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RESTRICTED DELIVERY CERTIFIED MAIL  
RETURN RECEIPT REQUESTED

Before the Iowa Department of Public Health

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| <p>IN THE MATTER OF:</p> <p>Clarence Community Ambulance<br/>Service<br/>1202 Lombard<br/>PO Box 367<br/>Clarence, Iowa 52216-0367</p> <p>Service #: 2160700</p> | <p>Case Number: 14-09-09</p> <p>NOTICE OF PROPOSED ACTION</p> <p><b>CITATION AND WARNING</b></p> |
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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*

Specifically:

*A service program seeking ambulance authorization shall:*

*IAC 641—132.8(1)*

*Maintain an adequate number of ambulances and personnel to provide 24-hour-per-day, 7-day-per-week coverage.*

*IAC-641-132.8(1)b*

*Seek approval from the department to provide nontransport coverage in addition to or in lieu of ambulance authorization.*

*IAC 641—132.8(1)f*

*Service program operational requirements. Ambulance and nontransport service programs shall:*

*IAC 641—132.8(3)*

*Ensure that appropriate service program personnel respond as required in this rule and that they respond in a reasonable amount of time.*

*IAC 641—132.8(3)g*

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

*(2) Skills competency*

*IAC 641—132.8(3)m*

*Equipment and vehicle standards. The following standards shall apply:*

*IAC 641—132.8(4)*

*All EMS service programs shall carry equipment and supplies in quantities as determined by the medical director and appropriate to the service program's level of care and available certified EMS personnel and as established in the service program's approved protocols.*

*IAC 641—132.8(4)b*

*Medical director's duties include, but need not be limited to:*

*IAC 641—132.9(2)*

*Monitoring and evaluating the activities of the service program and individual personnel performance, including establishment of measurable outcomes that reflect the goals and standards of the EMS system.*

*IAC 641—132.9(2)c*

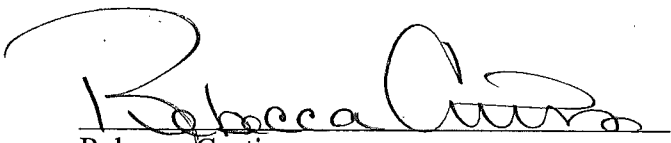
The following events have led to this action:

The Bureau of EMS performed an on-site inspection with Clarence Community Ambulance Service on July 22, 2014. At the time of the inspection, deficiencies were identified and the service was given 30 days to resolve the deficiencies. The service failed to correct the deficiencies identified above within 30 days.

The service is hereby **CITED** for failing to correct service program deficiencies within 30 days. The service is hereby **WARNED** that failing to correct deficiencies or violating the Department's rules in the future 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 and Trauma 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.**



Rebecca Curtiss  
Bureau Chief  
Iowa Department of Public Health  
Bureau of Emergency and Trauma Services

9/15/14  
Date

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