

**Purpose:** To ensure that any complaint filed against the service, an EMT, director, billing or other will be handled in a timely fashion.

**Procedure:** The Ely Area Ambulance Service will accept any complaint in a written format, preferably using the Complaint Form available on our website. An investigation into the complaint will be conducted by the Ambulance Director. Other parties will participate if needed based on the complaint. These parties include;

- Medical Director
- Ambulance Board
- QA Committee
- EBCH Hospital Staff
- Law Enforcement

All complaints will be followed up with in writing and/or verbally with the Ambulance Director and the complainant.

Complaint categories are as follows:

1. **Patient Care** – Ambulance Director, Medical Director and/or QA Committee will review.
2. **Ambulance Operations** – Ambulance Director and any other personnel as needed will review.
3. **Billing / Charges** – Ambulance Director along with Expert T Billing and EAAS Board if necessary, will review.
4. **EMT / 2<sup>nd</sup> Roster** – Ambulance Director, EAAS Board and possibly EBCH HR will review.

All complaints shall be investigated using the following procedures.

- Written documentation (MNSTAR, other written documents).
- Witness testimony (EMTs/Staff involved, bystanders).
- Review policies and protocols that may have been violated.
- Severity of violation, if any.
- Meeting with complainant and other parties involved in investigation.