the protocols for their respective region.
- Will assist the Operations Manager and /or Executive Director in duties/task(s) assigned to him/her by the designated individual.
- Will monitor and report disciplinary issues to the Operations Manager, handling verbal warnings and reporting such warnings to the Operations Manager.

PREREQUISITES AND QUALIFICATIONS:

- Must have at least demonstrated leadership capabilities in emergency settings.
- Must have at least one year of leadership experience, along with 3 years of EMS experience.
- Must possess and maintain a valid CPR certification.
- Must complete within 12 months the following courses:

1. *ICS 100,200,300,700 & 800*
2. *ITLS*
3. *PHTLS*

4. *Hazmat R & I*
5. *Leadership Development Courses/Programs*
(Pending approval from the Executive Director/CEO)

- Demonstrate a well defined interest in the development, delivery and improvement of quality pre-hospital care and the overall EMS system.
- Must demonstrate a willingness to cooperate with other employees, volunteers, general public and other public safety agencies.
- Display positive leadership skills and abilities relating to the delivery of pre-hospital care.
- Must possess and maintain a valid Pennsylvania Operators License, and have a clean driving record as defined by Pa. Health & Safety Title 28, Act 45, and Act 82 of 1994.
- Must have tact and sympathy in dealing with a variety of types of patients, many of whom are in a disturbed condition.
- All Western Alliance Emergency Services Inc employees will be subject to
 - Act 34 (PA Child Abuse History Clearance)
 - Act 151 (PA State Police Criminal History)
- Has not been convicted within the last four (4) years of driving under the influence of drugs / alcohol, or within the last two (2) years, has not been convicted of reckless driving, or had an operator's license suspended/revoked.

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY

- The incumbent is expected to protect the privacy of all patient information in accordance with Western Alliance Emergency Services, Inc., privacy policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Western Alliance Emergency Services, Inc., policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment, membership or association with Western Alliance Emergency Services, Inc.
- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other Western Alliance Emergency Services, Inc., operations.
- The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding Western Alliance Emergency Services, Inc., policies and procedures on patient privacy and any observed practices in violation of the policy to the designated Privacy Officer.
- The incumbent is expected to actively participate in Western Alliance Emergency Services, Inc., privacy training and is required to communicate privacy policy information to coworkers, students, patients and other in accordance with policy.

DISCLAIMER

The information provided in this job description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted, as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees, assigned to this job. The

Executive Director has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.

Amended 03/2009

JOB TITLE:

Operations Manager

RESPONSIBLE TO:

Executive Director/CEO

PRIMARY FUNCTION:

Responsible for overall day to day operations of Western Alliance Emergency Services Inc
Participate with annual Medical command process
Participate with ALS personnel interviews
Participate with QI/QA issues
Schedule Quarterly Skills sessions
Act as designated officer for Executive director/CEO in their extended absence.

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- Compile, write, and otherwise maintain accurate, legible, deemed fit, records pertaining to the operation of this service, including, compliance with Regional and Pa. Health & Safety Title 28, Act 45, and Act 82 of 1994.
- Will be required to keep a copy of the By-Laws, Policies and Procedures, and know the protocols for their respective region.
- Will assist the Executive Director/CEO in duties/task(s) assigned by him/her by the designated individual.
- Has direct authority for daily operations of the unit and reports to the CEO. This includes responsibilities for processes and activities such as hiring, staff development, performance management and evaluations including discipline and discharge and facilitation of the daily unit schedule
- Will lead, manage and evaluates aspects of patient care/outcome, staff resources, productivity, improvement projects and inter disciplinary collaboration for patient care
- Will work variable shifts as needed to complete responsibilities and meet the needs of Western alliance.
- Will assist in identification of goals and has a shared responsibility with the CEO for process improvement.

PREREQUISITES AND QUALIFICATIONS:

- Must hold a healthcare provider card in the state of Pa.
- Must demonstrate knowledge of age related growth and development principles necessary to provide appropriate service and assure safety of patients
- Must express desire/passion to focus on EMS, leadership and management
- Demonstrate a well defined interest in the development, delivery and improvement of quality pre-hospital care, and the overall EMS system.

- Must demonstrate a willingness to cooperate with other employees, volunteers, general public, and other public safety agencies.
- Display positive leadership skills, effective written, verbal communication skills and abilities relating to the delivery of pre-hospital care
- Must have tact and sympathy in dealing with a variety of types of patients, many of whom are in a disturbed condition.
- Courtesy, cooperation, tact and poise are required at all times. Careful attention to details considerable initiative judgment, maturity and the ability to work under pressure when the situation demands.
- Must complete within 12 months the following courses:

ICS 100,200,300,700 & 800

- All Western Alliance Emergency Services Inc employees will be subject to
 - Act 34 (PA Child Abuse History Clearance)
 - Act 151 (PA State Police Criminal History)
- Has not been convicted within the last four (4) years of driving under the influence of drugs / alcohol, or within the last two (2) years, has not been convicted of reckless driving, or had an operator's license suspended/revoked.

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY

- The incumbent is expected to protect the privacy of all patient information in accordance with Western Alliance Emergency Services, Inc., privacy policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Western Alliance Emergency Services, Inc., policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment, membership, or association with Western Alliance Emergency Services, Inc.
- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information you have in your possession to complete their job responsibilities related to treatment, payment or other Western Alliance Emergency Services, Inc., operations.
- The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding the Western Alliance Emergency Services, Inc. policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- The incumbent is expected to actively participate in Western Alliance Emergency Services, Inc., privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with policy.

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Amended 03/2009

JOB TITLE:	Executive Secretary
RESPONSIBLE TO:	Executive Director/CEO
PRIMARY FUNCTION:	Assists the Executive Director/CEO As deemed necessary for the efficient business management of Western Alliance

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- Prepares and submits billing for respective agent
- Photocopies, faxes, and scans materials as necessary
- Answers the telephone, screens calls for the Executive Director/ CEO
- Types and sends meeting notices and agendas no less than 5 days before the meeting
- Types and sends memos for Executive Director/ CEO
- Assists in development of marketing strategies in targeted departments
- Orders office supplies and medical inventory, and special orders with the Executive Director/CEO approval. Recommends equipment necessary for the efficient running of the office.
- Maintains an accurate system of files for reports, correspondence, and articles.
- Acts as recording secretary and types minutes within 72 hours.
- Performs public relation duties for Western Alliance as necessary
- Schedules appointments for the Executive Director / CEO, and prepares a daily appointment calendar.
- Creates Forms and brochures for targeted areas.
- Develops and submits media marketing tools, and related articles.
- Responsible for the scheduling of the conference room, typing and posting a calendar at each station.
- Schedules public events

PREREQUISITES AND QUALIFICATIONS:

- High School Graduate
- Associates Degree preferred
- Three (3) years business office experience

- Must be proficient in the use of a computer, especially all aspects of word processing, including creating forms and brochures.
- Must have good grammar skills in both writing and speaking
- Organizes time to account for workload, priorities, meetings and/or emergencies.
- Demonstrates listening, understanding, and sensitivity to verbal/non-verbal communication
- Communicates effectively and tactfully to clients, fellow employees, families and others.
- Demonstrates effective time management, flexibility and prioritizes responsibilities appropriately.
- Demonstrates an awareness of organization activities and goals and attempts to achieve such goals.
- Demonstrates initiative in completing work that needs to be done within an area of responsibility.
- Utilizes appropriate lines of authority to maintain effective communication
- Represents Western Alliance in a professional and courteous manner, both at work and when off duty.
- Maintains good personal hygiene, a neat appearance and follows department dress code.
- Demonstrates a willingness to abide by the policies and procedures of Western Alliance Emergency Services, Inc.
- Must complete within 12 months the following courses:
ICS 100,200,300,700 & 800
- All Western Alliance Emergency Services Inc employees will be subject to
 - Act 34 (PA Child Abuse History Clearance)
 - Act 151 (PA State Police Criminal History)
- Has not been convicted within the last four (4) years of driving under the influence of drugs / alcohol, or within the last two (2) years, has not been convicted of reckless driving, or had an operator's license suspended/revoked.

MENTAL AND PHYSICAL DEMANDS:

- A) Performs well under pressure.
- B) The ability to multi-task.

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY

- The incumbent is expected to protect the privacy of all patient information in accordance with Western Alliance Emergency Services, Inc., privacy policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Western Alliance Emergency Services, Inc., policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment, membership or association with Western Alliance Emergency Services, Inc.

- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other Western Alliance Emergency Services, Inc., operations.
- The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding Western Alliance Emergency Services, Inc., policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- The incumbent is expected to actively participate in Western Alliance Emergency Services, Inc., privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with company policy.

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Amended 03/2009

JOB TITLE: Compliance Officer

RESPONSIBLE TO: Executive Director/CEO

PRIMARY FUNCTION: Development and implementation of the Western Alliance Emergency Services, Inc Corporate Compliance Manual.

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- Shall be responsible for ensuring that Federal and State regulatory guidelines are followed.
- Shall report to the Executive Director/ CEO with a quarterly progress report. Any non-conformance issues shall be reported to the Executive Director/ CEO immediately.
- Shall report to the Executive Director/ CEO
- Compile, write, and otherwise maintain accurate, legible, deemed fit, records pertaining to compliance of this service, including compliance with Regional and Pa. Health & Safety Title 28, Act 45, and Act 82 of 1994.

PREREQUISITES AND QUALIFICATIONS:

- Demonstrate a well defined interest in the development, delivery and improvement of quality pre-hospital care and the overall EMS system.
- Display positive leadership skills and abilities relating to the delivery of pre-hospital care.
- Courtesy, cooperation, tact and poise are required at all times. Careful attention to details considerable initiative, judgment, maturity and the ability to work under pressure when the situation demands
- Must complete within 12 months the following courses:

ICS 100,200,300,700 & 800

- All Western Alliance Emergency Services Inc employees will be subject to
 - Act 34 (PA Child Abuse History Clearance)
 - Act 151 (PA State Police Criminal History)
- Has not been convicted within the last four (4) years of driving under the influence of drugs / alcohol, or within the last two (2) years, has not been convicted of reckless driving, or had an operator's license suspended/revoked.

SOME "HIGH RISK" AREAS THAT DESERVE SPECIAL ATTENTION INCLUDE:

- A. Billing practices/claims submission
- B. Coding and Billing
- C. Purchasing practices
- D. Staff credentialing and background checks

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY

- The incumbent is expected to protect the privacy of all patient information in accordance with Western Alliance Emergency Services, Inc., privacy policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Western Alliance Emergency Services, Inc., policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment, membership, or association with Western Alliance Emergency Services, Inc.
- The incumbent may access protected health information and other patient information only the extent that is necessary to complete your job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other Western Alliance Emergency Services, Inc., operations.
- The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding Western Alliance Emergency Services, Inc., policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- The incumbent is expected to actively participate in Western Alliance Emergency Services, Inc., privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with company policy.

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Amended 03/2009

JOB TITLE:

Privacy Officer

RESPONSIBLE TO:

Executive Director/CEO

PRIMARY FUNCTION:

Oversees all activities related to the Development, implementation, and maintenance of Western Alliance Emergency Services, Inc., policies And procedures covering the privacy of patient health information.

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- Responsible for ensuring that all of the organization's patient information privacy policies and procedures related to the privacy of, and access to, patient health information are followed.
- Develop policies and procedures on staff training related to the privacy of patient health information and protected health information.
- Develop policies on the security of health care information including computer and password security and patient data integrity.
- Defines levels of staff access to protected health information and minimum necessary requirements for staff based on the required job responsibilities.
- Oversees, directs, delivers, and ensures the delivery of initial and ongoing privacy training and orientation to all staff members, employees, volunteers, students and trainees.
- Serves as the contact person for the dissemination of protected health information to other health care providers.
- Serves as the contact person of patient complaints and requests.
- Processes patient requests for access to an amendment of health information and consent forms.
- Processes all patient accounting requests.
- Ensures the capture and storage of patient protected health information for the minimum period required by law.
- Ensures ambulance service compliance with all applicable Privacy Rule requirements and works with legal counsel and Executive Director to ensure the company maintains appropriate privacy and confidentiality notices, forms and materials.

- Cooperates with the state and federal government agencies charged with compliance reviews, audits and investigations

PREREQUISITES AND QUALIFICATIONS:

- High school diploma or GED equivalent. Bachelor's degree preferred, with a working knowledge of the Privacy Rule required.
- Must maintain current knowledge of applicable federal and state privacy laws and monitors changes in privacy practices for the ambulance industry to ensure current organizational compliance.
- Must possess Emergency Vehicles Driver's Training (EVDT)
- Must possess a current Pa. Operator's License.
- Must have a minimum EMT certification
- Must possess and maintain a valid CPR certification
- Must be certified in Hazmat R&I
- Possess above average oral and written communication skills
- Demonstrate a well-defined interest in the development, delivery and improvement of quality pre-hospital care and the overall EMS system.
- Has not been convicted within the last four (4) years of driving under the influence of drugs / alcohol, or within the last two (2) years, has not been convicted of reckless driving, or had an operator's license suspended/revoked.
- Must have tact and sympathy in dealing with a variety of types of patients, many of whom are in a disturbed condition.
- Courtesy, cooperation, tact and poise are required at all times. Careful attention to details, considerable initiative, judgment, maturity and the ability to work under pressure when the situation demands.
- Must complete within 12 months the following courses:
 - ICS 100,200,300,700 & 800*
- All Western Alliance Emergency Services Inc employees will be subject to
 - Act 34 (PA Child Abuse History Clearance)
 - Act 151 (PA State Police Criminal History)

PHYSICAL DEMANDS:

- The ability to lift, push, pull or carry a minimum of 150lbs

MENTAL DEMANDS

- Reading and writing skills required.
- Demonstrated organizational, facilitation, communication and presentation skills.

- Concentrated or complex duties, general field, policy application, and independent judgment.

WORKING CONDITIONS

- High stress associated with pre-hospital environment that is unpredictable due to environment and special incident conditions.

RISK CLASSIFICATION

- Task(s) that involve regular exposure to blood, body fluids, tissues, or infectious diseases while serving in the capacity of the respective level of training.

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY

- The incumbent is expected to protect the privacy of all patient information in accordance with Western Alliance Emergency Services, Inc., privacy policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Western Alliance Emergency Services, Inc., policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment, membership, or association with Western Alliance Emergency Services, Inc.
- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other Western Alliance Emergency Services, Inc., operations.
- The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding Western Alliance Emergency Services, Inc., policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
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Amended 03/2009

JOB TITLE:	Fleet Service Representative
RESPONSIBLE TO:	Executive Director/CEO, Operations Manager, and Supervisor
PRIMARY FUNCTION:	Ensuring vehicles are mechanically kept in a constant state of readiness.

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- Shall be responsible for ensuring that the vehicles of Western Alliance Emergency Services, Inc. are mechanically kept in a state of readiness.
- Shall properly demonstrate expectations to new incoming drivers, and shall approve all said drivers notifying Operations Manager of such approval.
- Compile, write, and otherwise maintain accurate, legible, deemed fit, records pertaining to the vehicles of this service, including, compliance with Regional and Pa. Health & Safety Title 28, Act 45, and Act 82 of 1994.
- Shall report deficiencies or problem areas to the Operations Manager.
- Will participate in maintaining all ambulances and equipment used by Western Alliance Emergency Services, Inc., in working order, and comply with OSHA regulations on the cleaning and disinfecting of above mentioned.
- Will be required to keep a copy of the By-Laws, Policies and Procedures and know the protocols for their region.
- Will assist the Executive Director, Operations Manager, Supervisors in duties / task(s) assigned by the designated individual.

PREREQUISITES AND QUALIFICATIONS:

- Must have some form of mechanical experience.
- Demonstrate a well defined interest in the development, delivery and improvement of quality pre-hospital care and overall EMS system.
- Must demonstrate a willingness to cooperate with other employees, volunteers, general public and other public safety agencies.
- Display positive leadership skills and abilities relating to the delivery of pre-hospital care.
- Must possess and maintain a valid Pa. Operators License and have a clean driving record as defined in Pa. Health & Safety Title 28, Act 45, and Act 82 of 1994.

- Courtesy, cooperation, tact and poise are required at all times. Careful attention to details considerable initiative, judgment, maturity and the ability to work under pressure when the situation demands.
- Must complete within 12 months the following courses:

ICS 100,200,300,700 & 800

- All Western Alliance Emergency Services Inc employees will be subject to
 - Act 34 (PA Child Abuse History Clearance)
 - Act 151 (PA State Police Criminal History)
- Has not been convicted within the last four (4) years of driving under the influence of drugs / alcohol, or within the last two (2) years, has not been convicted of reckless driving, or had an operator's license suspended/revoked.

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY

- The incumbent is expected to protect the privacy of all patient information in accordance with Western Alliance Emergency Services, Inc., privacy policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Western Alliance Emergency Services, Inc., policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment, membership, or association with Western Alliance Emergency Services, Inc.
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- The incumbent is expected to actively participate in Western Alliance Emergency Services, Inc., privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with company policy.

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JOB TITLE:

CTC Coordinator

RESPONSIBLE TO:Executive Director/CEO, Operations
Manager, Supervisors**PRIMARY FUNCTION:**Recognize needed instruction areas
Schedule appropriate training classes**PRINCIPLE RESPONSIBILITIES AND DUTIES:**

- Shall be responsible for researching, scheduling and instructor assignment of appropriate training classes to ensure that Western Alliance Emergency Services, Inc., personnel have the opportunity to be current on all facets of emergency pre-hospital care.
- Shall offer all continuing education classes to our neighboring healthcare services who wish to attend.
- Shall maintain documentation of all classes offered, and the attendance of each, to be available for review upon request.
- Compile, write, and otherwise maintain accurate, legible, deemed fit, records pertaining to continuing education of this service, including, compliance with Regional and Pa. Health & Safety Title 28, Act 45, and Act 82 of 1994.
- Will be required to keep a copy of the By-Laws, Policies and Procedures, and know the statewide protocols for BLS and ALS.
- Develop and maintain an on-going CTC evaluation of programs, instructors and services in order to maintain our current and future excellence in the community.
- Will monitor telephone and email messages to ensure the deliverance of a sufficient number of continuing education classes and CPR, ACLS, and PALS classes.
- Will assist in the development and on-going evaluation of a community wellness program by coordinating educational programs to meet the needs of the wellness program.
- Will assist, and play a key role in, marketing educational programs through direct mail campaigns, promotional events, or other identified venues.
- Will provide a summarization of monthly programs held to the Executive Director.
- Will assist the Executive Director with monitoring budgets and inventory control for the CTC operations.
- Will oversee and monitor course and program evaluations, highlighting areas of concern to the Executive Director.
- Will assist in resolving concerns, problems, and other business related to operating the CTC site which may include research and making recommendations for program acquisitions or changes.
- Will assist in the training and development of new instructors for the CTC site.

- Will maintain requirements for instructorship for AHA, Bucks Community College, and Department of Health in order to achieve AHA requirements for instructor evaluations and other related programs held.
- Will assist the Executive Director and Operations Manager in duties / task(s) assigned by the designated individual.

PREREQUISITES AND QUALIFICATIONS:

- Must have a minimum of paramedic certification.
- Possess detailed knowledge of the American Heart Association Program Administration Manual to operate and coordinate Western Alliance AHA CTC, and to be a premier training center for healthcare providers and community members.
- Demonstrate a well defined interest in the development, delivery and improvement of educational programs offered to healthcare providers and community members.
- Must possess current instructor certification in AHA CPR and Advanced Cardiac Life Support.
- Display positive leadership skills and abilities relating to the delivery of pre-hospital care.
- Must possess exceptional listening, communication, team and computer skills.
- Must possess the ability to work in a cross functional team environment and possess the knowledge to the national and local roles of the AHA.
- Must be a disciplined self motivator, demonstrating detailed organizational skills.
- Must be familiar with both equipment and facilities available to provide customized training.
- Must have the ability to work with business and industry in a coordination and leadership capacity to develop and provide industrial safety programs.
- Must have the ability to assess training needs and develop / recommend a process and system to meet such programs, curriculum and instructors.
- Must have the ability to communicate clearly both orally and in writing with colleagues and customers.
- Must demonstrate excellent mentoring, coaching and communication abilities.
- Courtesy, cooperation, tact and poise are required at all times. Careful attention to details considerable initiative, judgment, maturity and the ability to work under pressure when the situation demands.
- Has not been convicted within the last four (4) years of driving under the influence of drugs / alcohol, or within the last two (2) years, has not been convicted of reckless driving, or had an operator's license suspended/revoked.
- Must complete within 12 months the following courses:

ICS 100,200,300,700 & 800

- All Western Alliance Emergency Services Inc employees will be subject to
 - Act 34 (PA Child Abuse History Clearance)
 - Act 151 (PA State Police Criminal History)

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY

- The incumbent is expected to protect the privacy of all patient information in accordance with Western Alliance Emergency Services, Inc., privacy policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Western Alliance Emergency Services, Inc., policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment, membership or association with Western Alliance Emergency Services, Inc.
- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other Western Alliance Emergency Services, Inc., operations.
- The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding Western Alliance Emergency Services, Inc., policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- The incumbent is expected to actively participate in Western Alliance Emergency Services, Inc., privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with company policy.

DISCLAIMER

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JOB TITLE:	Designated Infection Control Officer
RESPONSIBLE TO:	Executive Director/CEO
PRIMARY FUNCTION:	Responsible for training documentation of training and making the written ECP available to employees ,OSHA and NIOSH representatives

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- Shall establish guidelines to protect the over-all safety of patients and emergency personnel.
- Shall assist the department in insuring compliance with federal, state local laws/regulations.
- Shall develop and institute a comprehensive program for exposure notification .and medical follow-up
- Compile, write, and otherwise maintain accurate, legible, deemed fit, records pertaining to the Health and Safety program of this service, including, compliance with Regional and Pa. Health & Safety Title 28, Act 45, and Act 82 of 1994.
- Shall work to ensure that Western Alliance Emergency Services, Inc. works with the medical facility representative to insure timely exposure notification testing and reporting.
- Shall assist in the evaluation of new products and equipment relating to infection control/OSHA compliance
- Designated Officer will be responsible for training, documentation of training, and making the written ECP available to employees, OSHA, and NIOSH representatives
- Designated Officer will provide and maintain all necessary personal protective equipment (PPE), engineering controls (e.g. sharps containers), labels, and red bags as required by the standard. Designated Officer will ensure that adequate supplies of the aforementioned equipment are available in the appropriate sizes
- Shall work with the Administration QA/QI and safety on infection control and related compliance issues.
- The Designated Infection Control officer is responsible for the implementation of the Exposure Control Plan. Designated Officer will maintain, review, and update the ECP at least annually, and whenever necessary to include new or modified tasks and procedures
- Identifies education and training needs through compliance monitoring activities and exposure report review.

- Designated Officer will be responsible for ensuring that all medical actions required by the standard are performed and that appropriate employee health and OSHA records are maintained.
- Will participate in maintaining all ambulances and equipment used by Western Alliance Emergency Services, Inc., in working order, and comply with OSHA regulations on the cleaning and disinfecting of above mentioned.
- Will be required to keep a copy of the By-Laws, Policies and Procedures and know the protocols for their region.
- Shall review current literature on infection control practices, Centers For Disease Control Recommendations Government Regulations/Laws and share appropriate information with Administration And Risk Management.
- Will assist the Executive Director in duties / task(s) assigned by the designated individual.

PREREQUISITES AND QUALIFICATIONS:

- Must have a minimum of EMT certification.
- Demonstrate a well defined interest in the development, delivery and improvement of quality pre-hospital care and the overall EMS system.
- Must demonstrate a willingness to cooperate with other employees, volunteers, general public and other public safety agencies.
- Display positive leadership skills and abilities relating to the delivery of pre-hospital care.
- Must possess and maintain a valid Pa. Operators License and have a clean driving record as defined in Pa. Health & Safety Title 28, Act 45, and Act 82 of 1994.
- Courtesy, cooperation, tact and poise are required at all times. Careful attention to details, considerable initiative, judgment, maturity and the ability to work under pressure when the situation demands.
- Has not been convicted within the last four (4) years of driving under the influence of drugs / alcohol, or within the last two (2) years, has not been convicted of reckless driving, or had an operator's license suspended/revoked.
- Must complete within 12 months the following courses:
ICS 100,200,300,700 & 800
- All Western Alliance Emergency Services Inc employees will be subject to
 - Act 34 (PA Child Abuse History Clearance)
 - Act 151 (PA State Police Criminal History)

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY

- The incumbent is expected to protect the privacy of all patient information in accordance with Western Alliance Emergency Services, Inc., privacy policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Western Alliance Emergency Services, Inc., policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment, membership, or association with Western Alliance Emergency Services, Inc.
- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other Western Alliance Emergency Services, Inc., operations.
- The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding the Western Alliance Emergency Services, Inc., policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- The incumbent is expected to actively participate in Western Alliance Emergency Services, Inc., privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with company policy.

DISCLAIMER

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Amended 03/2009

JOB TITLE:	AED Coordinator
RESPONSIBLE TO:	Executive Director/CEO, Operations Manager, Supervisors
PRIMARY FUNCTION:	Maintain AED equipment Provide proper training

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- Shall be responsible for scheduling appropriate training classes to ensure that Western Alliance Emergency Services, Inc., personnel have the opportunity to be current on AED requirements.
- Shall maintain a ledger of all classes offered, and the attendance of each, to be kept on file and submitted to the appropriate Medical Director for Western Alliance Emergency Services, Inc.
- Compile, write, and otherwise maintain accurate, legible, deemed fit, records pertaining to the AED program of this service, including, compliance with Regional and Pa. Health & Safety Title 28, Act 45, and Act 82 of 1994.
- Will participate in maintaining all ambulances and equipment used by Western Alliance Emergency Services, Inc., in working order, and comply with OSHA regulations on the cleaning and disinfecting of above mentioned.
- Will be required to keep a copy of the By-Laws, Policies and Procedures and know the protocols for their region.
- Will assist the Executive Director in duties / task(s) assigned by the designated individual.

PREREQUISITES AND QUALIFICATIONS:

- Must have a minimum of EMT certification.
- Must possess and maintain a valid CPR certification.
- Demonstrate a well defined interest in the development, delivery and improvement of quality pre-hospital care and the overall EMS system.
- Must demonstrate a willingness to cooperate with other employees, volunteers, general public and other public safety agencies.

- Display positive leadership skills and abilities relating to the delivery of pre-hospital care.
- Courtesy, cooperation, tact and poise are required at all times. Careful attention to details, considerable initiative, judgment, maturity and the ability to work under pressure when the situation demands.
- Has not been convicted within the last four (4) years of driving under the influence of drugs / alcohol, or within the last two (2) years, has not been convicted of reckless driving, or had an operator's license suspended/revoked.
- Must complete within 12 months the following courses:

ICS 100,200,300,700 & 800

- All Western Alliance Emergency Services Inc employees will be subject to
 - Act 34 (PA Child Abuse History Clearance)
 - Act 151 (PA State Police Criminal History)

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY

- The incumbent is expected to protect the privacy of all patient information in accordance with Western Alliance Emergency Services, Inc., privacy policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Western Alliance Emergency Services, Inc., policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment, membership, or association with Western Alliance Emergency Services, Inc.
- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information with those who have a need to know specific patient information you have your possession to complete their job responsibilities related to treatment, payment or other Western Alliance Emergency Services, Inc., operations.
- The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding Western Alliance Emergency Services, Inc., policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- The incumbent is expected to actively participate in Western Alliance Emergency Services, Inc., privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with company policy.

DISCLAIMER

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JOB TITLE:

Purchasing Representative

RESPONSIBLE TO:

Executive Director/CEO, Operations
Manager & Supervisor

PRIMARY FUNCTION:

Inventory, stock all supplies
Monitor expiration dates

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- Shall be responsible for inventorying, and stocking all necessary supplies in supply room.
- Shall monitor expiration dates on all perishable items, and monitor oxygen supply.
- Shall submit purchase requests to Executive Secretary.
- Compile, write, and otherwise maintain accurate, legible, deemed fit, records pertaining to the inventory of this service, including, compliance with Regional and Pa. Health & Safety Title 28, Act 45, and Act 82 of 1994.
- Shall report shortages, deficiencies, or problem areas to the Operations Manager
- Will participate in maintaining all ambulances and equipment used by Western Alliance Emergency Services, Inc., in working order, and comply with OSHA regulations on the cleaning and disinfecting of above mentioned.
- Will be required to keep a copy of the By-Laws, Policies and Procedures and know the protocols for their region.
- Will assist the Executive Director in duties / task(s) assigned by the designated individual.

PREREQUISITES AND QUALIFICATIONS:

- Must have minimum certification of First Responder or Emergency Responder.
- Must possess and maintain a valid CPR certification.
- Demonstrate a well defined interest in the development, delivery and improvement of quality pre-hospital care and the overall EMS system.
- Must demonstrate a willingness to cooperate with other employees, volunteers, general public and other public safety agencies.
- Display positive leadership skills and abilities relating to the delivery of pre-hospital care.

- Preferred inventory and product control experience.
- Courtesy, cooperation, tact and poise are required at all times. Careful attention to details, considerable initiative, judgment, maturity and the ability to work under pressure when the situation demands.
- Has not been convicted within the last four (4) years of driving under the influence of drugs / alcohol, or within the last two (2) years, has not been convicted of reckless driving, or had an operator's license suspended/revoked.
- Must complete within 12 months the following courses:

ICS 100,200,300,700 & 800

- All Western Alliance Emergency Services Inc employees will be subject to
 - Act 34 (PA Child Abuse History Clearance)
 - Act 151 (PA State Police Criminal History)

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY

- The incumbent is expected to protect the privacy of all patient information in accordance with Western Alliance Emergency Services, Inc., policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Western Alliance Emergency Services, Inc., policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment, membership or association with Western Alliance Emergency Services, Inc.
- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other Western Alliance Emergency Services, Inc., operations.
- The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding Western Alliance Emergency Services, Inc., policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- The incumbent is expected to actively participate in Western Alliance Emergency Services, Inc., privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with company policy.

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Amended 03/2009

JOB TITLE:

Quality Assurance Committee

RESPONSIBLE TO:

Executive Director,CEO

PRIMARY FUNCTION:

Analysis of Documentation

MEMBERS

Medical Director
Program Manager
Operations Manager
QI/QA Chair
Statistical Manager

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- Receives and responds to patient follow up issues and/or complaints.
- Appropriately coordinate aspects of quality assurance issues as required.
- Compile, write, and otherwise maintain accurate, legible, deemed fit, records pertaining to the quality assurance of this service, including, compliance with Regional and Pa. Health & Safety Title 28, Act 45, Act 82 of 1994.
- Shall report any deficiencies or problem area(s) to the Executive Director.
- Will participate in maintaining all ambulances and equipment used by Western Alliance Emergency Services, Inc., in working order, and comply with OSHA regulations on the cleaning and disinfecting of above mentioned.
- Plan and monitor activities regarding quality assurance pertaining to Western Alliance Emergency Services, Inc.
- Will be required to keep a copy of the By-Laws, Policies and Procedures and know protocols for their region.
- Assist participating companies in abiding by OSHA regulations.
- Assist the Executive Director in duties / task(s) assigned by the designated individual.
- Has not been convicted within the last four (4) years of driving under the influence of drugs / alcohol, or within the last two (2) years, has not been convicted of reckless driving, or had an operator's license suspended/revoked.

- Must complete within 12 months the following courses:

ICS 100,200,300,700 & 800

- All Western Alliance Emergency Services Inc employees will be subject to
 - Act 34 (PA Child Abuse History Clearance)
 - Act 151 (PA State Police Criminal History)

PREREQUISITES AND QUALIFICATIONS:

- Must have minimum EMT certification.
- Must possess and maintain a valid CPR certification.
- Demonstrate a well defined interest in the development, delivery and improvement of quality pre-hospital care and the overall EMS system.
- Must demonstrate a willingness to cooperate with other employees, volunteers, general public and other public safety agencies.
- Display positive leadership skills and abilities relating to the delivery of pre-hospital care.
- Must have tact and sympathy in dealing with a variety of types of patients, many of whom are in a disturbed condition.
- Courtesy, cooperation, tact and poise are required at all times. Careful attention to details, considerable initiative, judgment, maturity and the ability to work under pressure when the situation demands.

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY

- The incumbent is expected to protect the privacy of all patient information in accordance with Western Alliance Emergency Services, Inc., privacy policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Western Alliance Emergency Services, Inc., policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment, membership or association with Western Alliance Emergency Services, Inc.
- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other Western Alliance Emergency Services, Inc., operations.
- The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding Western Alliance Emergency Services, Inc., policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.

- The incumbent is expected to actively participate in Western Alliance Emergency Services, Inc., privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with company policy.

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Amended 03/2009

JOB TITLE:

Medical Director

RESPONSIBLE TO:

Works with the Executive Director/CEO,
Operations Manager

PRIMARY FUNCTION:

Provide medical guidance and advice

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- Grant or deny medical command authorization to Western Alliance Emergency Services, Inc., ALS pre-hospital personnel.
- Participate in appeals from decisions to deny or restrict medical command authorization in accordance with Pa. 1003.28.
- Review the medical command authorization status of EMT-Paramedics and Pre-Hospital Registered Nurses, utilized by Western Alliance Emergency Services, Inc., at least annually, in accordance with requirements set forth in Pa. Health & Safety Title 28, code section 1003.29.
- Perform medical audits of patient care provided by Western Alliance Emergency Services, Inc., personnel and participate in regional Quality Improvement programs for the purpose of improving quality of service.
- Assist in development and implementation of pre-hospital treatment protocols.
- Monitor performance of pre-hospital personnel by way of Quality Improvement audits, continuing education sessions, participation in grand round sessions, oversight by medical command, and direct oversight of providers in the Emergency Department.
- Quarterly updates, ride along, and other duties assigned, as situation dictate.

AED MEDICAL DIRECTOR:

- Supervision and participation in training as an AED Instructor to assist the ALS/BLS service with the completion of all quality assurance, continued quality improvement requirements.
- Authorizes AED Providers and signs the Medical Command Authorization form for the initial certification and quarterly education training.

PREREQUISITES AND QUALIFICATIONS:

- Must be licensed to practice medicine in PA.
- Must be Board certified in emergency medicine or course completion of ATLS & ACLS.
- Must be a full time emergency physician or practice emergency medicine for at least a half-time of a full time medical practice.
- Must possess a valid Drug Enforcement Agency number.
- Must successfully complete A&B of a Medical Command Base Station Course.

- Must be committed to pre-hospital emergency care.
- Must have knowledge of ambulance capabilities and limitations, including potential medical complications which may arise during transport in an ambulance.
- Has not been convicted within the last four (4) years of driving under the influence of drugs / alcohol, or within the last two (2) years, has not been convicted of reckless driving, or had an operator's license suspended/revoked.
- All Western Alliance Emergency Services Inc employees will be subject to
 - Act 34 (PA Child Abuse History Clearance)
 - Act 151 (PA State Police Criminal History)

PHYSICAL DEMANDS:

Standing, sitting, pushing, and/or carrying.

MENTAL DEMANDS:

Concentrated or complex duties, general field, policy application, independent judgment, develop action plans for general objectives.

WORKING CONDITIONS:

High stress associated with a pre-hospital environment that is unpredictable due to the environment and special mission conditions.

RISK CLASSIFICATION:

Category 1 - Task that involve regular exposure to blood, body fluids, or tissues.

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY

- The incumbent is expected to protect the privacy of all patient information in accordance with Western Alliance Emergency Services, Inc., policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Western Alliance Emergency Services, Inc., policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment, membership or association with Western Alliance Emergency Services, Inc.
- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other Western Alliance Emergency Services, Inc., operations.
- The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding Western Alliance Emergency Services, Inc., policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- The incumbent is expected to actively participate in Western Alliance Emergency Services, Inc., privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with company policy.

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Amended 03/2009

JOB TITLE:

ALS Provider

RESPONSIBLE TO:Executive Director/CEO, Operations
Manager & Supervisors**PRIMARY FUNCTION:**Treat any patient to the highest
Standard of care**PRINCIPLE RESPONSIBILITIES AND DUTIES:**

- Receive and respond to patient care related incidents and other incidents as assigned
- Compile, write, and otherwise maintain accurate, legible, deemed fit, records pertaining to any relevant activity while serving an ALS provider with Western Alliance Emergency Service, Inc., including compliance with Regional and PA. Health & Safety Title 28, Act 45, and Act 82 of 1994.
- Appropriately treat and transport all patients who are in need of medical care, administering the highest level of care appropriate to the patient.
- Will participate in cleaning and maintaining of all ambulances and equipment used by Western Alliance Emergency Services, Inc., and comply with OSHA regulations on the cleaning and disinfecting of above mentioned.
- Will be required to abide by any and all, Policies and Procedures set forth by Western Alliance Emergency Services, Inc., and the PA.-DOH and PA.-DOT.
- Will be responsible for the cleanliness and upkeep of any relevant building(s) associated with Western Alliance Emergency Services, Inc., and document such items on appropriate forms.
- Will be required to perform truck and equipment inspections and document such inspections on appropriate forms.
- Will replace any missing, or found to be deficient equipment, or will notify duty Supervisors.
- Will be required to keep a copy of the By-Laws, Policies and Procedure and know the protocols for their region.

OTHER RELATED DUTIES:

- Maintain a good working relationship, and rapport with the volunteer staff.
- Ensure associated volunteers, while working with them, are aware of all new or changing Regional protocols and PA. Rules and Regulations.
- Assist volunteer companies with training as requested.
- Assist volunteer companies in abiding by OSHA regulations.

- Will assist the Executive Director , Operations Manager and Supervisors in any duties / task(s) assigned by the designated individual.

PREREQUISITES AND QUALIFICATIONS:

- Must possess and maintain a valid, current Pa. Emergency Medical Technician-Paramedic certification, and preferred National Registry.
- Must possess and maintain a valid CPR certification.
- Must possess and maintain a valid Advanced Cardiac Life Support certification.
- Must possess and maintain a valid ITLS or PHTLS
- Must possess and maintain a valid PA. Operators License, and have a clean driving record as defined by PA. Health & Safety Title 28, Act 45, and Act 82 of 1994.
- Must possess and maintain appropriate authorization from an approved Medical Director to perform Advanced Life Support skills in the pre-hospital environment.
- Comprehensive and understanding of medical terminology, treatment procedures, and operation of equipment used in performing patient care services.
- Must be familiar with automated trip and invoice processing.
- Must have tact and sympathy in dealing with a variety of types of patients, many of whom are in a disturbed condition.
- Demonstrate a well defined interest in the development, delivery and improvement of quality pre-hospital care and the overall EMS system.
- Must demonstrate a willingness to cooperate with other employees, volunteers, general public and other public safety agencies.
- Courtesy, cooperation, tact and poise are required at all times. Careful attention to details, considerable initiative, judgment, maturity and the ability to work under pressure when the situation demands.
- Has not been convicted within the last four (4) years of driving under the influence of drugs / alcohol, or within the last two (2) years, has not been convicted of reckless driving, or had an operator's license suspended/revoked.
- Must complete within 12 months the following courses:

ICS 100,200,300,700 & 800

- All Western Alliance Emergency Services Inc employees will be subject to
 - Act 34 (PA Child Abuse History Clearance)
 - Act 151 (PA State Police Criminal History)

PHYSICAL DEMANDS:

- The ability to lift, push, pull or carry a minimum of 150lbs.

MENTAL DEMANDS:

- Concentrated or complex duties, general field, policy application, and independent judgment.

WORKING CONDITIONS:

- High stress associated with a pre-hospital environment that is unpredictable due to environment and special incident situations.

RISK CLASSIFICATION:

- Task(s) that involve regular exposure to blood, body fluids, tissues, or infectious disease

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY

- The incumbent is expected to protect the privacy of all patient information in accordance with Western Alliance Emergency Services, Inc., policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Western Alliance Emergency Services, Inc., policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment, membership or association with Western Alliance Emergency Services, Inc.
- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other Western Alliance Emergency Services, Inc., operations.
- The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding Western Alliance Emergency Services, Inc., policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- The incumbent is expected to actively participate in Western Alliance Emergency Services, Inc., privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with company policy.

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Amended 03/2009

JOB TITLE:

Emergency Medical Technician

RESPONSIBLE TO:

Executive Director/CEO, Operations
Manager & Supervisors

PRIMARY FUNCTION:

BLS patient care

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- Receive and respond to patient care related incidents.
- Compile, write, and otherwise maintain accurate, legible, deemed fit, records pertaining to any relevant activity while serving as an EMT with Western Alliance Emergency Services, Inc., including compliance with Regional and PA. Health & Safety Title 28, Act 45, and Act 82 of 1994.
- Will participate in cleaning and maintaining of all ambulances and equipment used by Western Alliance Emergency Services, Inc., and comply with OSHA regulations on the cleaning and disinfecting of above mentioned.
- Will be required to keep a copy of the By-Laws, Policies and Procedures and know the protocols for their region.
- Will be required to perform truck and equipment inspections and document such inspections on appropriate forms.
- Will be responsible for the cleanliness and upkeep of any relevant building(s) associated with Western Alliance Emergency Services, Inc., and document such items on appropriate forms.
- Will be required to abide by any and all, policies and procedures set forth by Western Alliance Emergency Services, Inc., and the PA. Department of Health.
- Will operate an emergency vehicle in accordance to PA.-DOH and PA.-DOT.
- Will assist the Executive Director, Operations Manager and Supervisor in any duties / task(s) assigned by the designated individual.

PREREQUISITES AND QUALIFICATIONS:

- Must have a minimum EMT certification.
- Must possess and maintain a valid CPR certification.
- Possess above average oral and written communication skills
- Demonstrate a well defined interest in the development, delivery and improvement of quality pre-hospital care and the overall EMS system.
- Must have tact and sympathy in dealing with a variety of types of patients, many of whom are in a disturbed condition

- Has not been convicted within the last four (4) years of driving under the influence of drugs / alcohol, or within the last two (2) years, has not been convicted of reckless driving, or had an operator's license suspended/revoked.
- Must complete within 12 months the following courses:

ICS 100,200,300,700 & 800

- All Western Alliance Emergency Services Inc employees will be subject to
 - Act 34 (PA Child Abuse History Clearance)
 - Act 151 (PA State Police Criminal History)
- Must demonstrate a willingness to cooperate with other employees, volunteers, general public and other public safety agencies.
- Courtesy, cooperation, tact and poise are required at all times. Careful attention to details, considerable initiative, judgment, maturity and the ability to work under pressure when the situation demands.
- Must have ITLS or PHTLS certified
- Basic Trauma Life Support
- Emergency Vehicle Drivers Training (EVDT)
- Current Pa. Operators License

PHYSICAL DEMANDS:

- The ability to lift, push, pull or carry a minimum of 150lbs.

MENTAL DEMANDS:

- Concentrated or complex duties, general field, policy application, and independent judgment

WORKING CONDITIONS:

- High stress associated with a pre-hospital environment that is unpredictable due to environment and special incident conditions.

RISK CLASSIFICATION:

- Task(s) that involve regular exposure to blood, body fluids, tissues, or infectious disease

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY

- The incumbent is expected to protect the privacy of all patient information in accordance with Western Alliance Emergency Services, Inc., policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Western Alliance Emergency Services, Inc., policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment, membership or association with Western Alliance Emergency Services, Inc.

- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other Western Alliance Emergency Services, Inc., operations.
- The incumbent is encouraged and expected to report, without the threat retaliation, any concerns regarding Western Alliance Emergency Services, Inc., policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- The incumbent is expected to actively participate in Western Alliance Emergency Services, Inc., privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with company policy.

DISCLAIMER

The information provided in this job description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted, as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees, assigned to this job. The Executive Director has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.

Amended 03/2009

JOB TITLE:

First Responder

RESPONSIBLE TO:Executive Director/CEO, Operations
Manager & Supervisors**PRIMARY FUNCTION:**

BLS patient care

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- Receive and respond to patient care related incidents and other incidents as assigned
- Compile, write, and otherwise maintain accurate, legible, deemed fit, records pertaining to any relevant activity while serving as a First Responder with Western Alliance Emergency Services, Inc., including compliance with Regional and Pa. Health & Safety Title 28, Act 45, and Act 82 of 1994.
- Will participate in cleaning and maintaining of all ambulances and equipment used by Western Alliance Emergency Services, Inc., and comply with OSHA regulations on the cleaning and disinfecting of above mentioned.
- Will be required to keep a copy of the By-Laws, Policies and Procedures and know the protocols for their region.
- Will be required to perform truck and equipment inspections and document such inspections on appropriate forms.
- Will be responsible for the cleanliness and upkeep of any relevant building(s) associated with Western Alliance Emergency Services, Inc., and document such items on appropriate forms.
- Will be required to abide by any and all, policies and procedures set forth by Western Alliance Emergency Services, Inc., and the Pa. Department of Health.
- Will operate an emergency vehicle in accordance to Pa.-DOH and Pa.-DOT.
- Will assist the Executive Director, Operations Manager and Supervisor in any duties / task(s) assigned by the designated individual.

PREREQUISITES AND QUALIFICATIONS:

- Must have a minimum First Responder certification.
- Must possess and maintain a valid CPR certification.
- Must have Act 34 clearance.
- Possess above average oral and written communication skills
- Demonstrate a well defined interest in the development, delivery and improvement of quality pre-hospital care and the overall EMS system.
- Must have tact and sympathy in dealing with a variety of types of patients, many of whom are in a disturbed condition.

- Must demonstrate a willingness to cooperate with other employees, volunteers, general public and other public safety agencies.
- Courtesy, cooperation, tact and poise are required at all times. Careful attention to details, considerable initiative, judgment, maturity and the ability to work under pressure when the situation demands.
- Has not been convicted within the last four (4) years of driving under the influence of drugs / alcohol, or within the last two (2) years, has not been convicted of reckless driving, or had an operator's license suspended/revoked.
- Must complete within 12 months the following courses:

ICS 100,200,300,700 & 800

- All Western Alliance Emergency Services Inc employees will be subject to
 - Act 34 (PA Child Abuse History Clearance)
 - Act 151 (PA State Police Criminal History)
- Must have ITLS or be PHTLS Certified
- Emergency Vehicle Drivers Training (EVDT)
- Current Pa. Operators License

PHYSICAL DEMANDS:

- The ability to lift, push, pull or carry a minimum of 150lbs.

MENTAL DEMANDS:

- Concentrated or complex duties, general field, policy application, and independent judgment

WORKING CONDITIONS:

- High stress associated with a pre-hospital environment that is unpredictable due to environment and special incident conditions.

RISK CLASSIFICATION:

- Task(s) that involve regular exposure to blood, body fluids, tissues, or infectious disease

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY

- The incumbent is expected to protect the privacy of all patient information in accordance with Western Alliance Emergency Services, Inc., policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Western Alliance Emergency Services, Inc., policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment, membership or association with Western Alliance Emergency Services, Inc.
- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job

responsibilities related to treatment, payment or other Western Alliance Emergency Services, Inc., operations.

- The incumbent is encouraged and expected to report, without the threat retaliation, any concerns regarding Western Alliance Emergency Services, Inc., policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- The incumbent is expected to actively participate in Western Alliance Emergency Services, Inc., privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with company policy.

DISCLAIMER

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Amended 03/2009

JOB TITLE:

Driver

RESPONSIBLE TO:Executive Director/CEO, Operations
Manager, Supervisors and Transport
Coordinator**PRIMARY FUNCTION:**

Operate an emergency vehicle

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- Receive and respond to patient care related incidents and other incidents as assigned
- Compile, write, and otherwise maintain accurate, legible, deemed fit, records pertaining to any relevant activity while serving as a driver with Western Alliance Emergency Service, Inc., including compliance with Regional and Pa. Health & Safety Title 28, Act 45, and Act 82 of 1994.
- Will participate in cleaning and maintaining of all ambulances and equipment used by Western Alliance Emergency Services, Inc., and comply with OSHA regulations on the cleaning and disinfecting of above mentioned.
- Will be required to perform truck and certain equipment inspections and document such inspections on appropriate forms.
- Will be responsible for the cleanliness and upkeep of any relevant building(s) associated with Western Alliance Emergency Services, Inc., and document such items on appropriate forms.
- Will be required to abide by any and all, policies and procedures set forth by Western Alliance Emergency Services, Inc., and the Pa. Department of Health.
- Will operate an emergency vehicle in accordance to Pa.-DOH and Pa.-DOT.
- Will assist the Executive Director and Operations Manager in any duties / task(s) assigned by the designated individual.

PREREQUISITES AND QUALIFICATIONS:

- Must have an Emergency Vehicles Operators Course (EVOC) approved by the Pa.-DOH.
- Must possess and maintain a valid CPR and First Aid certification.
- Must be a minimum of 21 years of age.
- Must possess and maintain a valid Pa. Operators License, and have a clean driving record as defined by Pa. Health & Safety Title 28, Act 45, and Act 82 of 1994.
- Is free from physical or mental defect or disease that may impair the person's ability to operate an ambulance.
- Is not addicted to, or will not drive under the influence of drugs / alcohol.

- Has not been convicted within the last four (4) years of driving under the influence of drugs / alcohol, or within the last two (2) years, has not been convicted of reckless driving, or had an operator's license suspended/revoked.

PREREQUISITES AND QUALIFICATIONS (continued)

- Any ambulance driver convicted in "5" above may not operate an ambulance for two (2) years and will be required to retake Emergency Vehicle Operators Course (EVOC).
- Must have tact and sympathy in dealing with a variety of types of patients, many of whom are in a disturbed condition.
- Must demonstrate a willingness to cooperate with other employees, volunteers, general public, and other public safety agencies.
- Courtesy, cooperation, tact and poise are required at all times. Careful attention to details, considerable initiative, judgment, maturity and the ability to work under pressure when the situation demands.
- Has not been convicted within the last four (4) years of driving under the influence of drugs / alcohol, or within the last two (2) years, has not been convicted of reckless driving, or had an operator's license suspended/revoked.
- Must complete within 12 months the following courses:

ICS 100,200,300,700 & 800

- All Western Alliance Emergency Services Inc employees will be subject to
 - Act 34 (PA Child Abuse History Clearance)
 - Act 151 (PA State Police Criminal History)

PHYSICAL DEMANDS:

- The ability to lift, push, pull or carry a minimum of 150lbs.

MENTAL DEMANDS:

- Concentrated or complex duties, general field, policy application, and independent judgment.

WORKING CONDITIONS:

- High stress associated with a pre-hospital environment that is unpredictable due to environment and special incident conditions.

RISK CLASSIFICATION:

- Task(s) that involve regular exposure to blood, body fluids, tissues, or infectious disease

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY

- The incumbent is expected to protect the privacy of all patient information in accordance with Western Alliance Emergency Services, Inc., policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Western Alliance Emergency Services, Inc., policies and procedures on patient privacy may result in

disciplinary action up to and including termination of employment, membership or association with Western Alliance Emergency Services, Inc.

- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other Western Alliance Emergency Services, Inc., operations.
- The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding Western Alliance Emergency Services, Inc., policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- The incumbent is expected to actively participate in Western Alliance Emergency Services, Inc., privacy training and is required to communicate privacy policy information of coworkers, students, patients and others in accordance with company policy.

DISCLAIMER

The information provided in this job description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted, as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees, assigned to this job. The Executive Director has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract

Amended 03/2009

JOB TITLE:

Transporter

RESPONSIBLE TO:

Executive Director/CEO & Transport
Coordinator

PRIMARY FUNCTION:

Take non emergent patients to and from
scheduled appointments in a safe and
punctual fashion.

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- Receive scheduled transport request and respond to such request
- Will transport patients to and from scheduled appointments in a safe and punctual mode. Will be courteous, and helpful when dealing with any given patient.
- Compile, write, and otherwise maintain accurate, legible, deemed fit, records, pertaining to any relevant activity while serving as a transporter with Western Alliance Emergency Services, Inc.
- Will participate in cleaning and maintaining of all wheelchair and stretcher van apparatus used by Western Alliance Emergency Services, Inc. and comply with OSHA regulations on the cleaning and disinfecting of above mentioned.
- Will be required to perform wheelchair and stretcher van equipment inspections and document such inspections on the appropriate forms.
- Will be required to abide by any and all, policies and procedures set forth by Western Alliance Emergency Services, Inc., and the Pa. Department of Health.
- Will operate wheelchair and stretcher van in accordance with Pa.-Dot, abiding by all relevant traffic rules and regulations.
- Will assist the Executive Director, Transport Coordinator with any duties / task(s) assigned by the designated individual.

PREREQUISITES AND QUALIFICATIONS:

- Must possess and maintain a valid CPR/AED/FIRST AID card.
- Must be a minimum of 21 years of age.
- Must possess and maintain a valid Pa. Operators License, and have a clean driving record as defined by Pa. Health & Safety Title 28, Act 45, and Act 82 of 1994.
- Is free from physical or mental defect or disease that may impair the person's ability to operate a wheelchair or stretcher van.
- Is not addicted to, or will not drive under the influence of drugs / alcohol.
- Must have tact and sympathy in dealing with a variety of types of patients, many of whom are in a disturbed condition.
- Must demonstrate a willingness to cooperate with other employees, volunteers, general public, and other public safety agencies.
- Courtesy, cooperation, tact and poise are required at all times. Careful attention to details, considerable initiative, judgment, maturity and the ability to work under pressure when the situation demands.

- Has not been convicted within the last four (4) years of driving under the influence of drugs / alcohol, or within the last two (2) years, has not been convicted of reckless driving, or had an operator's license suspended/revoked.
- All Western Alliance Emergency Services Inc employees will be subject to
 - Act 34 (PA Child Abuse History Clearance)
 - Act 151 (PA State Police Criminal History)

PHYSICAL DEMANDS

- The ability to lift, push, pull or carry a minimum of 150lbs.

MENTAL DEMANDS

- Concentrated or complex duties, general field, policy application, and independent judgment.

WORKING CONDITIONS

- High stress associated with a scheduled transport environment that is unpredictable due to environment, road conditions and special incident conditions.

RISK CLASSIFICATION

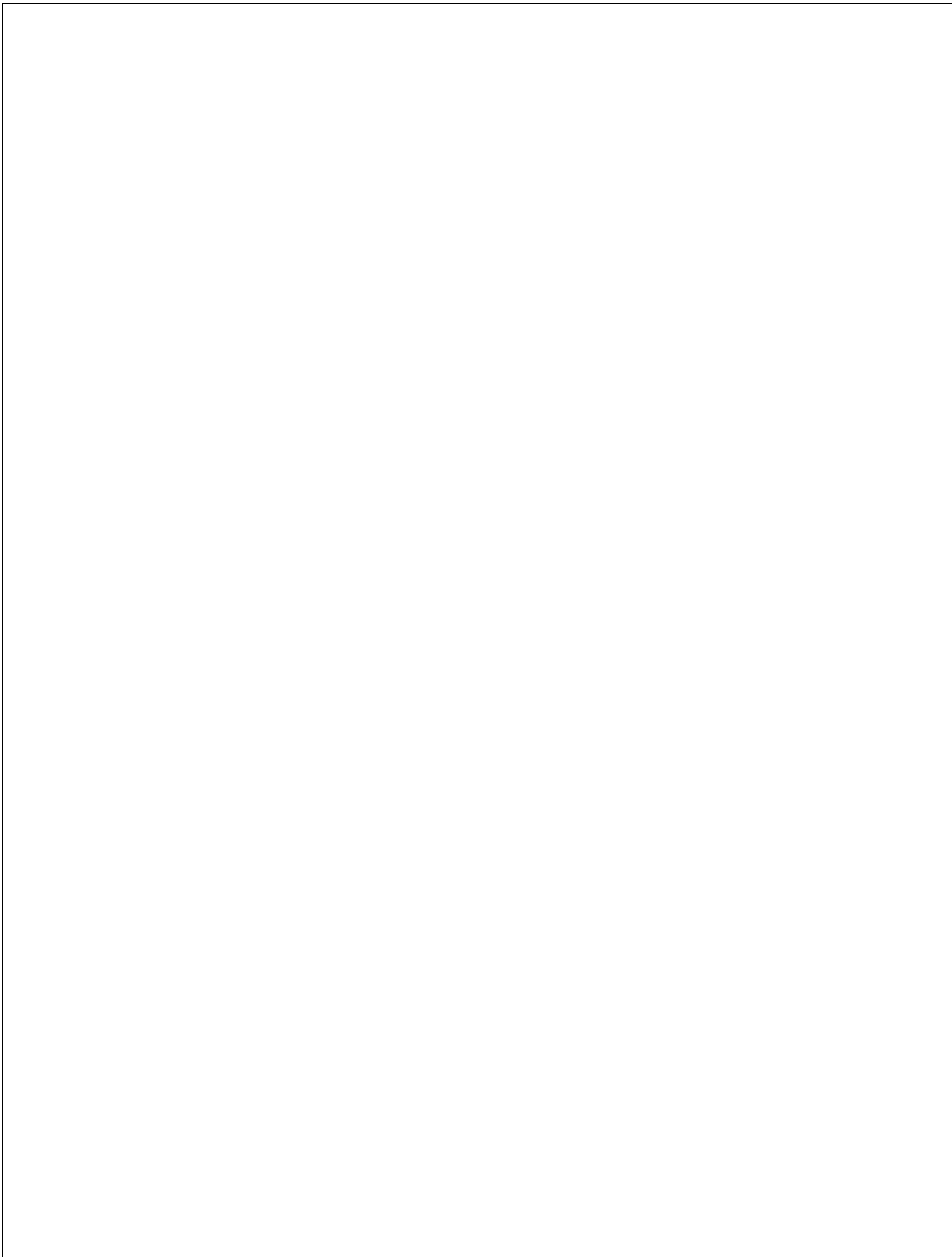
- Task(s) that routinely involve exposure to blood, body fluids or infectious disease.

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY

- The incumbent is expected to protect the privacy of all patient information in accordance with Western Alliance Emergency Services, Inc., policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Western Alliance Emergency Services, Inc., policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment, membership or association with Western Alliance Emergency Services, Inc.
- The incumbent may access protected health information only to the extent that is necessary to complete your job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other Western Alliance Emergency Services, Inc., operations.
- The incumbent is encouraged and expected to report, without threat of retaliation, any concerns regarding Western Alliance Emergency Services, Inc., policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- The incumbent is expected to actively participate in Western Alliance Emergency Services, Inc., privacy training and is required to communicate privacy policy information of coworkers, students, patients and others in accordance with company policy.

DISCLAIMER

The information provided in this job description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted, as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees, assigned to this job. The Executive Director has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not a employment agreement or contract.



JOB TITLE:

Tactical Medic

RESPONSIBLE TO:

Executive Director/CEO, Operations
Manager, Supervisors

PRIMARY FUNCTION:

Treat any patient to the highest
Standard of care in the tactical
Environment

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- Receive and respond to tactical incidents as requested by federal, state, or local law enforcement agencies, or the Bradford County Emergency Management Agency on a voluntary basis.
- The Tactical Medic role on the team is one solely of medical support; therefore the Tactical Medic will be positioned at the discretion of the on-scene Incident Commander as the situation dictates.
- Provide medical treatment to law enforcement tactical teams injured or taken ill while engaged in mission activity. The Tactical Team member will remain with the law enforcement agent until such time of admittance into a receiving facility or discharge from a receiving facility.
- Provide humanitarian medical assistance to non-law enforcement personnel injured or taken ill during an operation until appropriate transfer to the EMS system can be safely effected
- Enhance the tactical mission accomplishment by assisting with the extrication and emergency management, freeing up the tactical team for their primary objective.
- Compile, write, and otherwise maintain accurate, legible, deemed fit, records pertaining to any relevant activity while serving a Tactical Medic with Western Alliance Emergency Service, Inc./ Endless Mountains TEMS.
- Will be required to keep a copy of the By-Laws, Policies and Procedures and know the protocols for their region.

OTHER RELATED DUTIES:

- Maintain a good working relationship, and rapport with the EMS delivery system in a whole throughout the region.
- Will assist the Executive Director Operations Manager , Incident Command and Team Leader in any duties/task(s) assigned by the designated individual.
- Since the Tactical Medic is an Advanced Life Support provider with Western Alliance Emergency Services, Inc., the ALS provider job description also applies

PREREQUISITES AND QUALIFICATIONS:

- Must be a Western Alliance Emergency Services, Inc. employee.
- Must be a Certified Pa. Paramedic, preferably National Registry certification.

- Hold and maintain medical command with Western Alliance Emergency Services, Inc.
- Possess TACTICAL MEDIC certificate or CONTOMS certificate.
- Must complete within 12 months the following courses:

ICS 100,200,300,700 & 800

- Current Advanced Cardiac Life Support card
- Current Pediatric Advanced Life Support card.
- Current A.H.A. CPR card.
- Current ITLS or be PHTLS certified
- Basic Firearms Training.
- WMD Operations Level training.
- Must possess and maintain a valid Pa. Operators License, and have a clean driving record as defined by Pa Health & Safety Title 28, Act 45, and Act 82 of 1994.
- Has not been convicted within the last four (4) years of driving under the influence of drugs / alcohol, or within the last two (2) years, has not been convicted of reckless driving, or had an operator's license suspended/revoked.
- All Western Alliance Emergency Services Inc employees will be subject to
 - Act 34 (PA Child Abuse History Clearance)
 - Act 151 (PA State Police Criminal History)

PHYSICAL DEMANDS:

- The ability to lift, push, pull or carry a minimum of 150lbs.
- The ability to kneel, crawl and climb.

MENTAL DEMANDS:

- Concentrated or complex duties related to tactical environment, policy application, rapid thought process, and independent judgment.

WORKING CONDITIONS:

- High stress associated with a pre-hospital environment that is unpredictable due to environment and special incident situations.

RISK CLASSIFICATION:

- Task(s) that involve regular exposure to blood, body fluids, tissues, or infectious disease
- Task(s) that could involve gun fire, explosion, and other hazardous situations.

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY

- The incumbent is expected to protect the privacy of all patient information in accordance with Western Alliance Emergency Services, Inc., policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Western Alliance Emergency Services, Inc., policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment, membership or association with Western Alliance Emergency Services, Inc.
- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other Western Alliance Emergency Services, Inc., operations.
- The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding Western Alliance Emergency Services, Inc., policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- The incumbent is expected to actively participate in Western Alliance Emergency Services, Inc., privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with company policy.

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Amended 03/2009

JOB TITLE:

Transport Coordinator

RESPONSIBLE TO:

Executive Director /CEO, Operations
Manager

PRIMARY FUNCTION:

Coordinate all Wheelchair van,
Invalid Van, and Non-Emergency
Ambulance Transportation.

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- Receive and respond to non-emergent wheelchair van, stretcher van, and ambulance needs, utilizing two-way radio communication devices, obeying all communication guidelines, rules, policies and procedures.
- Compile, write, and otherwise maintain accurate, legible, deemed fit, records pertaining to the operation of the non-emergent transport service, including, compliance with Regional and Pa. Health & Safety Title 28, Act 45, and Act 82 of 1994, and the Pennsylvania and New York Public Utility Commission.
- Will operate a non-emergency vehicle in accordance with the law set forth by Pa.-DOH, Pa.-DOT, and the Public Utility Commission.
- Will participate in maintaining all wheelchair and stretcher vans, and equipment used by Western Alliance Emergency Services, Inc., in working order, and comply with OSHA regulations on the cleaning and disinfecting of the above mentioned.
- Plan and monitor activities regarding non-emergent operations pertaining to Western Alliance Emergency Services, Inc., with the Executive Director.
- Will be required to keep a copy of the By-Laws, Policies and Procedures, and know the protocols for their respective region.
- Will assist the Executive Director in duties/task(s) assigned by him/her by the designated individual.

PREREQUISITES AND QUALIFICATION

- Demonstrate a well defined interest in the development, delivery and improvement of the non-emergent transport division, and the overall EMS system.
- Must demonstrate a willingness to cooperate with other employees, volunteers, general public, and other public safety agencies.
- Display positive leadership skills and abilities relating to the delivery of non-emergent transportation.

- Has not been convicted within the last four (4) years of driving under the influence of drugs / alcohol, or within the last two (2) years, has not been convicted of reckless driving, or had an operator's license suspended/revoked.
- All Western Alliance Emergency Services Inc employees will be subject to
 - Act 34 (PA Child Abuse History Clearance)
 - Act 151 (PA State Police Criminal History)
- Must have tact and sympathy in dealing with a variety of types of patients, many of whom are in a disturbed condition.
- Courtesy, cooperation, tact and poise are required at all times. Careful attention to details considerable initiative judgment, maturity and the ability to work under pressure when the situation demands.

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY

- The incumbent is expected to protect the privacy of all patient information in accordance with Western Alliance Emergency Services, Inc., privacy policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Western Alliance Emergency Services, Inc., policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment, membership, or association with Western Alliance Emergency Services, Inc.
- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information you have in your possession to complete their job responsibilities related to treatment, payment or other Western Alliance Emergency Services, Inc., operations.
- The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding the Western Alliance Emergency Services, Inc. policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- The incumbent is expected to actively participate in Western Alliance Emergency Services, Inc., privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with policy.

DISCLAIMER

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Amended 03/2009

DOCUMENTATION/ DISSEMINATION

**WESTERN ALLIANCE EMERGENCY SERVICE, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Organizational Documentation Requirements**

Purpose: It is the purpose of this policy to ensure compliance with the Pa. Department of Health. (Reference 28 Pa. Code 1005.10 (a) and (1))

Policy: It is the policy of Western Alliance Emergency Services, Inc., to have documents available for inspection by the Pa. Department of Health.

Procedure:

- Western Alliance Emergency Services, Inc., shall have the following documents available for inspection:
 - Active personnel roster
 - Copies of EMS patient care reports.
 - Call volume records from the previous year's operation.
 - Notification of PSAP that it would not be available to respond to a call.
 - Copies of all written policies required under section 1005.10
 - Copies of any documents by which it agrees to manage another ambulance service or to be managed by another entity

Written: 08/01/2001
Amended: 03/01/2003



Verified Signature

Exe Director/CEO

WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT

POLICY AND PROCEDURES
EMS Patient Care Reports

Purpose: It is the purpose of this policy to ensure that documentation of pre-hospital care is accurate and complete. Furthermore, this policy will ensure that the receiving hospital is provided with written documentation of all pre-hospital treatment provided to the patient.

Policy: It is the policy of Western Alliance Emergency Services, Inc., that:

- Trip sheets shall be completed for any call that results in patient care, assessment or refusal of the patient to be assessed, or any emergent or non-emergent standby. Trip sheets must be done electronically and must reflect accurate, reliable patient data and information.
- All pre-hospital providers delivering Advanced or Basic Life Support with or without medical orders (verbal, standing orders or written protocol) from an ALS or BLS facility will provide the receiving facility with an accurate and complete written account of the patient's condition and all subsequent treatments.
- The EMT-P or EMT attending the patient shall be responsible for completing the trip sheet. This particular trip sheet shall reflect accurate and complete patient status and provided treatment.

Procedure:

- Within 24 hours following transport, a fully completed electronic trip sheet will be provided to the receiving facility. This usually can be faxed to them.
- Before the ambulance departs from the hospital, the EMT-P or EMT attending the patient will provide to the individual at the hospital assuming responsibility for the patient, either verbally, in writing, or other means by which information is recorded, the patient information designated in the trip sheet as essential for immediate transmission for patient care.
- Trip sheets must be sent within 30 days to the regional EMS council.
- ECG strips: 6" samples identified with the patient(s) name, time, and date shall be attached with tape over the blank area in the narrative section of the trip sheet, or on the back of the same trip sheet.
- Trip sheets shall be stored in secured areas to assure that access to unauthorized persons is prevented, and shall take other necessary measures to ensure that the information is maintained in a confidential manner and is not available for public inspection or dissemination, except as authorized by Pa. Code 1001.42 relating to dissemination of information.

EMS Patient Care Reports (continued)

- All trip sheets shall be retained for a minimum of 7 years. (Reference 28 Pa. Code 1001.41 and 1005.10 (1))

Written: 08/01/2001

Approved: 03/01/2003

A handwritten signature in black ink, consisting of several stylized, overlapping loops and a horizontal line extending to the right.

Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Privacy Training**

Purpose: It is the purpose of this policy to ensure that all paid and volunteer employees of Western Alliance Emergency Services, Inc., who have access to patient information understand the organization's concern for the respect of patient privacy and are trained in the policies and procedures regarding Protected Health Information (PHI).

Policy: It is the policy of Western Alliance Emergency Services, Inc., that all current paid and volunteer employees will be required to undergo privacy training in accordance with the HIPAA Privacy Rule prior to the implementation date of the HIPAA Privacy Rule, which is April 14, 2003.

Procedure:

- Privacy training will be provided by Western Alliance Emergency Services, Inc., to all current paid and volunteer employees, with such training being provided by the Privacy Officer or his/her designee.
- All new paid or volunteer employees will be required to undergo privacy training in accordance with the HIPAA Privacy Rule upon employment orientation.
- All paid and volunteer employees will be required to undergo privacy training in accordance with the HIPAA Privacy Rule within a reasonable time after there is a material change to Western Alliance Emergency Services, Inc., policies and procedures on privacy practices.
- Upon completion of privacy training all attendees will receive copies of Western Alliance Emergency Services, Inc., policies and procedures regarding privacy.
- All attendees must attend the training in person and verify attendance and agreement to adhere to Western Alliance Emergency Services, Inc., policies and procedures on privacy practices.
- Training will be conducted in the following manner:
 - DVD, Power point or video presentation
 - Policy and procedure review
 - Attendees will participate in a quiz
 - Questions and answers
- Topics of the training will information concerning HIPAA Privacy Rule, such as, but not limited to the following topic areas:
 - Overview of the federal and state laws concerning patient privacy including the Privacy Regulations under the Health Insurance Portability and Accountability Act of 1996 (HIPAA)
 - Description of protected health information (PHI)
 - Patient rights under the HIPAA Privacy Rule

- Paid and Volunteer employee responsibilities under the Privacy Rule
- Role of the Privacy Officer and reporting employee and patient concerns regarding privacy issues
- Importance of and benefits of privacy compliance
- Consequences of failure to follow established privacy policies
- Use of Western Alliance Emergency Services, Inc., specific privacy forms

Written: 02/24/2003
Approved: 03/01/2003

A handwritten signature in black ink, consisting of several stylized, overlapping strokes. The signature is positioned above a horizontal line.

Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

POLICY AND PROCEDURE

**Confidentiality Statement / Dissemination of Patient Information / Employee
Verification**

Given the nature of our work, it is imperative that we maintain the confidence of patient information that we receive in the course of our work. Western Alliance Emergency Services, Inc., prohibits the release of any patient information to anyone outside the organization unless required for purposes of treatment, payment, or health care operations, and discussions of Protected Health Information (PHI) within the organization should be limited. Acceptable uses of PHI within the organization include, but are not limited to, exchange of patient information needed for the treatment of the patient, billing, and other essential health care operations, peer review, internal audits, and quality assurance activities.

I understand that Western Alliance Emergency Services, Inc., provides services to patients that are private and confidential and that I am a crucial step in respecting the privacy rights of Western Alliance Emergency Services, Inc., patients. I understand that it is necessary, in the rendering of Western Alliance Emergency Services, Inc. services, that patients provide personal information and that such information may exist in a variety of forms such as electronic, oral, written or photographic and that all such information is strictly confidential and protected by federal and state laws.

I agree that I will comply with all confidentiality policies and procedures set in place by Western Alliance Emergency Services, Inc., during my entire paid or volunteer employment with Western Alliance Emergency Services, Inc.. If, I at any time, knowingly or inadvertently breach the patient confidentiality policies and procedures, I agree to notify the Privacy Officer of Western Alliance Emergency Services, Inc., immediately. In addition, I understand that a breach of patient confidentiality may result in suspension or termination of my paid or volunteer employment, membership, or association with Western Alliance Emergency Services, Inc. Upon termination of my employment, membership, or association for any reason, or at any time upon request, I agree to return any and all patient confidential information in my possession. This is not a contract for continued employment.


I have read and understand all privacy policies and procedures that have been provided to me by Western Alliance Emergency Services, Inc. I agree to abide by all policies or be subject to disciplinary action, which may include verbal or written warning, suspension, or termination or employment or of any membership or association with Western Alliance Emergency Services, Inc. This is not a contract of employment and does not alter the nature of the existing relationship between Western Alliance Emergency Services, Inc., and me.

Employee Signature: _____ Date: _____

Printed Name: _____

Written 02/24/2003

Amended 03/03/2009



Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Password Authorization Form**

Name: _____ **Date:** _____

Address: _____

City: _____ **State:** _____ **Zip Code:** _____

Employee ID: _____

New Password ☐

Replacement Password ☐

Organizational Software: _____

Trip Sheet Software: _____

Employee Sign-on: _____

Password: _____

I agree that I will comply with all confidentiality policies and procedures set in place by Western Alliance Emergency Services, Inc. during my entire employment, membership, or association with Western Alliance Emergency Services, Inc. If I, at any time, knowingly or inadvertently breach the patient confidentiality policies and procedure, I agree to notify the Privacy Officer of Western Alliance Emergency Services, Inc., immediately. In addition, I understand that a breach of patient confidentiality may result in suspension or termination of my paid or volunteer employment, membership, or association with Western Alliance Emergency Services, Inc., for any reason, or at any time upon request, I agree to return any and all patient confidential information in my possession. This agreement is not a contract for continued employment.

Employee Signature: _____ **Date:** _____

Printed Name: _____

Privacy Officer Signature: _____ **Date:** _____

Written: 02/24/2003

Amended: 03/01/2003



Verified Signature

Exe Director/CEO

WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT

POLICY AND PROCEDURE
Designated Record Sets

Purpose: It is the purpose of this policy to ensure that Western Alliance Emergency Services, Inc., releases Protected Health Information (PHI) in accordance with the Privacy Rule, this policy establishes a definition of what information should be accessible to patients as part of the Designated Record Set (DRS), and outlines procedures for requests for patient access, amendment, and restriction on the use of PHI. Under the Privacy Rule, the DRS includes medical records that are created or used by Western Alliance Emergency Services, Inc., to make decisions about the patient.

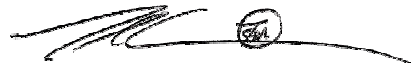
Policy: It is the policy of Western Alliance Emergency Services, Inc., that the DRS should only include HIPAA covered PHI, and should not include information used for the operational purposes of the organization, such as quality assurance data, accident reports, and incident reports. The type of information that should be included in the DRS is medical records and billing records.

Procedure:

- The DRS for any requests for access to PHI includes the following records:
 - The patient care report or PCR created by EMS field personnel (this includes any photographs, monitor strips, Physician Certification Statements, Refusal of Care forms, or other source data that is incorporated and /or attached to the PCR.
 - The electronic claims records or other paper records of submission of actual claims to Medicare or other insurance companies.
 - Any patient-specific claim information, including responses from insurance payers, such as remittance advice statements, Explanation of Medicare Benefit (EOMBs), charge screens, patient account statements, and signature authorization and agreement to pay documents.
 - Medicare Advance Beneficiary Notices, notices from insurance companies indicating coverage determinations, documentation submitted by the patient, and copies of the patient's insurance card or policy coverage summary, that relate directly to the care of the patient.
 - Amendments to PHI, or statements of disagreement by the patient requesting the amendment when PHI is not amended upon request, or an accurate summary of the statement of disagreement.
- The DRS also include copies or records created by other service providers and other health care providers such as first responder units, assisting ambulance services, air medical services, nursing homes, hospitals, police departments, coroner's office, etc., that are used by Western Alliance Emergency Services, Inc., as part of treatment and payment purposes related to the patient.

Written: 02/24/2003

Approved: 03/01/2003



Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Request for Amendment to Protected Health Information**

Purpose: It is the purpose of this policy to provide consistent guidelines for Western Alliance Emergency Services, Inc., ambulance paid and volunteer employees so that they may assist a patient in amending the protected health information (PHI) of their patient care record in accordance with their rights under federal Privacy Regulations.

Policy:

- An individual has the right to amend his/her patient care records, as long as their protected health information is maintained by Western Alliance Emergency Services, Inc., except in the following circumstances:
 - The originator or the record is no longer available.
 - The information the patient is requesting to amend was not created by Western Alliance Emergency Services, Inc.
 - The information is not part of the patient care record.
 - The information is accurate and complete.
 - The information would not be available for inspection as provided by law, and therefore Western Alliance Emergency Services, Inc., is not required to consider an amendment. This exception applies to information compiled in anticipation of a legal proceeding.
 - Information received from someone else under a promise of confidentiality.

Procedure:

- Confirm the identity of requestor or legal representative. If the requestor is legal representative, ask for legal proof of their representative status;
- The patient must fill out the Request of Amendment of Health Information form completely;
- Western Alliance Emergency Services, Inc., with the assistance of legal counsel, will act on the request for amendment within 60 days of the request;
- If Western Alliance Emergency Services, Inc., agrees with the amendment,
 - Then the record will be amended;
 - Western Alliance Emergency Services, Inc., will then notify the individual of the agreement to amend the record;
 - Copies of the amended record will be provided to our business associates, facilities to or from which we have transported the patient, and others involved in the patient's treatment.
- If Western Alliance Emergency Services, Inc., denies the request for amendment,
 - Then the individual that requested the amendment will be notified of the denial, and the reason for the denial in writing;
 - A statement will be given to the individual that he/she may submit a short written statement disagreeing with the denial, and how the individual may file such a statement;

- A statement will be given to that individual that he/she may, if they do not wish to submit a statement of disagreement, that they may request that the Request for Amendment and the denial become a permanent part of their medical record;
 - A statement that the individual may complain to the Privacy Officer of Western Alliance Emergency Services, Inc., or to the federal agency that oversees enforcement of the federal Privacy Rule, the Department of Health and Human Services;
- All documentation pertaining to the request for amendment will be kept in the medical record.

Written: 02/24/2003
Approved: 03/01/2003



Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

POLICY AND PROCEDURE

Use of Computer and Information Systems and Equipment

Purpose: It is the purpose of this policy to outline the acceptable use of computer equipment at Western Alliance Emergency Services, Inc. These rule are in place to protect the paid and volunteer employee, as well as, the patients of Western Alliance Emergency Services, Inc. Inappropriate use exposes Western Alliance Emergency Services, Inc., to risks including virus attacks, compromise of network systems and services, breach of patient confidentiality and other legal claims.

Policy: It is the policy of Western Alliance Emergency Services, Inc., to be committed to protecting our employees, and patients we serve and Western Alliance Emergency Services, Inc., from illegal or damaging actions by individuals and the improper release of protected health information and other confidential or proprietary information. This policy applies to paid and volunteer employees, contractors, consultants, temporary employees, students, and others at Western Alliance Emergency Services, Inc., who have access to computer equipment, including all personnel affiliated with third parties. This policy applies to all equipment that is owned or leased by Western Alliance Emergency Services, Inc.

Procedure:

Use and Ownership of Computer Equipment

- All data created or recorded using any computer equipment owned, controlled or used for the benefit of Western Alliance Emergency Services, Inc., is at all times the property of Western Alliance Emergency Services, Inc. Because of the need to protect the organization computer network, the organization cannot guarantee the confidentiality of information stored on any network device belonging to Western Alliance Emergency Services, Inc., except that it will take all steps necessary to secure the privacy of all protected health information in accordance with all applicable laws.
- Employees are responsible for exercising good judgment regarding the reasonableness of personal use and must follow operational guidelines for personal use of Internet/Intranet/Extranet systems and any computer equipment.
- At no time may any pornographic or sexually offensive materials be viewed, downloaded, saved, or forwarded using any Western Alliance Emergency Services, Inc., computer equipment. Please refer to the policy on Sexual Harassment for further information.
- For security and network maintenance purposes, authorized individuals within Western Alliance Emergency Services, Inc., may monitor equipment, systems and network traffic at any time, to ensure compliance with all company policies.

Security and Proprietary Information

- Confidential information should be protected at all times, regardless of the medium by which it is stored. Examples of confidential information include but are not limited to: individually

identifiable health information concerning patients, company financial and business information, patient lists and reports, and research data. Paid and volunteer employees should take all necessary steps to prevent unauthorized access to this information.

- Keep passwords secure and do not share accounts. Authorized users are responsible for the security of their passwords and accounts. System level passwords should be changed quarterly, and user level passwords should be changed every 30 days.
- All PCs, laptops, workstations and remote devices should be secured with a password-protected screensaver, wherever possible, and set to deactivate after being left unattended for 10 minutes or more, or by logging-off when the equipment will unattended for an extended period.
- All computer equipment used by paid and volunteer employees, whether owned by the individual employee or Western Alliance Emergency Services, Inc., shall regularly run approved virus-scanning software with a current virus database in accordance with Western Alliance Emergency Services, Inc., policy.
- Paid and volunteer employees must use extreme caution when opening e-mail attachments received from unknown senders, which may contain viruses.

Unacceptable Use

- Under no circumstances is any employee authorized to engage in any activity that is illegal under local, state, or federal law while utilizing Western Alliance Emergency Services, Inc., computer resources.
- The lists below are by no means exhaustive, but attempt to provide a framework for activities that fall into the category of unacceptable use.

System and Network Activities

The following activities are strictly prohibited, with no exceptions:

- Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of “pirated” or other software products that are not appropriately licensed for use by Western Alliance Emergency Services, Inc.
- Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which Western Alliance Emergency Services, Inc., or the end user does not have an active license is strictly prohibited.
- Exporting system or other computer software is strictly prohibited and may only be done with express permission of management.
- Introduction of malicious programs into the network or server (e.g., viruses, worms, etc.)
- Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.
- Using a Western Alliance Emergency Services, Inc., computer device to actively engage in procuring or transmitting material that is in violation of Western Alliance Emergency Services, Inc., prohibition on sexual and other harassment.

- Making fraudulent statements or transmitting fraudulent information when dealing with patient or billing information and documentation, accounts or other patient information, including the facsimile or electronic transmission of patient care reports and billing reports and claims.
- Causing security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which an employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties.
- Providing information about, or lists of, Western Alliance Emergency Services, Inc., employees, members or patients to parties outside Western Alliance Emergency Services, Inc.

E-mail and Communications Activities

- Sending unsolicited e-mail messages, including the sending of “junk mail” or other advertising material to individuals who did not specifically request such materials (e-mail spam).
- Any form of harassment via e-mail, telephone or paging, whether through language, frequency, or size of messages.
- Unauthorized use, or forging, of e-mail header information.
- Solicitation of e-mail for any other e-mail address, other than that of the poster’s account, with the intent to harass or to collect replies.
- Creating or forwarding “chain letters”, “Ponzi” or other “pyramid” schemes or any type.
- Use of unsolicited e-mail originating from within Western Alliance Emergency Services, Inc., networks of other Internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by Western Alliance Emergency Services, Inc., or connected via Western Alliance Emergency Services, Inc., network.

Use of Remote Devices

- The appropriate use of Laptop Computers, Personal Digital Assistants (PDAs), and remote data entry devices is of utmost concern to Western Alliance Emergency Services, Inc. These devices, collectively referred to as “remote devices” pose a unique and significant patient privacy risk because they may contain confidential patient, employee or company information and these devices can be easily misplaced, lost, stolen or accessed by unauthorized individuals.
- Remote devices will not be purchased or used without prior Western Alliance Emergency Services, Inc., approval.
- Western Alliance Emergency Services, Inc., must approve the installation and use of any software used on the remote device.
- Remote devices containing confidential or patient information must not be left unattended.
- If confidential or patient information is stored on a remote device, access controls must be employed to protect improper access. This includes, where possible, the use of passwords and other security mechanisms.
- Remote devices should be configured to automatically power off following a maximum of 10 minutes of inactivity.

- Remote device users will not permit anyone else, including but not limited to user's family and / or associates, patients, patient families, or unauthorized paid or volunteer employees, to use company-owned remote devices for any purpose.
- Remote device users will not install any software onto any PDA owned by Western Alliance Emergency Services, Inc., except as authorized by Western Alliance Emergency Services, Inc.
- Users of company-owned remote devices will immediately report the loss of a remote device to a Supervisor and/or the Operations Manager who will in turn notify the Executive Director and the Privacy Officer.

ENFORCEMENT

- Any paid or volunteer employee found to have violated this policy may be subject to disciplinary action, up to and including suspension and termination.

Written: 02/24/2003
Amended: 03/01/2009



Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

POLICY AND PROCEDURE

Patient Access, Amendment and Restriction on Use of Protected Health Information

Purpose:

- It is the purpose of this policy that under HIPAA Privacy Rule, individuals have the right to access and to request amendment or restriction on the use of their protected health information, or PHI, and restrictions on its use that is maintained in “designated record sets, “ or DRS. (See policy on Designated Record Sets).
- To ensure that Western Alliance Emergency Services, Inc., only releases the PHI that is covered under the Privacy Rule, this policy outlines procedures for requests for patient access, amendment, and restriction on the use of PHI.
- This policy also establishes the procedures by which patients or appropriate requestors may access PHI, request amendment to PHI, and request a restriction on the use of PHI.

Policy:

It is the policy of Western Alliance Emergency Services, Inc., that only information contained in the DRS outlined in this policy is to be provided to patients who request access, amendment and restriction on the use of their PHI in accordance with the Privacy Rule and the Privacy Practices of Western Alliance Emergency Services, Inc.

Procedure:

Patient Access:

- Upon presentation to the business office, the patient or appropriate representative will complete a Request of Access Form.
- Western Alliance Emergency Services, Inc., employee must verify the patient’s identity, and if the requestor is not the patient, the name of the individual and reason that the request is being made by this individual. The use of a driver’s license, social security card, or other form of government-issued identification is acceptable for this purpose.
- The completed form will be presented to the Privacy Officer for action.
- The Privacy Officer will act upon the request within 30 days, preferably sooner. Generally, Western Alliance Emergency Services, Inc., must respond to requests for access to PHI within 30 days of receipt of the access request, unless the designated record set is not maintained on site, in which case the response period may be extended to 60 days.
- If Western Alliance Emergency Services, Inc., is unable to respond to the request within these time frames, the requestor must be given a written notice no later than the initial due date for a response, explaining why a response could not be given within the response time, in that case a 30 day extension may be given.
- Upon approval of access, patient will have the right to access the PHI contained in the DRS outlined below and may make a copy of the PHI contained in the DRS upon verbal or written request.

- The business office will establish a reasonable charge for copying PHI for the patient or appropriate representative.
- Patient access may be denied for the reasons listed below, and in some cases the denial of access may be appealed to Western Alliance Emergency Services, Inc., for review.
- The following are reasons to deny access to PHI that are not subject to review and are final and may not be appealed by the patient:
 - If the information the patient requested was compiled in reasonable anticipation of, or use in, a civil, criminal or administrative action or proceeding;
 - If the information the patient requested was obtained from someone other than a health care provider under a promise of confidentiality and the access requested would be reasonably likely to reveal the source of the information.
- The following reasons to deny access to PHI are subject to review and the patient may appeal the denial:
 - If a licensed health care professional has determined, in the exercise of professional judgment, that the access requested is reasonably likely to endanger the life or physical safety of the individual or another person;
 - If the protected health information makes reference to another person (other than a health care provider) and a licensed health professional has determined, in the exercise of professional judgment, that the access requested is reasonably likely to cause substantial harm to that person;
 - If the request for access is made by a requestor as a personal representative of the individual about whom the requestor is requesting the information, and a licensed professional has determined, in the exercise of professional judgment, that access by you is reasonably likely to cause harm to the individual or another person.
 - If the denial of the request for access to PHI is for reasons a, b, or c, then the patient may request a review of the denial of access by sending a written request to the Privacy Officer.
 - Western Alliance Emergency Services, Inc., will designate a licensed professional, who was not directly involved in the denial, to review the decision to deny the patient access. Western Alliance Emergency Services, Inc., will promptly refer the request to this designated review official. The review official will determine within a reasonable period of time whether the denial is appropriate. Western Alliance Emergency Services, Inc., will provide the patient with written notice of the determination of the designated reviewing official.
 - The patient may also file a complaint in accordance with the Procedure for Filing Complaints About Privacy Practices if the patient is not satisfied with Western Alliance Emergency Services, Inc., determination.
- Access to the actual files or computers that contain DRS that may be accessed by the patient or requestor should not be permitted. Rather, copies of the records should be provided for the patient or requestor to view in a confidential area under the direct supervision of a designated Western Alliance Emergency Services, Inc., employee. **UNDER NO CIRCUMSTANCES SHOULD ORIGINALS OF PHI LEAVE THE PREMISES.**
- If the patient or requestor would like to retain copies of the DRS provided, then Western Alliance Emergency Services, Inc., may charge a reasonable fee for the cost of reproduction.
- Whenever a patient or requestor accessed a DRS, a note should be maintained in a log book indicating the time and date of the request, the date access was provided, what specific records were provided for review, and what copies were left with the patient or requestor.

- Following a request for access to PHI, a patient or requestor may request an amendment to his or her PHI, and request restriction on its use in some circumstances.

Requests for Amendment to PHI

- The patient or appropriate requestor may only request amendment to PHI contained in the DRS. The "Request for Amendment of PHI" Form must be accompanied with any request for amendment.
- Western Alliance Emergency Services, Inc., must act upon a Request for Amendment within 60 days of the request. If the Western Alliance Emergency Services, Inc., is unable to act upon the request within 60 days, it must provide the requestor with a written statement of the reasons for the delay, and in that case may extend the time period in which to comply by an additional 30 days.

Granting Requests for Amendment

- All requests for amendment must be forwarded immediately to the Privacy Officer for review.
- If the Privacy Officer grants the request for amendment, then the requestor will receive a letter indicating that the appropriate amendment to the PHI or record that was the subject of the request has been made.
- There must be written permission provided by the patient so that Western Alliance Emergency Services, Inc., may notify the persons with which the amendments need to be shared. Western Alliance Emergency Services, Inc., must provide the amended information to those individuals identified by having received the PHI that has been amended as well as those persons or business associates that have such information and who may have relied on or could be reasonably expected to rely on the amended PHI.
- The patient must identify individuals who may need the amended PHI and sign the statement in the Request for Amendment form giving Western Alliance Emergency Services, Inc., permission to provide them with the updated PHI.
- Western Alliance Emergency Services, Inc., will add the request for amendment, the denial or granting of the request, as well as any statement of disagreement by the patient and any rebuttal statement by Western Alliance Emergency Services, Inc., to the designated record set.

Denial of Requests for Amendment

- Western Alliance Emergency Services, Inc., may deny a request to amend PHI for the following reasons:
 - If Western Alliance Emergency Services, Inc., did not create the PHI at issue;
 - If the information is not part of the DRS;
 - The information is accurate and complete
- Western Alliance Emergency Services, Inc., must provide a written denial, and the denial must be written in plain language and state the reason for the denial; the individual's right to submit a statement disagreeing with the denial and how the individual may file such a statement; a statement that, if the individual does not submit a statement of disagreement, the individual may request that the provider provide the request for amendment and the denial with any future disclosures of the PHI; and a description of how the individual may file a complaint with the covered entity, including the name and telephone number of an appropriate contact person, or to the Secretary of Health and Human Services.

- If the individuals submit a "statement of disagreement," the provider may prepare a written rebuttal statement to the patient's statement of disagreement. The statement of disagreement will be appended to the PHI, or at Western Alliance Emergency Services, Inc., option, a summary of the disagreement will be appended, along with the rebuttal statement of Western Alliance Emergency Services, Inc.
- If Western Alliance Emergency Services, Inc., receives a notice from another covered entity, such as a hospital, that it has amended its own PHI in relations to a particular patient, the ambulance service must amend its own PHI that may be affected by the amendments.

Requests for Restriction

- The patient may request a restriction on the use and disclosure of their PHI.
- Western Alliance Emergency Services, Inc., is not required to agree to any restriction, and given the emergent nature of our operation, we generally will not agree to a restriction.
- ALL REQUESTS FOR RESTRICTION ON USE AND DISCLOSURE OF PHI MUST BE SUBMITTED IN WRITING ON THE APPROVED WESTERN ALLIANCE EMERGENCY SERVICES, INC., FORM. ALL REPORTS WILL BE REVIEWED AND DENIED OR APPROVED BY THE PRIVACY OFFICER.
- If Western Alliance Emergency Services, Inc., agrees to a restriction, we may not use or disclose PHI in violation of the agreed upon restriction, except that if the individual who requested the restriction is in need of emergency service, and the restricted PHI is needed to provide the emergency service, Western Alliance Emergency Services, Inc., may use the restricted PHI or may disclose such PHI to another health care provider to provide treatment to the individual.
- The agreement to restrict PHI will be documented to ensure that the restriction is followed.
- A restriction may be terminated if the individual agrees to or requests the termination. Oral agreements to terminate restrictions must be documented. A current restriction may also be terminated by Western Alliance Emergency Services, Inc., as long as the company notifies the patient that PHI created or received after the restriction is removed is no longer restriction. PHI that was restricted prior to the company voiding the restriction must continue to be treated as restricted PHI.

Written: 02/24/2003
 Approved: 03/01/2003



Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

POLICY AND PROCEDURE

Security, Levels of Access and Limiting Disclosure and Use of PHI

Purpose: It is the purpose of this policy to outline levels of access to Protected Health Information (PHI) of various employees of Western Alliance Emergency Services, Inc., and to provide a policy and procedure on limiting access, disclosure, and use of PHI. Security of PHI is everyone's responsibility.

Policy:

- Western Alliance Emergency Services, Inc., retains strict requirements on the security, access, disclosure and use of PHI. Access, disclosure and use of PHI will be based on the role of the individual paid or volunteer employee in the organization, and should be only to the extent that the person needs access to PHI to complete necessary job functions.
- When PHI is accessed, disclosed and used, the individuals involved will make every effort, except in patient care situations, to only access, disclose and use PHI to the extent that only minimum necessary information is used to accomplish the intended purpose.

Procedure:

Role Based Access

- Access to PHI will be limited to those who need access to PHI to carry out their duties. The following describes the specific categories or types of PHI to which such persons need access is defined and the conditions, as appropriate, that would apply to such access.

Job Title	Description of PHI to Be	Conditions of Access to PHI
EMT	Intake forms from dispatch, patient care reports	May access only as part of completion of a patient event and post-event activities and only while actually on duty
Paramedic	Intake forms from dispatch, Patient care reports	May access only as part of completion of a patient event and post-event activities and only while actually on duty

Supervisors	Intake forms from dispatch, patient care records	May access only as part of completion of a patient event and post-event activities, as well as for quality assurance checks and corrective counseling of employees
CTC Coordinator	Intake forms from dispatch, patient care records	May access only as a part of training and quality assurance activities. All individually identifiable patient information should be redacted prior to use in training etc..
Executive Secretary	Intake forms from dispatch, patient care reports, billing claim forms, remittance advice statements, other patient records from facilities	May access only as part of duties to complete patient billing and follow up and only during actual work shift
Operations Manager	Patient care reports	May access only to the extent necessary to monitor compliance and to accomplish appropriate supervision of advanced providers
Other Management		May access only to the extent necessary to monitor compliance and to accomplish appropriate supervision and management of personnel

- Access to PHI is limited to the above-identified persons only, and to the identified PHI only, based on Western Alliance Emergency Services, Inc., reasonable determination of the persons or classes of persons who require PHI, and the nature of the health information they require, consistent with their job responsibilities.
- Access to patient's entire file will not be allowed except when provided for in this and other policies and procedures and the justification for use of the entire medical record is specifically identified and documented.

Disclosures to and Authorizations From the Patient

- You are required to limit to the minimum amount of information necessary required to perform your job function, or your disclosures of PHI to patients who are the subject of the PHI. In addition, disclosures authorized by the patient are exempt from the minimum necessary requirements unless the authorization to disclose PHI is requested by Western Alliance Emergency Services, Inc.

- Authorizations received directly from third parties, such as Medicare or other insurance companies, which direct you to release PHI to those entities are not subject to the minimum necessary standards.
- For example, if we have a patient's authorization to disclose PHI to Medicare, Medicaid or another health insurance plan for claim determination purposes, Western Alliance Emergency Services, Inc., is permitted to disclose the PHI requested without making any minimum necessary determination.

Western Alliance Emergency Services, Inc., Requests for PHI

- If the company needs to request PHI from another health care provider on a routine or recurring basis, we must limit our requests to only the reasonably necessary information needed for the intended purpose, as described below. For requests not covered below, you must make this determination individually for each request and you should consult your supervisor for guidance. For example, if the request is non-recurring or non-routine, like making a request for documents via a subpoena, we must review and make sure our request covers only the minimum necessary PHI to accomplish the purpose of the request.

Holder of PHI	Purpose of Request	Information Reasonably Necessary to Accomplish Purpose
Skilled Nursing Facilities	To have adequate patient records to determine medical necessity for service and to properly bill services provided	Patient face sheets, discharge summaries, Physician Certification Statements and Statements of Medical Necessity, Mobility Assessments
Hospitals	To have adequate patient records to determine medical necessity for service and to properly bill for services provided	Patient face sheets, discharge summaries, Physician Certifications Statements and Statements of Medical Necessity, Mobility Assessments
Mutual Aid Ambulance or Paramedic	To have adequate patient records to conduct joint billing operations for patients mutually treated /transported by WAES, Inc.	Patient care reports

For all other requests, determine what information is reasonably necessary for each on an individual basis.

Incidental Disclosures

- Western Alliance Emergency Services, Inc., understands that there will be times when there are incidental disclosures about PHI in the context of caring for a patient. The privacy laws were not intended to impede common health care practices that are essential in providing health care to the individual. Incidental disclosures are inevitable, but these will typically occur in radio or face-to-face conversation between health care providers, or when patient care information in written or computer form is left out in the open for other to access or see.
- The fundamental principle is that all staff need to be sensitive about the importance of maintaining the confidence and security of all material we create or use that contains patient care information. Coworkers and other employees should not have access to information that is not necessary for the employee to complete his / her job. For example, it is generally not appropriate for field personnel to have access to billing records of the patient.
- But all personnel must be sensitive to avoiding incidental disclosures to other health care providers and others who do not have a need to know the information. Pay attention to who is within earshot when you make verbal statements about a patient's health information, and follow some of these common sense procedures for avoiding accidental or inadvertently disclosures:

Verbal Security

- Waiting or Public Areas: If patients are in waiting areas to discuss the service provided to them or to have billing questions answered, make sure that there are no other persons in the waiting area, or if so, bring the patient into a screened area before engaging in discussion.
- Garage Areas: Paid and Volunteer employees should be sensitive to that fact that members of the public and other agencies may be present in the garage and other easily accessible areas. Conversations about patients and their health care should not take place in areas where those without a need to know are present.
- Other Areas: Paid and Volunteer employees should only discuss patient care information with those who are involved in the care of the patient, regardless of your physical location. You should be sensitive to your level of voice and to the fact that others may be in the area when you are speaking. This approach is not meant to impede anyone's ability to speak with other health care providers freely when engaged in the care of the patient. When it comes to treatment of the patient, you should be free to discuss all aspects of the patient's medical condition, treatment provided, and any of their health information you may have in your possession with others involved in the care of the patient.

Physical Security

- Patient Care and Other Patient or Billing Records: Patient care reports should be stored in safe and secure areas. When any paper records concerning a patient are completed, they should not be left in open bins or on desktops or other surfaces. Only those with a need to have the information for the completion of their job duties should have access to any paper records.
- Billing records, including all notes, remittance advices, charge slips or claim forms should not be left out in the open and should be stored in files or boxes that are secure and in an area with access limited to those who need access to the information for the completion of their job duties.
- Computers and Entry Devices: Computer access terminals and other remote entry devices such as PDAs and laptops should be kept secure. Access to any computer device should be by password only. Paid and Volunteer employees should be sensitive to who may be in viewing range of the monitor screen and take simple steps to shield viewing of the screen by unauthorized persons. All

remote devices such as laptops and PDAs should remain in physical possession of the individual to whom it is assigned at all times. See Western Alliance Emergency Services, Inc., Policy of Use of Computer Equipment and Information Systems.

Written: 02/24/2003
Amended: 03/01/2009

A handwritten signature in black ink, consisting of several fluid, overlapping strokes. To the right of the signature is a circular stamp, which appears to contain the letters "EWS" inside a circle.

Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Pre-Hospital Incident Reporting System**

Purpose: It is the purpose of this policy to:

- Ensure the quality of patient care.
- Document any accident, injury, or death of employees (volunteer or paid).

Policy: It is the policy of Western Alliance Emergency Services, Inc., that:

- The following process will be utilized to document concerns involving medical command, patient care, problems with equipment, communications, suggestions to improve the EMS system, and other unusual situations. A Commendation/Critique Form shall be completed by any employee or person, who discovers, witnesses, or becomes aware of any circumstance indicative of an event that is not consistent with the routine operation of the EMS system or routine care of any particular patient, or to make administration aware of a good deed or a person acting above and beyond the call of duty.
- Any accident, injury, or fatality will be reported immediately to the shift Supervisor or the Operations Manager who will then notify the Executive Director

Procedure:

- The Commendation/Critique Form or Suggestion Form, when completed, shall be forwarded to the shift Supervisor.
- The shift Supervisor involved shall contact any pre-hospital employees and/or witnesses, upon receipt of any completed Pre-hospital Incident Report. The shift Supervisor will make such reports available for review to the Executive Director.
- In the event of any accident, injury or fatality, the shift Supervisor shall notify the Operations Manager who will then notify the Executive Director
- Western Alliance Emergency Services, Inc., shall report to the appropriate regional EMS council, in a form of manner prescribed by the Pa. Department of Health, an ambulance vehicle accident that is reportable under 75 Pa. C.S., and an accident or injury to an individual that occurs in the line of duty of the ambulance service that results in a fatality, or medical treatment at a facility. The report shall be made within 24 hours after the accident or injury. The report of a fatality shall be made within 8 hours of the fatality.

Written: 08/01/2001
Amended: 03/01/2009


Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Identity Theft Prevention Program**

Purpose

Western Alliance Emergency Services, Inc. is committed to providing all aspects of our service and conducting our business operations in compliance with all applicable laws and regulations. This policy sets forth our commitment to compliance with those standards established by the Federal Trade Commission under the Identity Theft Red Flags and Address Discrepancies under the Fair and Accurate Credit Transaction Act of 2003 ("the Red Flag Rules") at 16 C.F.R. §681.2, regarding the establishment of a written Identity Theft Prevention Program ("Program") that is designed to detect, prevent, and mitigate identity theft in connection with the opening of a covered account or any existing covered account.

Policy

This Program contains policies and procedures designed to identify, detect and respond appropriately to "Red Flags" for identity theft. It also contains policies and procedures for the periodic identification of covered accounts and for the general administration of the Program. This Program addresses our general approach to compliance with the Red Flag Rules. As a "creditor" with "covered accounts" under the Red Flag Rules, Western Alliance Emergency Services, Inc. is required to:

Definitions

- (a) "Account" means a continuing relationship established by a person with the Western Alliance Emergency Services, Inc. to obtain services for personal, family, household or business purposes and includes an extension of credit, such as the purchase or services involving a deferred payment.
- (b) "Covered account" means:
 - (i) An account that the Western Alliance Emergency Services, Inc. offers or maintains, primarily for personal, family, or household purposes, that involves or is designed to permit multiple payments or transactions; and
 - (ii) Any other account that the Western Alliance Emergency Services, Inc. offers or maintains for which there is a reasonably foreseeable risk to individuals or to the safety and soundness of Western Alliance Emergency Services, Inc. from identity theft, including financial, operational, compliance, reputation, or litigation risks.
- (c) "Identity theft" means a fraud committed or attempted using the identifying information of another person without authority.
- (d) "Identifying information" means any name or number that may be used, alone or in conjunction with any other information, to identify a specific person, including any:
 - (i) Name, social security number, date of birth, official state or government issued driver's license or identification number, alien registration number, government passport number or employer or taxpayer identification number;

(ii) Unique biometric data, such as fingerprint, voice print, retina or iris image, or other unique physical representation;

(iii) Unique electronic identification number, address, or routing code;

or

(iv) Telecommunication identifying information or access device (as those terms are defined in 18 U.S.C. §1029(e)).

(v) Medicare number.

(vi) Health care claim number.

(e) "Program" means this written Identity Theft Prevention Program developed and implemented by Western Alliance Emergency Services, Inc.

(f) "Red Flag" means a pattern, practice, or specific activity that indicates the possible existence of identity theft.

(g) "Service provider" means a person who provides a service directly to the Western Alliance Emergency Services, Inc. and includes third party billing companies and other organizations that perform service in connection with Western Alliance Emergency Services, Inc. covered accounts.

Procedures

1. Identify Covered Accounts

(a) Western Alliance Emergency Services, Inc. will annually determine whether it offers or maintains covered accounts (see definition of "covered account" in this Program) and shall document that determination.

(b) As part of this annual identification of covered accounts, Western Alliance Emergency Services, Inc. shall conduct an annual risk assessment of its accounts to determine whether it offers or maintains accounts that carry a reasonably foreseeable risk to patients or to the safety and soundness of Western Alliance Emergency Services, Inc. from identity theft, including financial, operational, compliance, reputation, or litigation risks. In determining whether Western Alliance Emergency Services, Inc. offers or maintains such accounts, Western Alliance Emergency Services, Inc. will conduct an annual risk assessment that takes into consideration

(i) The methods it uses to open its accounts;

(ii) The methods it uses to access its accounts; and

(iii) Its previous experiences with identity theft.

(c) The annual identification of covered accounts should ideally be conducted by an evaluation or audit team acting under the direction and control of the board or other individual in charge of Program administration.

2. Identify Red Flags

(a) Once Western Alliance Emergency Services, Inc. has identified its covered accounts; it shall identify Red Flags (see definition in this Program) for those accounts. This shall be conducted on an annual basis in conjunction with Western Alliance Emergency Service's identification of covered accounts.

Western Alliance Emergency Services, Inc. will also identify red flags as they arise and incorporate them into this Program.

- (b) Western Alliance Emergency Services, Inc. shall consider the following factors in identifying relevant Red Flags for covered accounts, as appropriate:
 - (i) The types of covered accounts it offers or maintains;
 - (ii) The methods it provides to open its covered accounts;
 - (iii) The methods it provides to access its covered accounts; and
 - (iv) Any incidents of identity theft that Western Alliance Emergency Services has experienced.
- (c) Western Alliance Emergency Services shall also consider the examples of Red Flags listed in Supplement A to Appendix A to 16 C.F.R. Part 681. The Program shall include relevant Red Flags from the following categories, as appropriate:
 - 1. Alerts, notifications, or other warnings received from consumer report agencies or service providers, such as fraud detection services;
 - 2. The presentation of suspicious documents;
 - 3. The presentation of suspicious personal identifying information, such as a suspicious address change;
 - 4. The unusual use of, or other suspicious address change;
 - 5. Notice from customers, victims of identity theft, law enforcement authorities, or other persons regarding possible identity theft in connection with covered accounts.
- (d) Western Alliance Emergency Services shall also incorporate Red Flags from sources such as:
 - a. New and changing risks that Western Alliance Emergency Services has identified; and
 - b. Any applicable supervisory guidance from the FTC or other appropriate sources.
- (e) The following are Red Flags identified for Western Alliance Emergency Services covered accounts as of the most recent update to this Program:
 - (i) Patterns of activity on payment accounts that are inconsistent with prior history;
 - (ii) Increases in the volume of inquiries to an account;
 - (iii) The presentation of information that is inconsistent with other sources, e.g., the address, date of birth, or social security number listed for the patient does not match the address given or is inconsistent with other identifying information provided by the patient;
 - (iv) Personal identifying information is identified by third-party sources as having

been associated with known fraudulent activity;

- (v) Personal identifying information of a type commonly associated with fraudulent activity (e.g., fictitious address, use of mail drop, or phone number that is invalid or associated only with a pager or answering service);
- (vi) The social security number provided by the patient is a duplicate of that of other patients;
- (vii) The address or telephone numbers given are the same or similar to those of other patients, particularly recent ones;
- (viii) Attempts to access an account by persons who cannot provide authenticating information;
- (ix) Requests for additional authorized users on an account shortly following change of address;
- (x) Uses of an account that are inconsistent with established patterns of activity such as: nonpayment when there is no history of late or missed payments;
- (xi) Nonpayment of the first payment on the account;
- (xii) Inactivity on an account for a reasonably lengthy period of time;
- (xiii) Mail correspondence sent to the provided address is returned and mail is returned despite continued activity in the account;
- (xiv) Notification of Western Alliance Emergency Services of an unauthorized transaction by the patient;
- (xv) Notification of Western Alliance Emergency Services by the patient, a law enforcement authority, or other person, that it has opened a fraudulent account;
- (xvi) A complaint or question from a patient based on the patient's receipt of:
 - 1. A bill for another individual;
 - 2. A bill for a service that the patient denies receiving;
 - 3. A bill from a health care provider that the patient never utilized;
 - 4. A notice of insurance benefits (or Explanation of Benefits) for health services never received; or
 - 5. A patient or insurance company report that coverage for legitimate healthcare service is denied because insurance benefits have been depleted or a lifetime cap has been reached.
- (xvii) A complaint or question from a patient about information added to a credit report by a health care provider or insurer;
- (xviii) A dispute of a bill by a patient who claims to be the victim of any type of identity theft;
- (xix) A patient who has an insurance number but never produces an insurance card or other physical documentation of insurance;

- (xx) A notice or inquiry from an insurance fraud investigator for a private insurance company or a law enforcement agency;
- (xxi) A security breach;
- (xxii) Unauthorized access to a covered account by personnel;
- (xxiii) Unauthorized downloading of patient files;
- (xxiv) Loss or theft of unencrypted data;
- (xxv) Inappropriate access of a covered account;
- (xxvi) A computer virus or suspicious computer program;
- (xxvii) Multiple failed log-in attempts on a workstation;
- (xxviii) Theft of a password;
- (xxix) The presentation of an insurance card or form of identification that is clearly altered; and
- (xxx) Lost, stolen, or tampered facility equipment.

3. Detect Red Flags

- (a) Western Alliance Emergency Services shall adopt reasonable policies and procedures to address the detection of Red Flags in connection with the opening of covered accounts and existing covered accounts, such as by:
 - a. Obtaining identifying information about, and verifying the identity of, a person opening a covered account, and
 - b. Authenticating patients, monitoring transactions, and verifying the validity of change of address requests.
- (b) The following procedures have been adopted by Western Alliance Emergency Services to address the detection of Red Flags as of the most recent update to this Program:
 - Suspicious Documents at the Time of Transport: Western Alliance Emergency Services personnel shall be on the alert for patients who present suspicious documents such as an insurance card or form of identification that appears to have been altered or does not match other information about the patient. Whenever possible, the crew shall attempt to verify the identity of the patient with someone who knows the patient and/or someone who has rendered care to the patient. Personnel shall not delay the provision of care when verifying this information and should obtain this information after the transport when it could delay the provision of care.
 - ID Verification Before Discussing Patient Account Information or Change of Address: Before discussing any information related to a covered account with any individual, or making a change to address information in a covered account; Western Alliance Emergency Services personnel shall sufficiently ascertain the identity of the individual.

1. If a patient or appropriate representative makes a telephone inquiry or request regarding a patient account, Western Alliance Emergency Services personnel shall require the patient or appropriate representative of the patient to verify the date of birth, social security number (or at least the last 4 digits), and address of the patient to whom the account pertains.
 2. If the patient or appropriate representative of the patient presents in person to the business office of Western Alliance Emergency Services, s/he shall be required to provide a valid government issued photo ID in addition to the date of birth, social security number (or last 4 digits), and address of the patient to whom the account pertains.
 3. If the patient or appropriate representative of the patient is unable to provide the necessary information to verify the identity of the patient, Western Alliance Emergency Services staff shall make a notation of the inquiry or address change request in the patient account file and alert an appropriate supervisor without providing access or honoring the address change request.
- (c) Under the HIPAA Privacy and Security Rules, Western Alliance Emergency Services is required to implement policies and procedures regarding the protection of protected health information and to implement administrative, physical and technical safeguards to protect electronic protected health information. The following policies and procedures from Western Alliance Emergency Services HIPAA compliance program serve the dual purpose of detecting identity theft in connection with the opening of and existing covered accounts at Western Alliance Emergency Services and they are hereby incorporated in this Program by reference

Section IV-Documentation / Dissemination

- (i) **Organizational Documentation Requirements**
- (ii) **EMS Patient Care Reports**
- (iii) **Privacy Training**
- (iv) **Confidentiality Statement/Dissemination of Patient Information/
Employee Verification**
- (v) **Password Authorization Form**
- (vi) **Designated Record Sets**
- (vii) **Request for Amendment to Protected Health Information**
- (viii) **Use of Computer and Information Systems and Equipment**
- (ix) **Patient Access, Amendment and Restriction on Use of**
- (x) **Protected Health Information**
- (xi) **Security, Levels of Access and Limiting Disclosure and Use of PHI**
- (xii) **Pre-Hospital Incident Reporting System**

4. Respond to Red Flags

- (a) Western Alliance Emergency Services will respond to Red Flags of which it becomes aware in a manner commensurate with the degree of risk posed by the Red Flag. In determining an appropriate response, Western Alliance Emergency Services will consider aggravating factors that may heighten the risk of identity theft. For example, notice to Western Alliance Emergency Services that a patient has provided information to someone fraudulently claiming to represent

Western Alliance Emergency Services may suggest that identity theft is more likely.

- (b) Western Alliance Emergency Services shall assess whether the Red Flag detected poses a reasonably foreseeable risk of identity theft and if it does, respond appropriately. If Western Alliance Emergency Services determines that the Red Flag does not pose a reasonably foreseeable risk of identity theft, it shall have a reasonable basis choosing not to respond to the Red Flag.
- (c) If any personnel at Western Alliance Emergency Services believe identity theft has occurred or may be occurring, s/he shall immediately notify a supervisor. The supervisor will contact the designated Red Flag Rule compliance officer who will determine the appropriate response.
- (d) Appropriate responses may include the following:
 - (i) Monitoring a covered account for evidence of identity theft;
 - (ii) Contacting the patient;
 - (iii) Changing any passwords, security codes, or other security devices that permit access to a covered account;
 - (iv) Reopening a covered account with a new account number;
 - (v) Not opening a new covered account;
 - (vi) Closing an existing covered account;
 - (vii) Not attempting to collect on a covered account or not selling a covered account to a debt collector;
 - (viii) Notifying law enforcement; or
 - (ix) Determining that no response is warranted under the particular circumstances.
- (e) Patient Notification: If there is a confirmed incident of identity theft or attempted identity theft, Western Alliance Emergency Services will notify the patient after consultation with law enforcement about the timing and the content of such notification (to ensure notification does not impede a law enforcement investigation) via certified mail. Victims of identity theft will be encouraged to cooperate with law enforcement in identifying and prosecuting the suspected identity thief, and will be encouraged to complete the FTC Identity Theft Affidavit.
- (f) Investigation of Suspected Identity Theft: If an individual claims to be a victim of identity theft, Western Alliance Emergency Services will investigate the claim. The following guidelines apply:
 - (i) The individual will be instructed to file a police report for identity theft.
 - (ii) The individual will be instructed to complete the ID Theft Affidavit developed by the FTC, including supporting documentation; or an ID theft affidavit recognized under state law.
 - (iii) The individual will be requested to cooperate with comparing his or her

personal information with information in Western Alliance Emergency Services records.

- (iv) If following investigation, it appears that the individual has been a victim of identity theft, Western Alliance Emergency Services will take the following actions:

1. Cease collection on open accounts that resulted from identity theft. If the accounts had been referred to collection agencies or attorneys, the collection agencies/attorneys will be instructed to cease collection activity.
2. Cooperate with any law enforcement investigation relating to the identity theft.
3. If an insurance company, government program or other payor has made payment on the account, the provider will notify the payor and seek instructions to refund the amount paid.
4. If an adverse report had been made to a consumer reporting agency, the provider will notify the agency that the account was not the responsibility of the individual.

- (v) If following investigation, it does not appear that the individual has been a victim of identity theft, Western Alliance Emergency Services or the collection agency will give written notice to the individual that he or she is responsible for payment of the bill. The notice will state the basis for determining that the person claiming to be a victim of identity theft was in fact the patient.

- (g) Amendment of Records: Patient medical records and payment records must be corrected when identity theft has occurred. This is necessary to ensure that inaccurate health information is not inadvertently relied upon in treating a patient, and that a patient or a third-party payer is not billed for services the patient did not receive. Patient records will be corrected in consultation with the patient and the patient's treating health care provider(s), and in a manner consistent with the Western Alliance Emergency Service's HIPAA policy on amendments to medical records.

- (h) Disclosure/Unauthorized Access to Unencrypted Data: If there is a disclosure of, or an unauthorized access to, unencrypted computerized data containing a person's first name or first initial and last name and (1) a social security number, (2) driver's license number, or (3) financial account number (including a credit or debit card number), state law governing notification of patients will be followed.

- (i) The Presentation of Suspicious Documents at the Time of Transport: When a patient presents a suspicious document such as an insurance card or form of identification that is clearly altered or does not match other information about the patient, ambulance personnel shall:

1. Note the nature of the incident and circumstances surrounding the incident in an incident report or other appropriate document so that the claim is "flagged" for review.
2. If possible, attempt to obtain identifying information about the patient from other sources such as individuals who know or have treated the

patient.

3. Notify the individual in charge of Red Flag Rules compliance as soon as possible after the transport about the incident and the circumstances surrounding the incident.
4. Before opening a covered account under the name given, the Red Flag Rules compliance officer, or other designated individual, shall make attempts to verify the identity of the patient through any means possible. If it appears the patient has attempted to commit identity theft, the procedures for notification and investigation of the incident (above) shall be followed.

5. Update the Program

- (a) Western Alliance Emergency Services shall update this Program (including identifying Red Flags determined to be relevant) annually.
- (b) The update shall reflect changes in risks of identity theft to patients or to the safety and soundness of Western Alliance Emergency Services information. The review and update will be based on factors such as:
 - (i) The experiences of Western Alliance Emergency Services with identity theft;
 - (ii) Changes in methods of identity theft;
 - (iii) Changes in methods to detect, prevent, and mitigate identity theft;
 - (iv) Changes in the types of accounts that Western Alliance Emergency Services offers or maintains; and
 - (v) Changes in the business arrangements of Western Alliance Emergency Services, including mergers, acquisitions, alliances, joint ventures, and service provider arrangements.

6. Administer the Program

- (a) Program Oversight: The board of directors shall designate an individual who is in charge of Red Flag Rules compliance. This individual shall be involved in the oversight, development, and implementation and administration of the Program. The individual shall be responsible for:
 - (i) Implementation of this Program;
 - (ii) Reporting to the board of directors, or an appropriate designated committee of the board at least annually on compliance by Western Alliance Emergency Services with this Program. The report shall address material matters related to the Program and evaluate issues such as:
 1. The effectiveness of the policies and procedures of Western Alliance Emergency Services in addressing the risk of identity theft in connection with the opening of

covered accounts and with respect to existing covered accounts;

2. Service provider arrangements;
3. Incidents involving identity theft and management's response; and
4. Recommendations for material changes to the Program.

- (b) After reviewing official annual reports, the board of directors or appropriate designated committee shall approve changes to this Identity Theft Prevention Program, as necessary.

7. Train Employees

- (a) Western Alliance Emergency Services will conduct a general training session for all personnel to provide them with a general overview of this Program. All new personnel shall undergo such training during their orientation process. Documentation of training, including copies of all rosters and sign in sheets showing the training dates and the names of attendees, shall be maintained for at least four years.
- (b) All staff that are responsible for the administration of the Program and staff who regularly deal with covered accounts should be trained on an annual basis.

8. Oversee Service Provider Arrangements

If Western Alliance Emergency Services engages a third party to perform an activity in connection with one or more covered accounts (*e.g.*, billing companies, collection agencies), Western Alliance Emergency Services will:

- (a) Review the third party's policies for preventing, detecting, and mitigating identity theft and determine if those policies are acceptable to Western Alliance Emergency Services; or
- (b) Require the third party to comply with the applicable terms of this Program through contract or agreement.

Written: 04/2009

Implemented: 05/2009



Verified Signature

Exe Director/CEO



COMMENDATION / CRITIQUE FORM

Person Completing Form: _____ Position: _____
PLEASE PRINT

Date of Incident: _____ Time: _____

Issue Involving: (please check box) Equipment ☐ Patient Related ☐ Administration ☐ Safety ☐
Positive Issue ☐ Other ☐

NARRATIVE: _____

(USE REVERSE SIDE IF NECESSARY)

SHIFT SUPERVISOR SECTION

Date Received: _____ Date Investigation Complete: _____

Date Submitted to the Executive Director/CEO (if necessary): _____

OPERATIONS MANAGER SECTION

Date Received: _____ Date Filed: _____

Follow Up Required: Yes ☐ No ☐

Notes: _____

Signature

Date _____

EXECUTIVE DIRECTOR /CEO

Date Received: _____

Date Filed: _____

Supervisor(s) Informed: Yes ☐ No ☐

Date Informed: _____

Notes: _____

**Quality
Improvement/Assurance**

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Non-Discrimination Statement**

Purpose: It is the purpose of this policy to ensure the consistent and equal treatment of all those associated with Western Alliance Emergency Services, Inc.

Policy: It is the policy of Western Alliance Emergency Services, Inc., to be a non-discriminatory Corporation.

Procedure:

- Shall consider all persons for membership without regard to their race, color, familial status, religious creed, ancestry, age, sex, national origin, sexual orientation, handicap or disability, use of guide or support animals because of blindness, deafness or physical handicap of the user or because the user is a handler or trainer of support or guide animals.
- The same requirements for memberships, election to office, and assignment of duties are applied to all without regard to their race, color, familial status, religious creed, ancestry, age, sex, national origin, sexual orientation, handicap or disability, use of guide or support animals because of blindness, deafness or physical handicap of the user or because the user is a handler or trainer of support or guide animals.
- All facilities of Western Alliance Emergency Services, Inc., are available without distinction to all members and community members regardless of their race, color, familial status, religious creed, ancestry, age, sex, national origin, sexual orientation, handicap or disability, use of guide or support animals because of blindness, deafness or physical handicap of user or because the user is a handler or trainer of support or guide animals.
- Western Alliance Emergency Services, Inc., will render emergency medical care regardless of a patient's race, sex, creed, national origin, sexual preference, age handicap, medical problem or financial inability to pay.

Written: 08/01/2001
Approved: 03/02/2003

Exe Director/CEO

WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT

POLICY AND PROCEDURE
Compliance Program

Purpose: It is the purpose of this policy to ensure a systematic approach in both identification and adherence to corporate compliance. The Board of Directors and Executive Director/CEO recognize the importance of a corporate compliance program, and has directed that Western Alliance Emergency Services, Inc., create a Corporate Compliance Program.

Policy: It is the policy of Western Alliance Emergency Services, Inc., to:

- Consistently and fully comply with all laws and regulations pertaining to the delivery of and billing for services, including those laws and regulations that apply to Western Alliance Emergency Services, Inc., on account of its participation in Medicare, Medicaid and other health care programs.
- Provide a common understanding of Western Alliance Emergency Services, Inc., expectations for proper conduct.
- Provide a process for Employees to address compliance related concerns.
- Provide guidelines to Employees for dealing with any difficult, complex, or confusing issue.
- Ensure that Federal and State regulatory guidelines are followed.

Procedures:

- Western Alliance Emergency Services, Inc., will have a Compliance Program Manual readily available at all stations.
- Western Alliance Emergency Services, Inc., will have an Executive Compliance Committee consisting of Compliance Officer(s) and Executive Director/CEO. The Executive Compliance Committee is the oversight body responsible for the review and approval of the Compliance Program.
- Western Alliance Emergency Services, Inc., will have Compliance Liaisons consisting of Directors, Supervisors and Operations Manager. The Compliance Liaisons are responsible for ensuring execution and maintenance of the compliance program, as well as, making sure all parts of the program are in place in each aspect of Western Alliance Emergency Services, Inc., operation.
- The employees (volunteer and paid) are the most important part of the Compliance Program. The employees are the “eyes and ears” of the Compliance Program, and their support is a key to its success.

Compliance Program (continued)

- Every employee shall:
 - Be honest in your dealings with patients, vendors, payers, and fellow employees.
 - Find out how the Compliance Program applies to your job, and then perform your job in a way that meets the standards of the Compliance Program.
 - Seek guidance when you are unsure about how to apply the Compliance Manual, Code of Conduct or what action to take in any given situation.
 - Listen and respond to questions, complaints or concerns expressed by patients, family members, visitors and co-workers
- Every employee is expected to promptly report any potential compliance violation(s) to the QA/QI Chair, Program Manager and the Statistical Manager either orally or in writing

Compliance

- Complying with laws and regulations is nothing new to Western Alliance Emergency Services, Inc., employees; it is something we all deal with every day. As an employee you should follow the guidelines described in the Code of Conduct to ensure compliance with regulations and laws that affect Western Alliance Emergency Services, Inc.
- Compliance results in higher quality patient care. Each of us has a part in providing high quality patient care, even if we are not direct caregivers. Common sense and good judgment are always the best guidelines for any situation. If you are facing a situation where you think there might be compliance – related issue, you should discuss it with a Supervisor or any member of the Executive Compliance Committee.

Written: 08/2002
Approved: 03/2009

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Quality Commitment / Compliance Monitoring**

Purpose: It is the purpose of this policy to constantly improve all aspects of Western Alliance Emergency Services, Inc., and to remain compliant with the Department of Health.

Policy:

- Shall monitor compliance with the requirements that the act imposes upon the ambulance service and staff.
- Shall maintain quality as our first priority.
- Shall understand and meet the requirements of those we serve, both internally and externally.

Procedure:

- Every paid and volunteer employee of Western Alliance Emergency Services, Inc., is expected to respond to the organization's commitment to quality, and to make an individual commitment to improve quality.
- All persons working in any capacity with Western Alliance Emergency Services, Inc., shall remember at all times that they are ambassadors of the organization, and as such, must conduct themselves in an exemplary manner.
- Western Alliance Emergency Services, Inc., shall file a written report with the Department of Health if it determines that a pre-hospital provider, who is a volunteer or paid employee, or who has recently left the organization, has engaged in conduct not previously reported to the Department, for which the Department may impose disciplinary sanctions under 1003.27 (relating to disciplinary and corrective action). The duty to report pertains to conduct that occurs during a period of time in which the pre-hospital provider is functioning for the organization.

Written: 08/01/2001
Approved: 03/01/2003

Exe Director/CEO

WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT

POLICY AND PROCEDURE
Quality Improvement / Quality Assurance

Purpose: The purpose of this policy is to assure that patient care, and the documentation of said care, is maintained at the highest level. This policy is also intended to provide a mechanism for feedback to all providers, to reinforce and improve patient care.

Policy:

- Western Alliance Emergency Services, Inc., shall cooperate in the Statewide and Regional EMS Quality Improvement Program.
- The following “Quality Indicators” will be audited on a monthly basis:
 - Cardiac arrests
 - Bradford County Manor dispatches
 - Protocols deviations or incidents generating incident reports
 - Extended on scene times (> 10 minutes)
 - Any monthly topic chosen by the Medical Director and/or Operations Manager

Procedure:

- Shall provide information, data, reports, and access to records requested by the Department of Health and Regional EMS councils to monitor the delivery of EMS.
- Shall identify “Quality Indicators”.
- Collect data (pull all trip sheets fitting indicators).
- Monitor and identify non-conformance:
 - Policy and Procedures
 - E.R. Records
 - Dispatch Center
 - Incident Reports
- Any non-conformance identified shall be investigated:
 - Identify the root cause and a corrective action.
 - Review by Medical Director, Executive Director, and Operations Manager.
 - Review with provider through feedback, remediation, education, and corrective action.
- Possible Disposition:
 - Revision of Policy and Procedure
 - Disciplinary Action
 - Documentation
 - Periodic follow up to conform performance

Quality Assurance / Quality Improvement (continued)

NOTE: All patient care reports submitted for Quality Assurance / Quality Improvement must be identical to the patient care report that becomes part of the patients' permanent record. Please refer to the Policy and Procedure regarding "EMS Patient Care Reports" for assistance and support in this manner.

Written: 08/01/2001
Amended: 03/01/2009

A handwritten signature in black ink, consisting of several fluid, overlapping strokes. A small circular stamp is visible on the right side of the signature.

Verified Signature

Exe Director/CEO

PERSONNEL

**WESTERN ALLIANCE EMERGENCY SERVICE, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Standards of Appearance**

Purpose: It is the purpose of this policy to ensure employee appearance and manner of dress. Safety, security, employee identification, ability to do a given job, and public perception of quality are all qualities of appropriate dress attire.

Policy: It is the policy of Western Alliance Emergency Service, Inc., that each employee provides a clean, sanitary environment, including attire.

Procedure:

- During working hours (shift duty), each volunteer or paid employee is responsible for maintaining a neat, professional appearance.
- Each employee on duty shall be in a neat, clean, issued uniform, this includes shirt and pants
- Jackets, if worn must be either represent Western Alliance Emergency Medical, Inc or be non agency specific and be either BLUE or BLACK
- Foot attire must consist of Over-the-Ankle BLACK leather boots.
- Shorts are not acceptable attire, on any detail.
- Beards and /or Moustaches shall be neatly groomed while on duty.
- With the exception of pierced ears, all other body piercing, shall be either covered or removed for the safety of each employee, co-worker, and patient.

Written: 08/01/2001
Amended: 03/01/2009



Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Personnel Requirements**

Purpose: It is the purpose of this policy to ensure that Western Alliance Emergency Services, Inc., maintains staffing requirements and adheres to Child Labor Laws.

Policy: It is the policy of Western Alliance Emergency Services, Inc., to:

- Comply with the Child Labor Law (43P.S. 41-66.1) and regulations adopted under that law when it is using persons 18 years of age and younger to staff and ambulance.
- Ensure that all persons who staff the ambulance, including its officers, directors, members of its Administrative team, pre-hospital personnel, and ambulance drivers, are responsible persons.
 - Shall require each person who staffs the ambulance service to provide it with information as to misdemeanor and felony convictions, and disciplinary sanctions against a license, certification or other authorization to practice a health care occupation or profession, that have been imposed against that person, and to update that information if and when additional convictions and disciplinary sanctions occur. The ambulance service shall consider this information in determining whether the person is a responsible person. An ambulance service shall also provide the Department of Health with advance notice, 30 days if possible, of any change in its management personnel to include as a new member of its management team a person who has been convicted of a felony or misdemeanor or has had a disciplinary sanction imposed against a license, certification or other authorization to practice a health care occupation or profession.
- Have an EMT, EMT-Paramedic, or other Health Care professional accompany the patient in the patient compartment of the ambulance during transport.

Procedure:

- When transporting a patient, except for when engaging in the routine transfer of convalescent or other non-emergent cases, shall be staffed by at least two persons, one of whom shall be an EMT, EMT-Paramedic, or other Health Care professional, and one of whom shall, at least, qualify as an ambulance attendant.
- The ambulance need not meet the staffing requirement in this subparagraph when responding to a call, provided that the minimum staffing requirement is satisfied when transporting a patient.

Personnel Requirements (continued)

- Shall have a duty roster that identifies staff who meet minimum staff criteria and who have committed themselves or been assigned by Western Alliance Emergency Services, Inc., to be available at the specified times, or a staff availability schedule that identifies staff who meet minimum staff criteria and have identified themselves as being available. A monthly duty section schedule is published and copies are made available to all members.

Written: 08/01/2001

Amended: 03/01/2009

A handwritten signature in black ink, consisting of several fluid, overlapping strokes. A small circular stamp or mark is visible near the end of the signature.

Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Orientation and Probation**

Purpose: It is the purpose of this policy to provide the paid or volunteer employee with a systematic approach to reaching the goals and objectives pertaining to the policies and procedures set forth by Western Alliance Emergency Services, Inc.

Policy: It is the policy of Western Alliance Emergency Services, Inc., to provide a formal employee orientation program for all new paid and volunteer employees.

Procedure:

- Each new paid or volunteer employee will be placed on a **90 day** probationary period.
- An orientation checklist will be provided to each new paid or volunteer employee.
- The entire completed checklist must be submitted to the Operations Manager within **30 days** of the probationary period.
- The checklist will be used in the completion of a probationary performance evaluation, and will be kept in the employee's personnel file.
- Orientation will consist of:
 - Western Alliance history and philosophy
 - Identification and description of communications
 - Discussion of Documentation expectation
 - Policy and Procedure Manual orientation
 - Incident reporting
 - HIPAA/Patient Privacy Training
 - Public relations/telephone usage
 - Corporate Compliance orientation
 - Sexual Harassment video
 - Standards of Performance / Patient Satisfaction orientation
 - Exposure Control Plan Orientation and Hazard Communication Standard
 - Driver orientation

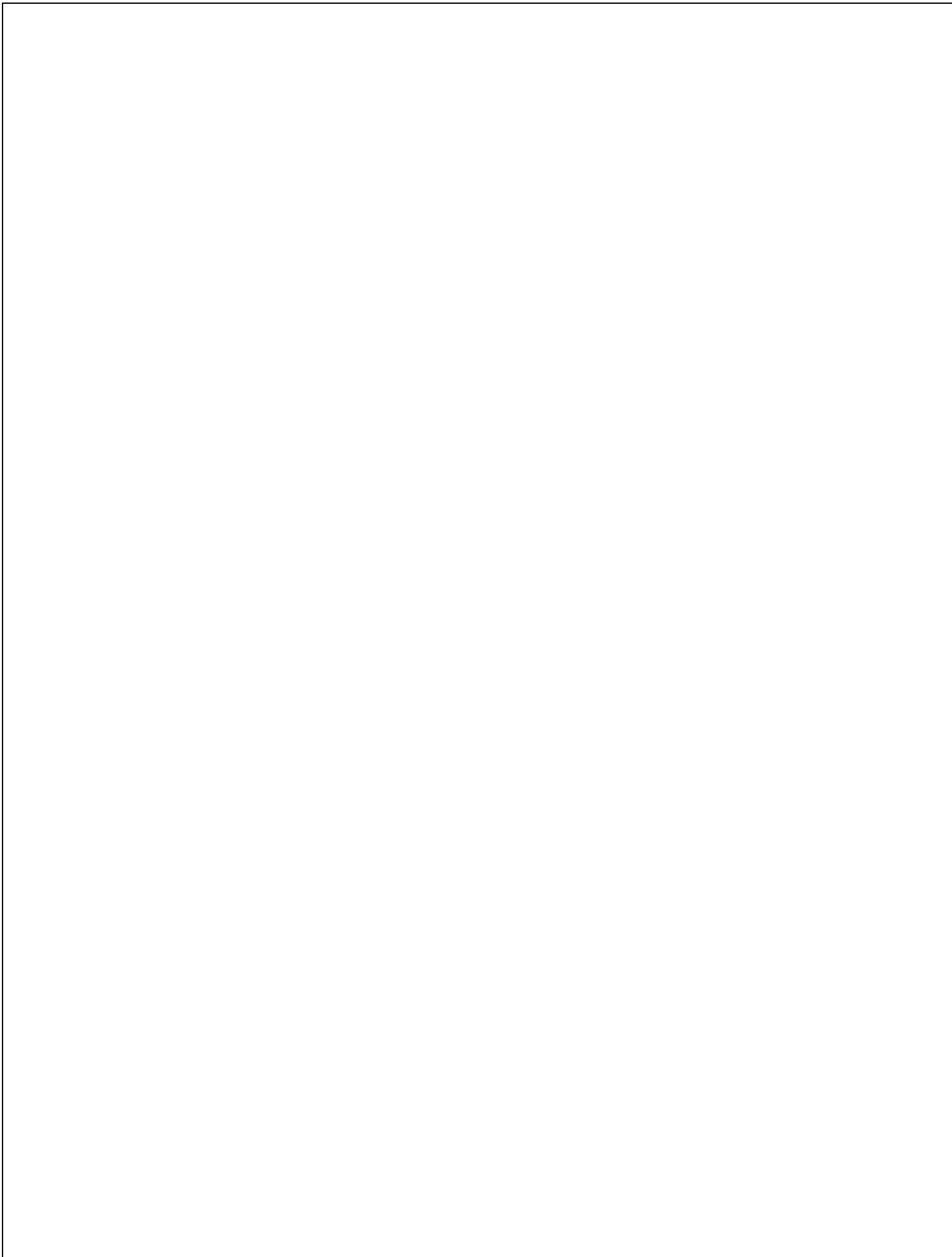
*** All new employees will remain on orientation according to their individual needs.

Written: 02/24/2003
Amended: 03/01/2009



Verified Signature

Exe Director/CEO





Orientation Check List **Instructions For Use**

1. Either the Preceptor or Orientee will check the appropriate space on the check list as each requirement is met.
2. The orientation checklist must be completed prior to 30 days during the probation period.
3. Signature of both the Preceptor(s) and the Orientee are required on the checklist form signifying agreement of the accomplished requirements indicated.
4. The entire completed checklist must be submitted to the ALS Coordinator or Executive Director/CEO



Western Alliance
EMERGENCY SERVICES, INC.
Orientation Check List

Name / Position: _____

EXECUTIVE DIRECTOR / CEO	Check	DATE AND INITIAL
Western Alliance history and philosophy	<input type="radio"/>	
Personnel policy	<input type="radio"/>	
Standards of performance/patient satisfaction	<input type="radio"/>	
COMPLIANCE OFFICER	<input type="radio"/>	
Corporate compliance	<input type="radio"/>	
Sexual harassment video	<input type="radio"/>	
Public relations /Telephone usage	<input type="radio"/>	
PRIVACY OFFICER	<input type="radio"/>	
HIPAA/ Patient Privacy training	<input type="radio"/>	
Incident reporting	<input type="radio"/>	
EXECUTIVE SECRETARY	<input type="radio"/>	
Discussion of Documentation Expectation	<input type="radio"/>	
DESIGNATED INFECTION CONTROL OFFICER	<input type="radio"/>	
Exposure Control Plan	<input type="radio"/>	
Hazard Communication Standard	<input type="radio"/>	
FLEET SERVICE REPRESENTATIVE	<input type="radio"/>	
Driver orientation	<input type="radio"/>	
Identification and description of communications	<input type="radio"/>	

Orientees Signature: _____ Date: _____

WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT

POLICY AND PROCEDURE
Medical Records of Employees

Purpose: It is the purpose of this policy to define and ensure the protection of employee medical records.

Policy: It is the policy of Western Alliance Emergency Services, Inc., to provide guidance to both paid and volunteer employees, and administration concerning the privacy of medical records which involve employees of Western Alliance Emergency Services, Inc.

Procedure:

- Western Alliance Emergency Services, Inc., will, to the extent required by law, protect medical records it receives about employees in a confident manner. Generally, only those with a need to know the information will have access to it, and, even then, they will only have access to as much information as is minimally necessary for the legitimate use of the medical records.
- In accordance laws concerning disability discrimination, all medical records of employees will be kept in separate files apart from the employee's general employment file. These records will be secured with limited access by administration.
- In accordance with the Privacy Rule of the Health Insurance Portability and Accountabilities Act of 1996, medical records that are not considered employment records will be treated in accordance with the safeguards of the Privacy Rule with respect to their use and disclosure.
- Employment records are not considered to be protected health information, or PHI, subject to HIPAA safeguards, including certain medical records of employees that are related to the job. These employment records not covered under HIPAA include, but are not limited to:
 - Information obtained to determine my suitability to perform the job duties (such as physical exam reports)
 - Drug and alcohol tests obtained in the course of employment
 - Doctor's excuses provided in accordance with the attendance policy
 - Work-related injury and occupational exposure reports
 - Medical and laboratory reports related to such injuries or exposures, especially to the extent necessary to determine workers' compensation coverage
- Nonetheless, despite the fact that such records are not considered HIPAA protected, Western Alliance Emergency Services, Inc., will limit the use and disclosure of these records to only those with a need to have access to them, such s certain administration staff, medical director, and state agencies pursuant to state law.

- With respect to employees of Western Alliance Emergency Services, Inc., only health information that is obtained about and employee in the course of providing ambulance or other medical services directly to the employee is considered PHI under HIPAA. In other words, if Western Alliance Emergency Services, Inc., provides ambulance service to an employee, the protections typically given to such information to our ambulance service patients applies to the employee. These protections are subject to HIPAA exceptions, such as in the situation in which the employee used Western Alliance Emergency Services, Inc., in a work-related injury while on duty.
- As another example, if we receive a staff member's medical record in the course of providing the employee with treatment and/or transport, it does not matter that Western Alliance Emergency Services, Inc., happens to be the employer-that record is PHI. If, however, the employee submits a doctor's statement to administration to document an absence or tardiness from work, Western Alliance Emergency Services, Inc., does not need to treat that statement as PHI. Other health information that could be treated as employment related, and not PHI, includes medical information that is needed to Western Alliance Emergency Services, Inc., to carry out its obligations under the FMLA, ADA and similar laws, as well as files or records related to occupational injury, disability insurance eligibility, drug screening results, workplace medical surveillance, and fitness-for-duty-tests of employees.

Written: 02/25/2003

Amended: 03/01/2009



Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICE, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Employee Access to Personnel File**

Purpose: It is the purpose of this policy to explain the contents of personnel files and to describe the employee's right to review their file.

Policy: It is the policy of Western Alliance Emergency Services, Inc., that personnel files are to be secured confidentially, but every employee shall have the right to review the contents of his or her file with the exception of pre-employment reference material.

Procedure:

- Personnel files must be reviewed in the presence of the Executive Director, or other designated agent, during regular business hours.
- An employee may obtain a copy of the information contained in his or her personnel file. Refer to the policy on **Exposure Control Plan** under **Section XII** of the Policy and Procedure Manual
- If, after reviewing the file, an employee disagrees with the contents, the employee may submit a written statement explaining his or her position and such statement will be placed in the file.

Written: 02/1999
Amended: 03/2009

Exe Director/CEO

WESTERN ALLIANCE EMERGENCY SERVICES, INC.
FINANCIAL DEPARTMENT

POLICY AND PROCEDURE
Accounting System

Purpose: This policy has been developed to provide a standardized procedure for the administration of accounting practices.

Policy: It is the policy of Western Alliance Emergency Services, Inc., to maintain accurate financial record keeping, as well as, punctual deposits, check drafting, and financial reports.

Procedure:

A bookkeeper will be assigned either by internal employment or by way of external sub contract.

All deposits will be received by and monitored by the Executive Director/CEO, who will submit such deposits to the bookkeeper on a bi-monthly basis.

All purchases will be approved or disapproved by the Executive Director/CEO. All product invoices will be stamped, signed, and initialed by the Executive Director/CEO, and at such time will be submitted to the bookkeeper for payment.

The Executive Director/CEO will receive from the bookkeeper bi-monthly financial statements including Profit and Loss, Year to Date, and Balance Sheet statements.

Written: 08/01/2001
Amended: 03/01/2003

Exe Director/CEO

WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT

POLICY AND PROCEDURE
Reimbursement System

Purpose: To provide a system to reimburse both volunteer and paid employee's for expenses incurred in the performance of their duty.

Policy: It is the intent of this policy to provide a reimbursement schedule for related expenses as an employee, either volunteer or paid, and to help maintain standards of dress consistent with the professional image expected of all employee's.

Procedure:

- When a person reaches active status, or when deemed appropriate by management, a uniform consisting of a shirt, pants, and jacket will be provided.
- A communication device will be issued to any active volunteer employee residing in Western Alliance coverage area in need of this type of device.
 - The following special event schedule shall apply to volunteer employee's:
 - Sporting event standby
 - Invalid / Wheelchair transports
 - *Gift Certificate for Fuel/Meal etc. \$ 10.00
 - Approved training and business reimbursement schedule:
 - Maximum hotel with receipt \$100.00
 - Mileage reimbursement with receipt \$ 0 .43
 - Approved course fee reimbursement \$ 100%
 - Business Related meal reimbursement schedule:
 - **Breakfast with receipt \$ 5.00
 - **Lunch with receipt \$ 5.00
 - **Dinner with receipt \$ 10.00

**Gift certificate reimbursement schedule*

- *Applies to volunteers only*
- *Only applied to those transporting*
- *Must be on the PCR as an attendant*

*** This excludes any event warranting a gift certificate*

Reimbursement System (continued)

Definitions:

- Probation period: The three (3) month period of time which the volunteer has been accepted into the corporation.
- Active Volunteer: A volunteer who has passed the probation period and is scheduled at least 12 hours per month for two consecutive months and scheduled monthly
- Inactive Volunteer: After six (6) months of unscheduled time, the Volunteer would be considered inactive, and shall be required to return all issued items, including uniform(s) and related equipment, that may have been issued while meeting active status.

Written: 09/2001
Amended: 03/2009

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Appointment of Supervisors and Representatives**

Purpose: This policy has been developed to provide a standardized operational structure.

Policy: It is the policy of Western Alliance Emergency Services, Inc., to fill all supervisor, representative and committee positions with qualified personnel. Western Alliance Emergency Services reserves the right to remove, change alter such positions as deemed necessary. All positions are appointed.

Procedures:

- All such positions shall be appointed by the Executive Director/CEO.
- All such appointments shall be reviewed and reevaluated every 6 months.
- Such appointments can be removed as deemed necessary.
- All appointments are in no way an employment agreement/contract.

Written: 02/1999
Amended: 03/2009

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Personnel Safety**

Purpose: It is the purpose of this policy to ensure, to the best of our ability, personal safety.

Policy: It is the policy of Western Alliance Emergency Services, Inc., to make safety a priority. It will be the responsibility of the Administration and Supervisors to ensure all personnel have access to safety equipment.

Procedure:

- No scene shall be entered prior to being deemed safe.
- Helmets, leather gloves, turnout coats and eye protection shall be worn for all employees at all accident scenes including motor vehicle, airplane, motorcycle, and recreational vehicle accidents.
- To meet federal regulations all Western Alliance Emergency Medical, Inc personnel shall wear a 5 Point Vest while on any highway
- Hazmat R&I will be a minimum requirement for all employees who respond to motor vehicle accidents, etc. involving hazardous materials. Hazmat Operations is highly recommended although not a requirement.
- Western Alliance Emergency Services, Inc., will arrange for all employees to be vaccinated against Hepatitis B at no cost to the employee.(reference 28 Pa. Code 1005.10 (1) – Personnel Safety Policy and Local Policy and the Exposure Control Plan in the Policy and Procedure Manual)

Written: 08/01/2001
Amended: 03/01/2009



Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Weapons and Explosives**

Purpose: It is the purpose of this policy to ensure a safe environment and remain compliant with Pa. State licensure. (reference 28 Pa. Code 1005.10 (h) and (l))

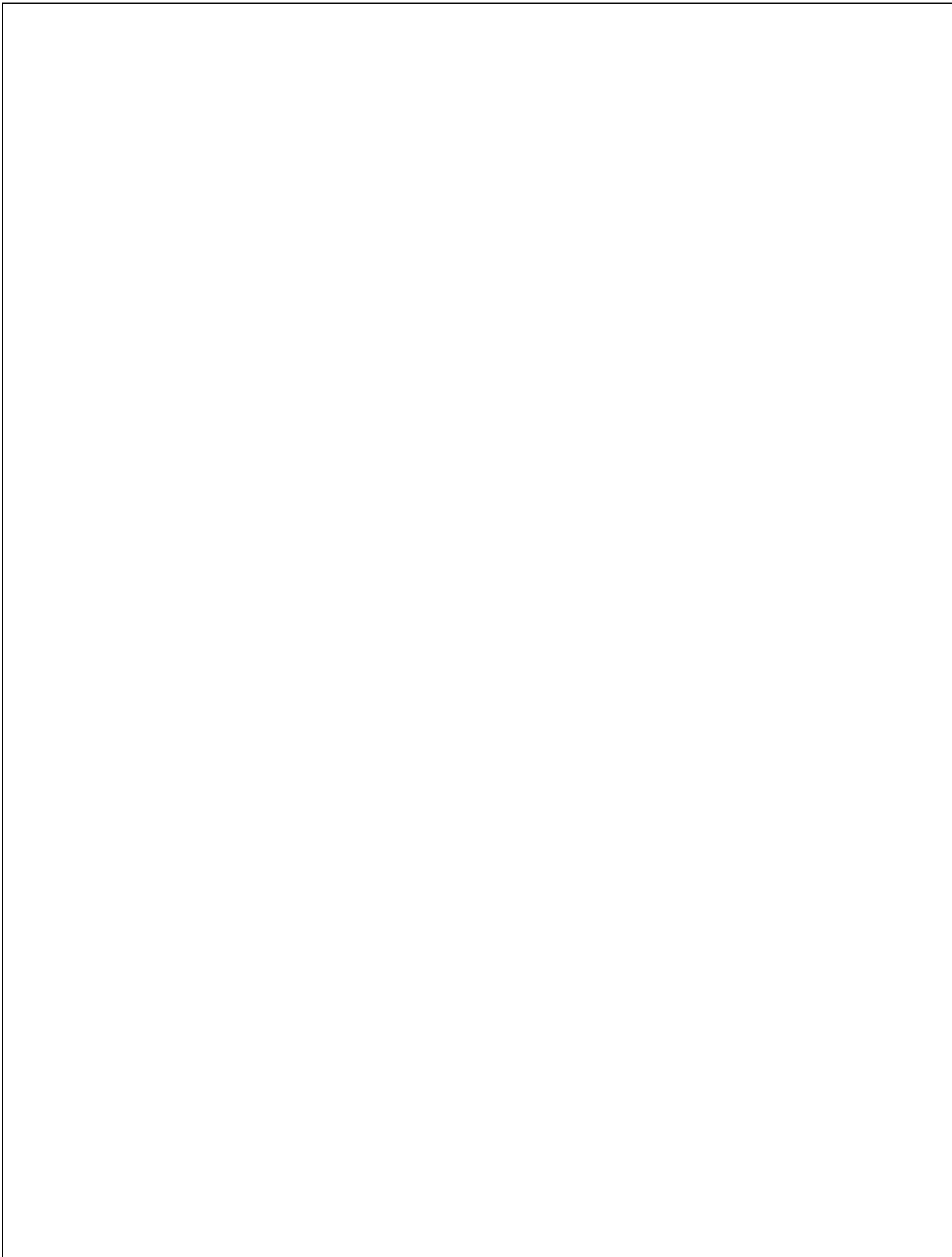
Policy: It is the policy of Western Alliance Emergency Services, Inc., that no paid or volunteer employee, shall wear on their person, nor carry on board any ambulance, company owned vehicle, any firearms, weapons, or explosives. This policy does not apply to law enforcement who are serving in an authorized law enforcement capacity.

Procedure:

- Included in this policy, but not limited solely to, shall be firearms, knives (other than pocketknives with a blade of 4" or less), pepper spray, mace, stun guns, and batons.
- If you as an employee of Western Alliance Emergency Services, Inc., witness any such infraction of this policy, you are required to report this immediately to the duty Supervisor or the Operations Manager.
- In the event any employee is found to be in violation of this policy, immediate suspension, shall be enacted against all involved.
- If you are confronted with an individual who is armed, remove yourself immediately to a point of safety and contact the closest available law enforcement agency.

Written: 02/1999
Amended: 03/2009

Exe Director/CEO



VEHICULAR

WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT

POLICY AND PROCEDURE
Ambulance Standards

Purpose: It is the purpose of this policy to comply with Federal KKK standards, as well as, offer a brief description of ambulance placement and operation.

Policy: It is the policy of Western Alliance Emergency Services, Inc., that it will purchase and maintain ambulance vehicles that meet specifications set forth in 75 Pa. C.S. 4571 and 4572 (relating to visual and audible signals on emergency vehicles; and visual signals on authorized vehicles) and 67 Pa. Code Chapter 173 (relating to flashing or revolving lights on emergency and authorized vehicles), and the Federal KKK standards which were in effect at the time of the vehicles manufacture and which are not inconsistent with the Vehicle Code standards in 75 Pa. C.S. 4571 and 4572. These specifications will be for design types, floor plans, general configuration and exterior markings. The name of the ambulance service shall be displayed on both sides of an ambulance in lettering at least 3 inches in height, except these requirements do not apply to a temporary ambulance used for 30 days or less. (Reference 28 Pa. Code 1005.10 (b) and (l)).

Procedure:

- Ambulances are to be driven in a safe, legal and courteous manner at all times by a qualified ambulance driver.
- After each call the ambulances are to be washed, oil checked, and fueled if below $\frac{3}{4}$ of a tank.
- Any mechanical problems with the ambulance or equipment must immediately be reported to the Fleet Service Rep or Supervisor on duty.
- When placing ambulances in the garage, batteries are to be turned off and the electrical cord plugged in.
- Regular maintenance and inventory inspection sheets are the responsibility of the on duty paid and volunteer crew.
- When responding to a motor vehicle accident, fire scene, HAZMAT or other non routine medical call, communicate with the Supervisor on scene for instructions on placing the ambulance in a staging area. (Reference 28 Pa. Code 1005.10 (l))

Written: 08/01/2001
Amended: 03/01/2003



Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Vehicular Inspection Sheets**

Purpose: It is the purpose of this policy to assure that each vehicle is in a state of readiness, maintaining State and Regional requirements.

Policy: It is the policy of Western Alliance Emergency Services, Inc., that all paid and Volunteer employees will complete at the beginning of each shift, an inspection sheet.

Procedure:

- At the beginning of each shift the scheduled crew shall inspect and complete the vehicle inspection sheet.
- While on duty, all available transport ambulances and coaches shall be inspected, thus maintaining a constant state of readiness.
- After each call the following steps shall be completed:
 - Any equipment utilized shall be sanitized, at the receiving facility prior to returning to service (see ECP) and any items needing replacement shall be replaced.
 - After **each** event, the ambulance shall be swept and mopped.
 - Fresh clean mop water shall be utilized while mopping with the contents of the mop bucket being **discarded** after each individual use.
 - If any equipment problems arise, it shall be documented on the appropriate forms and the duty supervisor shall be notified.

Written: 08/1999
Amended: 03/2009



Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Equipment and Supply Requirements**

Purpose: It is the purpose of this policy to ensure that all required equipment and supplies shall be carried and readily available, in working order, for use on all ambulances operated by Western Alliance Emergency Services, Inc.

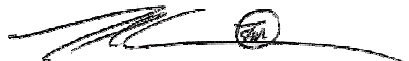
Policy: It is the policy of Western Alliance Emergency Services, Inc., that such agency shall carry all medical equipment and supplies as published by the Department of Health in the Pennsylvania Bulletin that is subject to change on an annual basis or more frequently.

Procedure:

- All equipment inventory/restocking will be the responsibility of the on duty crew.
- All paid and volunteer employees will restock equipment at the receiving facility, upon delivery of the patient to the facility. They will notify the on duty Supervisor of any equipment that has been damaged or they were unable to replace at the hospital. See the ECP (Reference 28 Pa. Code 1005.10 © and (1))
- The Purchase Representative shall be responsible for the distribution of any bulk supplies requested.

Written: 08/01/2001

Approved: 03/01/2009



Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

POLICY AND PROCEDURE

BRADFORD SUSQUEHANNA EMS COUNCIL
EMS Vehicle Emergency Warning Lights and Siren Policy
Pennsylvania Department of Health
Emergency Medical Services Office

General: Operators of EMS vehicles have the privilege of using emergency warning lights and sirens (L&S) when transporting or responding to a call involving a patient who presents or is in good faith perceived to present a combination of circumstances resulting in a need for immediate medical intervention. The operation of emergency vehicles with L&S, under certain circumstances increases the risk of emergency medical vehicle crashes (EMVCs) and these crashes have higher rates of injury and death than the average motor vehicle crash. Studies have shown that L&S may only decrease the response and transport intervals by a few minutes in most systems and by less than one minute in many systems. Therefore, every decision to use L&S must be based upon the patient's clinical condition, the estimated time saved by an L&S response/transport, and the increased risk of an EMVC during response/transport with L&S.

Purpose: This document will serve as the L&S policy that is required by the Rules and Regulations for Act 45, §1005.10(g) regarding licensed EMS organizations/providers in the Commonwealth of Pennsylvania. This policy is secondary to, and does not contradict, the Pennsylvania Motor Vehicle Code. Each EMS provider organization must assure that every EMS vehicle driver reads and signs a copy of this policy. This applies to all ALS, BLS and QRS services.

Specific Operations Policy

The following procedures are **mandatory**:

- L&S may only be used when transporting or responding to a call involving a patient who presents or is in good faith perceived to present a combination of circumstances resulting in a need for immediate medical intervention (Bravo, Charlie, Delta, and Echo).
- L&S must be used only as an adjunct to expedite care for emergency patients and not as a permissive authorization for reckless driving, excessive speeding or any other unsafe driving practices.
- The EMS vehicle driver is responsible for the mode of response to the scene based upon information available at dispatch and regional emergency medical dispatch (EMD) protocols.

NOTE: Dispatch centers and EMS regions are encouraged to have medically approved EMD protocols that differentiate emergent responses (for example, "emergency", "code 3", "red", "Charlie", "Delta", etc...) from a lesser level of response (for example, "urgent", "code 2", "yellow", "Alpha", "Bravo", etc...) based upon medical questions asked by the dispatcher. In general, unless a patient is known to be involved, responses to

“stand-bys”, “fire stand-bys”, and carbon monoxide detector alarms do not routinely require an L&S response.

- The crewmember primarily responsible for patient care during transportation will determine the mode of transportation based upon the medical condition of the patient. (See specific medical protocol).
- It is inappropriate to transport patients using emergency warning lights without using the siren when exercising any moving privileges granted to EMS vehicles. (for example, proceeding through a red light or stop sign after coming to a complete stop or opposing traffic in an opposing lane).
- No emergency warning lights or sire will be used when ALS care is not indicated (for example, ALS cancelled by BLS or ALS released by medical command).
- NOTE: L&S may be indicated in some situations where ALS is indicated, but not available or cancelled, because they can not rendezvous with the BLS crew prior to transport to the closest appropriate medical facility.
- Mode of transport for inter facility transfers will be based upon the medical protocol and the direction of the referring physician or medical command physician who provides the orders for patient care during the transport.
- On-line medical command may alter these policies, if in their medical judgment; it is medically indicated in any given case.
- All EMS vehicle operators must be restrained by a seat belt before the vehicle is placed in motion.

The following procedures are mandatory for safe EMS vehicle operations:

- Low-beam headlights will be on (functioning as day-time running lights) at all times while operating EMS vehicles during L&S and non L&S driving.
- L&S will both be used when exercising any moving privilege granted to EMS vehicles responding in an emergency mode (that is, proceeding through a red light or stop sign after coming to a complete stop or opposing traffic in an opposing lane or one-way street).
- When traveling in an opposing traffic lane, the maximum speed generally should not exceed 20 m.p.h.
- EMS systems encouraged to cooperate with the dispatch centers in developing procedures to “downgrade” the response of incoming units to Non L&S when initial on-scene units determine that there is no immediate threat to life.
- The dispatch category (e.g. “code 3”, “ALS emergency”, etc.) that justifies L&S response should be documented on the patient care report. The justification for using L&S during transport should also be documented on the patient care report (e.g., “gunshot wound to the abdomen”, “systolic BP <90”,etc.).
- Seat belts or restraints will be securely fastened to the following individuals when the vehicle is in motion:
 - all patients
 - all non-EMS passengers (cab and patient compartment)

- all EMS providers (when patient care allows). This is possible during most EMS transports.
- all infants and toddlers (these children should be transported in an age appropriate child seat if their condition allows).

Specific Medical Protocol:

The following medical criteria can be used to define when patient transportation with L&S is appropriate:

1. Emergent transport should be used in any situation in which the most highly trained EMS provider believes that the patient's condition will be worsened by a delay equivalent to the time that can be gained by emergent transport. Medical command may be used to assist with this decision. The justification for using this criterion should be documented on the patient care report.

Note: In most cases (up 95% of EMS incidents), EMS can perform the initial care required to stabilize the patient's condition to a point where the small amount of time gained by L&S transport will not affect the patient's medical condition or outcome

2. Vital Signs outside of listed limits (with possibly related illness or injury.)
 - a. Systolic BP<90mmHg (with possibly related disease or trauma).
 - b. Respiratory rate >32/min (with patient as relaxed as possible).
 - c. Respiratory rate <10/min.
3. Airway
 - d. Inability to establish or maintain patient airway.
 - e. Upper airway stridor.
4. Respiratory
 - a. Severe respiratory distresses unresponsive to BLS or ALS treatment.
objective criteria may include pulse oximetry less than 90%, retractions, stridor, or respiratory rate above 32 or less than 10/min).
5. Cardiac
 - a. Cardiac arrest (including persistent ventricular fibrillation, hypothermia, overdose/poisoning, pediatric cardiac arrest). Patients in asystole that have not responded to 20 minutes of ALS treatment may not warrant the risks of L&S transport.
 - b. Severe, uncontrolled hemorrhage of any source.
6. Trauma
 - a. Penetrating wound or severe blunt trauma to the head, chest, or abdomen except obviously superficial wounds.
 - b. Penetrating or blunt neck trauma except obviously superficial or mild.
 - c. Two or more suspected proximal long-bone fractures.
 - d. Suspected pelvic fracture.
 - e. Flail chest.
 - f. Patients in extremis or in shock, even with controlled hemorrhage.
7. Neurologic
 - a. Glasgow Coma Scale of <13, only if acute change of any cause. Recurrent or persistent generalized seizure activity not controlled by BLS or ALS treatment.
8. Pediatrics
 - a. Upper airway stridor.
 - b. All patients <8 years of age should be evaluated individually based upon the history, degree of distress, and the EMS personnel's experience with patients of this age; when in doubt, seek advice from medical command.

When in doubt-contact medical command

As an EMS vehicle operator or provider with _____,
I have read this policy and agree to follow the Pennsylvania Motor Vehicle Code and this
policy when operating an EMS vehicle:

(Signed) _____ Date: _____

A handwritten signature in black ink, consisting of several fluid, overlapping strokes. A small circular stamp is visible near the end of the signature.

Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Red or Blue Lights – Private Vehicle**

Purpose: It is the purpose of this policy is to ensure the safety of the community, traffic ways, paid and volunteer employees, and others while adhering to the laws set forth in Title 75 and Title 67 found in the Pa Vehicle Code.

Policy:


- All employees who are active with Western Alliance Emergency Services, Inc., are permitted to utilize a blue light on a private vehicle, thus promoting a safe response to any emergency scene.
- The Operations Manager and First Supervisor are entitled to operate Red Light pursuant to title 75 and Title 67 of the Pa vehicle code.
- This privilege shall be in effect until the active status of an employee changes, or this privilege is revoked by Law Enforcement, or the Operations Manager / Executive Director/CEO.

Procedure:

- Any employee utilizing such lights shall be responsible for observing all relevant traffic laws.
- Blue light(s) or Red Light may only be utilized while en route to, or at the scene of an emergency call.
- All employees utilizing a blue light must register with the Fleet Service Rep to be placed on a blue light card holder list. Such list will be filed with Local and State Law Enforcement agencies, as well as, the Fleet Service Representative.
- The light(s) shall be removed from the vehicle immediately upon receipt of notice from the Operations Manager and /or Executive Director/CEO
- The Fleet Service Representative shall retain a list of all such employees authorized to utilize a blue or Red light, and shall prepare an updated list annually, or as changes occur, to by Law Enforcement, or the Operations Manager / Executive Director/CEO.
- The operations Manager and / or Executive director shall give immediate notice to any individual who no longer volunteers or is gainfully employed Western Alliance Emergency Medical, Inc.
- Any intentional misuse of a blue light privilege shall result in the termination of said privilege, and will subject such employee to further disciplinary action.

Written: 02/1999

Amended: 01/2009


Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

POLICY AND PROCEDURE

Vehicle Disposal Procedure

Purpose: It is the purpose of this policy to provide a means to be in compliance with Federal and Penn DOT regulations pertaining to Vehicle Disposal Procedure.

Policy It is the policy of Western Alliance Emergency Services, Inc., to:

- Possess a vehicle until it has reached mileage expiration, or retirement age appropriate for the vehicle type.
- The Fleet Service Representative shall provide the Executive Director and the Operations Manager with a list of retiring vehicles
- The Fleet Service Representative will assess a dollar value to the vehicle to determine a starting point for the disposition process
- Fleet service rep will recommend to The Executive Director and The Operations Manager a disposition procedure based on the vehicle type, condition and market demand. The Executive Director shall be the deciding authority on the disposition process.
- Vehicles determined by the Fleet Service Representative to be for parts will be evaluated for disposition / salvage when all usable parts are removed

Procedure:

- Non bid sale.
 - The Executive Secretary will send a courtesy notice to Bradford Sullivan and Tioga counties announcing the sale and cost of the vehicles two weeks prior to advertising the sale to the general public
 - After the two week notification to Bradford Sullivan and Tioga counties Western Alliance will open the sale to the general public through local newspapers .the executive secretary will submit notice to local media for the vehicle sale.
 - The Fleet Service Representative shall schedule and show the vehicle and maintenance records to prospective buyers.
 - All offers must be in writing.
 - Western Alliance reserves the right to accept/ reject all offers.
 - The Fleet Service Representative, with the final decision to be made by the Executive Directors, will evaluate price negotiations.

- A sale contract will be signed by the Executive Director and purchaser stating that the vehicle is "AS IS" condition with no further responsibility of Western Alliance.

➤ Bid sale on E Bay

- Bids will have a deadline submission date and time.
- The Fleet Service Representative and Executive Director will determine the reserve price prior to posting vehicles on E bay
- The highest bid will be awarded the vehicle.
- Western Alliance reserves the right to accept/reject all bids.
 - If no bids /offers are received for the vehicle Western Alliance may repeat either method of sale procedure and reduce the price or donate the vehicle for scrap
 - The Fleet Service Representative will submit a Capital Equipment Disposal form to the Executive Director
 - After the sale is complete the Executive Director shall notify Western Alliance Insurance Company that the vehicle is no longer in the fleet

Written 5/15/2008

Approved 05/15/2009



Verified Signature

Exe Director/CEO

STATION(S)

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
In Station**

Purpose: It is the purpose of this policy to ensure safety, sanitation, and the well being of each visitor and paid or volunteer employee at Western Alliance Emergency Services, Inc.

Policy: It is the policy of Western Alliance Emergency Services, Inc., that all vehicles and buildings will be kept in a sanitary fashion.

Procedure:

- There shall be no smoking inside any Western Alliance building.
- Sleeping areas must not be shared, regardless of marital status, or relationships with significant others. Any paid or volunteer employee staying overnight, shall strip the bedding material upon exiting, placing it in an approved dirty linen area. Fresh linen shall be provided for the next employee.
- There shall be no visitors from 23:00 – 07:00, this includes all guest, and off duty employees. This is considered quiet time for the duty crew. All Supervisors, Operations Manager, Office Staff the Executive Director/CEO shall be excluded from this time restriction.
- Each paid or volunteer employee has an obligation to maintain a sanitary environment while on shift duty. A “Station Duty Check List” shall be completed at the beginning of each respective shift regardless of volunteer or paid employment status.
- The duty crew, irregardless of paid or volunteer employment status, shall be accountable for the cleanliness and sanitation of all vehicles and buildings owned by Western Alliance Emergency Services, Inc.,
- Those found to be in violation of these policies shall be disciplined according to the “Human Resources Manual”

Written: 04/12/1999

Amended: 03/01/2009



Verified Signature

Exe Director/CEO



** This check list is to be completed at the beginning of each shift **

GARAGE AREA

Floor clean ? Yes ☐ No ☐

Laundry OK ? Yes ☐ No ☐

Trash empty ? Yes ☐ No ☐

KITCHEN

Floor clean? Yes ☐ No ☐

Dishes done ? Yes ☐ No ☐

Trash empty ? Yes ☐ No ☐

TRUCKS

Inventory sheet done ? Yes ☐ No ☐

Inside mopped ? Yes ☐ No ☐

HALLWAYS

Floor clean ? Yes ☐ No ☐

BEDROOMS

Floor clean ? Yes ☐ No ☐

Bed neat ? Yes ☐ No ☐

Trash empty ? Yes ☐ No ☐

KEMS ROOM

Floor clean ? Yes ☐ No ☐

Counter clean ? Yes ☐ No ☐

Trash empty ? Yes ☐ No ☐

BATHROOM

Floor clean? Yes ☐ No ☐

Towels picked up? Yes ☐ No ☐

Toilets clean? Yes ☐ No ☐

Sinks clean? Yes ☐ No ☐

Trash empty? Yes ☐ No ☐

COMMENTS:

Medic Signature

Date

EMT Signature

Date

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Drug Free Workplace**

Purpose: It is the purpose of this policy to promote both a safe and drug / alcohol free environment for both the employees and patients associated with Western Alliance Emergency Services, Inc.

Policy: It is the policy of Western Alliance Emergency Services, Inc. that:

- The unlawful manufacture, distribution, dispensing, possession or use of controlled substances while on duty or on Western Alliance Emergency Services, Inc., or Endless Winds Fire Department property is prohibited.
- Disciplinary action such as suspension, up to and including termination, will be taken for violations of this prohibition.
- No employee (volunteer or paid) will consume any alcoholic beverage for a minimum period of eight (8) hours prior to going on call in any capacity with Western Alliance Emergency Services, Inc.
- No employee (volunteer or paid) will respond to the scene of any emergency, if he or she has had consumption of alcohol within the preceding eight (8) hours.
- There will be no alcohol or illegal drugs permitted on or in any Western Alliance Emergency Services, Inc., property.
- There will be no alcohol or illegal drugs permitted on or in any vehicle owned by Western Alliance Emergency Services, Inc.

Procedure:

- Any person found to be under the influence of alcohol or illegal drug, while serving in any official capacity for Western Alliance Emergency Services, Inc., will be immediately suspended from duty, pending an investigation.
- Western Alliance Emergency Services, Inc., will encourage the individual to seek proper assistance in rehabilitation, and if the individual completes such program, and has one (1) year sobriety, he or she may request that he or she be reinstated. This will be at the discretion of the Executive Director/CEO and Pa. Health and Safety Title 28, Act 45, and Act 82 of 1994.
- If any Western Alliance Emergency Services, Inc., employee (volunteer or paid) is suspected of being in violation of this policy, Western Alliance Emergency Services, Inc., reserves the right to have such employee submit blood and/or urine for a drug and alcohol screen immediately. If the employee refuses such tests, this employee will be presumed in violation of this policy and will be terminated immediately.

Drug Free Workplace (continued)

- All staff must abide by the terms of this policy and notify the Executive Director/CEO of Western Alliance Emergency Services, Inc., of any conviction for a drug related violation, which occurred while on duty or on Western Alliance Emergency Services, Inc., or Endless Winds Fire Department property, in writing, within five (5) calendar days, any employee must provide this notice after such conviction. (reference 28 Pa. Code 1005.10 (1) – Substance Abuse)

Written: 08/01/2001

Approved: 03/01/2003

A handwritten signature in black ink, consisting of several stylized, overlapping loops and a horizontal line extending to the right. A small circular stamp is visible near the end of the signature.

Verified Signature

Exe Director/CEO

WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT

POLICY AND PROCEDURE
Workplace Violence

Purpose: It is the purpose of this policy to promote a safe environment for its employees, patients, and the general public.

Policy: It is the policy of Western Alliance Emergency Services, Inc., to promote a safe environment for its employees, patients, and the general public. Western Alliance Emergency Services, Inc., is committed to working with its staff to maintain a work environment free from violence, threats of violence, harassment, intimidation, and other disruptive behavior. While this kind of conduct is not pervasive at our company, no company is immune. Disruptive behavior at one time or another will affect every company.

Procedure:

- Violence, threats, harassment, intimidation, and other disruptive behavior in our company will not be tolerated. All reports of incidents will be taken seriously and will be dealt with appropriately. Such behavior can include verbal or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm. Individuals who commit such acts may be removed from the premises and may be subject to disciplinary action, or criminal penalties, or both.
- We need all of our staffs cooperation to implement this policy effectively and maintain a safe working environment. Do not ignore violent, threatening, harassing, intimidating or other disruptive behavior. If you observe or experience such behavior by anyone on company property, whether he or she is a member, visitor, or stranger, report it immediately to a supervisor of the company. Supervisors who receive such reports shall notify the Executive Director/CEO who will seek advice from local authorities regarding investigating the incident and taking appropriate action. Threats or assaults that require immediate attention by medical personnel or police should be reported to 911 immediately.
- Western Alliance Emergency Services, Inc., will support all efforts made by its Supervisors in dealing with violent, threatening, harassing, intimidating or other disruptive behavior in our company and will monitor whether this policy is being implemented effectively. If you have any questions regarding this policy statement, please contact the Executive Director/CEO. (reference 28 Pa. Code 1005.10 (1) – Personnel Safety Policy)

Written: 08/01/2001

Approved: 03/01/2003


Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Conference Room**

Purpose: It is the purpose of this policy is to ensure a systematic approach for scheduling, and other organizational aspects of procedures pertaining to cleanliness, behavior, and safety while participating in any event while on the property of Western Alliance Emergency Service, Inc.

Policy: It is the policy of Western Alliance Emergency Services, Inc., that

- Any event occurring in the conference center of any Western Alliance Emergency Services, Inc., property shall be scheduled and pre-approved by the Executive Secretary
- Any Western Alliance Emergency Services, Inc., event shall take precedence over any other inquiring group and/or event.
- Instructors, Group Leaders, or Sponsor Heads must register, in advance, any classes, meetings or otherwise with the Executive Secretary for the appropriate scheduling.
- In the event of two or more functions inquiring of the availability of the conference room for the same date, the Executive Director/CEO shall determine which particular group or function shall prevail.
- The Executive Director/CEO shall make final decisions on any scheduling conflicts.

Procedure:

- Instructors, Group Leaders, or Sponsor Heads shall be responsible for the overseeing of their particular students, and/or audience behavior.
- Instructors, Group Leaders, or Sponsor Heads shall be responsible for the rearrangement of furniture, cleanliness of the room and overall appearance upon completion of their event.
- Instructors, Group Leaders, or Sponsor Heads shall be responsible for notifying the Executive Secretary in the event of any cancellation.
- The students or audience members shall not be permitted in any staff area without prior authorization, and the direct supervision of the on-duty staff.
- At no time will alcoholic beverages or illegal Drugs be permitted on any Western Alliance Emergency Services, Inc., property unless under the supervision of law enforcement during law enforcement specialized training programs

Conference Room (continued)

- At no time will tobacco products be permitted in any Western Alliance Emergency Services, Inc. building. Such designated areas shall be located outside. All cigarette or cigar butts shall be properly disposed of.

NOTE: Western Alliance Emergency Services, Inc., will not be personally liable for any Damaged video cassettes, or other audio-visual aids utilized by any group or event.

Western Alliance Emergency Services, Inc., will not be liable for any lost or stolen items associated with any given event or group.

Written: 10/16/1999

Amended: 08/01/2009

A handwritten signature in black ink, consisting of several stylized, overlapping strokes. The signature is written over a horizontal line.

Verified Signature

Exe Director/CEO

SPECIAL PROGRAMS

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Observer Program**

Purpose: It is the purpose of this policy to heighten public awareness and allow local citizens or potential volunteers to observe our daily activities.

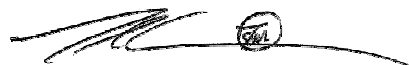
Policy: It is the policy of Western Alliance Emergency Services, Inc., that:

- An Observer Request Form must be completed prior to observing.
- Only one (1) observer will be allowed at a time on any individual crew.
- If the on duty crew exceeds three (3) persons, no observers shall be allowed on the trucks.
- An observer must be a minimum of 18 years of age.
- A Confidentiality Statement must be signed prior to observing.
- The period which any individual can remain an observer shall be no longer then three (3) months.

Procedure:

- The observer **shall not** be involved with any patient care.
- The observer shall be responsible for being neat, well groomed and shall have on the following:
 - Dark blue or black pants
 - White or blue shirt with collar
 - Leather shoes covering the ankles
- The observer will be assigned a guardian during their observation period.
- Observation hours shall be limited to the hours between 07:00 and 23:00.

Written: 04/12/1999
Amended: 03/01/2003



Verified Signature

Exe Director/CEO



Western Alliance
EMERGENCY SERVICES, INC.
OBSERVER REQUEST FORM

DATE: _____ REQUESTOR: _____

I am requesting that I may be authorized to ride with the scheduled duty crew during the hours of _____ on the day of _____, month of _____, year of _____.

I agree to the following:

- I am at least 18 years of age.
- I have signed a Confidentiality Statement.
- I will not drive any vehicles owned by Western Alliance Emergency Services, Inc.
- I will not participate in:
 - Extrication of any patient.
 - Transfer of any patient in or out of a vehicle, home or other environment.
 - Any medical or trauma patient treatment.

I will be responsible for looking neat and well groomed. I will wear dark blue or black pants, blue or white dress shirt with collar and leather shoes covering my ankles.

I will not hold Western Alliance Emergency Services, Inc., liable for any injuries incurred as a result of my observing.

Signature Telephone

Address Sponsor

DO NOT WRITE BELOW THIS LINE

To: _____ Date: _____

Your request for riding as an Observer during the hours of _____ on the day of _____ month of _____, year of _____ has been:

APPROVED ☐

DISAPPROVED ☐

The Paramedic or EMT at that time will be _____. They have been notified that you will be observing on the above day. You will be under the guidance of this person.

If for some reason you cannot make your scheduled shift, please call this person at 297-4221 or 673-8502 at the beginning of the scheduled shift. Thank you for your interest in Western Alliance Emergency Services, Inc.

Operations Manager Date

WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT

POLICY AND PROCEDURE
Junior Employee Program

Purpose: It is the purpose of this policy to ensure a means to provide training and education in the field of emergency services, with the hope and aspiration of getting the youth of our area involved with their community.

Policy: It is the policy of Western Alliance Emergency Services, Inc., that

- We will prepare the interested youth in our community to be the safest and well trained emergency service personnel serving their communities.
- We will adhere to the rules set forth pertaining to Pa. Child Labor Law (Act 1915, P.L.. 286, No. 177), Department of Labor and Industry (Section 7.3g), The Fair Labor Standards Act of 1938 FLSA, and Pa. Public School Code.

Procedure:

- Junior employee may provide emergency medical care under the following conditions:
- Junior Employee (member) must be at least 16 years of age.
 - Will be under the direct supervision of an authorized guardian over the age of 21.
 - Must have completed Healthcare Provider CPR.
 - Must have successfully completed training in Advanced First Aid (Emergency Responder), First Responder, or Emergency Medical Technician.
- Junior employee may participate in organized training activities, in which an adult employee is present and observing the training activity.
- Junior employee may not:
 - Drive an ambulance.
 - Operate a boat or other vessel.
 - Participate in any rooftop training or emergency.
 - Hours of employment:
 - No calls or training while school is in session.
 - Sunday through Thursday no calls between 12 midnight and 6am.
 - Friday through Saturday, holidays no calls between 1am and 6am.
 - During school term – Monday through Friday, a maximum of 28 hours may be volunteered.
 - On weekends a total of 8 hours per day may be volunteered.

Junior Employee Program (continued)

- Any Junior employee who begins an operation at an emergency incident, is permitted to continue activities until excused by the Officer in charge. This will not be considered a violation of Pa. Child Labor Law (Act 1915, P.L. 286, No. 177).
- Western Alliance Emergency Services, Inc., will provide the Junior employee the opportunity for education and training.
- Executive Director/CEO will submit a letter to the school district acknowledging receipt of required employment certificate.
- Executive Director/CEO will have available for inspection by any authorized officer charged with enforcing the Pa. Child Labor Law, the required employment certificate.
- In accordance with the Pa. Public School Code, Executive Director/CEO or delegate will post a list of all Junior Employee's.
- If a Junior Employee quits or is discharged by Western Alliance Emergency Services, Inc., the Executive Director/CEO or delegate, will mail, within 5 days, the appropriate employment certificate to the school official who issued the certificate.
- Western Alliance Emergency Services, Inc., will establish safety rules in compliance with the Federal and State Child Labor Laws and National Fire Protection Association's 1500 Standard.
- Rules and Regulations:
 - The Junior employee will be between the ages of 16 through 17.
 - The Junior employee will produce an employment certificate from their appropriate school district.
 - The Junior employee will submit an application for employment.
 - The Junior employee will complete an orientation program, including the viewing of a Sexual Harassment Video.
 - The junior employee will submit a signed Confidential and Sexual Harassment Statement.
 - All junior employees must sign in and sign out on the Junior Employee time log sheet at the station every time upon entering the station.
 - Junior employee must remain with his/her guardian while participating on shift duty and while performing patient care. At no time shall a junior employee administer treatment to a patient without being under the direct supervision of their guardian.
 - Junior employee shall attend as many as they can of all training sessions, meetings, and social events, taking into consideration that school takes precedence over all Western Alliance Emergency Services, Inc., activities.
 - Under no circumstances will the junior employee drive directly to any scene.
 - At no time is a junior employee permitted to use a blue light or hazard lights (four ways).
 - The junior employee, while on call, shall be at the station with his/her guardian.

Junior Employee Program (continued)

- Inc., policies The junior employee shall obey all Western Alliance Emergency Services, and procedures.
- Smoking and the use of chewing tobacco is prohibited.
- Use of alcohol or controlled substances is strictly forbidden.
- Use of profane language shall not be tolerated.
- May not operate any company owned apparatus.
- Junior employee without a diploma or under the age of eighteen must abide by the Child Labor Laws as pertained to the emergency service, until they reach the age of eighteen.

Written: 11/06/00

Amended: 08/01/2009



Verified Signature

Exe Director/CEO

SEXUAL HARASSMENT

WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT

POLICY AND PROCEDURE
Sexual Harassment

Purpose: The purpose of this policy is to create an environment that is free from sexual harassment and have a policy in place that not only discourages, but furthermore, prohibits such harassment.

Policy: It is the policy of Western Alliance Emergency Services, Inc., to:

- Maintain a working environment free from any form of sexual harassment or intimidation including third party harassment
- Investigate all complaints of sexual harassment in a thorough, fair, consistent, and confidential manner.
- Have all new employees (volunteer or paid), and observers, while in the orientation period, watch a sexual harassment video(See orientation and probation policy)
- Any paid or volunteer employee found in violation of this policy shall be held accountable with disciplinary action up to and including termination.

Procedure:

- It is the Administration and Supervisor(s) responsibility to uniformly communicate, apply, enforce, and abide by the provisions of this policy.
- The immediate shift Supervisor and/or Operations Manager CEO should be notified promptly. If the alleged participant(s) is one of the Supervisors, please advise the Executive Director/CEO. If the Executive Director is the participant(s), please notify the Chairman of the Board.
- All formal complaints of sexual harassment will be investigated promptly and thoroughly. The Supervisor will forward all formal complaints to the Operations Manager.
- The Operations Manager Executive and Director/CEO will investigate with the following process:
 - Interview the alleged victim.
 - Interview the alleged harasser.
 - Review all written records.
 - Interview other employees, if appropriate.
- Documentation of the investigation will be maintained for future reference.
- After a thorough investigation, and if the employee has been found to have engaged in sexual harassment of another employee or patient, the employee will be subject to disciplinary action, including immediate dismissal.

- Any complaint found to be without merit will be dismissed. In all cases the findings will be discussed privately with the involved parties. Both parties will be given the opportunity to appeal the findings for further review.
- False reports that are made with the knowledge of being false will be considered malicious. Due to the extreme nature of this topic, any employee engaging in such behavior will be subject to appropriate disciplinary action, including immediate dismissal.
- All matters pertaining to complaints of sexual harassment will be kept strictly confidential.

Sexual Harassment Note:

It is Western Alliance Emergency Services, Inc., policy that sexual harassment will not be tolerated in the company. The right to be free from sexual harassment in the workplace is protected by State and Federal laws. Our collective responsibility is to assure that sexual harassment does not occur. Further, it is the affirmative duty of management, supervisors, and staff to monitor and enforce our company policy.

Sexual harassment is any unwelcome sexual advance, requests for sexual favors, and other verbal or physical conduct of a sexual nature, which is made an implicit or explicit condition of membership, or which affects membership decisions (election to office, assignment of duties, and removal from office etc..), creates an intimidating hostile or offensive work environment, or interferes with work performance. Most victims are women between the ages of 21 and 45, but such harassment can happen to any member, regardless of age or sex.

Sexual harassment is a problem that should be confronted promptly. Liability for specific acts of sexual harassment lies principally with the employer and perpetrator of the offense, unless they can show that they took immediate and appropriate corrective action. Administration and Supervisors may also be responsible for the acts of non-members with respect to sexual harassment of members in the company.

Prevention is the best tool for elimination of sexual harassment. Every individual should take all steps necessary to prevent sexual harassment from occurring, such as affirmatively raising the subject, expressing strong disapproval, developing appropriate disciplinary action, informing members of their legal rights pertaining to the issue of sexual harassment under Title VII of the Civil Rights Act of 1964 and the Pennsylvania Human Relations Act, and providing training on sexual harassment prevention.

Recent case law, the PA Human Relations Act, and Equal Employment Opportunity Commission guidelines make clear an employer's affirmative duty to deal with incidents of sexual harassment. Ending sexual harassment in the workplace is the responsibility of those who manage employment.

If sexual harassment occurs, members or patients, are encouraged to keep track of, and record the who, what, when, where, witnesses, and discuss the incident with the Operations Manager immediately.

Written: 08/01/2001

Approved: 03/01/2009



Verified Signature

Exe Director/CEO

SPECIALIZED TEAMS

WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT



POLICY AND PROCEDURE
Endless Mountain TEMS

Purpose: It is the purpose of this policy to ensure safety, and the well being of each respective team member and accompanying tactical team. To offer a sense of comfort to officers and their families knowing qualified tactical medics are with them during drills and missions.

Tactical Medics are equipped and trained to provide emergency medical care in a tactical environment where delivery of emergency medical care to injured and sick police officers and civilians is often delayed because medical personnel are usually not equipped to operate under hostile conditions.

Policy: It is the policy of Western Alliance Emergency Services, Inc., that a Tactical Medic Team will be provided to Bradford County and surrounding areas upon request. It is also the policy of Western Alliance Emergency Services, Inc., to call this team Endless Mountains T.E.M.S. All team members will act in the most professional and safest manner in compliance with their training and the policies and procedures set forth.

Procedures:

- Minimum Prerequisites
 - Must be a Western Alliance employee
 - Pa. Certified Paramedic
 - Hold and maintain medical command with Western Alliance
 - Possess **TACTICAL MEDIC** certificate or **CONTOMS** certificate
 - Incident Command System training
 - Current Advanced Cardiac Life Support certification
 - Current Pediatric Cardiac Life Support certification
 - Current A.H.A. CPR card
 - Basic Trauma Life Support
 - Basic Firearms training
 - WMD Operations Level training
- The Tactical Medic role on the team is one solely of medical support, therefore the paramedics will be unarmed and positioned at the discretion of the on scene commander as the situation dictates.
- Endless Mountains TEMS will provide medical support to the Bradford County Emergency Management Agency in the form of a Tactical Medic Team and necessary on-scene medical equipment. The Tactical Medical Team (Endless Mountains TEMS) will be there for all disciplines that fall

under emergency management and other requesting agencies, **not to replace the local EMS agency involved in any particular jurisdiction.**

- TEMS members shall meet the above requirements and only those certified and approved will participate. Participation in this program is voluntary and the paramedic remains an employee with Western Alliance Emergency Services, Inc.
- TEMS deployment could be but certainly not limited to:
 - Any situation deemed necessary by EMA (e.g. WMD, terrorism)
 - High risk warrants
 - Hostage rescue situations
 - Barricaded suspects
 - Sniper situations
 - Armed fugitive arrest
 - Civil disturbances
 - Clandestine labs
 - Other situations as deemed necessary by requesting agencies
- TEMS Goals for the Tactical Medic Team:
 - To provide tactical medic to any law enforcement team (e.g. Sheriff office, County Drug Task Force, local police agencies, federal and state agencies) during tactical missions and training.
 - Enhance mission accomplishment.
 - Reduce death, injury and illness, and related effects, among officers, paramedics, innocents, and perpetrators.
 - Reduce line of duty injury and disability cost to all agencies.
 - Reduce lost work time for specialty trained, hard-to-replace officers and paramedics.
 - Maintain good team morale when true concern for the members' good health is realized.
 - Provide emergency care to tactical team members **within 90 seconds.**
 - Enhance the tactical mission accomplishment by assisting with the extrication and emergency management, freeing up the tactical team for their primary objective.
- Responsibilities of the TEMS team. The Tactical Medic serves as the "team medical officer". The Tactical Medic functions include:
 - Acquire and maintain important medical history, immunization status and current health status on each team member. The confidentiality of this information is ensured by the medical officer. He also ensures the transfer of information to appropriate medical personnel to save valuable time during the treatment of injury or illness.
 - Provide field medical treatment to law enforcement tactical teams injured or taken ill while engaged in mission activity. Tactical Medic ensures that law enforcement tactical team members are afforded the best possible treatment and are transferred in a timely manner to an appropriate level of care. Tactical Medic provides humanitarian medical assistance to non-law enforcement personnel injured or taken ill during an operation until appropriate transfer to the EMS system can be safely effected.
 - Serving as the patient advocate for officers who are treated by other medical providers, Tactical Medic shall establish a good working relationship with local EMS system and with the receiving medical institution. The Tactical Medic shall also assure appropriate integration of the team medical program with local health care delivery system.
 - TEMS member shall provide medical care under the discretion of the Western Alliance Emergency Service Medical Director, using protocols and standing orders

as established by the Medical Director. Provides medical and operational documentation to the Medical Director for review.

- TEMS member will make themselves available several times a month to respond to law enforcement tactical operations, responding within 20 minutes to all calls.

- Medical Direction

- Medical Director for the Endless Mountain TEMS team is one in the same as the Medical Director of Western Alliance Emergency Services, Inc.
- Western Alliance Emergency Services, Inc., does have the prior approval to operate in and out-of-region upon request of law enforcement agencies or EMA.
- There may be rare instances where TEMS is requested for governmental law enforcement agencies. These agencies could possibly be F.B.I., D.E.A. and A.T.F. Civilians injured in these operations may also be treated by the Tactical Medic.
- When TEMS is activated in or out-of-region, they will act under the medical direction of the Medical Director for Western Alliance Emergency Services, Inc., strictly following regional Standing Orders of Protocol and the guidelines set forth by the A.C.L.S. and B.T.L.S. standards.
- The Medical Director shall be notified by the TEMS team leader when TEMS leaves the region and briefed on any type of treatment given while out of Bradford / Susquehanna region.

- Issued Equipment:

- Each TEMS member is solely responsible for the care and cleanliness of their issued gear.
- The equipment provided is of the state of the art top grade available for the protection and safety of each TEMS member. The equipment is designed for personal issue and IS NOT to be traded or loaned to anyone.
- Report any lost, stolen or broken equipment immediately to the TEMS team leader.
- Lost or broken equipment due to negligence will be replaced at the expense of the TEMS team member.

- Training:

- Training will be scheduled each month in advance so as to assist you in your personal schedule.
- Training will not be limited to TEMS training, but will also include training with other agencies requesting (e.g. sheriffs office, EMA, local law enforcement etc..)
- It is mandatory that you attend all designated training unless prior arrangements have been made with the TEMS team leader.
- The TEMS team leader will monitor attendance.
- If mandatory training falls on your scheduled duty shift, arrangements will be made to cover your shift during training. Direct all training questions to the TEMS team leader.
- In order to function effectively the TEMS team must train with the local law, EMA and any other state or federal unit requesting on a regular basis to have a working knowledge of their tools and tactics. (e.g. weapons, pyrotechnics, other devices likely to be employed, communication policies and procedures)

Dispatches:

- The TEMS team can be requested by any law enforcement tactical team.
- The initial request should be made to the Bradford County Emergency Management Agency director or designee who will in return notify, by alpha/digital pager, the on duty TEMS team.
- Confidential information such as location of event, names, etc., shall not be provided to any parties upon initial request. **The only information provided to the EMA and TEMS team shall be the staging area. The TEMS team will receive detailed duty assignment at the staging area from the law enforcement tactical team.** This will prevent breach of confidentiality prior to the incident occurring.
- The on duty TEMS team (2 members) shall call by land line the EMA or communication to acknowledge the receipt of the page. **At NO TIME SHALL RADIO COMMUNICATION OCCUR.**
- The on duty TEMS team shall assemble and fully dress in Western Alliance Emergency Services, Inc., issued tactical gear.
- The on duty TEMS team shall proceed to the staging area, fully dressed in issued tactical gear, and receive instructions directly from the Incident Commander of the requesting law enforcement tactical team upon arrival.
- Under no circumstance shall a marked Western Alliance Emergency Services, Inc., vehicle be drove to any scene. On duty TEMS team shall either drive a designated unmarked Western Alliance Emergency Services, Inc., vehicle or personal vehicle under the approval of the TEMS team leader.

Post Event:

- Upon completion of any given incident you shall proceed to the command post and wait until excused by the Incident Commander of the requesting law enforcement tactical team.
- Some incidents may require Critical Incident Stress Debriefing. You should advise your TEMS team leader as soon as possible if this is the case.
- The on duty senior TEMS team member shall be responsible for the completion and submission of the Endless Mountains TEMS Response Form and TEMS Medical Treatment Form.
- A TEMS response form and TEMS Medical Treatment Form shall be submitted to the TEMS team leader, or placed in his/hers mailbox, upon completion of any given detail, prior to leaving headquarters.
- All issued equipment shall be cleaned and neatly placed back in storage.
- All TEMS team members will abide by HIPAA regulations.

Written: 01/01/2004

Approved: 01/01/2004



Verified Signature

Exe Director/CEO



**Endless Mountains TEMS
RESPONSE FORM**

Incident Location: _____ **Date:** _____

Requesting Agency: _____

Incident Commander: _____

Tactical Team Members: _____

Time Requested: _____ **Time Arrived:** _____

Time Complete: _____ **Time at Base:** _____

Brief Description of Mission: _____

Tactical Team Member Signature

Date

Tactical Team Member Signature

Date



**Endless Mountains TEMS
MEDICAL TREATMENT FORM**

Incident Location: _____ Date: _____

Requesting Agency: _____

Incident Commander: _____ Notified of Injury: Yes ☐ No ☐

Patient Name: _____

Patient Agency: _____

Require EMS: Yes ☐ No ☐ What EMS Agency: _____

What Hospital: _____

Time of Admittance or Discharge: _____ Date: _____

Injury or Illness: _____

Treatment Rendered by Tactical Medic: _____

Supplies Utilized: _____

Medical Director Contacted: Yes ☐ No ☐

Tactical Team Member Signature

Date

Tactical Team Member Signature

Date

EXPOSURE/INFECTION CONTROL

WESTERN ALLIANCE EMERGENCY SERVICES, INC.

PERSONNEL DEPARTMENT

POLICY AND PROCEDURE **Blood borne Pathogens Standard**

Purpose: **EXPOSURE CONTROL PLAN**

Policy: Western Alliance Emergency Services, Inc., is committed to providing a safe and healthful work environment for our entire staff. In pursuit of this goal, the following exposure control plan (ECP) is provided to eliminate or minimize occupational exposure to bloodborne pathogens in accordance with OSHA standard 29 CFR 1910.1030, "Occupational Exposure to Bloodborne Pathogens". The ECP is a key document to assist our organization in implementing and ensuring compliance with the standard, thereby protecting our employees. This ECP includes: determination of employee exposure, implementation of various methods of exposure control including: universal precautions, engineering and work practice controls personal protective equipment housing, Hepatitis B vaccination, post-exposure evaluation and follow-up, communication of hazards to employees and training, record keeping, and procedures for evaluating circumstances surrounding exposure incidents. Implementation methods for these elements of the standard are listed below in the procedure.

Procedure: **PROGRAM ADMINISTRATION**

- The Designated Infection Control Officer, herein referred to as the Designated Officer, is responsible for the implementation of the ECP. Designated Officer will maintain, review, and update the ECP at least annually, and whenever necessary to include new or modified tasks and procedures. Contact Designated Officer at 570-297-4221 or by paging 570-370-0086.
- Those employees who are determined to have occupational exposure to blood or other potentially infectious materials (OPIM) must comply with the procedures and work practices outlined in this ECP.
- Designated Officer will provide and maintain all necessary personal protective equipment (PPE), engineering controls (e.g. sharps containers), labels, and red bags as required by the standard. Designated Officer will ensure that adequate supplies of the aforementioned equipment are available in the appropriate sizes. Contact Designated Officer at 570-297-4221 or by paging 570-370-0086.
- Designated Officer will be responsible for ensuring that all medical actions required by the standard are performed and that appropriate employee health and OSHA records are maintained. Contact Designated Officer at 570-297-4221 or by paging 570-370-0086.
- Designated Officer will be responsible for training, documentation of training, and making the written ECP available to employees, OSHA, and NIOSH representatives. Contact Designated Officer at 570-297-4221 or by paging 570-370-0086.

EMPLOYEE EXPOSURE DETERMINATION

- The following is a list of all Category I job classifications at our establishment in which all employees have occupational exposure:
 - Paramedic Emergency Ambulance Department
 - Emergency Medical Technician Emergency Ambulance Department
 - First Responder Emergency Ambulance Department
 - Driver Emergency Ambulance Department
 - Transporter Non-Emergent Department
- The following is a list of Category II job classifications in which some employees at our establishment have occupational exposure. Included in this list of tasks and procedures, or groups of closely related tasks and procedures, in which occupational exposure may occur for these individuals:
 - Administration Administration Department

METHODS OF IMPLEMENTATION AND CONTROL

- **Universal Precautions / Standard Precautions**
 - All employees will utilize Universal Precautions / Standard Precautions
- **Exposure Control Plan**
 - Employees covered by the bloodborne pathogens standard receive and explanation of this ECP during their initial training session.
 - Employees will also receive annual refresher training explaining the ECP.
 - All employees can review this plan at any time during their work shifts by contacting the Designated Officer. If requested, we will provide any employee with a copy of the explanation of the ECP free of charge and within 15 days of the request.
 - The Designated Officer is responsible for reviewing and updating the ECP annually or more frequently if necessary to reflect any new or modified tasks and procedures that affect occupational exposure and to reflect new or revised employee positions with occupational exposure.
- **Engineering Controls and Work Practices**
 - Engineering controls and work practice controls will be used to prevent or minimize exposure to bloodborne pathogens. The specific engineering controls and work practice controls used are listed below:
 - Needle less system
 - Waterless Hand Sanitizer
 - Personal Protection Equipment (e.g. N-95 mask, etc.)
 - Non-latex gloves
 - Complete latex free environment
 - Sharps Containers

- **Exposure Control Plan**

- Employees covered by the bloodborne pathogens standard receive and explanation of this ECP during their initial training session.
- Employees will also receive annual refresher training explaining the ECP.
- All employees can review this plan at any time during their work shifts by contacting the Designated Officer. If requested, we will provide any employee with a copy of the explanation of the ECP free of charge and within 15 days of the request.
- The Designated Officer is responsible for reviewing and updating the ECP annually or more frequently if necessary to reflect any new or modified tasks and procedures that affect occupational exposure and to reflect new or revised employee positions with occupational exposure.

- **Engineering Controls and Work Practices**

- Engineering controls and work practice controls will be used to prevent or minimize exposure to bloodborne pathogens. The specific engineering controls and work practice controls used are listed below:
 - Needle less system
 - Waterless Hand Sanitizer
 - Personal Protection Equipment (e.g. N-95 mask, etc.)
 - Non-latex gloves
 - Complete latex free environment
 - Sharps Containers

- Sharps disposal containers are inspected and maintained or replaced by the on-duty paramedic every day. Sharps containers shall be replaced whenever necessary to prevent overfilling.
- This facility identifies the need for changes in engineering controls and work practices through
 - Review of OSHA records
 - Employee interviews
 - Committee activities, etc.
- We evaluate new procedures and new products regularly by
 - OSHA website
 - Information from our medical supply companies
 - Email product and news alerts received
- Both front-line workers and management officials are involved in this process in the following manner:
 - Employee has an obligation to abide by our ECP
 - Employee has an obligation to attend an annual review of the ECP
- Designated Officer is responsible for ensuring that these recommendations are implemented.
- **Personal Protective Equipment (PPE)**
 - PPE is provided to our employees at no cost to them. Training in the use of the appropriate PPE for specific tasks or procedures is provided by the Designated Officer.
 - Non-latex gloves or various sizes
 - Goggles
 - N-95 mask
 - Surgical Mask
 - Gowns
 - Caps
 - Shoe covering
 - Turn out gear
 - Helmets
 - PPE is located in each vehicle and may be obtained by individual use as needed or required. Vehicle orientation will inform the employee where such PPE items are located. Daily vehicle inspections by the on-duty staff will ensure that PPE is available in each vehicle.
 - All employees using PPE must observe the following precautions:
 - Wash hands immediately or as soon as feasible after removing gloves or other PPE.
 - Remove PPE after it becomes contaminated and before leaving the work area.

- Used PPE may be disposed of in regular waste receptacles if not contaminated with blood or OPIM. If contaminated with blood or OPIM it is to be placed in a red bag and disposed of at the receiving hospital.
- Wear appropriate gloves when it is reasonably anticipated that there may be hand contact with blood or OPIM, and when handling or touching contaminated items or surfaces; replace gloves if torn, punctured or contaminated, or if their ability to function as a barrier is compromised.
- Utility gloves may be decontaminated for reuse if their integrity is not compromised; discard utility gloves if they show signs of cracking, peeling, tearing, puncturing, or deterioration.
- Never wash or decontaminate disposable gloves for reuse.
- Wear appropriate face and eye protection when splashes, sprays, spatter, or droplets of blood or OPIM, pose a hazard to the eye, nose or mouth.
- Remove immediately or as soon as feasible any garment contaminated by blood or OPIM, in such a way as to avoid contact with the outer surface.
- The procedure for handling used PPE is as follows:
 - Soak copious fluids with towels, wipes, etc., discarding in an approved Bio Hazard container at the receiving facility.
 - Wipe PPE with an approved cleaning agent at the receiving facility. This agent must be an approved cleaner to prevent contamination of pathogens.
 - Stretchers and other equipment in contact with the patient must be wiped down after each patient use with an approved disinfectant preventing the contamination of pathogens.
 - The floor of the ambulance must be swept and mopped as part of the routine cleaning process.

- **Housekeeping**

- Regulated waste should be placed in red bags or Bio Hazard containers which are closable, constructed to contain all contents and prevent leakage, appropriately labeled and closed to prevent spillage or protrusion of contents during handling.

- **Laundry**

- All contaminated laundry will be left with the receiving facility prior to the ambulance and/or wheelchair/stretchers van leaving the receiving facility.
- The following laundering requirements must be met:
 - Handle contaminated laundry as little as possible, with minimal agitation.
 - Place wet contaminated laundry in leak-proof, red bag prior to removing from the ambulance and/or wheelchair/stretchers van.
 - Wear the following PPE when handling and/or sorting contaminated laundry:
 - Hand gloves
 - If necessary, gown, booties, face mask, eye protection, head cap

- **Labels**

- The following labeling methods are used in this facility:
 - Those pieces of equipment that are contaminated, not cleaned at the receiving facility, will be appropriately labeled.
 - The label will read contaminated equipment.
- The patient care provider is responsible for ensuring that warning labels are affixed or red bags are used as required if regulated waste or contaminated equipment is brought back to our facility.
- Employees are to notify Designated Officer if they discover regulated waste containers, refrigerators containing blood or OPIM, contaminated equipment, etc., without proper labels.

HEPATITIS B VACCINATION

(Reference 28 Pa. Code 1005.10 (1))

- All paid and volunteer employees will take a series of Hepatitis B inoculation. Any employee opting not to be vaccinated, may refuse, however, a statement relinquishing Western Alliance Emergency Services, Inc., of any liability, must be signed.
- Western Alliance Emergency Services, Inc., does have a vaccination program for all of its employees. There shall be no cost to the employee for any vaccinations available to protect the employee from present disease threats. Such vaccinations are based on availability and as they are deemed necessary by Local, State, and Federal agencies.
- Designated Officer will provide training to employees on Hepatitis B vaccinations, addressing safety, benefits, efficacy, methods of administration, and availability.
- The Hepatitis B vaccination series is available at no cost after initial employee training and within 10 days of initial assignment to all employees identified in the exposure determination section of this plan.
- Vaccination is encouraged unless:
 - Documentation exists that the employee has previously received the series.
 - Antibody testing reveals that the employee is immune
 - Medical evaluation shows that vaccination is contraindicated.
- If the employee declines the vaccination, the employee must sign a declination form. Employees who decline may request and obtain the vaccination at a later date at no cost. Documentation of refusal of the vaccination is kept at Western Alliance Emergency Services, Inc., with the Designated Officer. **See Attachment 1**
- Vaccination will be provided by the Guthrie Health Care System at the Troy Guthrie Clinic
- Following the medical evaluation, a copy of the health care professional's written opinion will be obtained and provided to the employee within 15 days of

the completion of the evaluation. It will be limited to whether the employee requires the Hepatitis vaccine and whether the vaccine was administered.

POST-EXPOSURE EVALUATION AND FOLLOW-UP

- Should an exposure incident occur, contact the Designated Officer at 570-297-4221 or by pager at 570-370-0086.
- An immediately available confidential medical evaluation and follow-up will be conducted by the Troy Community Hospital.
- Following initial first aid (clean the wound, flush eyes or other mucous membrane, etc.), the following activities will be performed:
 - Document the routes of exposure and how the exposure occurred.
 - Identify and document the source individual
 - Obtain consent and make arrangements to have the source individual tested as soon as possible to determine HIV, HCV, and/or HBV infectivity; document that the source individual's test results were conveyed to the employee's health care provider.
 - If the source individual is already known to be HIV, HCV, and/or HBV positive, new testing need not be performed.
 - Assure that the exposed employee is provided with the source individual's test results and with information about applicable disclosure laws and regulations concerning the identity and infectious status of the source individual (e.g., laws protecting confidentiality).
 - After obtaining consent, collect exposed employee's blood as soon as feasible after exposure incident, and test blood for HBV and HIV serological status. Both will be performed by Troy Community Hospital.
 - If the employee does not give consent for HIV serological testing during collection of blood for baseline testing, preserve the baseline blood sample for at least 90 days; if the exposed employee elects to have the baseline sample tested during this waiting period, perform testing as soon as feasible. This will be performed and stored at the Troy Community Hospital.

ADMINISTRATION OF POST-EXPOSURE EVALUATION AND FOLLOW-UP

- Designated Officer ensures that health care professional(s) responsible for employee's Hepatitis B Vaccination and post-exposure evaluation and follow-up are given a copy of OSHA's bloodborne pathogens standard.
- Designated Officer ensures that the health care professional evaluating an employee after an exposure incident receives the following: **See Attachment 2**
 - Description of the employee's job duties relevant to the exposure incident
 - Route(s) of exposure
 - Circumstances of exposure
 - If possible, results of the source individual's blood test
 - Relevant employee medical records, including vaccination status
- Designated Officer provides the employee with a copy of the evaluating health care professional's written opinion within 15 days after completion of the evaluation.

PROCEDURES FOR EVALUATING THE CIRCUMSTANCES SURROUNDING AN EXPOSURE INCIDENT

- Designated Officer will review the circumstances of all exposure incidents to determine:
 - Engineering controls in use at the time
 - Work practices followed
 - Description of the device being used (include type and brand)
 - Protective equipment or clothing that was used at the time of the exposure incident (gloves, eye shields, etc.)
 - Location of the incident
 - Procedure being performed when the incident occurred
 - Employee's training
- Designated Officer will record all percutaneous injuries from contaminated sharps in a Sharps Injury Log.
- If revisions to the ECP are necessary Designated Officer will ensure that appropriate changes are made.

EMPLOYEE TRAINING

- All employees paid and volunteer will receive initial and annual training conducted by the Designated Officer.
- All employees will receive training on epidemiology, symptoms, and transmission of bloodborne pathogen diseases. In addition, the training program covers, at a minimum, the following elements:
 - A copy and explanation of the OSHA bloodborne pathogen standard
 - An explanation of our ECP and how to obtain a copy
 - An explanation of methods to recognize tasks and other activities that may involve exposure to blood and OPIM, including what constitutes and exposure incident.
 - An explanation of the use and limitations of engineering controls, work practices, and PPE
 - An explanation of the types, uses, location, removal, handling, decontamination, and disposal of PPE
 - An explanation of the basis for PPE selection
 - Information on the Hepatitis B Vaccine, including information on its efficacy, safety, method of administration, the benefits of being vaccinated, and that the vaccine will be offered free of charge
 - Information on the appropriate actions to take and persons to contact in an emergency involving blood or OPIM
 - An explanation of the procedure to follow if an exposure incident occurs, including the method of reporting the incident and the medical follow-up that will be made available.
 - Information on the post-exposure evaluation and follow-up that the employer is required to provide for the employee following an exposure incident
 - An explanation of the signs and labels and/or color coding required by the standard and used at Western Alliance Emergency Services, Inc.
 - An opportunity for interactive questions and answers with the person conducting the training session

- Training materials for Western Alliance Emergency Services, Inc., are available by contacting the Designated Officer

RECORD KEEPING

- **Training Records**
 - Training records are completed for each employee upon completion of training. These documents will be kept for at least three years at Western Alliance Emergency Services, Inc., in the Executive Secretary office. **See Attachment 3**
 - The training records include:
 - The dates of training sessions
 - The contents or a summary of the training sessions
 - The names and qualifications of person(s) conducting the training
 - The names and job titles of all persons attending the training sessions
- Employee training records are provided upon request to the employee or the employee's authorized representative within 15 working days. Such requests should be addressed to the Executive Secretary.

MEDICAL RECORDS

- Medical records are maintained for each employee with occupational exposure in accordance with 29 CFR 1910.1020, "Access to Employee Exposure and Medical Records"
- Designated Officer is responsible for maintenance of the required medical records. These confidential records are kept in the Designated Officer office, in a secure file, for at least the duration of the employment plus 30 years.
- Employee medical records are provided upon request of the employee or to anyone having written consent of the employee within 15 working days. Such requests should be submitted to the Designated Officer by calling 570-297-4221 or by paging 570-370-0086.

OSHA RECORDKEEPING

- An exposure incident is evaluated to determine if the case meets OSHA's Recordkeeping Requirements (29 CFR 1904). This determination and the recording activities are done by the Designated Officer.

SHARPS INJURY LOG

- In addition to the 1904 Recordkeeping Requirements, all percutaneous injuries from contaminated sharps are also recorded in a "Sharps Injury Log". All incidences must include at least: **See Attachment 4**
 - Date of injury
 - Type and brand of the device involved (needle, syringe, etc.)
 - Environment where the incident occurred (ambulance, home, etc.)
 - Explanation of how the incident occurred

- This log is reviewed as part of the annual program evaluation and maintained for at least five years following the end of the calendar year covered. If a copy is requested by anyone, it must have any personal identifiers removed from the report.

HEPATITIS B VACCINE DECLINATION (MANDATORY)

- See Attachment 1

Written: 12/1996

Amended: 03/2009

A handwritten signature in black ink, consisting of several loops and a horizontal line extending to the right.

Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Hazard Communication Standard**

Purpose: The intent of this policy is to provide an easy-to-use format to tailor to the specific requirements of Western Alliance Emergency Services, Inc.

Policy: It is the policy of Western Alliance Emergency Services, Inc., to ensure that information about the dangers of all hazardous chemicals used by Western Alliance Emergency Services, Inc., is known by all affected employees, the following hazardous information program has been established. Under this program, you will be informed of the contents of the OSHA Hazard Communications standard, the hazardous properties of chemicals with which you work, safe handling procedures and measures to take to protect yourself from these chemicals.

Procedure: This program applies to all work operations in our company where you may be exposed to hazardous chemicals under normal working conditions or during an emergency situation. All departments at Western Alliance Emergency Services, Inc., will participate in the Hazard Communication Program. Copies of the Hazard Communication Program are available by contacting the Designated Officer for review by any interested employee.

- Designated Officer is the program coordinator, with overall responsibility for the program, including reviewing and updating this plan as necessary.

CONTAINER LABELING

- Designated Officer will verify that all containers received for use will be clearly labeled as to the contents, note the appropriate hazard warning, and list the manufacturer's name and address.
- The Designated Officer will ensure that all secondary containers are labeled with either an extra copy of the original manufacturer's label or with labels marked with the identity and the appropriate hazard warning. For help with labeling, see the Designated Officer.
- The Designated Officer will review the company labeling procedures every 30 days and will update labels as required.


MATERIAL SAFETY DATA SHEETS (MSDSs)

- The Designated Officer is responsible for establishing and monitoring the MSDS program. He/She will ensure that procedures are developed to obtain the necessary MSDSs and will review incoming MSDSs for new or significant health and safety information. He/She will see that any new information is communicated to affected employees.
- The procedure below will be followed when an MSDS is not received at the time of initial shipment:
 - Copies of MSDSs for all hazardous chemicals to which employees are exposed or are potentially exposed will be kept in utility room at Western Alliance Emergency Services, Inc.
 - MSDSs will be readily available to all employees during each work shift. If an MSDS is not available, contact Designated Officer.
 - MSDSs will be readily available to all employees

EMPLOYEE TRAINING AND INFORMATION

- Designated Officer is responsible for the Hazard Communication Program and will ensure that all program elements are carried out.
- All employees will receive initial training on the hazard communication standard and this plan before starting employment.
- Each new employee will attend a health and safety orientation that includes the following information and training:
 - Overview of the OSHA hazard communication standard
 - Any hazardous chemicals present at Western Alliance Emergency Services, Inc.
 - Any physical and health risks associated with these hazardous chemicals
 - Symptoms of over exposure
 - How to determine the presence and/or release of hazardous chemicals
 - How to reduce or prevent exposure to any hazardous chemicals present at Western Alliance Emergency Services, Inc.
 - Steps Western Alliance Emergency Services, Inc., has taken to reduce or prevent any exposures
 - Procedures to follow if you are over exposed to hazardous chemicals present at Western Alliance Emergency Services, Inc.
 - How to read MSDSs to obtain hazard information
 - Location of the MSDS file and written Hazard Communication Program

Written: 03/2009



Verified Signature

Exe Director/CEO

SCENE

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Communicating**

Purpose: It is the purpose of this policy to ensure proper communications with the appropriate agencies.

Policy: It is the policy of Western Alliance Emergency Services, Inc., to obey all Federal Communication guidelines.

Procedure:

- Shall communicate with Bradford/Lycoming County Communications (PSAP), and periodically other areas.
- All paid and volunteer employees will attempt to keep communications to a minimum while utilizing transmitting communication devices.
- UNAVAILABILITY – we will apprise Bradford/Lycoming County when we will not be in operation when our resources are committed in such matter that we will not be able to have an ambulance and required staff respond to a call requesting us to provide emergency assistance.
- DELAYED RESPONSE – we will apprise Bradford/Lycoming County as soon as practical after receiving a dispatch call, that we are not able to have an ambulance and required staff en route to an emergency within the time as may be prescribed.
- TO PROVIDE INFORMATION - we will provide Bradford/Lycoming County with information, and otherwise communicate with them as they request to enhance their ability to make dispatch decisions.
- RESPONSE TO DISPATCH – we will respond to a call for emergency assistance as communicated by Bradford/Lycoming County Communications, provided we are able to respond as requested. (Reference 28 Pa. Code 1005.10 (e) and (l)).

Written: 08/01/2001
Amended: 03/01/2003


Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
First Response / Patient Management**

Purpose: It is the purpose of this policy to ensure a smooth release of care from the First Response Personnel, to the duty employees, and will afford a measure of safety to all involved.

Policy: It is the policy of Western Alliance Emergency Services, Inc., that all aspects of patient management are handled by a pre-hospital practitioner with the level of EMS certification or recognition necessary to care for the patient based upon the condition of the patient.

Procedure:

- Control of all aspects of patient management at an emergency scene shall be the responsibility of the individual, from the dispatched service, in attendance, which has the highest level of EMS certification/recognition, and is affiliated or dispatched with a service whose response area includes the incident scene.
- The hierarchy of certification/recognition shall be (1) Health Professional; (2) EMT-Paramedic; (3) Emergency Medical Technician; (4) First Responder; and (5) Ambulance Attendant. (Reference 28 Pa. Code 1005.10 (f) and (l) and local policy)
- All First Response employees shall attempt to keep communications to a minimum while utilizing transmitting communication devices.
- Upon the arrival of the duty paid or volunteer employees, the First Response personnel shall give a brief, but detailed, report of patient condition, physical findings, and care rendered.
- In all situations the First Response personnel shall remember that the safety of themselves, co-workers, patient, and bystanders is first priority.
- NIMS model shall be utilized

Written: 08/01/2001

Approved: 03/01/2009



Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Scene Preservation**

Purpose: It is the purpose of this policy to ensure our ethical and professional obligation to the victims, family, and law enforcement is met. It is the responsibility of the Administration and Supervisors to ensure that Western Alliance personnel are knowledgeable and in compliance with this policy and procedure

Policy: It is the policy of Western Alliance Emergency Services, Inc., that all employees will adhere to the following:

- The safety of you and your crew comes first.
- No scene shall be entered unless deemed safe by the appropriate authorities
- Priorities when working a crime scene will be a) safety of the crew b) welfare of the patient c) preservation of evidence.

Procedure:

- Do not allow the actions of the police to compromise life saving treatment or procedures
- When entering a scene be aware of weapons bloodstains or other possible evidence
- Do not handle or disturb evidence
- Obtain permission from the officer in charge when removing the patient from the scene. Ensure that he/she has adequate identification on the patient and inform him/her of the destination(Medical facility)
- If a patient is violent or suspect of a crime ,a police officer will usually accompany the patient and must ride in the patient compartment with the patient and the attendant
- Do not cut or remove clothing unless absolutely necessary. If clothing must be cut, cut along seams as much as possible.
- After the run, the crew should write a narrative, in detail of all actions and observations made during the call. this should be in done without discussion between crews members immediately after completion of the run, while the events are still fresh in their mind

Written: 02/1999

Amended: 08/01/2009


Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Motor Vehicle Accidents / Fall Victims**

Purpose: It is the purpose of this policy to ensure organization to what is occasionally a chaotic incident.

Policy: It is the policy of Western Alliance Emergency Services, Inc., that:

- The NIMS shall be utilized.
- All patient(s) shall be fully immobilized.

Procedures:

- A minimum of one (1) ambulance per vehicle involved shall respond.
- Any provider working in or in close proximity to any motor vehicle involved in an accident, see Personnel Safety Policy
- Any victim of a motor vehicle accident, or a fall victim falling from a standing height or greater, shall be fully immobilized with cervical immobilization and a long board with straps. Medical Command shall be contacted for all those not felt to need such immobilization.
- In any situation where rapid extrication is not warranted, the usage of the KED shall be considered

Written: 02/1999

Amended: 01/2009



Verified Signature

Exe Director/CEO

ADVANCED

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Volunteer Paramedics**

Purpose: It is the purpose of this policy to offer interested EMT-Paramedics the opportunity to volunteer as paramedics, enable them to gain experience, maintain skills, and assist with pre-hospital care in the community we serve.

Policy: It is the policy of Western Alliance Emergency Services, Inc., to permit such volunteer Positions to those parties qualified and interested.

Procedure:

- Shall meet the following requirements:
 - Current certification as a Pa. Emergency Medical Technician – Paramedic.
 - Current CPR certification.
 - Current Advanced Cardiac Life Support certification.
 - Basic/Advanced Trauma Life Support certification.
 - Pediatric Advanced Life Support certification is preferred.
 - Must maintain medical command.
- Volunteer Paramedics will not be considered for medical command until:
 - Skill verification has been met.
 - Emergency room clinical time exceeds 20 hours
 - Precept time exceeds 40 hours, with a minimum of 15 ALS incidents.
 - The need for medical command is determined.
- A volunteer paramedic shall only function under the direct supervision of the precepting paramedic until such a time when medical command privileges have been granted.
- The eligibility for being a volunteer paramedic or pre-hospital registered nurse with Western Alliance Emergency Services, Inc., shall be determined by the Executive Director, Operations Manager and Medical Director.
- There shall only be one paramedic precepting at a time on any given crew.
- The volunteer paramedic shall abide by the policies and procedures set forth for any ALS provider. The job description shall be the same as the ALS provider.

(Volunteer Paramedic – continued)

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY

- The incumbent is expected to protect the privacy of all patient information in accordance with Western Alliance Emergency Services, Inc., policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Western Alliance Emergency Services, Inc., policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment, membership or association with Western Alliance Emergency Services, Inc.
- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other Western Alliance Emergency Services, Inc., operations.
- The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding Western Alliance Emergency Services, Inc., policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- The incumbent is expected to actively participate in Western Alliance Emergency Services, Inc., privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with company policy.

DISCLAIMER

The information provided in this job description has been designed to indicate the general and level of work performed by incumbents within this job. It is not designed to be interpreted, as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees, assigned to this job. The Executive Director has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement of contract.

Written: 07/1997

Amended: 08/01/2009



Verified Signature

Exe Director/CEO

WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT

POLICY AND PROCEDURE
Partial Transfer of ALS to BLS care

Purpose: It is the purpose of this policy to maximize the opportunity for patient contact in order for the EMT to maintain his/her clinical skills.

Policy: It is the policy of Western Alliance Emergency Services, Inc., to define the procedure and such criteria by which the ALS provider can make the determination the EMT may accompany the patient in the rear compartment while the ALS provider drives.

Procedure:

- The EMT may accompany the patient in the patient care compartment while the ALS provider drives if the ALS provider's assessment does not reveal any of the following symptoms at the time of the assessment, or prior to the arrival of the ALS provider:
 - Chest pain
 - Shortness of breath
 - Syncope
 - Altered mental status (including suspected intoxication)
 - Abdominal pain (including labor)
 - Palpitations
 - Anaphylaxis
- The EMT may accompany the patient in the patient care compartment while the ALS provider drives if the ALS provider's assessment does not reveal any of the following signs at the time of the assessment, or prior to the arrival of the ALS provider:
 - Heart rate of 120 bpm or greater, or 50 bpm or less.
 - Systolic blood pressure 100 mmHg or below (pediatric = $70 + [2 \times \text{age in years}]$ or below.
 - Respiratory rate 40 per minute or greater, or 10 per minute or less **or** any sign(s) or respiratory distress.
 - Evidence of poor perfusion (e.g., delayed capillary refill)
 - Any arrhythmia meeting an AHA ACLS protocol(s).
 - Active bleeding (including GI and vaginal).
 - Seizure
- The EMT may accompany the patient in the patient care compartment while the ALS provider drives if the ALS provider's assessment does not reveal any of the following circumstances:
 - Any mechanism that leaves a minor to high index of suspicion.
 - Any poisoning or overdose.
 - Any patient who has received, or may require any ALS intervention.

Partial Transfer of ALS to BLS Care (continued)

- If there is any uncertainty as to whether the EMT alone should accompany the patient in the patient compartment, the ALS provider must consult with Medical Command or follow any new state / regional protocols in place.

Written: 12/1996

Amended: 08/01/2009

A handwritten signature in black ink, consisting of several stylized, overlapping loops and a long horizontal stroke extending to the right. A small circular stamp is visible near the end of the signature.

Verified Signature

Exe Director/CEO

WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT

POLICY AND PROCEDURE
Obtaining Medical Command

Purpose: It is the purpose of this policy to ensure a fair yet firm practice for obtaining Medical Command at Western Alliance Emergency Services, Inc.

Policy: It is the policy of Western Alliance Emergency Services, Inc., to have in place requirements for Emergency Medical Technician-Paramedics to obtain Medical Command from the Medical Director of Western Alliance Emergency Services, Inc.

Procedure:

- Must have certifications in the following:
 - Current Pennsylvania Emergency Medical Technician-Paramedic
 - Current CPR
 - Current Advanced Cardiac Life Support
 - Current Trauma Life Support
 - Current Pediatric Advanced Life Support
- Meet Act 82 guidelines

Note: Conformation to additional procedures below that apply to each respective applicant:

- Currently possesses Medical Command at another service within Bradford-Susquehanna EHS region:
 - Letter from the Medical Director
 - Skills verification
- Currently on Medical Command at another service outside of Bradford-Susquehanna EHS Region:
 - Letter from the Medical Director
 - Skills verification
 - Precepting time (at WAES) (minimum: 8 hours and 2 ALS calls)
- Previous Medical Command in Pennsylvania within the last 6 months:
 - Letter from the Medical Director
 - Skills verification
 - Precepting time (at WAES) (minimum: 8 hours and 4 ALS calls)
- Previous Medical Command in Pennsylvania greater than 6 months ago:
 - Letter from the Medical Director
 - Skills verification
 - Precepting time (at WAES) (minimum: 16 hours and 6 ALS calls)

Obtaining Medical Command (continued)

- No previous Medical Command in Pennsylvania:
 - Skills verification
 - Precepting time (at WAES) (minimum: 32 hours, 1 Intubation and 8 ALS calls)
 - Written Protocol Test

Written: 12/1996

Amended: 08/01/2009

A handwritten signature in black ink, consisting of several stylized, overlapping loops and a horizontal line extending to the right.

Verified Signature

Exe Director/CEO

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**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

FORM 1 Skill Verification Sheet

Name: _____ Date: _____

Scheduled: _____ Time In: _____ Time Out: _____

SKILLS

Patient Assessment	<input type="checkbox"/>	Endotracheal Intubation	<input type="checkbox"/>
Successful IV's	<input type="checkbox"/>	Defibrillation / Cardioversion	<input type="checkbox"/>
Med Administration	<input type="checkbox"/>	Pacemaker Application	<input type="checkbox"/>
Dysrhythmia Interpretation	<input type="checkbox"/>	Chest Needle Decompression	<input type="checkbox"/>
Foreign Body Removal	<input type="checkbox"/>	Central Lines	<input type="checkbox"/>
Cricothyrotomy / TTNJI	<input type="checkbox"/>	Other (list)	<input type="checkbox"/>

EVALUATION

Overall Knowledge

Excellent Good Fair Poor

A. Extent of Knowledge	3	2	1	0
B. Clarity of Thinking	3	2	1	0
C. Problem Solving	3	2	1	0

Clinical Competence

A. Understanding of Overall Patient Management	3	2	1	0
B. Ability to Accomplish Skill Objectives	3	2	1	0
C. Ability to Perform Under Stress	3	2	1	0
D. Understanding of Local Protocols	3	2	1	0

Professional Conduct

A. Maturity	3	2	1	0
B. Sensitivity and Rapport With Patient	3	2	1	0
C. Ability to Improve (responds well to suggestions)	3	2	1	0
D. General Appearance	3	2	1	0
E. Teamwork	3	2	1	0

Comments:

Preceptor Name (print)

Preceptor (signature)

Medical Director (print)

Medical Director (signature)

@@@@@@@@
WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT

POLICY AND PROCEDURE
Maintaining Medical Command

Purpose: It is the purpose of this policy to ensure a fair and consistent way to monitor the performance of an advanced provider to maintain Medical Command.

Policy: It is the policy of Western Alliance Emergency Services, Inc., to have in place the requirements deemed necessary by the Medical Director of Western Alliance Emergency Services, Inc.

Procedure:

The following certifications must be current:
Pennsylvania Emergency Medical Technician-Pa.
CPR
Advanced Cardiac Life Support
Trauma Life Support

Meet Act 82 guidelines

Meet the following quarterly skill requirements: (see note at the bottom of this page)

Successful Endotracheal Intubation	----- 2
Successful Intravenous Cannulation	----- 4
Appropriate Medication Administration	----- 4

Meet National Registry recertification requirements:

Paramedic Refresher Training	----- 24 hours per year
Additional Continuing Education	----- 12 hours per year

Consistent adherence to the Western Alliance Emergency Services, Inc., Policy and Procedure and Compliance Program.

Note: If skill requirements have not been met in the field, the ALS provider must perform them at the quarterly training session.

Written: 12/1996
Amended: 08/01/2001

WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT

POLICY AND PROCEDURE
Drug Use, Control & Security

Purpose: It is the purpose of this policy to ensure proper control and security pertaining to the storage, security and usage of pharmaceuticals.

Policy: It is the policy of Western Alliance Emergency Services, Inc., to stock drugs as approved by the Department, for a BLS/ALS ambulance and shall carry only drugs in an ambulance in conformance with the transfer and medical treatment protocols applicable in the region in which its ambulance is stationed and furthermore:

- Drugs which the applicable regional transfer and medical treatment protocols prescribe for treatment of an ALS patient may be brought on a BLS ambulance by an EMT-Paramedic or Health Professional when rendezvousing with a BLS ambulance to treat an ALS patient.
- The ambulance service shall adequately monitor and direct the use, control and security of drugs provided to the ambulance service.(Reference 28 Pa. Code 1005.11 and 1005.10(l))

Procedure:

- Western Alliance Emergency Services, Inc., shall have in place and maintain a pharmaceutical agreement with Troy Community Hospital.
- Pharmaceutical storage bags shall be secured in each designated ALS ambulance owned/leased by Western Alliance Emergency Services, Inc.
- Pharmaceutical storage bags shall be inspected and verified to be sealed with both an external bag seal and internal narcotic compartment seal. This external seal number shall be documented on FORM 2 Vehicle Inspection Sheet.
- Pharmaceutical storage bags once unsealed, or found to be unsealed, shall be delivered to the Troy Community Hospital immediately and replaced with a sealed pharmaceutical bag.
- Any pharmaceutical storage bag found to be unsealed shall be documented on FORM 2 Vehicle Inspection Sheet.
- Any pharmaceutical discrepancies either found or performed shall be brought to the attention of the operations manager immediately who shall report such event to the Troy Community Hospital.
- In addition to State regulations all Regional ALS protocols shall be followed by the provider

Written: 08/01/2001
Amended: 03/01/2003


Verified Signature

Exe Director/CEO

MISCELLANEOUS - OTHER

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Subscriptions**

Purpose: It is the purpose of this policy to ensure a clear defined description of the existing subscription based program between Western Alliance Emergency Services, Inc., and subscribers.

Policy: It is the policy of Western Alliance Emergency Services, Inc., to provide a mechanism for a person or family to purchase a subscription to this ambulance service. This will be done on an annual basis to allow a minimal out of pocket expense when needing emergent transportation.

Procedure:

- Offer a subscription program to all members of the service area communities without regard to race, religion, sex, political affiliation, sexual preference, presence of disease, or ability to pay.
- Charge a fee that will be based on an individual or family, amount to be determined on an annual basis by the Executive Director/CEO. Individual will be any one person. Family will be any group of persons residing with one resident with a legal **tax dependent relationship** with the primary provider at that location.
- Each respective insurance company will be billed irregardless of subscription status, this in no way will take the place of billing the insurance carrier, nor, release the subscriber from their obligation to solicit their insurance carrier on the behalf of Western Alliance Emergency Services, Inc.
- The benefit provided by this subscription program shall be, the release of responsibility of the said subscriber from any portion of the ambulance bill unpaid by an insurance or third party carrier.
- This subscription shall not cover any non-emergent transport including wheelchair, stretcher van , and ambulance transportation.

Written: 06/16/1999

Amended: 08/01/2001



Verified Signature

Exe Director/CEO

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Billing Collections**

Purpose: It is the purpose of this policy to ensure a fair and consistent method for collection of debt.

Policy: It is the policy of Western Alliance Emergency Services, Inc., that all debt shall be viewed equally.

Procedure:

- Western Alliance shall utilize an external collection agency.
- Subscribers to Western Alliance Emergency Services, Inc., shall not apply to this policy.
- Western Alliance Emergency Services, Inc., will seek judgment against those debt cases deemed necessary.
- The following situations will be evaluated prior to seeking judgment:
 - Age of debt
 - Ability to pay
 - Asset search
 - Credit history
- Settlement of 80% is an option. Such cases would require a hardship letter with good justification.
- Settlement only applies to emergency transports. Non-emergent transports (i.e. wheelchair and stretcher vans) would not have the settlement option.

Written: 04/2005

Amended : 04/2009



Verified Signature

Exe Director/CEO

FORM COPIES



COMMENDATION / CRITIQUE FORM

Person Completing Form: _____ Position: _____
PLEASE PRINT

Date of Incident: _____ Time: _____

Issue Involving: Equipment ☐ Patient Related ☐ Administration ☐ Safety ☐
(please check box) Positive Issue ☐ Other ☐

NARRATIVE: _____

(USE REVERSE SIDE IF NECESSARY)

SHIFT SUPERVISOR SECTION

Date Received: _____ Date Investigation Complete: _____

Date Submitted to the Executive Director/CEO (if necessary): _____

EXECUTIVE DIRECTOR/CEO SECTION

Date Received: _____ Date Filed: _____

Follow Up Required: Yes ☐ No ☐

Notes: _____

Not fixed

OBSERVER REQUEST FORM

DATE: _____

REQUESTOR: _____

I am requesting that I may be authorized to ride with the scheduled duty crew during the hours of _____ on the day of _____, month of _____, year of _____.

I agree to the following:

- I am at least 18 years of age.
- I have signed a Confidentiality Statement.
- I will not drive any vehicles owned by Western Alliance Emergency Services, Inc.
- I will not participate in:
 - Extrication of any patient.
 - Transfer of any patient in or out of a vehicle, home or other environment.
 - Any medical or trauma patient treatment.

I will be responsible for looking neat and well groomed. I will wear dark blue or black pants, blue or white dress shirt with collar and leather shoes covering my ankles.

I will not hold Western Alliance Emergency Services, Inc., liable for any injuries incurred as a result of my observing.

Signature

Telephone

Address

Sponsor

DO NOT WRITE BELOW THIS LINE

To: _____ Date: _____

Your request for riding as an Observer during the hours of _____ on the day of _____ month of _____, year of _____ has been:

APPROVED ☐

DISAPPROVED ☐

The Paramedic or EMT at that time will be _____. They have been notified that you will be observing on the above day. You will be under the guidance of this person.

If for some reason you cannot make your scheduled shift, please call this person at 297-4221 or 673-8502 at the beginning of the scheduled shift. Thank you for your interest in Western Alliance Emergency Services, Inc.

Executive Director/CEO or Supervisor

Date

Not fixed



STATION DUTY CHECK LIST

**** This check list is to be completed at the beginning of each shift ****

GARAGE AREA

Floor clean ? Yes ☐ No ☐
Laundry OK ? Yes ☐ No ☐
Trash empty ? Yes ☐ No ☐

KITCHEN

Floor clean ? Yes ☐ No ☐
Dishes done ? Yes ☐ No ☐
Trash empty ? Yes ☐ No ☐

TRUCKS

Inventory sheet done ? Yes ☐ No ☐
Inside mopped ? Yes ☐ No ☐

HALLWAYS

Floor clean ? Yes ☐ No ☐

BEDROOMS

Floor clean ? Yes ☐ No ☐
Bed neat ? Yes ☐ No ☐
Trash empty ? Yes ☐ No ☐

KEMS ROOM

Floor clean ? Yes ☐ No ☐
Counter clean ? Yes ☐ No ☐
Trash empty ? Yes ☐ No ☐

BATHROOM

Floor clean ? Yes ☐ No ☐
Towels picked up ? Yes ☐ No ☐
Toilets clean ? Yes ☐ No ☐
Sinks clean ? Yes ☐ No ☐
Trash empty ? Yes ☐ No ☐

COMMENTS:

Medic Signature

Date

EMT Signature

Date

Not fixed
river Signature

Date

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

FORM 1 Skill Verification Sheet

Name: _____ Date: _____

Scheduled: _____ Time In: _____ Time Out: _____

SKILLS

Patient Assessment	<input type="checkbox"/>	Endotracheal Intubation	<input type="checkbox"/>
Successful IV's	<input type="checkbox"/>	Defibrillation / Cardioversion	<input type="checkbox"/>
Med Administration	<input type="checkbox"/>	Pacemaker Application	<input type="checkbox"/>
Dysrhythmia Interpretation	<input type="checkbox"/>	Chest Needle Decompression	<input type="checkbox"/>
Foreign Body Removal	<input type="checkbox"/>	Central Lines	<input type="checkbox"/>
Cricothyrotomy / TTNJI	<input type="checkbox"/>	Other (list)	<input type="checkbox"/>

EVALUATION

Overall Knowledge

Excellent Good Fair Poor

A. Extent of Knowledge	3	2	1	0
B. Clarity of Thinking	3	2	1	0
C. Problem Solving	3	2	1	0

Clinical Competence

A. Understanding of Overall Patient Management	3	2	1	0
B. Ability to Accomplish Skill Objectives	3	2	1	0
C. Ability to Perform Under Stress	3	2	1	0
D. Understanding of Local Protocols	3	2	1	0

Professional Conduct

A. Maturity	3	2	1	0
B. Sensitivity and Rapport With Patient	3	2	1	0
C. Ability to Improve (responds well to suggestions)	3	2	1	0
D. General Appearance	3	2	1	0
E. Teamwork	3	2	1	0

Comments:

Preceptor Name (print)

Preceptor (signature)

Not fixed

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Password Authorization Form**

Name: _____ **Date:** _____

Address: _____

City: _____ **State:** _____ **Zip Code:** _____

Employee ID: _____

New Password ☐

Replacement Password ☐

Organizational /Trip Sheet Software

Login _____

Password _____

Computer Operating System Password: _____

I agree that I will comply with all confidentiality policies and procedures set in place by Western Alliance Emergency Services, Inc. during my entire employment, membership, or association with Western Alliance Emergency Services, Inc. If I, at any time, knowingly or inadvertently breach the patient confidentiality policies and procedure, I agree to notify the Privacy Officer of Western Alliance Emergency Services, Inc., immediately. In addition, I understand that a breach of patient confidentiality may result in suspension or termination of my paid or volunteer employment, membership, or association with Western Alliance Emergency Services, Inc., for any reason, or at any time upon request, I agree to return any and all patient confidential information in my possession. This agreement is not a contract for continued employment.

Employee Signature: _____ **Date:** _____

Printed Name: _____

Privacy Officer Signature: _____ **Date:** _____

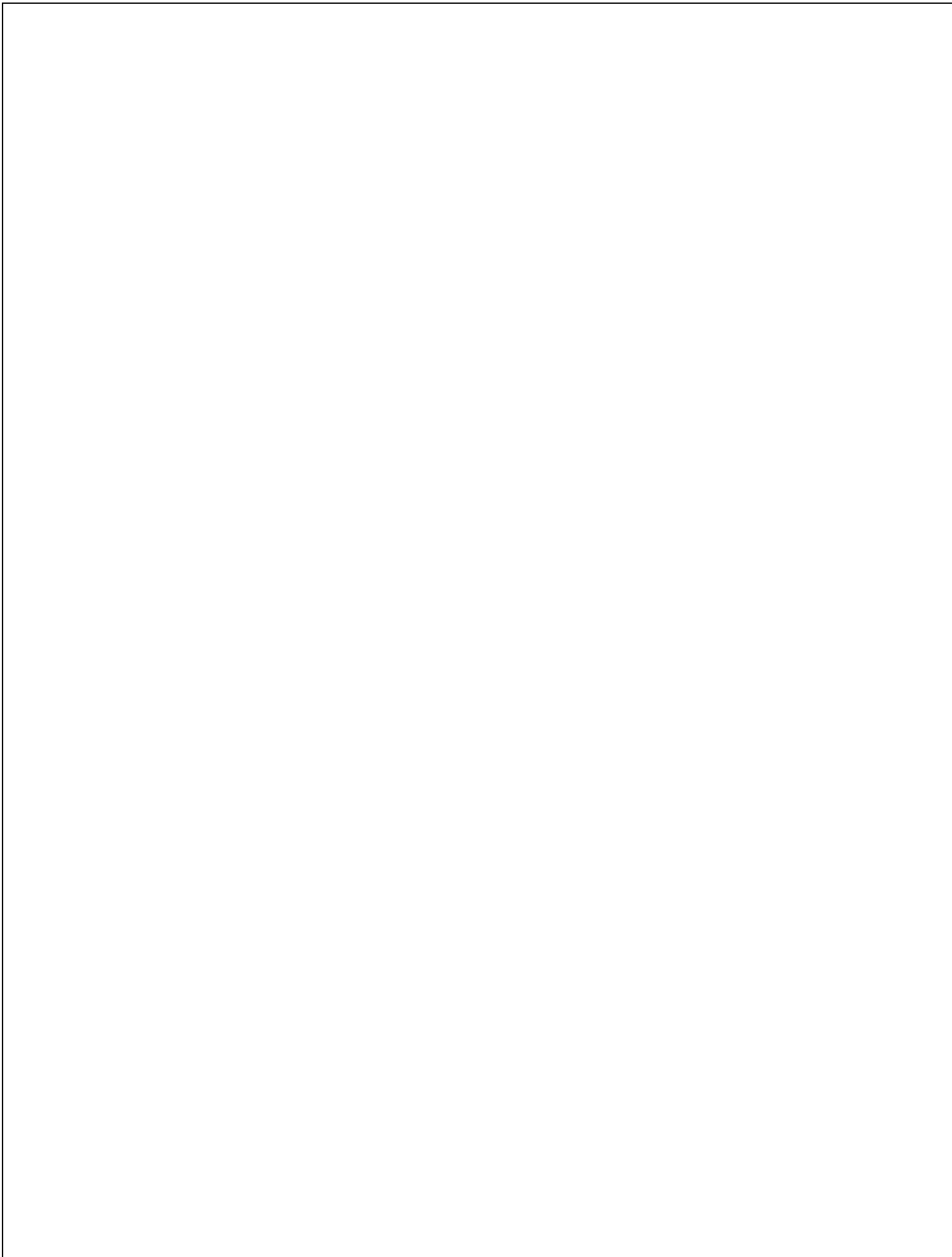
Written: 02/24/2003

Amended 04/01/2009



Verified Signature

Exe Director/CEO





Orientation Check List

Not fixed

Name / Position: _____

Executive Director / CEO	Check	Date and Initial
Western Alliance history and philosophy	<input type="checkbox"/>	_____ Date
Personnel Policy orientation	<input type="checkbox"/>	_____ Date
Standards of Performance / Patient Satisfaction	<input type="checkbox"/>	_____ Date
Compliance Officer		
Corporate Compliance	<input type="checkbox"/>	_____ Date
Sexual Harassment Video	<input type="checkbox"/>	_____ Date
Public Relations / Telephone usage	<input type="checkbox"/>	_____ Date
Privacy Officer		
HIPAA / Privacy Rule orientation	<input type="checkbox"/>	_____ Date
Incident reporting	<input type="checkbox"/>	_____ Date
Office Coordinator		
Discussion of quality Patient Care Reports	<input type="checkbox"/>	_____ Date
Documentation video	<input type="checkbox"/>	_____ Date
Health & Safety Officer		
Health & Safety orientation	<input type="checkbox"/>	_____ Date
Fleet Service Rep		
Driver orientation	<input type="checkbox"/>	_____ Date
Identification and description of communications	<input type="checkbox"/>	_____ Date

Orientees Signature: _____ Date: _____



Not fixed

**Endless Mountains TEMS
RESPONSE FORM**

Incident Location: _____ **Date:** _____

Requesting Agency: _____

Incident Commander: _____

Tactical Team Members: _____

Time Requested: _____ **Time Arrived:** _____

Time Complete: _____ **Time at Base:** _____

Brief Description of Mission: _____

Tactical Team Member Signature

Date

Tactical Team Member Signature

Date

Not fixed



**Endless Mountains TEMS
MEDICAL TREATMENT FORM**

Incident Location: _____ Date: _____

Requesting Agency: _____

Incident Commander: _____ Notified of Injury: Yes ☐ No ☐

Patient Name: _____

Patient Agency: _____

Require EMS: Yes ☐ No ☐ What EMS Agency: _____

What Hospital: _____

Time of Admittance or Discharge: _____ Date: _____

Injury or Illness: _____

Treatment Rendered by Tactical Medic: _____

Supplies Utilized: _____

Medical Director Contacted: Yes ☐ No ☐

Tactical Team Member Signature

Date

Tactical Team Member Signature

Date

**WESTERN ALLIANCE EMERGENCY SERVICES, INC.
PERSONNEL DEPARTMENT**

**POLICY AND PROCEDURE
Billing Collections**

Purpose: It is the purpose of this policy to ensure a fair and consistent method for collection of debt.

Policy: It is the policy of Western Alliance Emergency Services, Inc., that all debt shall be viewed equally.

Procedure:

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- Western Alliance Emergency Services, Inc., will seek judgment against those debt cases deemed necessary.
- The following situations will be evaluated prior to seeking judgment:
 - Age of debt
 - Ability to pay
 - Asset search
 - Credit history
- Settlement of 80% is an option. Such cases would require a hardship letter with good justification.
- Settlement only applies to emergency transports. Non-emergent transports (i.e. wheelchair and stretcher vans) would not have the settlement option.

Written: 04/01/2005

JOB TITLE:	CTC Coordinator
RESPONSIBLE TO:	Executive Director
PRIMARY FUNCTION:	Recognize needed instruction areas Schedule appropriate training classes

PRINCIPLE RESPONSIBILITIES AND DUTIES:

- Shall be responsible for researching, scheduling and instructor assignment of appropriate training classes to ensure that Western Alliance Emergency Services, Inc., personnel have the opportunity to be current on all facets of emergency pre-hospital care.
- Shall offer all continuing education classes to our neighboring healthcare services who wish to attend.
- Shall maintain documentation of all classes offered, and the attendance of each, to be available for review upon request.
- Compile, write, and otherwise maintain accurate, legible, deemed fit, records pertaining to continuing education of this service, including, compliance with Regional and Pa. Health & Safety Title 28, Act 45, and Act 82 of 1994.
- Will be required to keep a copy of the By-Laws, Policies and Procedures, and know the statewide protocols for BLS and ALS.
- Develop and maintain an on-going CTC evaluation of programs, instructors and services in order to maintain our current and future excellence in the community.
- Will monitor telephone and email messages to ensure the deliverance of a sufficient number of continuing education classes and CPR, ACLS, and PALS classes.
- Will assist in the development and on-going evaluation of a community wellness program by coordinating educational programs to meet the needs of the wellness program.
- Will assist, and play a key role in, marketing educational programs through direct mail campaigns, promotional events, or other identified venues.
- Will provide a summarization of monthly programs held to the Executive Director.
- Will assist the Executive Director with monitoring budgets and inventory control for the CTC operations.
- Will oversee and monitor course and program evaluations, highlighting areas of concern to the Executive Director.
- Will assist in resolving concerns, problems, and other business related to operating the CTC site which may include research and making recommendations for program acquisitions or changes.
- Will assist in the training and development of new instructors for the CTC site.
- Will maintain requirements for instructorship for AHA, Bucks Community College, and Department of Health in order to achieve AHA requirements for instructor evaluations and other related programs held.

- Will assist the Executive Director in duties / task(s) assigned by the designated individual.

PREREQUISITES AND QUALIFICATIONS:

- Must have a minimum of paramedic certification.
- Possess detailed knowledge of the American Heart Association Program Administration Manual to operate and coordinate Western Alliance AHA CTC, and to be a premier training center for healthcare providers and community members.
- Demonstrate a well defined interest in the development, delivery and improvement of educational programs offered to healthcare providers and community members.
- Must possess current instructor certification in AHA CPR and Advanced Cardiac Life Support.
- Display positive leadership skills and abilities relating to the delivery of pre-hospital care.
- Must possess exceptional listening, communication, team and computer skills.
- Must possess the ability to work in a cross functional team environment and possess the knowledge to the national and local roles of the AHA.
- Must be a disciplined self motivator, demonstrating detailed organizational skills.
- Must be familiar with both equipment and facilities available to provide customized training.
- Must have the ability to work with business and industry in a coordination and leadership capacity to develop and provide industrial safety programs.
- Must have the ability to assess training needs and develop / recommend a process and system to meet such programs, curriculum and instructors.
- Must have the ability to communicate clearly both orally and in writing with colleagues and customers.
- Must demonstrate excellent mentoring, coaching and communication abilities.
- Courtesy, cooperation, tact and poise are required at all times. Careful attention to details considerable initiative, judgment, maturity and the ability to work under pressure when the situation demands.

JOB RESPONSIBILITIES RELATED TO PATIENT PRIVACY

- The incumbent is expected to protect the privacy of all patient information in accordance with Western Alliance Emergency Services, Inc., privacy policies, procedures, and practices, as required by federal and state law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with Western Alliance Emergency Services, Inc., policies and procedures on patient privacy may result in disciplinary action up to and including termination of employment, membership or association with Western Alliance Emergency Services, Inc.
- The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other Western Alliance Emergency Services, Inc., operations.

- The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding Western Alliance Emergency Services, Inc., policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- The incumbent is expected to actively participate in Western Alliance Emergency Services, Inc., privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with company policy.

DISCLAIMER

The information provided in this job description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted, as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees, assigned to this job. The Executive Director has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.

Not
fixed

Western Alliance Emergency Services, Inc.
Operational Structure

Western Alliance Emergency Services, Inc.
Operational Structure

