



DHS Ambulance Services at General Hospital (1950)

ATTENTION PATIENTS:

To **CANCEL** a scheduled
DHS Ambulance Services
transport, please call
866.941.4401

AMBULANCE SERVICES MANAGEMENT

Greg Chidley

Operations Chief
DHS Ambulance Services
323.890.7390

Robert Moore

Administrative Chief
DHS Ambulance Services
562.347.1701

Cathy Chidester

Director, EMS Agency
562.347.1500

Los Angeles County EMTs transporting a patient



DHS AMBULANCE SERVICES

10100 Pioneer Blvd, Suite 200
Santa Fe Springs, CA 90670

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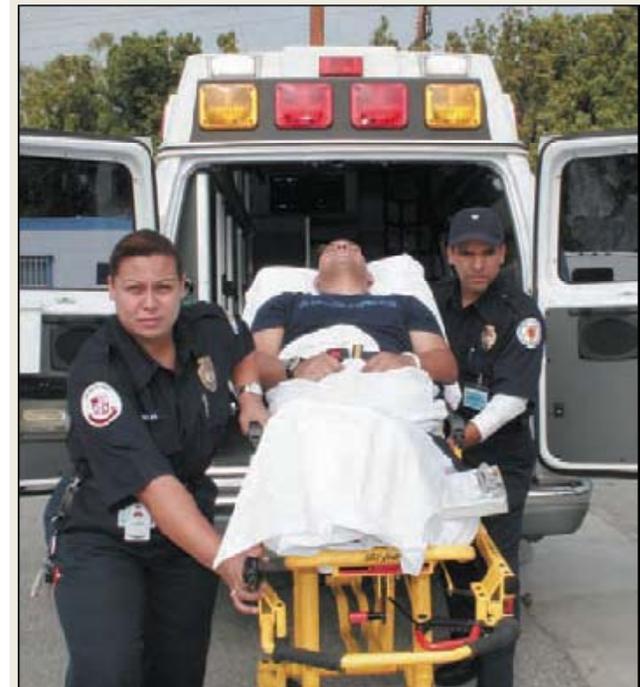
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COUNTY OF LOS ANGELES
DEPARTMENT OF HEALTH SERVICES

AMBULANCE SERVICES GUIDE



Revised
July 2010

TRANSPORTATION

The County of Los Angeles has provided ambulance services to Department of Health Services (DHS) patients since 1897. Starting with a horse drawn vehicle, it is one of the oldest running ambulance services in the State. Today, DHS operates a modern ambulance fleet, staffed with Emergency Medical Technicians (EMTs) to provide care and transportation to medically indigent patients, to and from County facilities.

In addition to the general ambulance fleet of about thirty, the County has two ambulances equipped for neonatal care and transportation, and one ambulance specially designed for the care and transportation of bariatric patients.

The Department's Ambulance Services section is administered by the EMS Agency and handles about 2,500 transports per month through our Central Dispatch Office (CDO). In addition to transporting patients to and from healthcare facilities, our EMT teams:

- Meet emergency flight teams arriving by helicopter from the helipad at LAC+USC Medical Center and transport their critical patients to the Emergency Department
- Respond to "man-down" calls on the campus of USC+LAC Medical Center to provide care and transport to the Emergency Department
- Provide transport of in-custody patients between the jails and health facilities
- Transport specialized neonatal teams to infants in need of transfer to Neonatal Intensive Care Units at County facilities
- Assist in special or unforeseen events such as responding to disasters, helping the Hurricane Katrina victims that were relocated to the Dream Center in 2005, and assisting Public Health after the torrential rain storms in Lynwood in 2004

Any calls that cannot be handled by our Ambulance Services are contracted out to private ambulance companies, including calls that require paramedic or registered nurse levels of care. Our Ambulance Services and Central Dispatch Office personnel provide an invaluable service to County patients and hospitals. By efficiently moving patients, they help to decrease the congestion at DHS facilities and emergency departments. If you have any questions about the DHS Ambulance Services, contact Robert Moore, Administrative Chief, at 562.347.1701, or Greg Chidley, Operations Chief, at 323.890.7390.

DHS Ambulance Services does not respond to 9-1-1 calls.



DHS Ambulance Services ambulance at General Hospital (1920)

TIPS FOR PATIENTS:

- Confirm your transportation appointment.
- Specify if you have a wheelchair.
- Specify if you have special needs and/or require accommodations (weight, disability, etc).
- Bring any required documentation (appointment slip, medical records, etc.).
- Bring scheduled medication if necessary.
- Maintain communication with your clinic.
- Consider bringing snacks/reading material.
- Do not bring items weighing over 20 pounds total.

DHS Ambulance Services ambulance



ELIGIBILITY FOR SERVICES

To be eligible for DHS Ambulance Services, patients must meet **ALL** of the following qualifications:

- Patient has **NO INSURANCE**, private or public.

*DHS Ambulance Service's mission is to provide care and transportation to **medically indigent patients**, to and from **County facilities**.*

- Patient has a **MEDICAL CONDITION** that requires the attendance of one or more EMTs during transport.

Patients who do not require EMT attendance, and who have no means of transportation (including family, friends, etc.) should be assisted with obtaining other forms of transportation, such as public transportation, taxi, CityRide, Dial-A-Ride, etc.

DHS Ambulance Services are not free!
Each transport costs between \$135 and \$400, for which your facility is billed.

SERVICES

- An **AMBULANCE** should be requested for eligible non-ambulatory patients and those who require care and/or observation of 2 EMTs
- An **EMT VAN** should be requested for ambulatory or wheelchair patients stable enough to be observed by just one Driver/EMT.