

PHOENIX FIRE DEPARTMENT
VOLUME 1 – Operations Manual
TAXI CAB VOUCHER PROGRAM

MP102.08 10/11 - R

POLICY

The policy of the Phoenix Fire Department is to provide the most appropriate care to all customers encountered.

It is the policy of the Phoenix Fire Department to transport all patients to a hospital in an ambulance unless the patient:

- is in a health care institution and has a medical condition which requires a level of care or monitoring during transport that exceeds the Fire Department member's scope of practice. In this situation it is the Fire Department member's responsibility to contact medical authority (Patch) for further direction. (AZDHS R9-25)
- is an immediate threat to the Fire Department member's safety, as determined by the Fire Department member on scene. (AZDHS R9-25)
- is at least 18 years old and refuses to be transported. (Assumes the patient is competent with refusal procedures followed.) (M.P. 1206.00) (AZDHS R9-25)

The highest level of medical provider on the scene is responsible for decisions on patient care, triage and transport. If there is a disagreement among providers regarding appropriate patient care, triage or transport, contact the Phoenix Fire Department medical control physician for direction (Patch).

DEFINITIONS

A customer is defined as an individual the Phoenix Fire Department comes into contact with. (PFD Professional Standards)

A patient is defined as an individual who is sick, injured, or wounded and who requires medical monitoring, medical treatment, or transport. (AZDHS R9-25)

PURPOSE

The Taxicab Program provides an alternative method of returning ALS personnel and equipment to the fire station from a hospital following an EMS incident. The taxicab should be used after those incidents that require a Paramedic to accompany a patient during transport, where extended out-of-service times and excessive travel distances to the receiving hospital make it impractical

for the ALS Company to retrieve the Paramedic and equipment. In each case, the use of the taxicab shall be at the discretion of the Company Officer.

The Taxicab Program also provides an alternative method of providing transportation for Fire Department customers / patients to locations other than hospitals for Emergency Room treatment.

These would be patients who have been medically evaluated according to Phoenix Fire Department EMS Standard Operating Procedures (see Volume 12), and do not require transportation to a hospital emergency room. They would require an EMS form to be completed along with a brief description of the situation found and actions taken. Patients would also require a refusal to be signed. These are patients who have no need of hospital treatment but request transportation to the hospital pharmacy, a doctors office or a pharmacy to fill a prescription or other non-hospital destination and have no other transport option available.

Only Phoenix Fire Department Company Officers, members on incidents within the City of Phoenix, or ALS personnel returning to Phoenix Fire stations are authorized to call taxis.

EMS DIVISION RESPONSIBILITIES

EMS will monitor the Taxicab Voucher Program and produce regular compliance reports regarding documentation and Refusal and Release forms. These reports will be forwarded to Operations Chiefs so that they can manage the taxi usage of units in their battalion.

OPERATION DIVISION RESPONSIBILITIES

Battalion Chiefs will manage their stations and make sure their members are aware of and comply with this policy.

EMS RESPONDER'S RESPONSIBILITIES

Whenever a taxicab voucher is to be used as an alternative method of returning ALS personnel and equipment to the fire station from a hospital following an EMS incident, the Paramedic should contact the Alarm Room after arriving at the receiving facility and request a cab for transportation back to the fire station.

When a taxicab is used as an alternative method of providing transportation for the Phoenix Fire Department customers / patients, the Company Officer or member requesting the taxicab will complete the following:

- Complete all EMS documentation regarding the patient including a signed refusal.
- Contact the Alarm Room and request that a taxicab be sent to the incident location. Be advised the response time could be 30 minutes or more.
- Be sure to provide the Alarm Room with the customer / patient's name, a physical address for the taxi to respond to and the destination of the transport.
- Forward the White copy of the EMS form to EMS.

For customers with no medical needs, an EMS incident form should be used to describe the situation found, whenever a taxicab is requested (For tracking purposes). No signed refusal is required for these customers.