

01-19-2023

Q. Will KEMS come to my residence if my spouse or I fall and need help getting up? This call would be classified as a "Lift Assist"

A. Yes KEMS will come to your residence at no cost to you and help. The cost would be covered by your TAX dollars through the Town 's yearly appropriation to KEMS. Dial #911 for this service. If KEMS is tied up on another call you would be responsible for the mutual aid charges of the out-of-town ambulance service and this only applies if you are transported.

Q. Will KEMS come to my home for a "Well Being Check"? Many times, this service is requested by out-of-town relatives who have not been able to reach you.

A. Yes KEMS will come to your home at no cost to you and help. The cost would be covered by your TAX dollars through the Town 's yearly appropriation to KEMS. Dial #911 for this service. If KEMS is tied up on another call you would be responsible for the mutual aid charges of the out-of-town ambulance service and this only applies if you are transported.

Q. I have life-alert or a similar system. Will I be billed if I accidentally set it off?

A. No, KEMS will come to your home at no cost to you and help. The cost would be covered by your TAX dollars through the Town 's yearly appropriation to KEMS. Dial #911 for this service. If KEMS is tied up on another call you would be responsible for the mutual aid charges of the out-of-town ambulance service and this only applies if you are transported.

Please let our dispatch know if you are out of state for a period of time. In addition, cancel the services when no longer needed.

Q. I have a "Life Alert" and KEMS responds to my residence. Can I refuse service?

A. Yes you can refuse to be transported. KEMS personnel might strongly urge that you be transported based on their evaluation. Since there is no transportation required the cost would be covered by your TAX dollars through the Town 's yearly appropriation to KEMS. Any later calls resulting in transportation to the hospital would be covered by Medicare, Medicaid, private insurance and you.

Q. Will KEMS come to my residence and help me or my spouse get to the car either going or returning from medical facilities?

A. Yes KEMS will come to your residence at no cost and help. The cost would be covered by the Town 's yearly appropriation to KEMS. Dial #911 for this service. If KEMS is tied up on another call you would be responsible for their charges and this only applies if you are transported.

Q. I have Medicaid or Medicare and minimum insurance. If I subscribe to the yearly KEMS subscription service will the costs beyond Medicaid or Medicare and insurance be absorbed by KEMS and not billed to me?

A. Yes KEMS will absorb that cost. If KEMS A-1 is tied up on a call and another ambulance service comes to your call they will charge you and you will be responsible for their charges.

Q. Can I pick the destination hospital?

A. Under most circumstances, KEMS will transport you to the hospital of your choice which include:

Southern Maine Health Center Biddeford or Sanford,
York Hospital,
Maine Med or Mercy Hospital, Portland.

Some exception to this would be:

- If the Hospital is not receiving emergency cases, you would be diverted to another hospital.
- After completing a medical assessment, the EMS provider, On-Line Medical Control, or your PCP feels your condition warrants transport to the closest appropriate hospital for immediate medical care.
- If transport to a further hospital location can be completed in a safe and timely manner.

Q. What is the level of service I can expect when I call for the ambulance?

A. KEMS A-1 is licensed at the Basic Level with an EMT at the Basic, Intermediate or Advanced level provider. 99.9% of the time the crew leader shall be a Para-Medic providing your care and assisting shall be an EMT at various levels of expertise. On rare occasions the 2nd person might be a driver. KEMS provides different levels of services classified as "BLS" for the basic level and "ALS" for the advanced level. Yes, there is a cost difference since the ALS service involves a higher level of equipment and medical training required for your medical condition.

Q. KEMS A-1 is on another call and cannot answer the call. Who will show up?

A. KEMS relies on mutual aid from the following services, Biddeford, Arundel, Kennebunk or Wells. The mutual aid ambulance usually has a Paramedic and an EMT for crew.

Q. I lock my house at night. Is there a safe way for KEMS, Police and Fire to access my residence if I am incapacitated?

A. Through the Kennebunkport Fire Department you can buy, at a one-time cost, a system called "Knox Box". The box you buy can be mounted over a door or on an access exterior location. This box is the key required to gain entry. A special key to access the box is carried on the Fire trucks and A-1. The individual who needs the key has a special code to remove and return the key and when removed and returned our dispatch center is notified so unauthored people do not have access to the key.

Q. If I have a guest at my residence and they need to have emergency transportation to the Hospital, I am as the homeowner responsible for the charges?

A. No the person transported would be responsible for the costs involved when dialing #911.