

## AMERIMED SOP

### 3.3.2 Customer Service Policy

Rev 1/2026

#### OVERVIEW

Amerimed was created based on several key principles, including, but not limited to, quality high level patient care and providing an unprecedented level of customer service. Being compassionate and respectful to our patients, their family members, other medical and public safety professionals, and our co-workers is our top priority. All patients are to be treated with equal respect and compassion, and Amerimed prohibits discrimination based on the race, color, national origin, sex, age, or disability of any patient we serve. When transporting a patient who exhibits limited English proficiency, clinical staff should use an online translation tool such as Google Translate or similar to communicate with the patient in the language of their choice.

#### SECTION A

##### Zero Tolerance

In an effort to meet this expectation and maintain a reputation for quality, Amerimed maintains a “zero tolerance” customer service policy. Which means any “non-positive” interaction with patients, customers, and/or other external or internal contacts is strictly prohibited. At no time should an employee or group of employees physically and/or verbally abuse, argue, show disrespect, harass, and/or show malicious behavior to another person while in uniform or acting in a role as representative of the Company.

#### SECTION B

##### Aggressive Patients/Contacts

Patients and/or other external contacts that are aggressive toward an employee should be referred to a shift commander and/or manager immediately. Employees should not engage in interaction that will result in a breach of this policy.