



October 31, 2019

Hello EMS partner,

Beginning on Wednesday, November 6th, you will notice a change when you call for online medical direction at the Buffalo General Medical Center. Your call will start with a voice greeting that will say the following:

"You have reached the medical direction line at the Gates Vascular Institute at the Buffalo General Medical Center. For stroke or neurological medical direction, press 1. For STEMI, cardiac or other general medical direction, press 2."

This entire greeting lasts only 15 seconds, but it will get you to the physician you need to speak to concerning your patient. Stroke and neurological questions and reports will be directed to our purple pod physicians who will be caring for your patient when you arrive. STEMI, cardiac and general medical questions and reports will be directed to our green pod physicians who will be caring for your patient. All Lifenet EKGs are sent to the physicians in our green pod and they will have your 12 lead EKG right in front of them when you are discussing patient care with them.

As a fail-safe measure, if you accidentally press a number other than "1" or "2", the medical direction phone will ring in both of our acute care pods. Likewise, if the department is busy and a physician is unable to answer the medical direction phone within four rings, the medical direction line will default to ringing in both acute care pods.

We believe that this change will improve the efficiency of care for both you and your patients. Please email me at jborton@KaleidaHealth.org should you have any questions or concerns regarding this new process. Again, thank you for all you do to provide the best care for your patients.

Sincerely,

A handwritten signature in blue ink that reads "Jason A. Borton, M.D.".

Jason A. Borton, M.D.

EMS-physician liaison, Buffalo General Medical Center/Gates Vascular Institute