

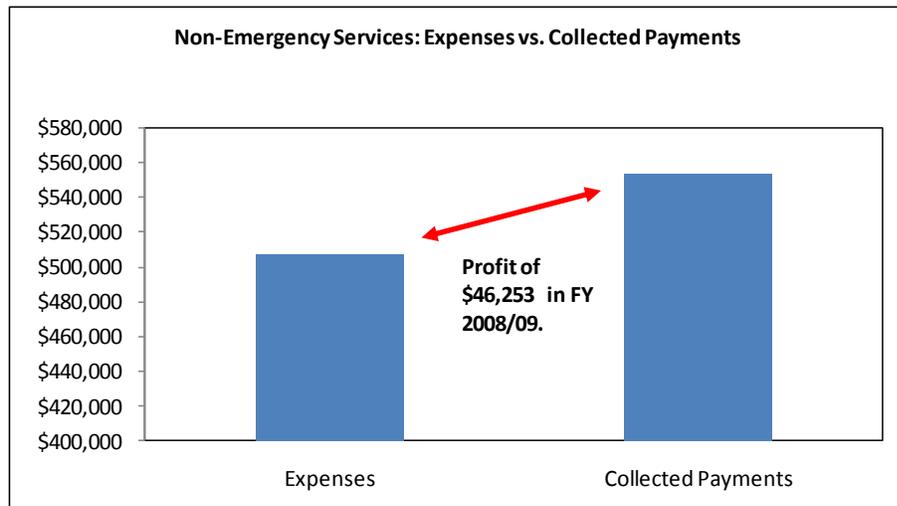
## Non-Emergency Services

While the primary focus of Emergency Medical Services is to respond efficiently and effectively to emergency situations within the County, EMS also provides services such as non-emergency transportation. This transportation includes inter-facility non-emergency transportation (i.e. hospital to nursing home) and also residence to medical facility transportation.

Catawba County EMS provides non-emergency services for a variety of reasons, with the following being especially prominent:

- **Creates Revenues**

During Fiscal Year 2008/09, it is estimated that the County generated \$46,253 in profit by providing non-emergency transports. The graph below shows the expenses and revenues for non-emergency services for the fiscal year. Overall, the profit generated by the service helps maintain low tax rates for citizens and makes it a wise investment of County dollars.



In addition, non-emergency services have a significantly higher collection rate than EMS as a whole. The most recent data shows that non-emergency services collects 96 percent of net charges while EMS has an overall collection rate of 80 percent.

- **Provides an Excellent Level of Care**

The non-emergency services provided by Catawba County's adhere to rigorous quality standards in order to provide the best services possible. The County operates three non-emergency units that are staffed with Paramedic-level crews who complete an extensive nine month training regimen. Other counties contract out non-emergency services, which often sacrifices the quality of care because crews are not certified Paramedics, do not receive the same level of training as Catawba County responders, and the focus of these private ambulance firms are on profit rather than ultimately on service.

- **Compliments Emergency Units**

Non-emergency units also supplement and provide aid to the dedicated emergency EMS Units. During Fiscal Year 2008/09, seven percent of responses by the non-emergency units were to emergency calls, which helped ensure a higher level of service for Catawba County residents.

EMS units are dispatched based on coverage areas but closer units are routinely self-dispatched, which includes non-emergencies units. Non-emergency units also respond to emergency calls when no other units are available. This arrangement allows for the non-emergency units to provide substantial support for emergency calls, which ensures better response times and strong overall care within Catawba County.

Overall, Catawba County's non-emergency services benefit residents and the County alike. Not only do patients receive quality care centered on high-standards and thorough training, the County also generates revenue by providing the service, which translates into the use of fewer taxpayer dollars.