



What Do Local Emergency Medical Services Agencies (LEMSAs) Do?

- **Serve as an advocate for patients**
- **Plan, implement, evaluate, and continually improve local EMS systems including prehospital services and relevant hospital services such as trauma and pediatrics.**
- **Collaborate with other health officials to ensure a unified, coordinated approach in the delivery of health care.**
- **Carry out regulations relative to EMS systems (the State EMSA promulgates regulations but LEMSAs carry out those regulations).**
- **Certify, accredit, and authorize EMS field personnel.**
- **Authorize and approve local EMS training programs**
- **Develop/approve medical treatment protocols and policies for local EMS service providers (EMTs, paramedics, dispatchers).**
- **Establish and maintain local EMS communication systems.**
- **In collaboration with public health, develop local medical/health disaster plans and coordinate medical/health response to disasters (natural and man-made).**
- **Designate trauma centers and other specialty care centers.**
- **Determine ambulance patient destinations based upon hospital resources.**
- **Establish policies for emergency department diversion and implement mitigation strategies where diversion is excessive.**
- **Coordinate activities and communications between various agencies that provide EMS system services so that care appears seamless to the patient (e.g., emergency medical dispatch, first responders, ground and air ambulance, receiving hospitals, trauma centers).**
- **Coordinate community education programs re: injury prevention, CPR, public access defibrillation, etc.**
- **Collect, analyze, and report on EMS data and provide that data to the EMSA electronically for statewide system evaluation (coming soon).**
- **Establish exclusive operating areas for emergency ambulance service, as appropriate, and then contract for those services.**
- **Provide oversight for EMS quality improvement and quality assurance activities.**
- **Provide technical assistance to EMSA.**
- **Mediate conflicts between various EMS entities (e.g., ambulance, fire, hospitals, physicians).**
- **Resolve consumer complaints.**
- **Provide information to public officials.**
- **Advocate for sufficient and stable funding for emergency medical services.**