



**UNIVERSITY AT BUFFALO**  
STATE UNIVERSITY OF NEW YORK

Department of Emergency Medicine  
School of Medicine and Biomedical Sciences  
Erie County Medical Center  
462 Grider Street  
Buffalo, New York 14215  
(716) 898-4430

June 1, 1995

Dear EMS Captain:

We recently learned that many prehospital care providers are not aware that the Erie County Medical Center can be contacted for medical direction. Please encourage each of your prehospital care providers to contact us whenever they have questions regarding the patient care an/or whenever directed to do so by the currently accepted WREMS Protocols.

Clearance to contact a physician at the Erie County Medical Center must first be obtained from MERS control by contacting them either on 155.325 or 155.340, or by phone at 898-3696. Depending on the nature of the call (i.e., a surgical or a medical nature) MERS control will then instruct your prehospital care providers to phone the surgical emergency department command phone (i.e., "L4") at 898-4888 for all calls of a trauma or surgical nature (e.g., abdominal pain, lacerations, fractures, etc.). For medical nature calls (e.g., chest pain, shortness of breath, etc) they will be instructed to contact the medical emergency department command phone (i.e., "L1") at 898-4391, or the backup command phone (i.e., "L2") at 898-4942.

Ideally, your prehospital care providers should not delay transport and should therefore contact us while enroute from a cellular phone. However, landlines (e.g., at the patient's home) may be used as the situation warrants. Less desirably, medical direction can be obtained using either 155.325 or 155.340 if phone contact is not available. As a last resort, your dispatch center can be used to relay this information.

Finally, after your prehospital care provider's communication with the medical command physician is terminated, your prehospital care provider should then recontact MERS control to inform them that the line is now free.

Again, please encourage your prehospital care providers to contact the Erie County Medical Center whenever they have any questions regarding patient care issues. Please feel free to contact me if you have any questions regarding this policy, or if I can be of any further assistance to you.

Sincerely,

A handwritten signature in black ink, appearing to read "Anthony J. Billittier IV". The signature is fluid and cursive, with a large initial "A" and a long horizontal stroke extending to the right.

Anthony J. Billittier IV, M.D.  
Medical Director Prehospital Care  
Erie County Medical Center

AJB:gs