



FOR IMMEDIATE RELEASE

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PRC issues show cause order to emergency medical service provider

SANTA FE — The New Mexico Public Regulation Commission (PRC) yesterday issued an order to show cause to Presbyterian Espanola Hospital Medical Service, an emergency medical service provider, directing the company to explain why fines should not be imposed for allegedly failing to transport or provide emergency medical services to a patient following an incident earlier this year, a potential violation of the Motor Carrier Act and the Motor Carrier General Provisions regulating ambulance services.

The PRC's Transportation Division in February received a complaint against Presbyterian Espanola Hospital Medical Service for failing to transport or provide emergency medical services to a patient, following a 911 call for service on January 30, 2023. After an investigation, Transportation Division staff alleged that the company's paramedics failed to conduct a medical assessment of the patient and failed to transport the patient to a hospital. The patient was instead transported to a hospital by a family member and was immediately admitted for treatment, including for a severe infection.

Transportation Division staff say that Presbyterian Espanola Hospital Medical Service violated its duty to provide ambulance service pursuant to [New Mexico Administrative Code 18.3.14.8](#). If found true, the Commission could assess an administrative fine of up to \$10,000 for each violation of a provision of the Motor Carrier Act or of a lawful rule or order of the Commission, notwithstanding the existence of any other penalties.

Presbyterian Espanola Hospital Medical Service must respond to the order by April 25 and may result in an evidentiary hearing. If a settlement agreement is reached between Transportation Division staff and Presbyterian Espanola Hospital Medical Service by May 5, the agreement must be presented before the Commission for approval, without further proceedings.

"Our job is to protect the public interest, and the public requires ambulance service providers to transport patients in need of immediate medical care," said PRC Chair Pat O'Connell. "The PRC is committed to ensuring that these life-saving services are fully operational when New Mexicans need them the most."

The order to show cause can be found at <https://www.nm-prc.org/case-lookup-e-docket/>, Case No. 23-00101-TR-EN.

The Transportation Division of the PRC is charged with inspecting and overseeing public transportation providers. The Consumer Relations Division of the PRC is dedicated to establishing and maintaining quality consumer services among those industries overseen by the agency and works closely with the Transportation Division. New Mexico residents can learn more about how the PRC works for utility and transportation customers by visiting <https://www.nm-prc.org/consumer-relations/>.

An online version of this release is available [here](#).

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*The **New Mexico Public Regulation Commission (NMPRC)** regulates the [utilities](#), [telecommunications](#), and [motor carrier](#) industries to ensure fair and reasonable rates, and to assure reasonable and adequate services to the public as provided by law. The NMPRC also promotes public safety through the [Pipeline Safety Bureau](#) and [Transportation Division](#).*
