

## Theron Becker

---

**From:** Theron Becker  
**Sent:** Thursday, May 21, 2020 3:27 PM  
**To:** CMHEMS  
**Subject:** weekly internal EMS status report

Buckle your seatbelts for this one. Lots of stuff going on to share.

- Aaron and I are updating the transfer policy and have approval for some changes.
- LDTs are going to wait overnight (probably 11 pm to 9 am-ish) unless they are coming out of ER or OB departments.
- An updated priority list is getting developed where we can identify patients out of the ER need to move faster than other departments without having to upgrade priority and take ambulances out of the county.
- We are making progress toward being able to utilize health transit vehicles overnight and weekends with one of our staff members as a driver. Our goal is to make use of non-ambulance resources to keep ambulances responding to 9-1-1 calls instead of transfers. This is a huge deal we have been working for years to make happen. This week has gained some traction.
- Steve is developing a guide to review ESO charts for clinical competence in addition to the already developed guide to review for documentation/billing.
- We are making progress toward having all crews scanning face sheets, PCS, etc. directly into ESO instead of sending in an envelope for registration to do the scanning. Eldorado crews are doing a trial and ironing out the bugs.
- We are hoping the bugs and settings are as good as we can get them with Orbcomm until an engineer can be on-site to do some programming. Next week, if the next meeting goes well, we might turn on driver coaching.
- Just to clarify, according to new regulations, EMS agencies can bill patients for ambulance responses even if they are not transported. Please document correctly and fully when you make patient contacts. Get the correct patient information, fully document an assessment, your treatments (if any), and your recommendations to the patient about referring them to PCP, ER by POV, etc.

**Theron Becker**

**EMS Clinical Chief**

**Citizens Memorial Hospital / Emergency Medical Services**

cell **417-597-3688** / fax 417-328-7209

**theron.becker@citizensmemorial.com**

**CMH EMS Mission:**

Provide safe, exceptional, and compassionate care  
to our communities with an emphasis on  
highly trained and empowered staff.