RUTHERFORD COUNTY

Emergency Medical Services

Emergency - Dial 911

Main Office - 828.287.6075

339 Callahan Koon Rd, Spindale, North Carolina 28160

www.rutherfordcountync.gov/emergencyservices

Find us on: facebook

GENERAL INFORMATION

- **Emergency ambulances are staffed with one or two EMT-Paramedics which is the highest level of pre hospital care available.**
- **Rutherford County EMS responds to approximately 10,000 emergency calls and 3,000 Non-Emergency (convalescent) transports annually; as well as, travels over 250,000 miles.**
- **Rutherford County EMS employs 45 full time employees and approximately 30 part time employees.**
- **Rutherford County EMS operates five 9-1-1 paramedic ambulances and four non-emergency ambulances based out of stations located in Spindale, Bostic, Cliffside and Lake Lure.**
- **Management utilizes four quick response vehicles to respond to high-acuity calls and to provide back up in the times when system resources are taxed.**

NON EMERGENCY TRANSPORTS

The Non-Emergency Division serves citizens that may not have a medical emergency but need ambulance transportation for dialysis treatment, doctors appointments and other medical needs. This division specializes in the transport of bed confined patients. Our employees are specially trained in proper patient movement techniques and stretcher manipulation to provide the highest quality of care and comfort for the patient during transport. We will assist you in obtaining proper documents required for non-emergency transportation eligibility. To schedule a transport, please call: 828.287.6066

TRAINING

Training is vital to enhance and learn new skills. EMS utilizes a Training Officer, 3 Field Training Officers and field mentors to implement new procedures and techniques. Some examples of our care changes are "PIT Crew CPR" and "Code Cool" which are some of the latest advances in emergency medicine.

TRENDS AND TECHNOLOGY

- **Utilization of Mobile Data Terminals which all dispatch information is displayed to help the responding EMS unit better prepare for the patient's needs and choose the best route for travel.**
- **Recent upgrade to a more robust Electronic Patient Care Reporting system to better access patient information and compile data that is used for quality improvement.**
- **Purchase of several automated ventilators to enhance service.**

2015 Ground breaking for Southeast EMS Station

- **Purchase of new, state of the art cardiac monitors with the latest technology and capabilities to assist the medics in providing the highest quality of care.**
- **Purchase of stair chairs which allows EMT's the ability to better maneuver patients to the ambulance when tight quarters or a staircase is involved.**
- **Monitoring of system performances through data collection, quality initiatives and an active medical oversight program.**

PUBLIC SAFETY TEAM

The Rutherford County EMS System conducts quarterly meetings of it Quality Management Committee, which consists of representatives from all agencies that provide emergency care within the county. These agencies includes the 911 center, rescue squads, EMS, first responders and the hospital.

ADMINISTRATION:
Kerry Giles: Transportation Services Director
Terry Baynard, EMT-P: Operations Manager
Justin Moore, NRP: Training Officer