Fire department name and address

Patient’s name and address

Date

Dear [patient’s name]:

As the volunteer fire department that services your address, we respond to emergency calls to the best of our ability. However, volunteers have limited availability, and we must prioritize the availability of our equipment and personnel to be able to respond to fires and medical emergencies.

The Texas Health and Safety code states "Emergency medical care" means bona fide emergency services provided after the sudden onset of a medical or traumatic condition manifesting itself by acute symptoms of sufficient severity, including severe pain, such that the absence of immediate medical attention could reasonably be expected to result in:

1. placing the patient's health in serious jeopardy;
2. serious impairment to bodily functions; or
3. serious dysfunction of any bodily organ or part.

While we would like to be able to respond to every request we get, both emergency and non-emergency, it just isn’t possible at times. When a situation develops where a person needs physical assistance, such as getting in or out of bed or in and out of a chair on a frequent and regular basis, this is not a sudden onset or acute and so is not considered an emergency. We find that we are not only not staffed to provide this type of non-emergency service, but that the requestor would be better served by other resources to address their ongoing health needs.

We therefore regret that we will not be able to respond to your non-emergency requests for lift assistance in the future. Home healthcare agencies are available that not only provide this type of service but can assist in planning and treatment that may resolve underlying medical issues. We strongly suggest contacting either state or private agencies to find a workable solution for your needs.

Sincerely,

Fire Chief