

AMERIMED SOP

2.14.1 Non-Emergency Calls Accepting

Rev 10/2020

OVERVIEW

AEMS will handle non-emergency transports based on several factors. Many medical and medically-related facilities are handled in different manners. When the call is placed from somewhere other than the facilities specified below, the Operator should refer to the NON-EMERGENCY TRANSPORTATION GUIDE located in the Communications Center.

SECTION A.1 EMS

When answering any emergency phone line, the Operator should answer:

1) "AMERIMED EMS, THIS IS (operator first name), MAY I HELP YOU?"

After following EMD protocol or AEMS Emergency Request guidelines, and the operator has determined the request is of a non-emergency nature the following procedure should be used.

- 2) Ascertain all of the following:
 - Phone number from where the caller is calling
 - Caller's Name
 - Location of the patient - complete street address and city
 - Room Number / Department (if applicable)
 - Reason for Transport
 - Destination for Transport – including department
 - Patient Name
 - Appointment Time (if applicable)
 - Pick up Time
 - Special Equipment Required
 - Payer, Responsible Party, Insurance Information (As described in NETG)
 - Authorization / PO Number (selected contract facilities, as necessary)

3) Refer to NON-EMERGENCY TRANSPORTATION GUIDE located in the Communications Center to triage call.

4) Enter call information into the CAD system immediately.

SECTION A.2 MIH

When answering calls, Operator should answer "AMERIMED MIH, THIS IS (operator first name), MAY I HELP YOU?"

Operator should gather the following information (using these notes)

- Name of Caller (This even could be a patient self-referring. Meaning, the patient heard about Amerimed and wants service)
- Hospital Discharged from (If a patient is calling, they may not have this information)

- Discharge Date from hospital (“Ma’am/Sir, what is the projected discharge date of the patient/ or/ what was the discharge date of the patient from the hospital”) This is important contractually.
- Patient First name/Last name/Title (if from a company)
- Relationship to Patient. (If not a company. This may be a son or daughter wanting care for a parent)
- Address of patient's home.
- Call Back Number.
- Patient DOB (we have some pts with same first and last name)

Message : What is the customer asking for? Listen and let them tell you and mirror back what they said for note taking. Example: “Mrs. Smith so what you are saying is you want an appointment tomorrow instead of today because you have plans? Mrs. Smith, so what you are saying is that your medications are running out and you would like a visit”? This type of communication not only confirms what the customer is saying but makes the call-taker confident in message taking for AMIH.

SECTION B

DIALYSIS and RADIATION PATIENTS being transported for those treatments should not be accepted without prior management approval.

If the call originated from a contracted facility (see list of Contracted Facilities located in the communications center), accept the call regardless of payment plans unless the trip is in excess of 60 miles from originating facility. However, if the facility requesting the transport is responsible for payment, ensure that the caller is aware that the facility will be billed for the transport. When accepting a call from a facility, ensure that the caller is an employee from that facility, and not a family member of the patient. If more than 60 miles, direct the call to a supervisor or billing manager.

If the call did not originate from a contracted facility, ascertain payment plan information by contacting the billing department or the on-duty or on-call manager. If unable to make contact with a manager by three attempts, document the time and method of each attempt and accept the call unless it is obviously outside of AEMS service area.

SECTION C

For calls originating from Methodist Integrated Operations Center (IOC), there are requirements for pickup times. 30 minutes for ALS calls and 60 minutes for BLS calls. If we cannot meet those times, then we should decline the call using the flow chart below.

All timestamps MUST be done on the CTZ dispatch position. When the unit arrives, you must call IOC to give them the arrival time. When you notify IOC, put notes in the call as to who you spoke with and the time you gave them.

Methodist Flow Chart

