

**ESCAMBIA COUNTY FIRE-RESCUE***Standard Operating Guidelines***1000.060****EMS/Hospital Complaint**

Implemented: 11/18/2022

Revised:

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Jason Catrambone, Fire Chief***PURPOSE:***

The purpose of this guideline is to provide a process for complaints concerning EMS, doctors, and/or emergency department staff.

***OBJECTIVE:***

To provide the process for handling a complaint and identifying the departments' designated liaison with EMS.

***SCOPE:***

All Personnel

**PROCEDURE**

Any time a problem develops involving Emergency Medical Services equipment, personnel, or the unit itself, an emailed statement should be completed to document the incident for further investigation. The complaint shall be emailed to the captain of training and safety and your assigned immediate supervisor shall be carbon copied on the email. The captain of training and safety is the departments' designated liaison with EMS and the medical directors. Anytime a problem occurs involving a doctor or emergency department the same process should be followed.

Any complaint or problem requiring immediate attention and/or intervention from a supervisor will be reported to your on-duty battalion chief. Urgent situations will be mediated and resolved to the best of the battalion chief's ability and the information will be forwarded as described above to the captain of training and safety for follow up.

Any complaint, despite status, will be included in the battalion chief's shift report.