



# DOUGLAS COUNTY FIRE DISTRICT No. 2

1290 NE Cedar Street, Roseburg, OR 97470

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[www.dcfld.org](http://www.dcfld.org)

## Emergency Medical Services / FIREMED

General information Guide

GIG-4

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### Purpose

The purpose of this publication is to assist the reader in understanding the Emergency Medical Services provided by Douglas County Fire District No.2; the costs of such services to the patient, the billing and collection of payment processes associated with them; as well as the ambulance membership program FIREMED and its benefits

### Ambulance Service Area

The District protects over 80,000 citizens within 2,600 square miles Ambulance Service Area.

### Types of Services Provided

Along with excellent patient care provided by highly trained emergency medical technicians (EMT) and paramedics; 14 ambulances are capable of providing Advance Life Support (ALS) emergency transport round the clock.

### Response to Medical Emergencies

Because of contractual agreements associated with the adjudication of three of the Ambulance Service Areas in Douglas County; District resources will respond to all emergency medical calls within these designated Ambulance Service Areas. Medical emergency calls are billed to the insurance provider and/or the patient.

### Emergency Medical Services Billing

As mentioned before, because of statutory mandates and/or insurance provider requirements the District is obligated to bill the patients for medical emergency calls. The District out sources the processing of bills and collection of payment for emergency medical services through Southern Oregon Billing.

For information about a bill for ambulance service call *Southern Oregon Billing at (541) 673-0632*

To pay an outstanding ambulance bill there are two options for your convenience:

- Mail your payment on the pre-addressed envelope provided with the bill.

- Stop by the Southern Oregon Billing office at 2031 NE Diamond Lake Boulevard, Roseburg 97470 during normal business hours.

## **FIREMED**

In order to assist in keeping ambulance costs under control, the District offers its residents the opportunity to join FIREMED. FIREMED is an ambulance membership program for those residents of Douglas County who reside within an ambulance service area. FIREMED members receive emergency ambulance care and transportation. In cooperation with other agencies, FIREMED memberships are honored in most of Oregon. The \$52 annual fee (or \$100 for two years) per household covers the balance of the cost of ambulance service not covered by the patient's insurance. For example, if the cost of an ambulance trip is \$891 and the patient's insurance covers \$400, FIREMED covers the balance if the patient is a FIREMED member. The membership covers all persons who reside in the same single occupancy non-commercial residence, or a household member living in substitute care (nursing care or foster care home) within Fire District No.2 service area.

For more information about FIREMED call our *Emergency Medical Services Division at (541) 673-5503.*