



ROWAN COUNTY EMS

Written : 1 Jan 1999
Updated : 3 Mar 2000

STANDARD PROCEDURE

PROFESSIONAL CONDUCT

- All employees will be neat and well groomed at all times. Neatly trimmed mustaches are acceptable but beards are not allowed. Shoes, name tags, and belt buckles will be clean and polished. All pocket buttons should be fastened.
- All crew members will wear black belts, black or navy blue socks and black steel toed foot gear with the regulation uniform.
- It is each worker's responsibility to report for work on time. Employees unable to do so because of illness, or other reasons must notify the duty supervisor as soon as possible **but** no later than 0700 hours on their work day.
- Sick leave may be used to care for sick or injured relatives in the employee's immediate family. Immediate family is defined as spouse, children, step-children, parents, grandparents, grandchildren, in-laws and siblings.
- Sick leave may be used for physical or dental exams or treatment.
- Sick leave can be used for a death in the immediate family. The employee may take three days per occurrence. Additional time off must be worked out with administration.
- EMS employees should be polite and courteous with the public, staffs of other public service agencies and health care facilities.
- EMS employees will cooperate with all medical and public safety personnel, when it does not interfere with necessary pre-hospital treatment of the patient.
- Sarcastic language and voice inflections showing irritation, disgust or judgmental attitudes are unacceptable in radio communications.
- All radio traffic should be in plain English or clear text. Codes and signals can cause confusion and should be avoided.
- Names should rarely be used on the radio. Individuals within EMS and those of other public safety agencies should be called by their assigned number.
- Disputes between EMS employees and others should be handled without raised voices or a rude or condescending manner. No purpose is served by escalating the confrontation in response to the poor behavior of others.

PROFESSIONAL CONDUCT (continued)

- Disagreements with patients, families or others should be documented and reported to the supervisor by the end of the shift for resolution.
- Tact is required when discussing financial arrangements with patients and their families. EMS employees are not to use price as a discouraging tactic to encourage cancellation of the proposed ambulance transport.
- EMS employees are required to completely and accurately fill out ambulance call reports on every trip assigned to their unit. Attention must be paid to the correct spelling of names and addresses.
- EMS employees have a duty to write legibly. ACRs are important medical legal documents. Avoid confusion and print neatly if your handwriting is hard to read.
- Patients may occasionally refuse treatment and transportation against medical advice. In these cases clearly inform the patient of the possible consequences of their decision and encourage the patient to accept care.
- Whenever possible get refusal forms signed on competent patients, who continue to decline service.
- All patients have a right to privacy. Information on the patient's condition is only to be shared with physicians and medical personnel assuming responsibility for the patient.
- Generalized statements on the patient's condition can be given to law enforcement personnel during investigations. Copies of ACRs require a subpoena which must be presented to the business office.
- EMS employees cannot violate patient confidentiality by discussing the details of sensitive cases, i.e., including names with the public. In making observations about calls to other co-workers be considerate of the patient's right to privacy. This is especially important if litigation is likely.
- Limited information will be given to news media. Those authorized to speak to the media are the Emergency Services Director, EMS Manager, Supervisor or Assistant Supervisor, or other designated county employees.
- Statements to the media should cover the name, address and age of the patient, time of the call, a general description of the call, and the name of the receiving hospital. Do not speculate about alcohol, drugs or facts of the case.
- Media on the scene should not interfere with patient care. Media representatives should be asked to move so that you can work. If there is a problem, law enforcement can help.
- In some cases, an attorney may contact EMS employees directly for information. All such requests should be refused and the attorney referred to EMS administration.

- State certification at the EMT, EMT-Intermediate or Paramedic level is a requirement for employment. The individual is responsible for maintaining that certification.

PROFESSIONAL CONDUCT (continued)

- All ALS certified employees are expected to attend a minimum of 30 hours of continuing education and six hours of hospital clinical per year. All hours must be taken through a state approved CE program. Any hours taken outside the Rowan County EMS CE program must be turned into the EMS Educator monthly.
- All EMS employees must successfully complete ALS and BLS practical testing annually. Other annual requirements include Hazardous Materials Awareness and/or review classes, an Infection Control lecture.
- Paramedics are expected to obtain and keep certifications in Advanced BTLIS, ACLS, PALS or PEPP.
- ALS technicians can follow standing orders or receive orders from medical control. RRMC has physicians and MICNs available to give orders over the radio. Orders may also be obtained from the patient's personal physician.
- Orders from medical control must be within your scope of practice and the allowable skills practiced at Rowan County EMS.
- Employees are not to accept relayed orders. RRMC has sufficient physicians and MICNs, so ask to speak to one of them for orders.
- Employees attending conferences and workshops may be entitled to expenses. EMS has a limited travel budget, so employees must have approval for travel in advance. Employees who fail to attend prepaid conferences will refund the registration to the county Training budget.
- Employees must keep receipts and document mileage on the form required by Finance to receive reimbursement. If possible the county will prepay registration and hotel fees.
- Employees may occasionally have the opportunity to take a spouse along to a workshop. Any additional expense must be picked up by the employee.
- On duty solicitation or selling of products or services not previously approved is prohibited.
- Possession of firearms on county premises is prohibited with the exception of sworn law enforcement officers in performance of their duties.
- Employees may enjoy visits from family and friends while on duty. The length of visits should be reasonable. Behavior should be appropriate for the workplace. No visitors should be left alone at stations or be present after 2100 hours.
- Employees and their visitors are expected to be considerate of others working.

- Employees wishing to resign are expected to provide two weeks written notice. Notice should be turned into the EMS Manager or Emergency Services Director.
- Arrangements can usually be made for employees working a notice to take accumulated vacation or holiday leave.

PROFESSIONAL CONDUCT (continued)

- Before the employee receives a last check, all county issued uniforms and equipment must be returned in acceptable condition.
- The supervisor accountable for uniforms will supply a list of items to be returned.
- Uniforms should be clean and returned on hangars. Please mark clothing sizes with a slip of paper stapled to the item.
- Turn in all gear to one of the supervisors.

PROFESSIONAL CONDUCT - Cultural Sensitivity

- Cultural sensitivity, for our purposes, means respect for the social, gender, religious, racial, intellectual and ethnic differences of co-workers and the public.
- EMS must be a workplace where all individuals receive respect. Therefore, behaviors which denigrate or harass other individuals, co-workers or the public, are not permitted.
- Examples of behaviors that might be prohibited include but are not limited to, jokes of a graphic sexual nature, profane language, humor which puts down other groups, i.e., Polish jokes, name calling and dehumanizing slang about groups, gestures which connote insults, photographs, videos or depictions of offensive material.
- Cultural sensitivity does not preclude the telling of a joke between co-workers who share a similar sense of humor.
- Whether or not a particular behavior is inappropriate is a personal decision. Your opinion counts.
- If you are subjected to offensive behavior, you have a responsibility to inform the other person of your feelings. Silence can be misunderstood as acceptance.
- Be clear when objecting to another co-worker's inappropriate behavior. Direct statements are best. For example, say, "I do not like to hear profanity. Please watch your language when speaking to me."
- If the objectionable behavior is repeated after warning the offender, the employee should report the incident to their supervisor.
- Supervisors have a duty to investigate and work with employees to stop harassment in the

workplace.

- In cases where the offensive behavior comes from a supervisor, the employee should report the problem to the EMS Manager or ES Director.
- Romantic relationships are not appropriate between supervisors and those directly supervised.

PROFESSIONAL CONDUCT – Cultural Sensitivity (continued)

- County e-mail, copy machines and Internet access should not be used to view or share pornographic material or stories with objectionable sexual, racial, or other discriminatory content.
- Materials of an objectionable nature may not be posted or left lying around in common employee areas.