**Emergency Medical Services Observation**

**Mount Sinai Emergency Medical Services**

Welcome to Mount Sinai EMS service! We look forward to having you observe prehospital care in the ambulances of our system.

**A Brief Introduction:**

Mount Sinai EMS is hospital-(system)-based EMS service with all aspects of operations run by the Division of EMS within the Department of Emergency Medicine. We contract with the Fire Department of New York City to provide 9-1-1 services on the Upper West Side, Upper East Side and Harlem. We run 12 full-time 9-1-1 ambulances both ALS and BLS levels of care, as well as 2 “enhancement units” part of the year.

**Scheduling an observation experience:**

Please contact the emergency medicine interest group at **EMIG.Sinai@gmail.com** who will arrange the logistics of your observation experience. They will instruct you as to preparation for an observation experience.

**Where to meet the ambulance:**

**Mount Sinai St. Luke’s Hospital: 113th Street between Amsterdam and Morningside**

Ambulances can be found at 113th St and Amsterdam Avenue, where the crews perform handover of the vehicle at shift change. Usually you can find them in the ambulance bay or on the North side of 113th st closer to Morningside Avenue. You may have to inquire with the individual paramedics or EMTs to find the ambulance to which you are assigned.

**Mount Sinai West Hospital: 59th Street between 9th and 10th Avenue**

The EMS office is directly inside the ambulance entry to the Emergency Department. If the office is open, please introduce yourself to the EMS manager or staff inside and they will assist you. If there is no one there, any Mount Sinai EMS employee would be happy to help you find the appropriate crew.

**Observation Expectations:**

Many of the expectations for riding with an ambulance crew will be similar whether you are with the Mount Sinai Hospital units or with MS St. Luke’s and Roosevelt Units. Here are a few important points:

1. **Arrive early to the designated site EARLY!**  The crew must deploy as close to the designated start time and depart for the appropriate cross street location. They cannot wait for you to arrive to begin their tour.
2. **Dress Appropriately**: Think business casual with a bit more comfort in mind. NO SCRUBS! Please wear shoes that are comfortable, but no sneakers. Khaki pants (or whatever color) and a button down or polo shirt.
3. **Wear your Hospital ID at all times:** Do not wear EMS gear – it is important that bystanders, patients and others do not confuse you for EMS providers – although we are all medical providers, the EMS crews are bound by specific rules dictating 9-1-1 operations.
4. **Do not bring valuables or dangerous items on the ambulance:** While you are encouraged to bring reading material, a stethoscope, shears and pen lights, please do not bring weapons or anything that is expensive or difficult to replace.
5. **Bring a snack and drink with you:** Breaks can be unpredictable and we want you to avoid hypoglycemia…
6. **Scene Safety:** EMS operates in an unpredictable environment everyday. You must rely on the EMTs and Paramedics for scene safety. Do not wander away on your own or attempt to confront a dangerous person or situation. Often your EMS colleagues will have a sense of situation and will give appropriate instructions.
7. **Mass Casualty Calls:** You are not allowed to be on a mass casualty scene because you do not have appropriate equipment – we are not covered by insurance to take on the liability. Please understand that you may be dropped off at a subway or another convenient location prior to the ambulance going to a scene

Please see Observer Policy for further information regarding ride-along policy.

**IMPORTANT CONTACT INFORMATION**: Please contact us for any questions or problems during your shift. If it is not urgent or related to other scheduling or related issues please email Michael Redlener as below.

Operations Supervisor Office: (212) 523-6532

Ricardo Mendoza, EMS Operations Manager ricardo.mendoza@mountsinai.org (212) 523-6537

Michael Redlener, MD Medical Director: Michael.Redlener@mountsinai.org or (646) 385-4833

Thank you for joining us and be safe!