

HIGHLAND HOSPITAL



Date: 12/19/2007

From: Dr. John O. Hilmi, M.D., F.A.C.E.P., Medical Director Highland Hospital Emergency
Department

RE: 340 Phone Line for EMS Communication

Priority: [Urgent]

Beginning January 1, 2008 we are implementing the use of our **340 Phone Line** for EMS communications. All EMS providers are to call in **every** patient. Please provide the following information during the call:

- Rig ID
- Age and gender of patient
- Chief complaint
- ETA

This information will help us to meet our goal of providing excellent service to our community by getting our ambulance patients into a bed as soon as possible, this will allow for a much more efficient triage process and will improve our efforts to give very good care to each and every patient as well as our EMS providers.

In the case of a critical patient please call 341-6444 and speak to a medical control physician directly.

I will thank you in advance for all of your efforts and cooperation in making this a successful and more efficient communication between all EMS providers and our staff at Highland hospital's emergency department. In addition, thank you again for your patience during this difficult construction period.

JH/JLA