

EMS Complaints and Investigations Report

EMS Providers



Complaints Related to Emergency Medical Services (EMS) Providers

Sources	Count
Anonymous	6
Client/Consumer/Patient	62
Employee	16
Inspector General	1
Internally Generated	4
Local Government	7
Media	1
Regulated Entity	4
Self-Report	5
Total	106

Reason and Basis	Count
Billing Inappropriateness	4
Drug Diversion	1
Failure to Maintain/Release Records	1
Failure to Provide Standard Care	69
False Report Filed/Made/Signed	2
Financial	1
Improper Record Keeping	3
Missing/Broken/Inoperable Equipment	3
No Medical Director	1
Non-Compliance with Agency Orders	1
Practice without Medical Direction	1
Sexual Misconduct	1
Unlicensed Person/Facility	13
Unprofessional Conduct	4
Vehicle Standards	1
Total	106

Resolved	Count
Cease and Desist	1
Closed - No Violation	27
Closed - Unsubstantiated	12
No Jurisdiction/Referred	1
No Jurisdiction	9
Violation Found - Corrected	1
Warning Letter	6
Withdrawn by Complainant	1
Withdrawn by Department	5
Total	63

Remained Open	Count
Discipline Proposed Not Finalized	2
Under Investigation	41
Total	43

Resolved from Previous Years	Count
Emergency Suspension	2
Administrative Penalty	2
Reprimand	1
Unsubstantiated	3
No Violation	2
Unsubstantiated	5
Plan of Correction Accepted	2
No Jurisdiction	4
No Violation	10
Unfounded	1
Violation Found - Corrected	1
Warning Letter	4
Withdrawn by Department	2
Total	39

Administrator of Record*	
Resolved from Previous Years	Count
No Action	1
Total	1

*Administrator of Record is the director of the ambulance service.

Remained Open with Total Days Open	
Reason and Basis	Days Open
EMS Missing/Broken/Inoperable Equipment	139
EMS Missing/Broken/Inoperable Equipment	56
EMS Missing/Broken/Inoperable Equipment	56
Failure to Maintain/Release Records	73



Failure to Provide Standard Care	297
Failure to Provide Standard Care	276
Failure to Provide Standard Care	233
Failure to Provide Standard Care	217
Failure to Provide Standard Care	216
Failure to Provide Standard Care	216
Failure to Provide Standard Care	190
Failure to Provide Standard Care	185
Failure to Provide Standard Care	171
Failure to Provide Standard Care	161
Failure to Provide Standard Care	161
Failure to Provide Standard Care	161
Failure to Provide Standard Care	153
Failure to Provide Standard Care	153
Failure to Provide Standard Care	134
Failure to Provide Standard Care	134
Failure to Provide Standard Care	121
Failure to Provide Standard Care	118
Failure to Provide Standard Care	106
Failure to Provide Standard Care	97
Failure to Provide Standard Care	85
Failure to Provide Standard Care	85
Failure to Provide Standard Care	56
Failure to Provide Standard Care	50
Failure to Provide Standard Care	36
Failure to Provide Standard Care	21
Failure to Provide Standard Care	21
Failure to Provide Standard Care	7
Failure to Provide Standard Care	1
False Report Filed/Made/Signed	259
Medical Director	36
Non-compliance with Board/Agency Orders	260
Sexual Misconduct	100
Unlicensed Person/Facility	317
Unlicensed Person/Facility	297
Unlicensed Person/Facility	233
Unlicensed Person/Facility	132
Unprofessional Conduct	357
Vehicle Standards	134
Total Complaints Remaining Open	43

