

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 average of 3-4 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.



DUBUQUE EMS CONTACT INFORMATION

DUBUQUE FIRE DEPARTMENT

11 W. 9th Street
Dubuque, IA 52001
563-589-4160
fire@cityofdubuque.org
www.cityofdubuque.org/fire

AMBULANCE RESPONSE

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



Like us on Facebook: Dubuque Fire Department



DUBUQUE FIRE DEPARTMENT AMBULANCE SERVICE



We still make house calls!

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.

DFD AMBULANCE 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 89 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.



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:
 - Nursing homes
 - Specialty or Rehab Hospitals
 - Dialysis Centers
 - Radiation Centers
 - Surgical Centers
 - Physician Offices
 - Assisted/Independent Living Homes
- Event Standby

BILLING

The Dubuque Fire Department accepts:

- Medicare
- Medicaid
- All private insurance

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

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 Lifequest Services.



FREQUENTLY ASKED QUESTION

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

When a person calls in, they are connected to a 911 Emergency Communications Center dispatcher. The dispatcher asks for information regarding the type of emergency, address, phone number, and more specific patient details. The dispatcher categorizes the call based on the potential life threat to the patient, prompting how the fire department units will respond in respect to the use of lights and siren. "Code 1" implies a serious, life-threatening emergency and all vehicles respond with lights and siren. "Code 2" implies a moderate life threat and the nearest available unit responds with lights and siren with any other unit responding promptly with the normal flow of traffic. "Code 3" implies a non life-threatening injury or illness and all units respond without lights or siren. Typically, lights and sirens are shut off a block or two from the scene.