

**CARE 1ST AMBULANCE SERVICES, INC. dba AHA AMBULANCE
AMBULANCE OPERATOR LICENSE APPLICATION EVALUATION**

ORDINANCE REQUIREMENT	REF. #	APPLICATION REVIEW CHRONOLOGY	POTENTIAL ISSUES AND/OR APPLICATION DEFICIENCIES
<p>Signed Application Form and Attachments (original with five copies and correct fees) If applicant is a corporation or limited liability company (LLC), the following is also required:</p> <ul style="list-style-type: none"> • Statement of Information • Articles of Incorporation (corporations) • Articles of Organization (LLC) • Certificate of Status 	<p>Application Instructions Section A 7.06.020</p>	<p>On 01/30/2012, the EMS Agency received an Application for Ambulance Operator's License from Care 1st Ambulance Services, Inc. Included with the application was a cover letter stating, Care 1st Ambulance is a Basic Life Support (BLS) ambulance company with its headquarters and base of operations in the City of Los Angeles which has been providing services to the public since 2009. The following three (3) individuals were listed as Officers/Directors as well as the % of interest held in the company:</p> <ul style="list-style-type: none"> • Gayane Hosepyan, CEO – 45% • Mariam Oganesyian, Secretary – 10% • Agavni Ilangyozyan, CFO – 45% <p>On 02/14/2014, the EMS Agency received notification and a copy of the Fictitious Business Name Statement that Care 1st Ambulance Services, Inc. is now doing business as "AHA Ambulance".</p> <p>On 03/08/2016, a letter was sent to Care 1st Ambulance Services, Inc. dba AHA Ambulance (AHA) informing the company that the EMS Agency will begin processing their application. A request for updated information as well instructions/checklist was provided to the company in order to expedite the review process.</p>	

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		<p>On 06/27/2016, the EMS Agency received a revised packet with updated information. A revised application (dated 04/28/16), was also submitted, listing only two (2) Officers:</p> <ul style="list-style-type: none"> • Gayane Hosepyan, CEO/Secretary • Tigran Tagakchyan, CFO <p>It was noted that the some of the Officers had changed from the original application. Additionally, it is unclear who the owner(s) of AHA Ambulance is/are, as it is not listed on the revised application.</p> <p>A discrepancy was also noted for Tigran Tagakchyan's position in the company. He is listed as "CFO" on the application, but as the Operations Manager on the updated organizational chart.</p> <p>The following corporate documentation for AHA was submitted:</p> <ul style="list-style-type: none"> • A copy of the certified "Fictitious Business Name Statement" (dated 01/14/2014). • A copy of the "Articles of Incorporation of Rafik Oganessian, Inc." (dated 04/26/2001), filed with the California Secretary of State (SOS) on 04/30/2001. • A copy of the "Certificate of Amendment of Articals of Incorporation" (for name change), which was signed by Rafik Oganessian, President/Secretary of Rafik Oganessian, Inc. to be amended and restated to the name MOONQUAKE, 	

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		<p>INC., which was filed with SOS on 03/21/2005.</p> <ul style="list-style-type: none"> • A copy of the “Certificate of Amendment of Articals of Incorporation” (for name change), which was signed by Rafik Ogenesian, President/Secretary of MOONQUAKE, INC. to be amended and restated to the name CARE 1st AMBULANCE SERVICES, INC., which was certified by the SOS (dated 03/25/2009). • A copy of the certified SOS “Statement of Information” for Care 1st Ambulance, Inc. (dated 04/08/2016). • A copy of a “Certificate of Status” dated 04/04/2016, issued by the SOS to Care 1st Ambulance Services, Inc., listing the status as “Active (Good Standing).” <p>Need clarification of how Rafik Ogenesian, President/Secretary of MOONQUAKE, Inc., which was amended to Care 1st Ambulance Services, Inc. on the Articals of Incorporation (dated 03/25/2009), is involved with the company.</p> <p>On 07/20/2016, Tigran Tagakchyan, Operations Manager met with the EMS Agency to review AHA’s application summary and status. He clarified his position in the company as CFO/Operations Manager. He also states Rafik Ogenesian sold 100% of the company and is no longer associated with Care 1st Ambulance dba</p>	

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		<p>AHA Ambulance. The deficiencies listed in the summary were discussed and the missing documents to complete the processing of the application were due to the EMS Agency on August 1, 2016.</p> <p>On 08/17/2016, the following missing documents were submitted:</p> <ul style="list-style-type: none"> • A revised application, listing Gayane Hosepyan, CEO/Secretary as 100% owner of AHA and Tigran Tagakchyan as CFO/Operations Manager (dated 07/26/16). • A letter explaining what the acronym AHA in the company name stands for. • A letter signed by Tigran Tagakchyan, Operations Manager stating “Rafik Oganesian is no longer associated with Care 1st Ambulance Services, Inc. dba AHA Ambulance. Rafik sold 100% all of his shares to Mariam Oganesian on December 28, 2010. On December 12, 2012, Miriam Oganesian sold the company to Gayane Hosepyan and Agavni Ilangyozyan. On May 22, 2014 Agavni Ilangyozyan left the company and sold all of her shares to Gayane Hosepyan. As of May 22, 2014 to this day, Gayane Hosepyan is the sole owner of Care 1st Ambulance Services, Inc. dba AHA Ambulance” (dated 7/26/16). Attached to the letter are Corporation Minutes and Resignation of Director/Officer documents for Care 1st 	

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		<p>Ambulance Services, Inc. for years 2010 thru 2014.”</p> <p>The Minutes from December 28, 2010, which state the sale of 1,000 shares of Care 1st Ambulance Services, Inc. to Marine Oganessian, the cancelation of Rafik Oganessian’s 1,000 shares of capital stock and his resignation as Director/ President/Chief Executive Officer of the corporation (effective December 29, 2010) were <u>not signed by Mr. Oganessian</u>, attesting to the information, the sale or approving the document.</p> <p>The Articles of Incorporation and Amendments submitted for Care 1st Ambulance Services, Inc., list Rafik Oganessian, President/Secretary as the initial agent for service of process (03/20/2009).</p> <p>As of 07/20/2016, ten (10) requests have been made for AHA to submit all required documents.</p> <p>On 09/07/2016 (at the Hearing), AHA submitted a folder claiming to be the missing documents required for their application. The majority of the paperwork submitted at the Hearing were duplicate copies of documents already received.</p>	

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		<p>A document titled "WAIVER OF NOTICE AND CONSENT TO HOLDING OF SPECIAL MEETING OF CARE 1ST AMBULANCE SERVICES, INC." regarding the sale of corporation shares and acceptance of directors/officers' resignation, was also submitted at the hearing, signed by Rafik Oganessian, Armenuhi Oganessian and Hovhanes Chaglasian (dated 12/22/2010). The titles for the names and signatures on the document were not listed.</p> <p>Additional corporate minutes for "1st Care Ambulance, Inc. formerly known as Moonquake" were also submitted from September 3, 2008 and January 31, 2010, regarding an offer to buy and the termination of the sale of "5,000 shares (50% of the total authorized shares of the Company)" from Rafik Oganessian, President to Hovhanes Chaglasian, Secretary.</p> <p>A discrepancy was noted in the total number of Corporate Shares available for ownership between the January 31, 2010 minutes, which lists "5000 shares (50% of the total company)" and the "1000 shares (100% of the company)" when Rafik Oganessian sold the company to Miriam Oganessian (12/28/2010), who later sold to Gayane Hosepyan and Agavni Ilangyozyan (12/12/2012).</p>	

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		<p>The line of succession of ownership of Care 1st Ambulance Services, Inc. is unclear based off the documents submitted. Outside of meeting minutes, there was no evidence of change in ownership submitted, i.e. stock certificates (as listed in minutes), purchase agreement, escrow paperwork, etc.</p> <p>On 09/19/2016, the EMS Agency spoke with Tigran Tagakchyan, Operations Manager, regarding the duplicate documents that were submitted at the Hearing, and the required documents that are missing. He agreed to submit/email the required missing documents by 5pm that day.</p> <p>As of 09/22/2016, the EMS Agency has still not received the missing documents listed in this application summary, which are highlighted in bold red font.</p> <p>On 11/01/2016, Tigran Tagakchyan, Operations Manager met with the EMS Agency again to review AHA's application summary and status. The deficiencies listed in the summary were discussed and the missing documents were due to the EMS Agency by <u>November 17, 2016</u>.</p>	

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		<p>As of 11/28/2016, the EMS Agency has still not received the missing documents or clarification of information listed in this application summary, which are highlighted in bold red font.</p>	
ATTACHMENT I – FINANCIAL CAPABILITY			
<p>Financial Statements* (must be prepared by a Certified Public Accountant (CPA))</p> <ul style="list-style-type: none"> • Current (for the last fiscal year) and/or pro forma (if new company) profit and loss statements • Current Balance Sheet • Disclosure of all Liabilities <p><small>*Financial statement shall demonstrate that the applicant has adequate financial health, based on liquidity, profitability, and sustainability, to maintain ambulance service operations.</small></p>	<p>7.16.050 (A) 1-3</p>	<p>On 06/27/2016, the following updated financial documents were submitted:</p> <ul style="list-style-type: none"> • An “Accountant’s Independent Compilation Report” for Care 1st Ambulance dba AHA Ambulance (AHA) tax basis as of 12/31/2014, by Earl Benedict Macasaet, C.P.A., Inc. (dated 05/05/2016). • Statement of Assets, Liabilities and Equity as of 12/31/2014. • Statement of Revenue, Expense and Accumulated Deficits-Tax Basis for year ended 12/31/2014. • General and Administrative Expenses-Schedule A for the year ended 12/31/2014. • Statement of Cash Flows-Tax Basis for year ended 12/31/2014. • An “Accountant’s Independent Compilation Report” for AHA’s tax basis as of 12/31/2015, by Earl Benedict Macasaet, C.P.A., Inc. (dated 05/06/2016). • Statement of Assets, Liabilities and Equity as of 12/31/2015. 	

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		<ul style="list-style-type: none"> • Statement of Revenue, Expense and Accumulated Deficits for year ended 12/31/2015. • General and Administrative Expenses-Schedule A for the year ended 12/31/2015. • Equipment Expenses –Schedule B for year ended 12/31/2015. • Statement of Cash Flows-Tax Basis for year ended 12/31/2015. <p>On 08/17/2016, the following updated financial documents were submitted:</p> <ul style="list-style-type: none"> • An “Accountant’s Independent Compilation Report” for Care 1st Ambulance dba AHA Ambulance (AHA) tax basis as of June 30, 2016, by Earl Benedict Macasaet, C.P.A., Inc. (dated 08/09/2016). • Statement of Assets, Liabilities and Equity as of 06/30/2016. • Statement of Revenue, Expense and Accumulated Deficits-Tax Basis for six months ended 06/30/2016. <ul style="list-style-type: none"> • Equipment Expenses –Schedule A for six months ended 06/30/2016. • General and Administrative Expenses-Schedule B for the six months ended 06/30/2016. • Statement of Cash Flows-Tax Basis for six months ended 06/30/2016. 	

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		<p>A written statement that AHA currently has no liabilities and/or judgments against the company, signed by Gayane Hosepyan, CEO/Owner and Tigran Tagakchyan, CFO was also submitted.</p> <p>On 08/18/2016, all financial statements were provided to the financial manager for review and evaluation.</p> <p>On 08/24/2016, received the completed review of Care 1st Ambulance, Inc. dba AHA Ambulance financial statements. Based on the financial statements submitted, AHA has demonstrated that it has sufficient current assets to sustain operations as required by Los Angeles County ordinance.</p>	
ATTACHMENT II – EVIDENCE OF SUPPORT			
<p>Evidence of Support</p> <ul style="list-style-type: none"> • Three (3) written statements, and/or • Written notice of verbal testimony 	<p>7.16.050 (C)</p>	<p>On 06/27/2016, letters of support were submitted from the following individuals:</p> <ul style="list-style-type: none"> • Yolanda Rosales, Social Service Designee, Pine Grove Healthcare & Wellness Centre (dated 5/16/2016). • Jeffery Reyes, Social Services Director, Vista Cove Care Center (dated 05/13/2016). • Connie Salvador, Director of Nursing, Temple City Dialysis Facility, Inc. (dated 04/05/2016). • Veronica Ontiveros, SSD, Ivy Creek Healthcare & Wellness Centre (dated 03/30/2016). 	

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ATTACHMENT III – PROPOSED RATE SCHEDULE			
<p>Proposed Rate Schedule</p> <ul style="list-style-type: none"> • Current Rate Schedule • Written Statement that General Public Rates will not be exceeded 	<p>7.16.280 7.16.290 7.16.310</p>	<p>On 01/30/2012, a copy of the County of Los Angeles General Public Rates, Effective July 1, 2011 (Exhibit I) was submitted with original application.</p> <p>Rate schedules must be on applicant’s letter head, dated and signed. It is unclear if the rate schedule submitted with original application is the “current” rate schedule for AHA, since a revised rate schedule was not submitted with the updates on 06/27/16.</p> <p>A written statement that Care 1st Ambulance, Inc. will not exceed the County of Los Angeles General Public Rates was received with original application, signed by Gayane Hosepyan, CEO (dated 01/22/2012).</p> <p>Care 1st Ambulance Services, Inc. changed the name in which it operates under in 2014 to AHA. A revised written statement that AHA will not exceed the County General Public Rates is required.</p> <p>On 08/17/2016, a revised current rate schedule on AHA company letterhead was submitted, which does not exceed the Los Angeles County maximum allowable general public rates (dated 07/01/2016). A statement was also included on the rate schedule that “At this moment AHA</p>	

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		<p>Ambulance does not provide ALS or CTT ambulance services therefore rates listed with an asterisk (*) do not apply until AHA Ambulance has an approved ALS and/or CCT program in place.”</p> <p>A revised signed affirmation statement that “Care 1st Ambulance Service, Inc. dba AHA Ambulance will not exceed the Los Angeles County General Public Rates” was received, signed by Gayane Hosepyan, CEO/Owner and Tigran Tagakchyan, CFO/Operations Manager (dated 7/28/2016).</p> <p>PLEASE NOTE: AHA was not performing Critical Care Transports (CCT) prior to 07/28/2011, therefore cannot provide this service until they have applied and have been approved as a CCT Provider, as outlined in the Los Angeles County Prehospital Care Manual, Reference No. 414, Critical Care (CCT) Transport Provider.</p> <p>Prior to applying and being approved for an ALS program, AHA must be licensed by the County of Los Angeles as a basic life support (BLS) provider for a minimum of twenty-four months without violations of any applicable provisions, standards, or requirements of state statute or regulations, or of the Los Angeles County Code or local policies and procedures, as outlined in the Los Angeles County Prehospital Care</p>	

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		Manual, Reference No. 406, Authorization For Paramedic (ALS) Transport Provider.	
ATTACHMENT IV – INSURANCE LIABILITY COVERAGE			
<p>Insurance Liability Coverage A certificate or other evidence of insurance coverage confirming that applicant carries insurance with coverages and limits that are in accordance with the County Code.</p>	<p>7.16.050 (G) 7.16.180 7.16.190</p>	<p>On 06/27/2016, the following updated insurance documents were submitted:</p> <ul style="list-style-type: none"> • A Certificate of Insurance (COI) for Commercial General Liability, E&O, and General Aggregate (expires 03/28/2017). • A COI for Automobile Liability (expires 03/23/2017). • A Policy Summary completed by Berkshire Hathaway (expires 03/23/2017). <p>On 07/08/2016, the certificate of insurance (COI) was sent to the Contract Program Auditor for review and evaluation.</p> <p>On 07/13/2016, a review of the Certificates of Insurance (COIs) for General, Automobile, and Automobile Liability coverage was conducted.</p> <p>The following items/revisions are required: Revise the COI sections for <u>General Liability</u> as follows:</p> <ul style="list-style-type: none"> • Type of Insurance: list Professional Liability if included under the policy • Description of Operations/Locations/Vehicles: include language stating the EMS Agency will be 	

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		<p>given at minimum thirty (30) days advanced written notice of any policy cancellations</p> <p>Revise the COI sections for <u>Automobile Liability</u> as follows:</p> <ul style="list-style-type: none"> • List Care 1st Ambulance Services dba AHA as part of the Insured • Insured(s) Affording Coverage: list the NAIC number for <i>Redwood Fire & Casualty Insurance Co.</i> • Description of Operations/Locations/Vehicles: <ul style="list-style-type: none"> ○ Include language stating the Certificate Holder is named as an additional insured ○ include language stating the EMS Agency will be given at minimum thirty (30) days advanced written notice of any policy cancellations <p>Submit a <u>COI for Workers Compensation and Employers' Liability</u> as evidence of current coverage.</p> <p>On 08/17/2016, a revised COI documents were submitted and forwarded to the Contract Program Auditor for review and evaluation.</p> <p>On 08/24/2016, the revised COI documents were reviewed by the Contract Program Auditor and found to be compliant with the LA County Code.</p>	

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ATTACHMENT V – MAXIMUM RESPONSE TIMES			
<p>Maximum Response Times Written agreement to respond to requests for service within the County response time standards.</p>	<p>7.16.050 (B) 1-2</p>	<p>On 01/30/2012, a written statement signed by Gayane Hosepyan, CEO, affirming that Care 1st Ambulance, Inc. will comply with the maximum response time standards as specified in the County Code was submitted (dated 1/22/2012).</p> <p>Care 1st Ambulance Services, Inc. changed the name in which it operates under in 2014, to AHA. A revised written statement affirming that AHA will comply with maximum response time standards as specified in the County Code is required.</p> <p>On 08/17/2016, a revised written statement affirming that Care 1st Ambulance Service, Inc. dba AHA will comply with maximum response time standards as specified in the County Code was submitted, signed by Gayane Hosepyan, CEO/Owner and Tigran Tagakchyan, CFO/Operations Manager. The County Code listed on the affirmation statement was Reference 7.16.250 which is not correct, and needs to be revised.</p> <p>On 09/07/2016 (at the Hearing), a revised written statement attesting that AHA Ambulance will comply with the maximum response time standards as specified in the County Code, Reference 7.16.050 was submitted, signed by Tigran Tagakchyan,</p>	

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		Operations Manager, (not dated). The statement was not signed by Gayane Hosepyan, CEO.	
ATTACHMENT VI – QUALIFIED MANAGEMENT			
<p>Technically Qualified Management*</p> <ul style="list-style-type: none"> Organizational Chart Resume(s)/Curriculum Vitae(s) <p>*Evidence that company has technically qualified managers. Evidence shall include manager's resume showing type/duration of transportation experience, including at least five years of increasingly responsible experience in the operation or management of a basic life support or advance life support service.</p>	7.16.050 (D)	<p>On 06/27/2016, an updated organizational chart was submitted for AHA, signed by Gayane Hosepyan, CEO/Owner (dated 04/25/2016). Additionally, the following resumes were submitted:</p> <p><u>Tigran Tony Tagakchyan, Operations Manager</u></p> <ul style="list-style-type: none"> Operations Manager, AHA Ambulance (04/2014 – Present). Field Supervisor, Care 1st Ambulance, (02/2013-04/2014) Dispatch Supervisor, Supreme Ambulance (11/2012-02/2013). EMT, Med-Life Ambulance (02/2010-11/2012) <p><u>Maria De Leon, Medical Director</u></p> <ul style="list-style-type: none"> Medical Director, AHA Ambulance (2015-Present). General Practice, Bella Medical Clinic (2010-Present) Pediatric, General Practice, Office of Maria De Leon, MD (10/2009-3/2016) Pediatrics, Rodulfo, Magsino, MD (10/2006-2009) 	<p>Current Resumes are required for <u>ALL</u> officers, directors and managers of AHA. A resume needs to be submitted for the following individual:</p> <ul style="list-style-type: none"> Gayane Hosepyan, CEO/Owner

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		<ul style="list-style-type: none"> • Pediatrics and General Practice, Pacifica-Sur Medical Group (10/2005-2006) • Emergency Physician, East Valley Hospital Medical Center (ER/ICU) (10/2003-2005/10/2003-2009) • Intensive Care Unit, Vista Hospital (10/2003-2006) • Medical Director (ICU), Rancho Los Amigos National Rehab Ctr. (7/2002-2003) <p>Maria De Leon's training as a physician, reflected on her resume does not meet the minimum requirements to serve as a Medical Director for AHA. Please refer to Los Angeles County Prehospital Care Policy Reference No. 420 – Private Ambulance Operator Medical Director for details.</p> <p>Resumes were not submitted for the following administrative personnel:</p> <ul style="list-style-type: none"> ○ Gayane Hosepyan, CEO/Owner ○ Eric Cooper, FTO/Field Supervisor <p>On 08/17/2016, a revised organizational chart was submitted signed by Gayane Hosepyan, CEO/Owner (dated 07/26/2016). Dr. Drew Hood replaced Maria De Leon as AHA's Medical Director.</p>	

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		<p>The additional following resumes were also submitted:</p> <p><u>Drew Hood, Medical Director</u></p> <ul style="list-style-type: none"> • Emergency Room Physician, Sutter Amador Hospital (1987-current) • Medical Director, Emergency Medical Direction and Compliance <ul style="list-style-type: none"> ○ AHA Ambulance (2016-current) ○ Premier Medical Transport Ambulance (2013-current) ○ All Town Ambulance (2014- current) ○ Cal-Med Ambulance (2016-current) ○ Lifeline Ambulance (2014-current) ○ AMWest Ambulance (2014-current) ○ American Professional Ambulance (2011-current) ○ Medi-Star Ambulance (2011-current) • Board Member Valley Emergency Physicians (2001-2005) • A copy of the American Board of Physician Specialties “Emergency Medicine” certificate for Drew Hood, Medical Director (expires 12/31/2020). • A copy of controlled substance registration certificate for Drew Hood (expires 10/31/2017). <p><u>Meri Aslanyan, Billing Manager</u></p> <ul style="list-style-type: none"> • Billing Manager/Office Manager, AHA Ambulance (2/2014-present) • Billing Manager, Care 1st Ambulance (10/2011-1/2014) 	

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		<ul style="list-style-type: none"> • Head of Billing Department, South Coast Medical Transportation (6/2009-present). • Account Receivable Clerk, Med Life Ambulance, (12/2009-5/2011) • Billing Manager, Tranzit Line Transportation (9/2007-12/2009) <p><u>Natalie Alegria, Dispatch Supervisor</u></p> <ul style="list-style-type: none"> • Emergency Medical Technician/Dispatcher, AHA Ambulance (2014-present) • Emergency Medical Technician/Dispatcher, Enova Medical Response (2009-2012) • Pre-Production/Production Assistant, Sublimation Factory/TSF Global (2008-2009) • Pre-Production/Production Manager, Private Label Industries/Emergency (2007-2008) • Emergency Medical Technician/Firefighter, Pleasant Valley Fire Dept. (2003-2007) <p>It was noted that the documents submitted have discrepancies in the spelling of the Billing Manager, Mary Aslanyan's name. It was clarified that the correct spelling of her name is Meri Aslanyan. A revised organizational chart is required with the correct spelling of Meri Aslanyan's name.</p>	

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		<p>On 09/07/2016, a revised organizational chart was submitted with the correct spelling of Meri Aslanyan's name (not dated). Additionally, a resume was submitted for:</p> <p><u>Eric Cooper, Field Supervisor/FTO</u></p> <ul style="list-style-type: none"> • Field Training Supervisor/FTO, AHA Ambulance (4/2016-Present). • Coordinator, San Bernardino County Probation Department (1/2016-4/2016). • Resource Room Volunteer, San Bernardino County Transitional Office (10/2015-1/2016) • EMT/FTO, Caltrans Ambulance (6/2015-8/2015). • EMT <ul style="list-style-type: none"> ○ Rescue One EMS (11/2014-5/2015) ○ Care First Ambulance (4/2012-7/2013) ○ County Rescue Ambulance (11/2011-3/2012) ○ Life-Line Ambulance (9/2007-2/2012) <p>As of 11/28/2016, a resume for Gayane Hosepyan, CEO/Owner has not been submitted.</p>	

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<p>Adherence to Rules and Regulations <i>Affirmation (page 1)</i> - Disclosure of whether applicant or management personnel has or has not ever:</p> <ul style="list-style-type: none"> • Held any other licenses or franchises during the past ten (10) years. • Had a license revoked or denied 	<p>7.16.050 (l) (1and 3)</p>	<p>On 06/27/2016, updated signed and dated Affirmation (<i>page 1</i>) Forms were submitted for the following AHA management personnel:</p> <ul style="list-style-type: none"> • Gayane Hosepyan, CEO/Owner • Tigran Tagakchyan, Operations Manager <p>Adherence to Rules and Regulations <i>Affirmation (page 1)</i>, were not received for the following individuals:</p> <ul style="list-style-type: none"> • Maria De Leon, Medical Director • Mary Aslanyan, Billing Manager • Natalie Alegria, Dispatch Supervisor/QA/QI Coordinator • Eric Copper, FTO/Field Supervisor • Rafik Oganessian, President/Secretary <p>On 08/18/2016, signed and dated Affirmation (<i>page 1</i>) Forms were submitted for the following AHA management personnel:</p> <ul style="list-style-type: none"> • Drew Hood, Medical Director • Meri Aslanyan, Billing Manager • Natalie Alegria, Dispatch Supervisor/QA/QI Coordinator • Eric Copper, FTO/Field Supervisor 	

**CARE 1ST AMBULANCE SERVICES, INC. dba AHA AMBULANCE
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<p>Adherence to Rules and Regulations <i>Affirmation (page 2)</i> - Disclosure of whether applicant or management personnel has or has not ever:</p> <ul style="list-style-type: none"> • Been investigated by any governmental agency • Been convicted of any misdemeanor or felony 	<p>7.16.050 (I) (2 and 3)</p>	<p>On 06/27/2016, updated signed and dated Affirmation (<i>page 2</i>) Forms were submitted for the following AHA management personnel:</p> <ul style="list-style-type: none"> • Gayane Hosepyan, CEO/Owner • Tigran Tagakchyan, Operations Manager <p>Adherence to Rules and Regulations Affirmation (<i>page 2</i>), were not received for the following individuals:</p> <ul style="list-style-type: none"> • Maria De Leon, Medical Director • Mary Aslanyan, Billing Manager • Natalie Alegria, Dispatch Supervisor/QA/QI Coordinator • Eric Copper, FTO/Field Supervisor • Rafik Oganessian, President/Secretary <p>On 08/18/2016, signed and dated Affirmation (<i>page 2</i>) Forms were submitted for the following AHA management personnel:</p> <ul style="list-style-type: none"> • Drew Hood, Medical Director • Meri Aslanyan, Billing Manager • Natalie Alegria, Dispatch Supervisor/QA/QI Coordinator • Eric Copper, FTO/Field Supervisor 	
<p>Adherence to Rules and Regulations Written and signed agreement of ongoing adherence to all rules and regulations for applicant and management personnel.</p>	<p>7.16.050 (M)</p>	<p>On 06/7/2016, revised written and signed agreements, affirming ongoing adherence to all rules and regulations was received for the following management personnel:</p> <ul style="list-style-type: none"> • Gayane Hosepyan, CEO/Owner • Tigran Tagakchyan, Operations Manager 	

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		<p>Written and signed agreements, affirming ongoing adherence to all rules and regulations was not received for the following management personnel:</p> <ul style="list-style-type: none"> • Maria De Leon, Medical Director • Mary Aslanyan, Billing Manager • Natalie Alegria, Dispatch Supervisor/QA/QI Coordinator • Eric Copper, FTO/Field Supervisor • Rafik Oganessian, President/Secretary <p>On 08/18/2016, written and signed agreements, affirming ongoing adherence to all rules and regulations was received for the following management personnel:</p> <ul style="list-style-type: none"> • Drew Hood, Medical Director • Meri Aslanyan, Billing Manager • Natalie Alegria, Dispatch Supervisor/QA/QI Coordinator • Eric Copper, FTO/Field Supervisor <p>The affirmation submitted for Drew Hood, Medical Director, does <u>not list the Ambulance Operator</u> on the document.</p> <p>On 11/01/2016, a revised written and signed agreements, affirming ongoing adherence to all rules and regulations was received for Drew Hood, Medical Director.</p>	

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ORDINANCE REQUIREMENT	REF. #	APPLICATION REVIEW CHRONOLOGY	POTENTIAL ISSUES AND/OR APPLICATION DEFICIENCIES
ATTACHMENT VII – BUSINESS FACILITIES / VEHICLES			
<p>Business Facilities Description of premises (including billing area and security measures to protect patient confidentiality) to serve as the base of operations and any other facilities or stations that deploy or house vehicles.</p>	<p>7.06.020 (D)</p>	<p>On 06/27/2016, received a “Premises Description” document for AHA, listing the company location at 1218 E. Broadway, Glendale, CA 91205.</p> <p>The main entrance into the building has a lobby which includes a waiting room area. To the right of the lobby is an open hallway which leads to four (4) rooms. EMT’s are not allowed on this side of the building unless authorized by management. The rooms include the billing office, office supply room, manager’s office, and conference room.</p> <p>The billing office is secured with a locked door, in which only three (3) people have access to (biller, operations manager and owner/general manager). All desk drawers and files cabinets which contain patient information are kept locked at all times. To the left side of the lobby is a hallway which leads to three (3) rooms, which includes dispatch, restroom, and crew quarters.</p> <p>The document fails to provide a detailed description of how field personnel would hand off Patient Care Records (PCR) and other confidential information, the process of storing them to ensure patient confidentiality and the identification of the specific personnel that have access to the PCRs.</p>	

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		<p>On 08/17/2016, a revised "Premises Description" document was submitted, which describes how Patient Care Records (PCR) and other confidential information are transferred from the field personnel to the secured patient records location, the process of storing them to ensure patient confidentiality and the identification of the specific personnel that have access to the PCRs. It also states there are eight security cameras in place throughout the facility. <i>(See revised Premises Description document for further details).</i></p>	
<p>Business Facilities Certificate of Zoning Compliance</p>	<p>7.16.050 (I) 5</p>	<p>On 06/27/2016, a copy of "Zoning Use Certificate" for AHA from Hassan Haghani, Director of Community Development for the City of Glendale (dated 1/31/14) was received.</p>	
<p>Vehicles Unit number, license number, VIN, make, model year, model type, mileage, projected vehicle life and patient capacity for each vehicle to be licensed and documentation of the following for each:</p> <ul style="list-style-type: none"> • Vehicle Registration • Odometer Testing and Certification • CHP Vehicle Certificate/Permit • Most Recent CHP Inspection 	<p>7.16.050 (F) 7.16.040 7.16.210 7.16.215</p>	<p>On 06/27/2016, AHA submitted a list of three (3) ambulance vehicles to be licensed in Los Angeles County:</p> <ul style="list-style-type: none"> • Unit #7 2013 Mercedes Sprinter (license: 45125N1) VIN#5785024 Mileage: 64,822; Patient Capacity: 1 • Unit #8 2013 Mercedes Sprinter (license: 45126N1) VIN#5770034 Mileage: 67,604; Patient Capacity: 1 • Unit #9 2010 Ford Model E350 (license: 8231200) VIN#DA05981 Mileage: 140,276; Patient Capacity: 1 	

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		<p>CHP Ambulance Inspection Reports were submitted for all the units.</p> <p>Current Vehicle Registrations, Odometer Testing/Certifications, CHP Vehicle Certificate/Permit were not received for the units requesting to be licensed.</p> <p>On 09/07/2016 (during the Hearing), AHA submitted Vehicle Registrations, Weights and Measures Registration Certificate receipts, and CHP vehicle inspection reports. The Registration for Unit #9 expired 08/31/2016. The Odometer Testing and Certificate of Weights and Measures Inspection, as well as CHP Vehicle Certificates/Permit were still not included in the documents that were submitted for the 3 vehicles.</p> <p>On 11/01/2016, current Vehicle Registrations, Odometer Testing/Certifications, CHP Vehicle Certificate/Permit were submitted for the 3 units requesting to be licensed.</p>	
<p>Vehicles Color scheme/insignia used to designate ambulances of applicant</p>	<p>7.16.050 (H)</p>	<p>Color photographs of AHA ambulance vehicles (right, left, front and back) were submitted. The general color scheme of the ambulance vehicles can be described as a white base with a horizontal red stripe across the middle of the right and left side of the vehicle, as well as the back. Inside the orange stripe is the phone number</p>	

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		<p>818.649.1888. Directly above the orange stripe is the company logo “AHA AMBULANCE” written in blue and orange font. A medical staff of life symbol, with the top half being blue with white stars, and the bottom half being red and white striped, is located on both sides of the vehicle as well as back windows. The front of the vehicle has “AHA AMBULANCE” spelled backwards in blue and orange font. <i>(Please see submitted photos for further clarifications and details if needed).</i></p>	
ATTACHMENT VIII – STATEMENT OF WORK			
<p>Statement of Work</p> <ul style="list-style-type: none"> Detailed description of area(s) within which applicant is proposing to operate Copy of all current business licenses held by applicant Copy of CHP Emergency Ambulance Non-Transferable License Results of most recent CHP inspection 	<p>7.16.050 (E) (I) 5 (J)</p>	<p>A statement of work was not submitted, listing the areas which AHA is proposing to operate.</p> <p>A “City of Los Angeles Tax Registration Certificate” for Moonquake, Inc. Care 1st Ambulance Services was received with original application; however, the address on the certificate is for the former location of the business and not the current location.</p> <p>On 06/27/2016, a copy of AHA’s CHP Non-Transferable License (expires 09/05/16) and most recent CHP company inspection (expires 09/02/16) were submitted. Copies of business licenses for the following cities were received:</p> <ul style="list-style-type: none"> Alhambra (expires 04/30/17) 	

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		<ul style="list-style-type: none"> • Arcadia (expires 03/31/17) • Covina (expires 12/31/16) • Duarte (expires 04/30/17) • Pasadena (expires 04/30/17) • San Gabriel (expires 12/31/16) • South El Monte (expires 04/30/17) • Temple City (expires 12/31/16) <p>On 09/07/2016 (at the Hearing), AHA submitted a statement of work listing the areas which AHA is proposing to operate, signed by Tigran Tagakchyan, Operations Manager (not dated or signed by Gayane Hosepyan, CEO/Owner).</p> <p>The statement also lists “current areas of operation” including the following cities in which they are not licensed yet:</p> <ul style="list-style-type: none"> • Baldwin Park • City of Industry • Glendale • Monrovia • South Pasadena • West Covina <p>A copy of the recent CHP company inspection was also received (expires 08/30/2017); However, a copy of AHA’s CHP Non-Transferable License (expired 09/05/2016) was not submitted with the documents received.</p>	

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		On 11/01/2016 , a copy of AHA's CHP Non-Transferable License (expires 09/05/2017) was submitted.	
<p>Non 9-1-1 Medical Dispatch Policies and Procedures</p> <ul style="list-style-type: none"> Dispatch Policies and Procedures Qualifications for Dispatchers Dispatch Logs (most current 30-days) 	<p>7.16.050 (K) (L)</p> <p>Prehospital Care Policy Manual Ref. No. 226</p>	<p>On 06/27/2016, AHA's "Dispatch Policies and Procedures Manual," a list of Dispatch Employees and dispatch logs for a thirty (30) day period (06/01/2015 to 06/30/2015) were received.</p> <p>The list of dispatch employees did not have the company name on the document, as well as Eric Cooper's EMT certification expired (6/30/16).</p> <p>The dispatch logs that were submitted, were not the most current 30-days. Current dispatch logs for the month of June 2016, need to be submitted for review.</p> <p>The review of the "Dispatch Policies and Procedures Manual" showed that AHA's policies require revisions in order to meet compliance with Reference No. 226, Private Ambulance Provider Non 9-1-1 Medical Dispatch. Refer to the attached "Private Ambulance Provider Non 9-1-1 Medical Dispatch Monitoring Instrument" (dated July 13, 2016) for the specific results of the dispatch policy and procedure review.</p> <p>On 08/18/2016, a revised "Dispatch Policies and Procedures Manual" and dispatch logs for June and July 2016 were submitted for review.</p>	

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		<p>The revised "Dispatch Policies and Procedure Manual" appears to be the same as the policy submitted for review on 06/27/16, therefore does not meet compliance. Refer to the attached "Private Ambulance Provider Non 9-1-1 Medical Dispatch Monitoring Instrument" (dated August 24, 2016) for the specific results of the dispatch policy and procedure review.</p> <p>Additionally, in order to complete the dispatch log review, patient care records (PCRs) will be requested for the following transports found on the attached "AHA Patient Transport Review" document.</p> <p>On 09/07/2016 (at the Hearing), received the patient care records (PCRs) requested in order to complete the review of AHA's dispatch logs, as well as revised "Dispatch Manual" (dated 08/20/2016).</p> <p>The review of the PCRs and revised "Dispatch Manual" showed that AHA's minimally satisfies the requirements of the County Code and Reference No. 226, Private Providers Non 9-1-1 Medical Dispatch. Refer to the attached "Private Ambulance Provider Non 9-1-1 Medical Dispatch Monitoring Instrument" (dated 09/19/2016) for the specific results of the medical dispatch policy and procedure review.</p>	

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		<p>On 11/01/2016, a copy of Eric Cooper’s EMT certification (expires 7/31/18), was submitted.</p> <p>As of 11/28/2016, an updated list of current dispatch employees and qualifications, listing the company name on the document was not submitted.</p>	
ATTACHMENT IX – BACKGROUND CHECKS			
<p>Background Checks</p> <ul style="list-style-type: none"> • Request for Live Scan Service Form • LASD Personal Information Form • Photo Identification (State issued driver’s license or identification card or passport) 	<p>7.16.050 (O)</p>	<p>On 06/27/2016, a completed “Los Angeles County Sheriff’s Department (LASD) License Detail Business License Applicant’s Personal Information (Personal Information) Form”, photo identification and a completed “Request for Live Scan Service Form” were submitted for the following individuals:</p> <ul style="list-style-type: none"> • Gayane Hosepyan, Owner/CEO • Tigran Tagakchyan, Operations Manager <p>On 07/11/2016, the submitted documents were forwarded to the LASD Investigator for background checks. Request for Live Scan Service were not received for:</p> <ul style="list-style-type: none"> • Maria De Leon, Medical Director • Mary Aslanyan, Billing Manager • Natalie Alegria, Dispatch Supervisor/QA/QI Coordinator • Rafik Oganessian, President/Secretary 	

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		<p>On 07/28/2016, received notification from LASD that the background checks found no basis for protest for the following individuals:</p> <ul style="list-style-type: none"> • Gayane Hosepyan, Owner/CEO • Tigran Tagakchyan, Operations Manager <p>On 08/18/2016, a completed “Los Angeles County Sheriff’s Department (LASD) License Detail Business License Applicant’s Personal Information (Personal Information) Form”, photo identification and a completed “Request for Live Scan Service Form” were submitted and forwarded to the LASD Investigator for background checks for the following individuals:</p> <ul style="list-style-type: none"> • Meri Aslanyan, Billing Manager • Natalie Alegria, Dispatch Supervisor/QA/QI Coordinator • Eric Cooper, Field Supervisor <p>A background check for Drew Hood, Medical Director was completed on 06/2016. The LASD found no basis for protest for Dr. Hood, therefore a repeat background check for AHA’s application is not required.</p> <p>On 08/25/2016, received notification from LASD that the background checks found no basis for protest for the following individuals:</p> <ul style="list-style-type: none"> • Meri Aslanyan, Billing Manager • Natalie Alegria, Dispatch Supervisor/QA/QI Coordinator • Eric Cooper, Field Supervisor 	

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<u>Additional Information Requested by the EMS Agency</u>			
<u>Additional Information Requested by the Ambulance Licensing Hearing Board</u>		Continuation Hearing Pending December 7, 2016	

11/29/2016 – Final Review post Hearing