



# Saint Anne's Hospital

A CARITAS FAMILY HOSPITAL

## MEMORANDUM

TO: All Ambulance Services and Fire Departments

FROM: Andrew Old, M.D.

DATE: November 17, 2009

RE: GUIDELINES FOR AMBULANCE PARKING DURING OUR  
UPCOMING CONSTRUCTION PROJECT

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Beginning in November, 2009, Saint Anne's Hospital will begin construction to renovate and expand both the Emergency Department and the Operating Suites. The construction will occur in the courtyard where the existing Emergency Room entrance/ambulance bay is located. This expansion effort will obviously impact ambulance traffic. We will do everything possible to minimize the impact on delivery of care to our patients during construction. Meetings will be held on a regular basis during this entire process that will allow for ongoing review of the construction process and the impact to our patients and ambulance services. At any time if questions or concerns about this process develop, please contact Dr. John Arcuri or myself at 508-675-5600 ext 2454.

I understand the challenges that we will face over the next 10 months as we conduct ongoing operations during construction. When it is over, Saint Anne's will have 3 new state of the art operating suites and a 27-bed Emergency Department that includes 23 private rooms, decontamination area, and an EMS documentation area. We have developed the following procedures around patient transports to and from Saint Anne's Hospital.

## SAINT ANNE'S HOSPITAL

### **GUIDELINES FOR AMBULANCE PARKING DURING OUR UPCOMING CONSTRUCTION PROJECT**

#### **911 EMERGENCY AMBULANCE TRAFFIC**

- 1) The existing ambulance bay will continue to be used. Note that there will only be space for two emergency services vehicles at a time.
- 2) After unloading patient and transfer to the emergency department staff, the ambulance will ***immediately*** be moved to allow arriving emergency vehicles access to patient drop off area.
- 3) Ambulances will be moved to a marked/designated Emergency Medical Services parking area which will be located on Middle Street immediately adjacent to the current Ambulance entrance.
- 4) This area will be designated for parking only. Under no circumstances will patients be loaded or unloaded from this area. Signage will be posted to direct you to ED ambulance staging area.

#### **EMERGENCY DEPARTMENT INTERFACILITY TRANSFERS**

- 1) On arrival to the Emergency Department you will park your ambulance in the EMS parking area located on Middle Street immediately adjacent to the current Emergency Department Ambulance entrance.
- 2) Your vehicle will remain in this area until patient is completely ready for transport.
- 3) The ambulance will then be moved to the Emergency Department ambulance entrance where patient may then be loaded into the ambulance and secured.
- 4) Under no circumstances will the EMS parking area be used to load and secure a patient.

#### **PRIVATE SERVICE NON-EMERGENCY TRANSPORT/PICKUP**

- 1) You will no longer access the hospital from the current emergency department courtyard.
- 2) Emergency vehicles for routine transfers, appointments, and diagnostic imaging will be staged at the north entrance at the corner of Middle and South Main Streets. A designated area will be marked for EMS Vehicles.
- 3) You will use this area to load and unload your patients.
- 4) Proceed to Hospital's main entrance to access all areas of the hospital.
- 5) Access to Hudner Oncology will remain unchanged. Ambulance traffic may continue to use current location for drop off/pick up.

We ask your assistance and patience during the construction phase and would like to thank you for your anticipated cooperation.