

SECTION 4: TECHNICAL SPECIFICATIONS

Specifications Document - Northern Cape Emergency Medical Services (NCEMS) & Private Emergency Services

1. Purpose and Scope

This document outlines the specifications for the Ambulance Services between the Northern Cape Emergency Medical Services (NCEMS) and private emergency service providers. The purpose of this partnership is to enhance emergency medical response, optimize resource utilization, and ensure standardization in service provision and billing.

2. Objectives

- Improve emergency medical service (EMS) response times.
- Ensure uniform service delivery standards.
- Optimize resource sharing between public and private EMS providers.
- Establish a standardized billing system for private services used by NCEMS.
- Maintain a high level of care and patient safety.
- Improve service delivery in underserved and rural areas.
- Foster collaboration between public and private healthcare sectors.
- Ensure accountability and transparency in service provision.

3. Partnership Structure

- **NCEMS Responsibilities:**
 - Coordination and dispatch of emergency medical resources.
 - Oversight and compliance enforcement of private EMS services.
 - Payment and reimbursement processing for authorized private EMS use.
 - Data collection and performance evaluation to enhance efficiency.
 - Establishment of response zones and coverage areas.
- **Private EMS Responsibilities:**
 - Adherence to response time and patient care standards.
 - Provision of personnel, ambulances, and equipment as per agreed standards.
 - Submission of accurate reports and invoices for services rendered.
 - Participation in joint training exercises and continuous improvement programs.
 - Compliance with regulatory requirements and reporting obligations.
 - Cater to the Northern Cape Emergency Medical Services package.

- The Vehicles must be fit for the road, (consider 4x4 Vehicles) especially areas like Namakwa, JTG and Pixley.
- Must have Licensed bases with in the areas they are operating in
- Those bases must be certified to be compliant with the EMS Regulation at the time of signing the contract.
- Minimum of Intermediate life support within their employ.
- Be able to provide the service 24/7
- Be able to provide a service between the districts and throughout the province

4. Service Levels & Response Requirements

- **Intermediate Life Support (ILS):**

- Staffed by at least one Ambulance Emergency Assistant (AEA) or Emergency Care Assistant (ECA).
- Staffed by at least one Basic Ambulance Assistant (BAA).
- Staffed by at least one Critical Care Assistant (CCA)
- Equipped for IV therapy, advanced airway management, and cardiac monitoring.

- **Advanced Life Support (ALS):**

- Staffed by at least one Paramedic (ECP),(ANT) or (ECT).
- Equipped for intubation, defibrillation, medication administration, and critical care transport.
- The Full Scope of the ALS Ambulance Specs are outlined in Annexure 1

- **Specialized Response Teams:**

- Includes hazardous materials (HAZMAT) response, disaster response teams, and specialized trauma units.
- Requires additional certification and training.

- **Response Time Targets:**

- Urban: 30 minutes.
- Rural: 60 minutes.
- Remote: 60+ minutes (as per feasibility study).

5. Standardized Billing Framework Billing is standardized across private EMS providers based on service levels:

- Call out fee (under 100km travel to scene) **R1066.20**
- **ILS Transport: R2,900** per call out up to 45 minutes.
 - Every 15 Minutes there after **(ILS): R980.10**

- Per KM (>100KM) Distance traveled by patient **(ILS): R55.00**
- Per KM (>100KM) Return non carrying patients **(ILS): R11.00**
- **ALS Transport:** R4,800.20 per call-out up to 60 Minutes
 - Every 15 Minutes there after **(ALS): R1300.10**
 - Per KM (>100KM) Distance traveled by patient **(ALS): R110.00**
 - Per KM (>100KM) Return non carrying patients **(ALS): R11.00**
- **Activation/Call out fee:** R1500.00.
- **Specialized Medical Evacuation (Air/Water Rescue):** Case-by-case assessment.
- **Medic Standby for Public Events:** Based on risk assessment and response level.
- **Mass Casualty Incidents:** Costs covered under special emergency funds and assessed based on deployment size.

6. Quality Assurance & Compliance

- All private EMS providers must be registered with the Health Professions Council of South Africa (HPCSA).
- Annual compliance audits will be conducted.
- Training and certification of personnel must be up-to-date.
- Regular reporting and performance reviews will be required.
- Implementation of technology for GPS tracking and electronic patient care reporting (ePCR).
- Strict adherence to infection control and equipment sterilization standards.

7. Dispute Resolution

- Any disputes regarding billing, service quality, or compliance will be mediated by an independent oversight committee.
- Failure to adhere to agreed standards may result in penalties or termination of the partnership agreement.
- A formal appeal process will be established for providers to dispute compliance issues or payment delays.
- Legal recourse will be available in severe cases of breach of contract or misconduct.

8. Implementation & Review

- The agreement is valid for a renewable period of three years.
- Bi-annual reviews will be conducted to assess effectiveness and compliance.
- A joint steering committee will oversee implementation and make necessary adjustments.

- Data-driven decision-making will be used to enhance service efficiency and reduce response times.

9. Risk Management & Contingency Planning

- Development of contingency plans for large-scale disasters and pandemics.
- Resource allocation for emergency stockpiling of medical supplies and PPE.
- Cybersecurity measures to protect patient data and operational information.
- Mutual aid agreements with neighboring provinces for large-scale emergencies.

