

## Rescue Hose & Ladder Co. Ambulance Service 2020 Updates

Valued Community Member,

There are many big changes in store for our Ambulance service in this coming year. We want to thank you for your large amount of support. Our ongoing success is all due to the community behind us. We would like to inform you and your loved ones of the changes happening with our company, and insurances, so that we can potentially save you and your family a substantial amount of money!

### WHAT IS A MEMBERSHIP?

Every year our company sends out mailers for a subscription to our Ambulance Service. An Ambulance subscription is a wise investment that could save you hundreds of dollars. Like Doctor offices, with most insurances, Ambulance care also has a co-pay. With a subscription to our Ambulance Membership, our company will waive your co-pay fees for an Emergency Trip and for Refusal of Transport (to be defined later in this letter). There are different subscription options which include single, family (those that live in the same residence as yourself), and senior rates. This subscription unfortunately does not cover non-emergency transports, for example: Hospital-to-Nursing Home or Hospital-to-Hospital copays/deductibles are not waived.

### WHAT IS IT USED FOR?

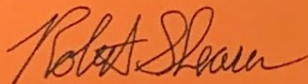
In the past, the money generated from this membership drive has helped aid our service in buying equipment, supplies, and to pay for much needed training to complete this job in the most effective way possible. Soon, our company's vision is to become an Advance Life Support Certified provider. Having this certification would allow us to provide higher-level care to our community members without having to call another town's service to assist us. This would allow us to use heart monitors, administer life-saving medications, use IV access, and provide treatment in critical situations. We currently staff our station with EMT's (Emergency Medical Technicians), AEMT's (Advanced Emergency Medical Technicians), and will soon staff Paramedics. The money collected will help offset the high cost of our projected expanding services and continuing our ever-advancing educations.

### WHAT IS CHANGING?

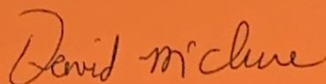
In some instances, a patient decides they would NOT like to be transported to the hospital after Emergency Services have already arrived. This is referred to as a "Treat-No-Transport" situation. Insurances companies are now allowing Ambulance Services to bill the patient's insurance for specific care provided at the scene WITH refusal of transportation. Examples of these services include: Lift-Assists, Diabetic Emergency interventions, Breathing Treatments, and many other conditions that require immediate medical treatment, but not transport to the hospital. Our subscription would waive any copays/deductibles or remaining balances that insurance companies forward to the insured. We understand that not all emergencies require transportation to a hospital. It is your right to refuse care and/or a trip to the Emergency Department. With these changes, it is not only our goal to give you the best care, but to also save you money in your time of need whether big or small.

The Rescue Hose & Ladder Co. Ambulance Service would like to thank you, as a community member, for your continued support of our service. This ambulance service would not be successful without you! Please consider subscribing to our 2020 Ambulance Membership drive, which not only benefits us, but benefits you and your loved ones, especially those residing in local Nursing Home/Rehabilitation Facilities. If you have any questions or concerns, feel free contact to our billing department at (814) 236-3111.

Sincerely,



**Robert E. Shearer**  
EMS Director



**David McClure**  
President