

## STAFFING

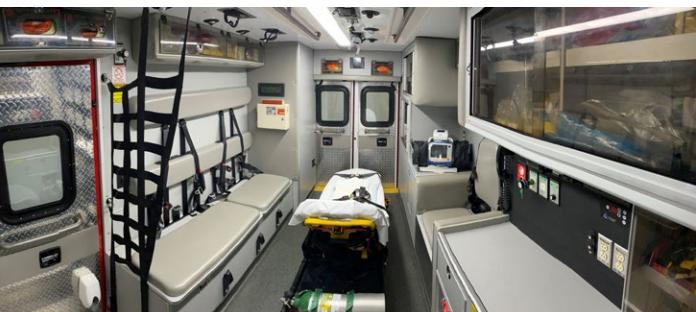
Ambulances are all staffed with two paramedics. Members of the fire department are dual-trained as EMTs and firefighters, experienced to handle any situation. In 2013, the department expanded their services with Advanced Life Support Engine companies. This allows the department additional capabilities to respond to any location within the community, initiating expedient advanced medical care. The department maintains six stations throughout the community to provide prompt paramedic response with arrival within an average of 7-8 minutes.

All members participate in continuing education to improve their knowledge and skills as they provide exceptional care to the community.

## OUR COMMITMENT

We are committed to providing you, your loved one, or patient the best care during their time with us. To deliver this, we will:

- provide prompt, reliable, friendly, and professional service;
- remain focused on patient comfort and safety;
- treat patients with respect; and
- staff ambulances with experienced paramedics 24 hours a day, seven days a week.



## OUR HISTORY

The Dubuque Fire Department has proudly provided emergency and non-emergency ambulance service in the Dubuque community since 1914.

In the 1970s, members began advanced medical training so they could expand their scope of practice providing better coverage to their community.

Today, the membership of the department is comprised of 91 highly trained members. The Dubuque Fire Department has held a long-standing reputation as a leader in ambulance service for the region. We continue to seek out the latest in technology and training to provide exceptional care to our patients.

## CONTACT INFORMATION

### DUBUQUE FIRE DEPARTMENT

11 W. 9th Street  
Dubuque, IA 52001  
563-589-4160  
[fire@cityofdubuque.org](mailto:fire@cityofdubuque.org)  
[www.cityofdubuque.org/fire](http://www.cityofdubuque.org/fire)

### AMBULANCE RESPONSE

Emergency/TDD: 911  
Non-Emergency: 563-582-4980



[www.cityofdubuque.org/fire](http://www.cityofdubuque.org/fire)



[Facebook.com/DubuqueFireDepartment](https://www.facebook.com/DubuqueFireDepartment)



# DUBUQUE FIRE DEPARTMENT AMBULANCE SERVICE

*We're YOUR ambulance*



**AMBULANCE RESPONSE:  
Emergency/TDD: 911  
Non-Emergency: 563-582-4980**



## OUR MISSION:

To protect, assist, and educate our community and visitors with pride, skill, and compassion.



## SERVICES PROVIDED

We are the community's ambulance service that is more than just running lights and sirens to calls. When you are looking for excellence in medical transport services, it is important to use a service with experience and expertise. We provide a comprehensive medical response and standby service for our community.

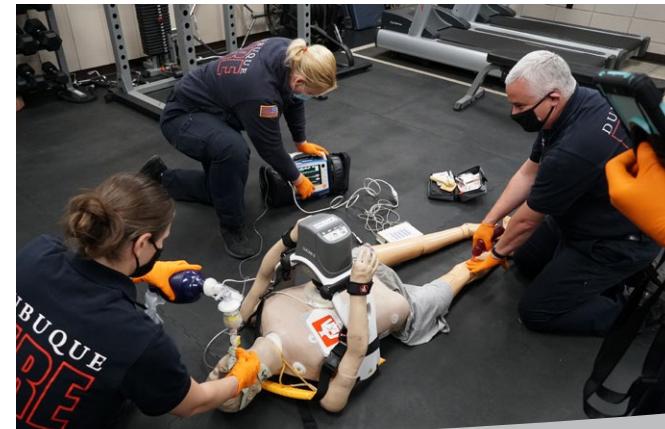
Dubuque Fire Department ambulance service provides the following coverage 24 hours, 7 days a week:

- Basic and Advanced Life Support
- Emergency Transfers
- Non-Emergency Transfers
- Hospital Discharges
- Inter-facility transfers
- Event Standby

**You have a choice in ambulance service!**  
We offer some of the best, affordable rates around.

*The Dubuque Fire Department is a leader in prehospital health care in the State of Iowa.*

Since 2017, the Dubuque Fire Department has been an annual recipient of the Mission Lifeline award for excellence in emergency care. In 2022, Dubuque Fire received the Mission Lifeline Gold Plus award for its excellence in the treatment of heart attacks. The American Heart Association sets benchmarks for the standard of care relating to heart attacks, and each year the department reviews its emergencies involving heart attacks. The Dubuque Fire Department has identified priorities for early recognition, early notification, and early treatment of all our patients experiencing a heart attack.



## BILLING

The Dubuque Fire Department accepts:

- Medicare
- Medicaid
- All private insurance

Medicare and Medicaid patients that are city of Dubuque residents may save money by using the Dubuque Fire Department ambulance. We may waive co-pays resulting in NO out-of-pocket responsibility to the patient or family. Billing services are provided by Digitech.

## FOR YOUR INFORMATION

**What happens when I call 911 or the non-emergency number (582-4980)?**

When a person dials 911 or the non-emergency number, the phone calls will be answered by a Certified Emergency Communications Center Dispatcher. Information regarding the type of emergency, address, phone number, and more specific patient details will be gathered. That information will determine the appropriate personnel and equipment that need to respond and whether lights and sirens need to be used. Typically, lights and sirens are shut off a block or two from the scene.