

KAISER PERMANENTE EMS CALL GUIDE - 2023

EMS Providers by County				
EPRO External Toll-Free Number: 1-800-337-3197				
County	1ST CALL	2ND CALL	3RD CALL	4TH CALL
Benton	ALS			
Chelan	ALS			
Clallum	Olympic	AMR		
Clark	ALS			
Columbia	ALS			
Cowlitz	ALS			
Franklin	ALS			
Grays Harbor	Olympic	AMR		
Island	NW Amb	Cascade	AMR	
Jefferson	Olympic	AMR		
King	Olympic	Tri-Med *BLS	NW Amb	AMR
Kitsap	Olympic	AMR		
Kittitas	ALS			
Lewis	ALS			
Mason	Olympic	AMR		
Pierce	Olympic	NW Amb	AMR	
San Juan	NW Amb	AMR		
Skagit	Cascade	NW Amb	AMR	
Snohomish	Cascade	NW Amb	AMR	
Spokane	ALS			
Thurston	Olympic	AMR		
Walla Walla	ALS			
Whatcom	Cascade	NW Amb	AMR	
Whitman	ALS			
Yakima	ALS			

LEGEND (bolded are contracted providers)
ALS = Advance Life Systems
AMR = American Medical Response
Cascade = Cascade Ambulance
NW Amb = NW Ambulance
Olympic = Olympic Ambulance
Tri-med *BLS = Tri-med *BLS & CCT services

CONTACT INFO		
Organization	Phone number	Comments
ALS	509-902-1060	Everything East of the Cascades
AMR	(877) 672-2201	Western WA
	(877) 672-7287	Eastern WA
	(206) 444-4444	Alternative Dispatch #
Cascade	360-377-7777 Ext 1	Cascade uses Olympic dispatch number
NW Ambulance	(425) 328-7651	
Olympic	360-377-7777 Ext 1	Thurston, Pierce, Mason
Tri-Med	(206) 988-5000	

NON-EMERGENT CALLS - MEDICARE ONLY		
Access2Care	(877) 828-4512	2 day notice*
*When possible, Access2Care will attempt to secure Non-Emergent Medical Transport (NEMT) for the following although short notice requests to secure transportation are not guaranteed, although short notice requests to secure transportation are not guaranteed and are not considered "Urgent"		
Urgent Trip Requests Allowed:		
Hospital discharges		
Transports to/from Urgent Care		
Health Plan requests for override		
Health Care Provider confirms the Medically		
Urgent appointment		
Dialysis		
Sick visits		
Appointments scheduled from a cancellation list		
Follow-up appointments scheduled within 24 hours of a hospital discharge or emergency department visit.		