

BRADY FIRE/EMS
216 W. Commerce
Brady, TX 76825
Ph. (325) 597-2311

July 23, 2014

Texas Department of State Health Services
Charles A. Smith – EMS Specialist
2301 North Big Spring Street
Midland, Texas 79705
Email: Charles.smith@dshs.state.tx.us

Re: Complaint Control Number: 1080141649
Respondent: City of Brady Fire/EMS

Dear Mr. Smith:

This letter is our written statement responding to the complaints against the City of Brady Fire/EMS. The City of Brady Fire/EMS denies these complaints and will furnish all supporting documentation relative to these complaints. We have consulted with our Medical Director Dr. Charles Benham M.D. who has reviewed the last six (6) months of our run reports for any issues relating to the complaint allegations. On Monday July 21, 2014 Chief Lyle Daniel and Traci Enix discussed with Dr. Charles Benham his findings in the review of our run sheets. Nothing was found to support any of the allegations made in the complaint against the City of Brady Fire/EMS. Dr. Charles Benham will be furnishing this information to you.

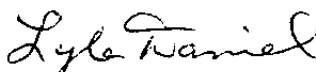
Each number below correlates to the same number on the Complaint Control Number 1080141649 letter we received from the Texas Department of State Health Services.

1. A copy of the City of Brady Fire/EMS protocols will be furnished (see attachment). For by-pass protocols please reference page 0 "Introduction" the last paragraph as well as pages 35 through 40. Also please reference the letter from the Heart of Texas Memorial Hospital dated June 21, 2011 as well as a follow up letter from Dr. Charles Benham Re: EMS diversion/Transport policy dated June 24, 2011.
2. Please reference the letter from the Heart of Texas Memorial Hospital dated June 21, 2011 as well as the follow up letter from Dr. Benham Re: EMS/Transport policy dated June 24, 2011. These letters define our by-pass policies along with the protocols.
3. Please reference the letters listed in #2 above as these are written by-pass agreements signed by the Heart of Texas Memorial Hospital Administrator Mr. Tim Jones as well as Dr. Charles Benham's letter Re: EMS/Transport policy signed by Dr. Charles Benham.
4. Since the letter from the Heart of Texas Memorial Hospital dated June 21, 2011 a verbal agreement to change paragraph four (4) has been updated to change this paragraph to all stemi's regardless of location inside the city limits or outside of the city limits. This is an attempt

to stay within the 90 to 120 minute window of reaching a heart cath lab or specialized cardiac center as none are available locally.

5. The requirement to follow the protocols is set forth on page 0 under the "Introduction" and also in a signed letter from Dr. Charles Benham titled "Certification of Medical Protocols". These documents are both included in our protocol book.
6. A copy of the letter from Dr. Charles Benham allowing EMT Basics to use Epinephrine 1:1000 to be administered subcutaneously for the treatment of anaphylaxis only when properly trained is included in the protocol book. This allows replacement of the Epi-Pen Auto Injector and Epi-Pen Jr. Auto Injector. This is also addressed on page 74 of the protocol book under Allergic Reactions/Anaphylaxis.
7. The City of Brady Fire/EMS allows by-passes of the local hospital in situations set forth in the Medical Protocols, the letter set forth by the Heart of Texas Memorial Hospital and Dr. Benham's letter Re: EMS/Transport policy. City of Brady Fire/EMS does not routinely by-pass the local hospital. The Medical Protocols give the medic or the incident commander the ability to make the determination upon evaluation of the situation and extent of injury or illness as well as department man power along with response times. Since January 1, 2014 through July 23, 2014 the City of Brady Fire/EMS has responded to 518 emergency 911 calls for service. The City of Brady Fire/EMS has diverted or by-passed the local hospital 51 times or 10% of the calls for service. The City of Brady Fire/EMS routinely does Q/A on all calls and has not found any concerns with the by-passed calls noted above. The City of Brady Fire/EMS has experienced an increasing number of patients adamantly requesting to be transported to facilities other than the local hospital. This is due to an increasing number of patient who are becoming dissatisfied with the local hospital as well as a numerous amount of patients whose Specialist are located at other surrounding facilities. In speaking with Dr. Benham in regards to the increasing number of EMS patients requesting transport to medical facilities other than the local hospital ER, he suggested we implement a form to capture the patients request in addition to documenting the request in our run sheets. We immediately authored a form for this purpose, see the attached "Facility Request Form". The senior medic on the transport has the responsibility of explaining all information regarding the facility request form and obtaining appropriate signatures as required.
8. The City of Brady Fire/EMS Medical Protocols, letter from the Heart of Texas Memorial Hospital and the letter from Dr. Charles Benham Re: EMS/Transport policy as well as patient request all are used to determine what illnesses and injuries and/or treatment factors require by-pass of the local hospital. These are explained within the Procedures section of the protocols beginning on page 20. Any additional guidance needed is requested from our Medical Director Dr. Charles Benham or his designee the ER Doctor on duty at the Shannon Hospital ER. The final decision after all considerations regarding severity of injury, availability of Specialist, availability of Air Transport, response times of personnel and equipment as well as patient rights or request ultimately is the decision of the lead medic or incident commander.
9. Please see attached letters.
10. Please see attached documentation.

Should you have any additional questions or need any additional information please contact Chief Daniel at City of Brady Fire/EMS using the contact information below. Thank you.



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Brady, Texas 76825
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