

Patient's Bill of Rights

Purpose- To establish departmental procedures and guidelines for any patient who may come in contact with any member of the Montgomery County Emergency Medical Service.

General Information- Each and every patient and (or) patient's family that has contact with Montgomery County E.M.S. employees has the right to receive and expect respectable treatment & care 24 hours a day/ 7 days a week.

Specifics- The patient and (or) patient's family has the right to expect and receive the following from the Montgomery County E.M.S.:

- 1.) A clean, well maintained, equipped and temperature controlled ambulance.
- 2.) In an emergency, the closest available ambulance and 1st responder (when appropriate) dispatched to their call for help with no unusual delay.
- 3.) Any and all personnel responding to their call to be clean, neat, dressed in appropriate uniform (shirt tail tucked in, shoes shined) and clean shaven.
- 4.) To have a stretcher with a clean cover sheet and the appropriate equipment brought immediately to their location, carried or wheeled to the ambulance, secured with safety straps, covered with a sheet or blanket (depending on the weather conditions) and wheeled into the Emergency Department.
- 5.) Any personnel responding to their call to be polite, compassionate, empathetic, soft spoken, respectful, and well mannered.
- 6.) To have their vital signs checked and documented as well as assessments performed on both transport and non-transport situations.
- 7.) To have their medical history, illnesses, vital signs, treatment, interventions, and medications adequately, thoroughly, and truthfully documented both verbally and written as indicated. The EMS Lieutenant, Captain, Compliance Officer, Deputy Chief and Chief will act as the patient advocate when on scene or taking a report of the patient via radio.
- 8.) To have the particulars about history, current situation, and nature of their illness/injury kept confidential in all respects, except as may be required by a person having authority or jurisdiction entitling them to such medical information.

Enforcement- Any employee found in violation will be held accountable by the Chief of Montgomery County E.M.S.