

State of New Hampshire

DEPARTMENT OF SAFETY
OFFICE OF THE COMMISSIONER
33 HAZEN DR. CONCORD, N.H. 03305
603-271-2791

ROBERT L. QUINN
COMMISSIONER OF SAFETY

October 23, 2019

Ronald Sheltry
66 Faraway Rd
Dalton, NH 03598

VIA CERTIFIED MAIL

Dear Mr. Sheltry:

Pursuant to RSA 153-A:14, the Department of Safety, Division of Fire Standards and Training & Emergency Medical Services (FST & EMS) has the authority to perform investigations when the "...director has reason to believe that any licensed or unlicensed individual or entity is in violation of RSA 153-A or any rules adopted ..." On May 6, 2019, the Department received an allegation that you delayed patient care to a patient that requested Emergency Medical Care.

The allegations indicated potential violations of the following EMS statutes:

RSA 153-A:13 (a) Negligence or incompetency in performing authorized services.

RSA 153-A:13 (d) Knowingly making misleading, deceptive, untrue, or fraudulent representations or engaging in unethical conduct including, but not limited to, conduct likely to deceive, defraud, or harm the public or demonstrating a willful or careless disregard for the health or safety of a client/patient or practice harmful or detrimental to the public. Proof of actual injury need not be established.

The Division reviewed the complaint and performed an initial investigation. After reviewing response information, the following was determined:

- A patient accessed the 911 system and Mr. Ronald Sheltry and Carol Sheltry responded as members of Dalton Fire Rescue along with a non-EMS licensed fire fighter. No other members of Dalton Fire Rescue responded.
- Your dispatch informed you that the patient did not want you or Carol Sheltry on the property. You complied with the patient's orders and did not enter the property.
- This delayed the arrival of available medical care from Dalton, however this was the decision of the patient.

- When confusion arose over the radio if other responding units should stop their response, you clarified over the radio that the responding mutual aid units and transporting agency, Whitefield Fire Rescue, should continue to respond.
- There is no evidence that you took actions that delayed medical care or delayed Whitefield Fire Rescue, other than complying with the patient's orders.

Therefore, the complaint is considered unfounded and is hereby dismissed.

Accordingly, the allegation that you are in violation of **RSA 153-A:13, I(a)** by "Negligence or incompetency in performing authorized services" is deemed **unfounded**.

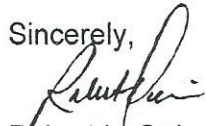
Given the above findings, the allegation that you are in violation of **RSA 153-A:13, I(b)** by "Rendering treatment not authorized under this chapter" is deemed **unfounded**.

Given the above findings, the allegation that you are in violation of **RSA 153-A:13, I(d)** by "engaging in unethical conduct . . . demonstrating a willful or careless disregard for the health or safety of a client/patient or practice harmful or detrimental to the public." is deemed **unfounded**.

If you should have any questions, please do not hesitate to call Nick Mercuri, Chief, Fire & EMS Strategy and Planning at (603)223-4200.

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Sincerely,



Robert L. Quinn, Commissioner
Department of Safety

cc: Deborah Pendergast, Director of Fire Standards and Training & EMS
Nick Mercuri, Chief Strategy and Planning
Richard Cloutier, Compliance Coordinator