



SURPRISE FIRE-MEDICAL DEPARTMENT Emergency Medical Division



GUIDING PRINCIPLES

- The system of providing Emergency Medical Services (EMS) in the City of Surprise is focused on keeping continuity of care while delivering the highest level of patient care possible - regardless of anyone's ability to pay for such service.
- No citizen should ever suffer financial hardship as a result of an EMS transport.
- The implementation of an EMS transport billing (fee for service) program by the Fire Department will increase the quality of care provided.
- The program will be transparent and a system of checks and balances will be established to ensure that all citizens are treated professionally, courteously, and with compassion.
- We will protect and preserve life and property with the highest level of safety, customer service, pride and professionalism.



SURPRISE, AZ