

Memorandum of Understanding
Related to Medical Transport Services

Recitals

Whereas the Copper Queen Community Hospital Emergency Department in Bisbee, Arizona ("CQCH") requires a method of transporting patients to other facilities, and the City of Bisbee ("City") - providing ambulance services through the Bisbee Fire Department ("BFD") - and Arizona Ambulance Transport (AAT), desire to provide these services, CQCH, the City/BFD and AAT have the following understanding:

1. Initial Request for Interfacility Transport

All requests by the CQCH for an interfacility transport shall be initiated by calling AAT's communications center at (520) 364-3000. The request shall include a report by the attending physician and/or nurse. The report shall include the following:

- A notification of the Level of Transport (as designated below) of the patient to be transported and any patient-specific transport needs.
- The name of the receiving hospital.
- Confirmation of receiving hospital acceptance (i.e., patient room or bed placement).
- Name of the accepting physician.

The Dispatcher shall immediately forward the request to either BFD or AAT per protocol detailed in Section 4. The Dispatcher shall not report any patient identifying information over the radio.

AAT will provide monthly computer aided dispatch (CAD) reports to the CQCH and BFD.

The CQCH, BFD and AAT will review the dispatch process 90 days after implementation. Any issues will be brought up and the parties will develop solutions. If the parties cannot agree to solutions, this section of the agreement may be renegotiated.

2. Levels of Transport/Response Times

One of the following Levels of Transport shall be designated in the report, triggering the applicable response times set forth below:

Level I- The CQCH shall designate a patient emergency "Level I" when it involves a patient who, in the opinion of the patient's attending physician or other qualified CQCH staff, has an immediate life, or limb, threatening illness or condition. These patients will be transported by an ALS Ground Ambulance, CCT Ground Ambulance or CCT Air Ambulance.

Response time shall be immediate.

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Level II - The CQCH shall designate a patient emergency "Level II" when it involves a patient who, in the opinion of the patient's attending, has a serious, but not immediately life, or limb, threatening, illness or condition. These patients will generally be transported by a Paramedic.

Response time shall be no more than 30 minutes.

Level III - The CQCH shall designate a patient emergency "Level III" involving a patient who, in the opinion of the patient's attending physician, has neither a life, or limb, threatening nor serious illness nor condition. These patients will generally be transported by either an EMT or Paramedic.

Response time will be as soon as reasonably possible for a unit to be deployed, but in no event shall the response time be longer than 60 minutes, unless otherwise agreed to by the CQCH at the time of the transport.

The parties acknowledge that the designation of the level of patient emergency in all cases shall be made solely by the patient's attending physician or other qualified CQCH staff.

3. Response to Initial Request

- Within 5 minutes of the CQCH's request for a transport made to the AAT Dispatcher, AAT will confirm such request with the attending physician or nurse and provide an estimated time of arrival at the CQCH by calling 520 432-6536. If, as set forth in Section 5, AAT calls BFD to provide the transport, AAT will request BFD call the attending physician or nurse to confirm receipt of the request for transport and an estimated time of arrival. Confirmation by the provider to the CQCH shall also be made within 5 minutes of the CQCH's initial request to AAT.
- The CQCH will assess if Basic Life Support (BLS), Advanced Life Support (ALS) or Critical Care Transport (CCT) is necessary for the transport and whether ground transport is appropriate.
- As necessary, the transporting entity will initiate telemetry with the receiving hospital and establish medical control.
- The transporting entity shall arrive at the CQCH no later than the response times indicated in Section 2.

4. Rotation

Request for transports by the Copper Queen Hospital will be subject to a specific destination. In this MOU any Transfer request that remain within Cochise County will be assigned to Bisbee Fire Department ("BFD"). Any transfer request outside of Cochise County will be assigned to Arizona Ambulance Transport ("AAT").

BFD and AAT agree to collate, share and evaluate transport data on a quarterly basis in order to verify that this rotation is occurring.

For the entirety of each contract year, CQCH shall keep and provide to any party upon request accurate records for each interfacility transport that shows:

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- i. Date and time of call
- ii. Level of call
- iii. Time responding entity arrived at CQCH
- iv. Time responding entity departed CQCH

Calls will be rotated on location specific basis to BFD, in Cochise County and to AAT outside of Cochise County.

5. Inability to Respond within the Defined Response Times

- Independent of the rotation, If BFD is unable to respond with an appropriate resource within the response times indicated in Section 2, it shall immediately contact AAT at (520) 364-3000 and provide information as described in Section 1.
- If AAT is unable to respond with an appropriate resource within the response times indicated in Section 2, it shall immediately contact BFD and request that BFD perform the transport.
- For ground ambulance transport requiring attendance by an RN or SCT Paramedic, AAT shall be immediately contacted by BFD.
- In the event BFD and AAT are unable to respond, AAT will attempt to dispatch a mutual aid ground ambulance provider. At no time can a mutual aid provider be utilized prior to AAT and BFD declining the transport.

6. Lack of Confirmation

In the event:

- (a) AAT does not promptly answer a call from the CQCH; or
- (b) the CQCH does not receive a confirmation call from either the BFD or AAT within 5 minutes of its initial request to the AAT Dispatcher:
- (c) In the event neither AAT nor BFD are unable to respond in a timely manner, AAT dispatch will endeavor to obtain a mutual aid ambulance from (1) other Cochise County fire departments and districts or (2) private sector ambulance from Benson or Tucson.

7. Qualifications/Competencies

Any/all ambulance transportation service agencies operating under this MOU will ensure that it has qualified staff for all levels of ambulance transport. Personnel must have the qualifications and competency in performing the procedures and administering medications necessary to meet the specific needs of the patient during the interfacility transport. Minimally, all advanced life support providers must maintain current certification, in cardiopulmonary resuscitation (CPR), Advanced Cardiac Life Support (ACLS) and Pediatric Advanced Life Support (PALS). In

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addition, all expanded scope advanced life support providers must complete and maintain training in administration of ADHS allowable interfacility medications and competency in the use of transport infusion pumps.

The CQCH shall maintain current licensure with the Arizona Department of Health Services. The CQCH shall also ensure that the medical and nursing staff within the Emergency Department is licensed to practice in Arizona.

8. Equipment

It is the responsibility of any/all ambulance agencies operating under this MOU to ensure that it provides the necessary equipment for the level of care being provided for the patient.

9. Efficient Turnover in ED

The CQCH will work cooperatively with the BFD and AAT to efficiently manage patient transports and minimize ambulance wait times at the CQCH.

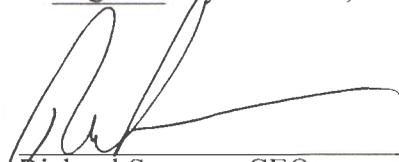
10. Professional Conduct

All parties understand the value of professional conduct and the managers and directors of each organization will implement and maintain policies and cultures that minimize critical/negative comments and behaviors, especially in the public sphere.

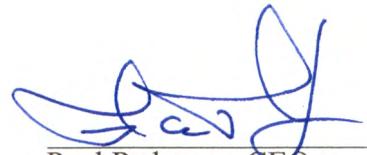
This Agreement is entered into this 18th day of March, 2020.



David M. Smith, Mayor
City of Bisbee



Richard Seamon, CEO
Copper Queen Community
Hospital



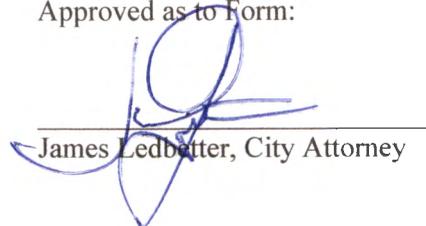
Paul Pederson, CEO
Arizona Ambulance
Hospital

Attest:



Ashlee Coronado, City Clerk

Approved as to Form:



James Ledbetter, City Attorney