



**GOVERNMENT OF
NEWFOUNDLAND AND LABRADOR**



***DEPARTMENT OF HEALTH AND COMMUNITY SERVICES
Board Services***

POLICY: First Right of Refusal	POLICY NUMBER: EHS 2003-09-15
ORIGINAL DATE: April 11, 1997	LAST REVISED DATE: November 1, 2005

I. PURPOSE:

- A. To identify an operator’s right to respond to all requests for services whose pickup location falls within their service area provided that the performance of any call is appropriate, given Departmental requirements.

II. POLICY:

- A. All operators shall have the First Right of Refusal to all requests for service whose pickup location falls within their service area as outlined in the certificate (license) issued by the Public Utilities Board provided that the performance of any call is appropriate, given Departmental requirements.
- B. The only exceptions to this policy are as outlined in the policies concerning return transfers and continuation trips.

III. PROCEDURE:

- A. If an operator receives a valid request for service specific to picking up a patient within their service area and has an ambulance able to respond in accordance with Departmental requirements, the operator shall respond to the call.
- B. If an operator receives a valid request to pick up a patient from within their service area and is unable to respond in a timely manner then the operator shall refuse the call and forward the request to the next closest operator to the pickup location in accordance with Departmental requirements.
- C. If an operator receives a call to respond into another operator’s service area they shall make contact with the operator for that area and ensure the home based service cannot respond. This should normally include the home based operator faxing the outside operator an authorization form prior to a routine call being performed or after the call is performed in the case of emergency calls.

- D. To avoid delays in processing invoices, if an operator responds into another operator's service area at a minimum an explanation as to why they responded shall be indicated in the comments section of the *Patient Information and Billing (PCR) form*. The person spoken to at the home based operator's service must also be indicated. The date and time the home based operator was called should also be indicated.
- E. Invoices received in violation of this policy shall be rejected for payment.

IV. RESPONSIBILITY:

- A. It is the responsibility of each operator to ensure the home based operator for an area is unable to respond to an ambulance transport request, prior to responding into another operator's service area.
- B. It is the responsibility of the Department to monitor transports originating outside an operator's primary service area.
- C. It is the responsibility of the Department to investigate any complaints of non compliance to this policy.