

**3204****ALS Interfacility
Transport Service
Provider Criteria****Administrative Policy**Last Reviewed: **August 10, 2026**Last Revised: **September 4, 2026****PURPOSE**

To define and establish criteria for permitting Advanced Life Support Interfacility Transport (ALS IFT) service providers within Riverside County.

Procedures

1. Application of Policy:
 - a. Authorization as an ALS IFT service provider is in addition to a Riverside County Emergency Medical Services Agency (REMSA) ambulance permit and an executed ALS IFT agreement.
 - b. Approved ALS IFT providers shall operate under all provisions of the Riverside County Ambulance Ordinance 756.1.
 - c. ALS IFT service providers are only authorized to conduct/respond to advanced life support (ALS) interfacility transports (IFT) that are requested by medical order of a California licensed physician or licensed medical provider representing a California authorized healthcare provider organization or agency.
 - d. ALS IFT are those that can be conducted within the scope of practice of a California licensed and REMSA accredited paramedic.
 - i. See REMSA Policy 1207 *Paramedic Accreditation* and reverification requirements.
 - e. Any ambulance provider agency that wishes to obtain authorization must submit an ALS IFT ambulance permit application-
 - i. Providers may use the following link as a reference to review REMSA requirements; [Here](#)
2. Criteria – General:
 - a. ALS IFT service providers shall submit a paramedic accreditation program subject to review and approval by REMSA.
 - b. Agreement to provide ALS IFT service response on an uninterrupted , continuous 24-hour basis.
 - c. No ALS IFT service provider shall advertise a seven (7) or (10) digit or 800 number to replace a request for a 9-1-1 emergency response.
 - d. ALS IFT service providers shall be available as a mutual aid backup 9-1-1 emergency and/or medical disaster resource for the Riverside County emergency medical services system.
 - e. Comply with all applicable federal/state/local laws.
3. Criteria – Operational:
 - a. ALS IFT service providers shall develop a policies and procedures manual or standard operating procedures (SOP) that cover all aspects of ALS IFT service program. Policies and Procedure Manuals shall be updated as necessary, annually.
 - b. Medical Oversight:
 - i. Comply with REMSA policies and procedures including but not limited to REMSA Policy 6401 *Interfacility Transfer*.
 - ii. ALS IFT service providers shall employ a full or part-time (or per diem) physician advisor for medical oversight.
 - (1) ALS IFT service providers shall designate a physician advisor to conduct medical oversight over the ALS IFT service provider program.
 - (2) The physician advisor shall be a full or part-time physician licensed in the State of California and qualified by training and experience in an emergency department or acute critical care medicine.
 - iii. ALS IFT service providers shall designate an ALS coordinator to oversee and manage the ALS IFT service provider program.
 - (1) ALS coordinator shall at minimum possess a valid CA State paramedic license or valid CA State Registered Nursing License and minimum of three years of prehospital and/or interfacility transport experience.

- (2) The duties of an ALS coordinator shall at minimum perform the following but not limited to:
 - (a) ALS coordinator shall oversee initial and ongoing education and training for all medical personnel involved in the ALS IFT program.
 - (b) Develop and maintain a REMSA approved ALS IFT CQI plan as defined by REMSA policies and procedures.
 - (c) ALS IFT ambulance staffing
 - iv. Ambulances permitted under this policy shall be staffed according to Riverside County Ambulance Ordinance 756.1 ALS Ambulance, REMSA policies, and REMSA EMS Plan.
 - c. Facilities
 - i. ALS IFT service providers shall deploy and operate its ambulances from a physical location within Riverside County. This facility will be sufficient to provide crew housing and vehicle re-supply.
 - d. Development of required reporting policies
4. Criteria – Communications:
- a. Communication Center
 - i. ALS IFT service providers shall operate a dispatch center and maintain all hardware and software necessary to receive and fulfill requests for ALS IFT services. ALS service providers shall be capable of receiving and replying to requests for ALS IFT service by voice and by Computer Aided Dispatch (CAD). ALS IFT service provider's dispatch center shall be capable of dispatching all ambulance units to provide ALS IFT services. ALS IFT service provider's communication center shall operate on a 24/7/365 basis. Radio communication
 - ii. Radio communication
 - (1) ALS service providers shall be compliant with REMSA Policy 2201 *Radio Communication Standard*.
 - iii. ALS IFT service providers must use criteria-based dispatch protocols approved by REMSA that determine the appropriate level for dispatching of incoming calls, including BLS level, ALS level, CCT level and referral to the 9-1-1 system for emergency medical service requests.
 - iv. ALS IFT service providers shall have and enforce written policies concerning authorization and protocols for an ALS IFT communication center to send a referral service when the service cannot respond.
5. Criteria – Continuous Quality Improvement:
- a. Standard of care – ALS IFT service providers shall cooperate with REMSA and collaborate with EMS System participants to develop, implement and continuously improve clinical standards of care that optimize patient outcomes. ALS IFT service providers agree to continuously improve core indicators of quality service as established by REMSA.
 - b. ALS IFT service providers shall comply with REMSA Policy 7101 *CQI System* and 7102 *Unusual Occurrence / Incident Review Process*.
6. Criteria – Training and Education:
- a. ALS IFT service providers shall develop and implement a clinical education and training program that is linked to its CQI plan and is congruent with REMSA EMS Quality Improvement Program (EQIP).
 - b. New hire/reclassification training requirements: Prior to a field assignment, all newly hired/reclassified paramedic employees shall complete an orientation that is designed to prepare them to be fully functioning paramedics in Riverside County. This orientation shall be approved by REMSA and will include, but not be limited to:
 - i. A review of all REMSA plans, programs, policies, protocols, and procedures as appropriate for the individual's level of credentialing and job duties
 - ii. Demonstration of skills proficiency as identified in REMSA policies, protocols, procedures, performance standards and EQIP
 - iii. Geography and maps of Riverside County
 - iv. Prehospital Receiving center (PRC), trauma centers and specialty care centers.
 - v. Mandated reporting and associated documentation
 - vi. ICS 100, 200, 700 and 800 within 6 months of hire date.
 - c. On-going training requirements: Paramedics – required training may be modified by changes in REMSA plans, programs, policies, protocols, and procedures. Education/training required for paramedics can be found in REMSA Policy 1207 *Paramedic Accreditation*
 - d. On-going training requirements: EMT - Required training may be modified by changes in REMSA plans, programs, policies, protocols, and procedures. Education/training required for EMTs can be found in REMSA Policy 1202 *EMT Certification*.

- e. Driver's Training/Safety
 - i. All field personnel that operate emergency vehicles shall complete the following:
 - (1) Driver's training that meets all of the components and requirements of CAAS accreditation.
- 7. Data Collection:
 - a. ALS IFT service providers shall comply with all applicable REMSA Policies, including but not limited to, 7701 *Patient Care Records*, 7101 *CQI System*, and 7703 *REMSIS Authorization and Security*.
- 8. Administration Provisions:
 - a. Annual Evaluation – REMSA reserves the right to evaluate the performance of the ALS IFT service providers on an annual basis which may be done by a site visit, annual report submissions or any other methods deemed necessary by REMSA.
 - b. Ambulance service rates – ALS IFT service rates shall not be less than Centers for Medicare & Medicaid Services (CMS) allowable rates.
 - c. Observation and Inspections – REMSA may, at any time, and without notification, directly observe and/or inspect all aspects of the operations of the ALS IFT service providers.
 - d. The REMSA medical director shall discontinue approval of ALS IFT service provider if that provider presents a threat to community health and safety.