

Memo

To: All EMS Providers
From: Premier Health EMS Center of Excellence
Date: 12/10/2024
Re: Connectivity Issues

We are currently experiencing connectivity issues due to a cut fiber line, which is affecting our ability to receive EKGs to any Premier Health Emergency Department. While this issue is being actively addressed, we are unable to receive transmitted EKGs at this time.

However, please be assured that EMS can still activate an AMI Alert based on the EMS provider's clinical impression and the interpretation of the 12-lead EKG. Phone or radio reports must clearly indicate that the patient shows definitive evidence of an AMI. Please refer to GMVEMSC Cardiac Alert Protocol, Section 2009, for guidance on these cases.

We are actively working to resolve this issue, and teams are continuing to monitor the situation. Unfortunately, at this time, we do not have an estimate for when the connectivity issues will be fully restored.

Thank you for your attention and cooperation in ensuring continued patient care during this time.

If you have any questions or concerns, please don't hesitate to reach out.

Sincerely,
Elizabeth Sheridan
EMS Coordinator Supervisor
Premier Health