

Patient's Bill of Rights

The Patient and/or Patient's Family has the right to expect and receive the following from **Montgomery County Fire and Rescue Service EMS Providers**:

1. A clean, well-maintained, well-equipped, climate-controlled ambulance.
2. The closest available ambulance and first responder (when needed) dispatched to their call for help with no unusual delays for any reason.
3. All responding personnel to be clean, neat, dressed in the appropriate uniforms, and looking professional.
4. All responding personnel to be polite, compassionate, considerate, empathetic, soft-spoken, respectful and well-mannered.
5. Transportation to the clinically-appropriate medical facility of their choice without questions being raised regarding their ability to go by some other means, or any other method of discouraging transport.
6. A clean stretcher with fresh sheets, blankets and a pillow and the appropriate medical equipment brought immediately to their location; carried or wheeled as smoothly as possible while the patient is secured with safety straps and covered with a sheet or blanket to protect the patient's modesty; and wheeled smoothly into the Emergency Department.
7. To have their vital signs checked and documented in both transport and non-transport situations.
8. To have all valuables and medications in their possession documented on the patient care report at the time they are transported, and clearly document to whom in the Emergency Department those valuables and medications were given.
9. To have their pertinent history, injuries, illness, vital signs, treatment, interventions and medications adequately, thoroughly, and truthfully documented on the patient care report.
10. To have the specifics about patient history, current situation and nature of their injury or illness kept confidential in all respects.