

District of Columbia Fire & EMS Department Patient Bill of Rights

As our patient, you have the right to expect competent and compassionate service from us.

If you have any questions, comments, compliments, or complaints about our service you are encouraged to call the Office of the Fire & EMS Chief at 202-673-3320, or email us at director.fems@dc.gov

You may expect:

1. To receive timely and appropriate medical services without regard to age, race, religion, gender, sexual orientation, national origin, disability, or any other protected class.
2. To be transported in a clean and properly maintained ambulance to an appropriate medical facility. We may not be able to take you to the hospital of your choice.
3. That we will never refuse to transport you and we will never use any method to discourage you from receiving medical treatment or transportation.
4. To have your vital signs checked and documented whether or not you are transported to a hospital.
5. To have your past medical history, medications and your current complaint of illness or injury, along with the assessment, interventions and treatment performed by our emergency personnel, thoroughly and truthfully documented on your patient care report.
6. That your patient care report and protected health information will be securely retained and stored, remain confidential and be available for your review, as required by law.
7. That you can refuse drugs, treatment, procedures or transportation offered to the extent permitted by law, and to be informed of the potential consequences of the refusal of any drugs, treatment, procedures or transportation.
8. That all of our personnel who come to help you will be clean, neat, dressed in the appropriate uniforms, and looking professional.
9. That our personnel will explain to you or your family what is being done to assist you, and we will answer any questions you may have about your treatment. If you speak another language, assistance will be provided so you can make informed health care decisions.
10. That all of our personnel will be polite, compassionate, considerate, empathetic, respectful and well-mannered. Any employee will furnish their unit number and Fire/EMS Department ID number upon request.
11. That your privacy, modesty and comfort will be our concern.
12. To receive, upon request, a reasonable explanation of any charges for emergency medical care provided by us.

You have the responsibility:

1. To cooperate with our personnel so we can provide the best and correct type of care for you.