



**GOVERNMENT OF
NEWFOUNDLAND AND LABRADOR**



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

POLICY: Waiting Time	POLICY NUMBER: EHS 2003-09-45
ORIGINAL DATE: April 23, 1982	LAST REVISED DATE: November 1, 2005

I. PURPOSE:

- A. To set a standard wait time for all ambulances upon arrival at the patient’s destination.
- B. To establish a guideline for ambulance personnel as it pertains to waiting at a facility after transferring patient care.

II. POLICY:

- A. Ambulance personnel shall wait thirty (30) minutes after transferring a patient to a facility to ensure that the patient does not require further ambulance transportation.
- B. Under special circumstances ambulance personnel may be required to wait an excess of thirty (30) minutes. For example when equipment left with the initial patient will not allow the ambulance to be properly stocked to allow transport of another patient.
- C. The only reasons that an ambulance crew shall not have to wait the thirty (30) minutes would be
 - 1. The facility medical staff indicates the patient is going to be admitted.
 - 2. The facility medical staff indicates the patient is going to undergo tests/diagnostic procedure(s) that will take an extended amount of time
 - 3. To respond to another emergency call.
 - 4. To Return to their base area to pick up another routine patient and returning to the same facility.

III. PROCEDURE:

- A. After arrival at a facility ambulance personnel shall wait the required amount of time before returning to base, unless exclusion criteria as indicated above is met.

--	--

- B. If an ambulance crew departs from the facility prior to the required time, a valid detailed reason must be documented in the comment section of the invoice.
- C. If the reason for not waiting the thirty (30) minutes is for either C-3 or C-4 as stated above, only one patient fee should be charged if the original patient is to be transported a second time.

IV. RESPONSIBILITY:

- A. It is the responsibility of the ambulance personnel to follow this policy.
- B. It is the responsibility of the operator to ensure their personnel adhere to this policy.
- C. It is the responsibility of the Department of Health and Community Services to ensure all operators abide to this policy and investigate any breach of this policy.