



COMMONWEALTH OF VIRGINIA

COUNTY OF HENRICO

Division of Fire

An Internationally Accredited Fire Service Agency



October 27, 2020

Dear Executive Officers and Facility Administrators,

The Henrico County Division of Fire (Henrico Fire) greatly appreciates your efforts to protect your residents and staff from the spread of COVID-19. As restrictions are lifted and as Virginia sees an increase in community-acquired infections, our agency is reminding our personnel and community partners to stay vigilant – wear masks in public, practice social distancing, and encourage employees not to come to work if they are sick.

Over the past two months, Henrico Fire and the local area hospitals have seen an increase in call volume. Recently, wait times for patients and EMS entering emergency rooms have approached one hour. Due to required patient distancing, patients remain in the emergency room for longer periods before being admitted. Also, non-emergent patient transports place a burden on the 911 system. Therefore, we ask that you please consider calling a private ambulance service for low-acuity patients. This will enable Henrico Fire to remain in service for our community's emergent calls.

Our 911 dispatchers will continue to request that patients be masked and brought to an exit with all their necessary paperwork and documentation if possible. Additionally, the communication's officer and the ambulance EMS provider will ask if the patient is currently positive, awaiting test results, or has had COVID-19. Hospitals are requesting this information from our providers prior to EMS arrival to plan for appropriate distancing/isolation and to ensure adequate resources for the continuation of patient care.

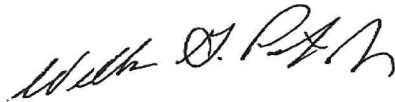
As this pandemic evolves, we want to remind you that we are all in this together and that communication is the key. If you anticipate an increase of COVID-19 cases in your facility, please contact our Patient Care Coordinator, Monty Dixon at (804) 501-7233. This allows Henrico Fire to alert the stations serving your facility and adjust staffing accordingly. In return, if you need help acquiring resources including personal protective equipment, COVID-19 testing for your facility, or specialized training for employees on medical equipment or procedures, please contact Jelisa Turner, Patient Care Navigator, at (804) 501-4915.

For your reference, private non-emergency ambulance transportation services that operate within Henrico County include:

American Medical Response	(888) 267-7828
Delta Medical Transport	(804) 755-7774
Delta Response Team	(833) 378-7828
Royal Medical Transportation	(804) 873-5899

Onsite Medical Care	
Dispatch Health	(804) 709-0080

Very respectfully,



William G. Poston
Deputy Chief of Operations