December 14, 2021

State Surveyors Office

Attn To:

Address:

Dear **(INSERT name),**

Our ground ambulance service provides lifesaving care across **(INSERT service area /county etc**.). Currently, our ability to provide essential mobile healthcare services to our community is being hindered by the EMS workforce shortage and further exacerbated by wall time violations at hospitals. Our service is continually trying to meet demand with fewer resources. When our units are kept out of service for extended periods of time because they are unable to transfer patient care at a hospital, wait times for both 911 and inter-facility transports increases.

Our service has experienced **(INSERT number of)** encounters with hospital **(INSERT hospital name)** that do not comply with the Emergency Medical Treatment and Labor Act (EMTALA) hospital wait time requirements. Hospitals have an EMTALA obligation as soon as a patient “presents” at a hospital’s emergency department or following an “appropriate transfer,” and a request is made for an examination or treatment of an emergency medical condition. **(INSERT EXAMPLES OF VIOLATIONS IF YOU HAVE THEM).** Given the challenges our community faces in terms of emergency response needs, it is important that hospitals do not require our vehicles and crews to remain parked for an extended period of time. We have contacted **(INSERT hospital name)** regarding this issue and have not seen a decrease in wait times. To ensure proper access to all members of our community who may require emergency medical services or ground ambulance interfacility transports, we ask that you enforce these EMTALA requirements. I have attached the referenced guidance to this letter.

Thank you for your consideration.

Sincerely,

Name

Title

Organization   
Contact Information