

**AMBULANCE  
ACCREDITATION:  
SETTING THE STANDARD**

The Commission on Accreditation of Ambulance Services was established to encourage and promote quality patient care in America's medical transportation system. Based initially upon the efforts of the American Ambulance Association, the independent Commission established a comprehensive series of standards for the ambulance service industry.

Accreditation signifies that your service has met the "gold standard" determined by the ambulance industry to be essential in a modern emergency medical services provider. These standards often exceed those established by state or local regulation.

The process includes a comprehensive self-assessment and an independent outside review of the EMS organization. This independent process provides verification to your Board of Directors, city council, medical community, and others that quality care is provided to your community.

All ambulance systems are eligible for the three-year accreditation, including private, public, fire department and hospital-based.

**BOARD OF DIRECTORS**

The Commission's Board of Directors includes representatives of six national EMS-related organizations:

- **AMERICAN AMBULANCE ASSOCIATION**
- **AMERICAN COLLEGE OF EMERGENCY PHYSICIANS**
- **INTERNATIONAL ASSOCIATION OF FIRE CHIEFS**
- **NATIONAL ASSOCIATION OF EMS PHYSICIANS**
- **NATIONAL ASSOCIATION OF EMTs**
- **NATIONAL ASSOCIATION OF STATE EMS OFFICIALS**

With liaison representation from:

- **THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION**

**Questions on the accreditation process should be directed to:**

COMMISSION ON ACCREDITATION  
OF AMBULANCE SERVICES  
1926 Waukegan Road, Suite 1  
Glenview, Illinois 60025-1770  
Phone: 847/657-6828  
Fax: 847/657-6825  
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**Commission on  
Accreditation of  
Ambulance  
Services**



**Driven to a  
Higher  
Standard**

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## WHY IS ACCREDITATION IMPORTANT?

### ACCREDITATION IS IMPORTANT TO YOUR:

#### ✓ *Patients (and your community)*

Accreditation assures your patients that you have met the Commission's high standards for quality patient care and that your service stands ready to care for their families if needed.

#### ✓ *Local Officials*

Accreditation assures local officials that your service has undergone careful scrutiny by an independent review process. Some state and local officials are beginning to require ambulance accreditation.

#### ✓ *Medical Community*

Your medical community can be confident that your service is providing quality patient care in accordance with nationally accepted standards. Ambulance accreditation is important because of the vital role you play as part of the health care team.

#### ✓ *Ambulance Service*

Your ambulance service will be recognized for its outstanding achievements. Your staff will be proud to be affiliated with a service that has met the Commission's high standards. Accreditation also often provides you with a competitive advantage, particularly when marketing your service.

## FIVE STEPS TO ACCREDITATION

### Step 1: SELF ASSESSMENT

You should familiarize yourself with the Commission's Standards for the Accreditation of Ambulance Services and compare them to your service's current operation, implementing any necessary changes.

### Step 2: APPLICATION

When you feel that your service meets or exceeds the standards, the Accreditation Application Package can be purchased, completed, and submitted to the Commission with the appropriate fees.

### Step 3: EVALUATION

The Commission conducts an off-site review of your application documentation before scheduling an on-site review by a team of experienced site reviewers. The reviewers' role is to gather information needed to verify that your service meets the standards established by the Commission.

### Step 4: DELIBERATION

The actual determination of whether your service meets all requirements is made by an independent, impartial Panel of Commissioners. The Commissioners represent EMS health care, law, and business.

### Step 5: ACCREDITATION

If successful, your service will be recognized for its excellence as defined by the Commission's high standards. As an accredited ambulance service, you will be able to display the Commission's accreditation logo with pride on your ambulance vehicles and in your advertising.

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### DOCUMENT FEE

Standard Document	\$25
Application Package	\$100

### APPLICATION FEE

Annual Patient Transports	
1 - 4,999	\$ 3,500
5,000 - 19,999	\$ 7,500
20,000 and more	\$10,000

### REVIEWER FEES/EXPENSES

\$5,000 to \$6,000

In addition to reviewer honoraria, these expenses include travel and per diem for the on-site review. \$5,000 deposit required at the time of application.

### POSTPONEMENT, CANCELLATION, AND REFUND POLICY

On-site review of an applicant agency will be scheduled within 6 months of filing of the application. Once scheduled, an applicant may postpone the on-site review or withdraw from the accreditation process at any point prior to the start date of the on-site review.

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#### Postponement\*

Postmarked date of written postponement (Calendar Days prior to on-site)	Penalty Assessed
60 or more days	\$500
30-59 days	\$1,000
Less than 30 days	No Postponement (See Cancellation)

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#### Cancellation

Process Stage	Refundable Amount
Before completion of off-site review	80% of application fee minus any reviewer expenses incurred
After completion of off-site review	20% of application fee minus any reviewer expenses incurred
After completion of on-site review	10% of application fee minus any reviewer expenses incurred
After on-site review and prior to Panel review	No Refund

\* Once rescheduled, the on-site visit may not be postponed a second time. The agency's option at this point will be withdrawal from the process. Refund policies for cancellation will apply.