



MEMORANDUM

To: Maine EMS Board

From: Melissa Adams, Licensing Agent

Subject: Hermon Volunteer Rescue Service (HVRS) Waiver Request

Date: June 2, 2024

HVRS is seeking a waiver of the following Maine EMS Board's Rules:

- Chapter 3 §2(5) Service Area
- Chapter 3 §5(1)(C)(d) Public Notice Service Area

If these Rules are waived, the following rules no longer apply to the service license, as they are specific to services with a primary response area:

- Chapter 3 §5(4) Adequate arrangements for full-time dispatch
- Chapter 3 §8(1) Availability for Emergency Response

HVRS is licensed by the Board as a ground transport service at the EMT level, permitted to the Paramedic level. It has been continuously licensed since at least 2009 and has no history of disciplinary action by the Board.

In 2023, the town of Hermon terminated the contract with HVRS and contracted with Northern Light Medical Transport (NLMT) as their transporting EMS agency shortly after the Hermon Fire Department was licensed as a non-transporting service. HVRS continued to be dispatched to emergency calls in the service area (Hermon, Stetson, Etna) through their emergency dispatch center, Penobscot County RCC, at the request of the patient or calling party. After months of HVRS working to negotiate an agreement with Penobscot County RCC, the dispatch center notified HVRS that they would no longer provide dispatch services on May 2, 2024¹. This puts the service potentially in violation of the Board's rule requiring a licensed ambulance service with a primary service area to have adequate arrangements for full-time dispatch; Chapter 3 §5.1.C.4.

In a letter to the Board², HVRS Chief, Andy Rios explains that since the town of Hermon contracted with NLMT and HVRS had no primary response area, HVRS was forced to transition its primary operations to Interfacility Transfers (IFTs), primarily through MedComm's OneCall

¹ Exhibit 1 – PRCC Letter to HVRS

² Exhibit 2 – HVRS Letter to the Board



system but also receiving calls directly from some healthcare facilities. HVRS is staffed seven days a week from 7 a.m. to 7 p.m. and is often available outside those hours as needed for IFTs. Without a traditional dispatch service, HVRS no longer provides emergency 9-1-1 response.

The Board has waived these rules once before, in June 2023, for another agency seeking a new ground transport service license with a service model that provides IFTs only³.

³ Exhibit 3 – 2023 Board Waiver