



IN CASE OF EMERGENCY There's a New Number to Remember

IT'S A NUMBER that we are taught from childhood. Dial 9-1-1 in an emergency. Now there's a new number to remember...719-5000. Dialed from either a (516) or (631) area code, that number will put you in touch with the emergency response hub of the nation's second largest integrated healthcare delivery systems — North Shore-LIJ's Center for Emergency Medical Services (CEMS).

North Shore-LIJ's CEMS is equipped to respond to any emergency medical situation, providing transport in a fully equipped ambulance to the hospital of your choice. This is beneficial to patients whose physicians are not affiliated with the hospital nearest their homes.

"Patients do have a choice of where our ambulance will take them," said Jonathan Washko, Assistant Vice President of the CEMS. "So, for example, Smithtown residents who wish to be transported by ambulance to Huntington Hospital where their doctors practice can call us and we will take them to Huntington, as long as it is safe, appropriate and within local protocol to do so."

Patients who call this number will be fully assessed through a process called telephone triage by a professional first responder. All CEMS dispatchers are trained emergency medical technicians (EMTs) and paramedics with additional



Ambulances are fully equipped for advanced life support.

emergency medical dispatch training.

Sitting in a state-of-the-art communications center at CEMS headquarters, CEMS dispatchers use sophisticated computer tracking systems to determine precisely how long it will take for a North Shore-LIJ ambulance to reach the caller's location. In the event of a life-threatening emergency, if a CEMS ambulance cannot reach the patient within an acceptable amount of time, the dispatcher will automatically contact the closest volunteer ambulance company to arrange for them to respond. CEMS personnel are also trained and qualified to teach callers to manage the emergency

until help arrives. While on the telephone, they can teach callers to provide emergency first aid, perform life-saving techniques such as cardiopulmonary resuscitation (CPR) or even deliver a baby if necessary.

With a fleet of more than 100 plus vehicles and a staff in excess of 500 EMT/paramedics, the CEMS covers all five boroughs of New York City as well as Nassau and Suffolk Counties. Ambulances are strategically located throughout Long Island in order to ensure timely response to emergency calls throughout the region.

As part of North Shore-LIJ, the CEMS keeps a sharp focus on the quality of the services it delivers.

"We carefully measure our response times as part of our commitment to providing the right care to the right patient within the right amount of time," said Mr. Washko. "We make sure that we respond to each call by sending the closest, most appropriate ambulance."

Private and government insurance cover the cost of emergency ambulance transport, with out-of-pocket fees incurred only for mileage that exceeds certain parameters.

In an emergency, minutes count. So does the skill and expertise of the first responder. Remember 719-5000 to connect you and your loved ones to the professional team of emergency responders from North Shore-LIJ. //

