

WILMINGTON FIRE
DEPARTMENT
EMERGENCY
MEDICAL
SERVICES (EMS)



VISION

The Wilmington Fire Department's vision is to continue to provide the citizens of the City of Wilmington with the highest level of life safety emergency services and property preservation. This will be accomplished through intense training, public education, prompt responses, and compassionate emergency care.

Brief History of Emergency Medical Services Implementation

- Trinity Health informed the City February 2025 that it will no longer be able to provide ambulance service as of June 28th, 2025.
- The City determined that the best course of action is to provide 911 emergency ambulance service through the Fire Department. This required an additional 30 Firefighter/Emergency Medical Technicians (EMT) positions.
- This course of action is consistent with City's priorities of delivering a high-quality fire and emergency medical services.

Operational Needs

- An Academy began in May 2025 consisting of thirty (30) Firefighter/EMT recruits increasing our authorized uniform strength to 186 personnel.
- Total of five (5) ambulances staffed with two (2) Firefighter/EMT's 24/7 placed in service by July 2025.
- First ambulance was placed in service April 17, 2025, utilizing our Firefighter/EMT personnel currently on the department.
- Prior to the implementation of EMS. City purchased a total of six (6) new ambulances in August 2024 due to the uncertainty of Trinity Health ability to staff contracted number of ambulances.
- Currently have three (4) reserve ambulances in the fleet.



Battalion Chief of Emergency Medical Services (EMS) and Special Operations

B/C Eric Haley

- Responsible for the development and implementation EMS policies, procedures, and operational guidelines.
- Manages all required refresher training for National Registered EMT's. Manages annual refresher training for all special operations personnel confined space rescue, rope rescue, vehicle rescue, water rescue.
- Works with suppression Battalion Chiefs to ensure staffing and accountability for all 5 BLS units daily.
- Manages all EMS equipment, supplies, and storage.
- Coordinator for all special events.
- Initiates and maintains EMS quality assurance/quality improvement program monitoring outcomes to facilitate operational changes and future training priorities.

Civilian Emergency Medical Services (EMS) Manager

- Liaison with third party EMS medical billing company.
- Provides necessary training of personnel for accurate completion of required patient care reports.
- Oversees Quality Assurance and Improvement initiatives in patient care and billing practices.
- Ensures compliance with applicable codes, laws, regulations pertaining to medical billing.
- Manages the contract medical billing services.
- Other duties as assigned by B/C of EMS & Special Operations.
- Reports protocol violations and quality of care concerns to the Battalion Chief.
- Analyze patient care data to identify trends and support continuous improvement.

Third Party Medical Billing Company

- City of Wilmington has contracted with Specin Billing Company to provide specialized EMS medical billing services.
- This is a complex field requiring specialized knowledge of medical coding, payer regulations, and billing software to ensure accurate claims, maximize revenue, and reduce denials.
- Manage claims proactively to quickly identify and address issues before they become significant problems.

EMS Incident Data

- Currently WFD has handled since becoming the primary provder approximately 9, 330 incidents
- Currently 1,920 EMS incidents a month
- Approximately 430 – 450 incidents a week.

WFD Personnel

As, Chief, I commend and applaud each of you for your commitment to being empathetic, compassionate, and dedicated to delivering the highest quality service to our citizens and visitors. Your work reflects the best of the WFD, and I grateful for your continued service.

