



# Information about Raleigh Fire Department's Lift Assistance Fees

The Raleigh Fire Department receives requests from local care facilities for lift assistance (to manually lift) patients who have no apparent injuries or medical needs. The department has a fee program for these requests (independent living and private residencies are exempt from these fees).

## What is the purpose of the non-emergent lift assistance program?

The intent of the non-emergent lift assistance program is to reduce the number of requests from licensed care facilities for lift assistance with patients that have no apparent injuries or medical needs.

## What is the non-emergent lift assistance charge?

The fee for non-emergent lift assistance is reviewed and approved as part of the City's annual budget process. The current fee amount is effective July 1 of each year through June 30 of the following year and can be found in the **Development Fee Guide** under Section II, Fire Department (visit [raleighnc.gov](http://raleighnc.gov) to see the guide).



[raleighnc.gov/fire](http://raleighnc.gov/fire)



## Which facilities need to pay the fee?

Licensed care facilities include skilled nursing facilities and adult family homes. Independent living and private residences are exempt, and they are not subject to the charge for non-emergent lift assistance.

Facility Type	Fee	No Fee
Skilled Nursing Facility	X	
Adult Family Homes	X	
Independent Living Facility		X
Private Residences		X

## Why the charge?

The non-emergent lift assist fee will be assessed to licensed care facilities each time Raleigh Fire Department personnel help pick up a subject who has fallen, and the resident has no apparent injuries or emergent medical needs. RFD personnel use Wake County EMS' medical protocols to ensure that the person passes a "Well Person Check" and does not need emergency medical services. Should the person fail the "Well Person Check" RFD personnel will render medical care and have an ambulance dispatched.

A lift assist requires no additional medical evaluation or transport to an emergency room, only to lift the resident from one surface, such as the floor, to another, such as a bed or a chair. The lift assist charge is intended to be a disincentive for the practice of using publicly funded emergency services to provide non-emergent assistance to a licensed care facility.

As the call volume of the department increased, it became necessary to discourage private businesses from relying on public emergency services for non-emergent work. When RFD personnel are at a long-term care facility performing a non-emergent lift assist, they are not available to respond for a true emergency.

## If I still have questions, whom can I contact?

For more information, visit [raleighnc.gov](http://raleighnc.gov) and search for "lift assist."

**You can also contact:**  
 Raleigh Fire Department  
 EMS Program Manager  
[RFDEMS@raleighnc.gov](mailto:RFDEMS@raleighnc.gov)