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# GUILFORD COUNTY

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Office of the  
INTERNAL AUDITOR

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November 5, 2015

To: Chief Paula Lineberry and President Gart Evans  
Piedmont Triad Ambulance and Rescue, Inc.

From: Celeste Williams  
Internal Auditor

Subject: County Contract and Application for Franchise Review

At the request of the County Manager, on behalf of the Board of Commissioners, the Guilford County Internal Audit Department will collaborate with staff from Emergency Services to perform an audit of the Piedmont Triad Ambulance and Rescue, Inc. (PTAR). The review will focus on the:

1. Contract with the County
2. Application for Franchise
3. Licensing, Inspections, and Insurance Coverage
4. Billing Processes
5. Audited Financial Statements for the Past Three Operating Years
6. Current Staffing Model and Employee Training Records
7. Call Data and Patient Care Documentation
8. Benchmarking Goals and Measurements

Our work will require obtaining information and documentation along with making inquiries of staff. We will be contacting you soon to set up an entrance conference in which we can discuss, at a minimum, the areas listed above along with any concerns or questions you may have. Feel free to contact me at (336) 641-4888.

Regards,

Celeste Williams

cc: Jim Albright, EMS  
Mark Payne, Legal