

**CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

Before the Iowa Department of Public Health

IN THE MATTER OF:  Clarence Community Ambulance Service 1202 Lombard Clarence, IA 52216  Service #: 2160700	Case Number: 10-09-20  <b>NOTICE OF PROPOSED ACTION</b>  <b>CITATION AND WARNING</b>
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Pursuant to the provisions of Iowa Code Sections 17A.18, 147A.5 and Iowa Administrative Code (I.A.C.) 641-132.10(3), the Iowa Department of Public Health is proposing to issue a **Citation and Warning** to the service program identified above.

The department may issue a citation and warning when a service program has committed any of the following acts or offenses:

*Failure or repeated failure of the applicant or alleged violator to meet the requirements or standards established pursuant to Iowa Code chapter 147A or the rules adopted pursuant to that chapter.*  
IAC 641-132.10(3)f

*Failure to correct a deficiency within the time frame required by the department.*  
IAC 641-132.10(3)i

*General requirements for authorization and renewal of authorization.*  
IAC 641-132.7(1)

*An ambulance or nontransport service in this state that desires to provide emergency medical care, in the out-of-hospital setting, shall apply to the department for authorization to establish a program utilizing certified emergency medical care providers for delivery of care at the scene of an emergency or nonemergency, during transportation to a hospital, during transfer from one medical care facility to another or to a private home, or while in the hospital emergency department and until care is directly assumed by a physician or by authorized hospital personnel. Application for authorization shall be made on forms provided by the department. Applicants shall complete and submit the forms to the department at least 30 days prior to the anticipated date of authorization.*

IAC 641-132.7(1)a

*The department shall approve an application when the department is satisfied that the program proposed by the application will be operated in compliance with Iowa Code chapter 147A and these administrative rules.*

IAC 641-132.7(1)d

*Ambulance and nontransport service programs shall:*  
IAC 641-132.8(3)

*Complete and maintain a patient care report concerning the care provided to each patient. Ambulance services shall provide, at a minimum, a PCR verbal report upon delivery of a patient to a receiving facility and shall provide a complete PCR within 24 hours to the receiving facility.*  
IAC 641-132.8(3)a

*Maintain current personnel rosters and personnel files. The files shall include the names and addresses of all personnel and documentation that verifies EMS provider credentials including, but not limited to:*

- (1) Current provider level certification.*
- (2) Current course completions/certifications/endorsements as may be required by the medical director.*
- (3) PA and RN exception forms for appropriate personnel and verification that PA and RN personnel have completed the appropriate EMS level continuing education.*

IAC 641-132.8(3)d

*Implement a continuous quality improvement program that provides a policy to include as a minimum:*

- (1) Medical audits.*
- (2) Skills competency.*
- (3) Follow-up (loop closure/resolution).*

IAC 641-132.8(3)m

*Document an equipment maintenance program to ensure proper working condition and appropriate quantities.*  
IAC 641-132.8(3)o

*Equipment and vehicle standards. The following standards shall apply:*  
IAC 641-132.8(4)

*Pharmaceutical drugs and over-the-counter drugs may be carried and administered upon completion of training and pursuant to the service program's established protocols approved by the medical director.*  
IAC 641-132.8(4)c

*All drugs shall be maintained in accordance with the rules of the state board of pharmacy examiners.*  
IAC 641-132.8(4)d

*Accountability for drug exchange, distribution, storage, ownership, and security shall be subject to applicable state and federal requirements. The method of accountability shall be described in the written pharmacy agreement. A copy of the written pharmacy agreement shall be submitted to the department.*  
IAC 641-132.8(4)e

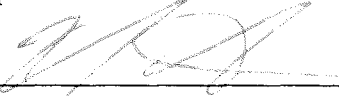
The following events have led to this action:

*The Bureau of EMS performed an on-site inspection of Clarence Community Ambulance Service on August 12, 2010. At the time of the inspection, deficiencies were identified and the service was given 30 days to resolve the deficiencies. A follow-up letter dated September 2, 2010, was sent to Clarence Community Ambulance Service, reiterating the deadline of September 12, 2010. On the date of this action, the above deficiencies remain unresolved.*

The service is hereby **CITED** for identified uncorrected service program deficiencies. The service is hereby **WARNED** that continued violation of the Department's rules may result in further disciplinary action, including suspension or revocation of Respondent's service program authorization.

**You have the right to request a hearing concerning this notice of disciplinary action.** A request for a hearing must be submitted in writing to the Department by certified mail, return receipt requested, within twenty (20) days of receipt of this Notice of Proposed Action. The written request must be submitted to the Iowa Department of Public Health, Bureau of Emergency Medical Services, Lucas State Office Building, 321 E 12<sup>th</sup> St, Des Moines, Iowa 50319. If the request is made within the twenty (20) day time limit, the proposed action is suspended pending the outcome of the hearing. Prior to or at the hearing, the Department may rescind the notice upon satisfaction that the reason for the action has been or will be removed.

**If no request for a hearing is received within the twenty (20) day time period, the disciplinary action proposed herein shall become effective and shall be final agency action.**



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Kirk Schmitt, Bureau Chief  
Emergency Medical Services



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Date