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| February | | Revision Date 04: | | June 23, 2010 | |
| Replaces: | | None | | | |
| Signature of Director, EHS Provincial Programs: <i>original signed by Derek LeBlanc</i> | | | Signature of Manager, EHS MFR Services: <i>original signed by Robert Boudreau</i> | | |

1.0 Purpose:

- 1.1 To provide an avenue for MFRs to initiate an inquiry in relation to interactions and/or services by EHS.
- 1.2 To provide an avenue to resolve issues pertaining to service with on scene calls that do appear to comply with established standards.
 - Follow the next steps:
 - a) MFR to contact their Chief/MFR Coordinator
 - b) Chief/MFR Coordinator to contact EMC Area Supervisor (written or verbal).
 - c) If unsatisfied with result, follow the EHS service inquiry process in the procedure as follows:
 - Service Inquiry forms can be found on the EHS website, www.gov.ns.ca/ehs, or by calling (902) 424-2346.

2.0 Procedure:

- 2.1 All concerns must be forwarded in writing on the Service Inquiry Form.
- 2.2 All forms must be faxed to (902) 424-1781.
- 2.3 All completed Service Inquiry forms regarding the EHS Medical Communications Centre or ground ambulance must be addressed to:

Attn: Service Inquiry Coordinator
Emergency Health Services
237 Brownlow Avenue, Suite 160
Dartmouth, NS B3B 2C5
- 2.4 A reply will be sent to the MFR Agency in a timely fashion.