



General Order

Department of Fire & EMS

G.O. #: 8-1-2023

Subject: EMS Billing Compliance Guidelines

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The following components are required to be included in the narrative portion of the eMeds Report:

- The narrative must begin with reason for dispatch and level of care that was dispatched
- The patient's chief complaint
- Assessment of patient
- All treatments/interventions performed
- Patient's response to treatments/interventions
- Reassessment of the patient
- Transport destination and priority (if the destination is a landing zone, please note the location of the landing zone)
- Transfer of care
- If an ALS call is downgraded to BLS the narrative must contain a statement such as "ALS assessment performed and ALS provider downgraded patient to BLS"

Best Practices to assure Ambulance Billing Compliance:

- Avoid using statements like "vital signs normal". Consider using "vital signs stable" instead or letting the reader infer that the VS are within normal limits.
- Include vital signs values in the narrative when they directly pertain to patient condition/care/treatment (i.e. An IVF bolus was given and the patient's repeat BP is now...)
- If unable obtain a patient signature, please document a reason (i.e. pt unconscious)

IMPORTANT:

- Mileage **MUST** be documented to the nearest tenth of a mile whether transporting to the hospital OR helicopter landing zone.