



## Oakland County Medical Control Authority System Protocols

### NEW OR UPGRADED EMS AGENCY POLICY

Initial Date: June 3, 2022

Section 8.107

Revised Date: 9/14/2023

### *New or Upgraded EMS Agency Policy*

Requirements for new life support agencies (LSA's) and agencies that propose to change their level of services.

This protocol applies to:

1. Agencies that are applying as a new service in the Oakland County MCA area.
2. Existing agencies that are upgrading/changing the level of service they provide (e.g. MFR service that wants to now become a BLS service).
3. Any change in service not requiring a license change (e.g. addition of inter-facility transports) must include notification to the OCMCA.

The agency must electronically submit all of the required documentation (listed below) to the Oakland County Medical Control Authority. All paperwork must be submitted at least two weeks prior to the next Professional Standards Review Organization (PSRO) meeting. It is highly recommended that the agency has OCMCA staff review completed application prior to submission.

#### **List of Required Paperwork:**

1. A copy of the completed proposed application to be submitted to the State, with all signatures present. This will include:
  - a. A list of all vehicles licensed/proposed to be licensed by the service with the State, the year, make, VIN, and license plate number for each vehicle.
  - b. A list of all licensed EMS personnel, their names, license number, level, expiration date, and, if they are paramedics, ACLS certification expiration date; and
  - c. Proof of State of Michigan required insurance.
2. A copy of the completed OCMCA Letters of Compliance, with all signatures present.
3. Copies of all mutual aid agreements with other Oakland County approved LSA's who are licensed at or above the level proposed by the applying agency. One mutual aid agreement is required with an OCMCA approved LSA at or above the level proposed by the applying agency.
4. A complete "New/Upgraded EMS Agency Form" signed by the Chief of the department, or the President of the agency.
5. Provide written documentation from each approving geographic service area (GSA), explaining how your agency will operate in the GSA and respond to emergencies in that area. Documentation must be signed by the GSA, or designee and agency. The documentation shall include the following:
  - a. Provide at least 1 vehicle available for response to requests for emergency assistance on a 24-hour-a-day, 7-day-a-week basis in accordance with local medical control authority protocols.
  - b. Respond or ensure that a response is provided to each request for emergency assistance originating from within the bounds of its geographic service area, within the requirements set forth in the **8.104 Response Time Protocol**.



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- c. Operate under the direction of a medical control authority or the medical control authorities with jurisdiction over the ambulance operation.
  - d. Proposed start of operations date.
  - e. Understands this documentation must be completed annually if the agency does not have primary geographical service area in Oakland County.
6. Provide the OCMCA with at least two references from other Medical Control Authorities where you have operated. The OCMCA will send a letter and form to each MCA requesting a report of Good Standing.
  7. Maintain a physical station with a minimum of one life support vehicle with 24/7 staffing (of a type commensurate with what is written on the agency's license) that is available for response to requests for emergency assistance, and is staffed on a 24/7 basis within Oakland County.

The agency (chief, president or designee), along with their Medical Control physician, will be required to attend the PSRO meeting, in which the application will be reviewed and considered, and to answer questions regarding the application.

**Once reviewed and endorsed by the PSRO, the application will be forwarded to the Medical Control Committee and Board of Directors for review and approval or denial.**

Once approved, an agency will be placed on a 12-month evaluation period. During that period, the PSRO will closely oversee the agency and ensure compliance with Oakland County Protocols, Policies and Procedures. At the end of the evaluation period, the PSRO will make a recommendation to the Medical Control Committee to end the evaluation period, extend the period or deny the request to run in Oakland County. Final approval will be recommended to the OCMCA Board of Directors.