

Hopatcong Ambulance Squad Frequently Asked Questions

Q. Who is Hopatcong Ambulance Squad?

A. Hopatcong Ambulance Squad has become a state certified agency governed by the State of New Jersey Department of Health. Consisting of 25 active volunteer members living in Hopatcong.

Q. How do I call for a Hopatcong Ambulance Squad?

A. As with any public safety emergency, dial 9-1-1 from any telephone and follow the instructions given to you by the trained Emergency Dispatcher.

Q. When should I call 911?

A. Any time that you have, or believe that you are having any type of medical emergency. This can be as major as a heart attack or as simple as a broken bone. If you are ever in doubt, call 9-1-1.

Q. Who will take care of me if I call 9-1-1 in a medical emergency?

A. Each ambulance is staffed with 2 New Jersey certified emergency medical technicians (EMT). Each EMT must complete a 140 hour training course before they are eligible to take the State of New Jersey administered test. To become a certified EMT, the test must be completed successfully. Additionally, all EMTs must complete continuing education requirements yearly.

Q. What hospital will I go to?

A. The medical condition of the patient will often dictate the hospital that they are transported to. Specific conditions such as a traumatic injury may require treatment and transportation to specialized hospitals such as a trauma center. As much as possible, HASEMS will attempt to honor our patients' requests when selecting the destination hospital. Hospital Diversion may affect the selection of the destination hospital.

Q. Who will be billed?

All patients who are treated and transported by our ambulance will be billed. We will use a third party billing (DM Medical Billing) company to bill a patient's insurance company. Hopatcong residents and Hopatcong employees will not have to pay anything beyond what the insurance company provides. Non-residents will receive up to two bills, at which point the Hopatcong Ambulance Squad will have the option of cancelling the debt.

Q. Will I be billed for an emergency call even if I don't ride in the ambulance?

If no treatment was provided, there will not be a bill. If treatment is provided without transportation a reduced bill may be issued.

Q. What will it cost me?

A. This program will collect money from a patient's insurance company and not from the patients themselves. The Hopatcong Ambulance Squad will collect payments from the insurance company and will not seek co-payments from our residents.

Q. What if I can't pay or don't have insurance to cover the cost? Will I still be treated and transported or any family member?

A. Treatment will be provided prior to asking for any insurance information. No patient will be denied treatment or transportation. If the patient does not have insurance, a bill will still be sent; however the Hopatcong Ambulance Squad will have the discretion to cancel the debt.

Q. When and why has HAS decided to start billing for there service

A. When, HAS will start billing for service in January, 2009. Why, to help cover growing squad operating expenses, and to help cover the expense to have paid EMT answering 9-1-1 calls during the day.

Q. Is there a role for volunteers at Hopatcong Ambulance EMS?

A. Yes, opportunities are available for individuals wishing to enter the exciting world of EMS as well as those desiring to serve the community. All individuals are welcome and encouraged to be a part of Hopatcong Ambulance EMS. Opportunities will include shift coverage and extra assignments such as athletic events and community events. Hopatcong Ambulance EMS may provide for any EMS related training needs.

Q. Why paid daytime EMT's

A. Due to limited daytime availability of our volunteers, it has become necessary for us to ensure that individuals within our community have uninterrupted emergency medical services during daytime hours. To accomplish this, we are employing on a per-diem basis, a limited amount of emergency medical technicians to handle emergency calls from Monday - Friday during daytime hours. Night and weekend calls will continue to be handled by our *dedicated volunteers*. This will ensure that 9-1-1 medical emergency calls are answered during this time when typically, volunteers are not available due to professional commitments.

Q. My family member has slipped out of their wheelchair and isn't hurt but I am unable to lift them back up off the floor. I don't know where to turn for help, what should I do?

- A. Hopatcong Ambulance EMS crews are on-duty around the clock and can provide assistance at any time for this type of situation. Simply dial 9-1-1 and explain to the emergency dispatcher the situation. We will gladly send a HASEMS crew over to provide immediate help.
- Q. If I have a question concerning service that was provided or a bill, who can I call to get my questions answered.
- A. For any questions concerning our service you can call 974-398-5600. For billing questions call DM Medical Billing and they can be reached at 1-800-975-3715

Please check our website for future updates WWW.HASEMS.org