



OSF[®]

SAINT JAMES - JOHN W. ALBRECHT
MEDICAL CENTER

Emergency Medical Services

Memorandum

To: ALL OSF Saint James EMS Transport/Non-Transport Providers

From: Andrew Larsen, EMS Manager 815-842-4938 and Dr. Rushforth EMS Medical Director

Date: 2/08/2016

Subject: System Wide Response Times

A reminder to all EMS provider agencies in the OSF Saint James EMS System in regards to response times. All agencies, both fulltime and volunteers, should be make every **feasible and safe** attempt to respond to an emergency call for help within a time frame of six minutes of being dispatched. This was on the system application that all agencies turned back in to the EMS system and the state. In reality, IDPH expects the six minutes in primary areas to be from dispatch to on scene, the system realizes that rural EMS and especially volunteer services would be hard pressed to live up to that standard. We do believe, however, that this goal time of six minutes can be attained in a safe manor for emergency personnel and the public. If you feel that your agency is unable to respond within this time frame, then please submit in writing to the Medical Director, the response time your agency will be able to consistently meet.

Overall, agencies have been doing well, but we all know that there is always room for improvement. I am proud of our agencies and know that we as a system will continue to strive for improvement in this area as well as others. If anyone has any questions or concerns, please feel free to contact the EMS office. Thank you all for all your dedication and commitment.