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STATE OF MAINE
DEPARTMENT OF PUBLIC SAFETY
MAINE EMERGENCY MEDICAL SERVICES
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OPERATIONAL BULLETIN

Bulletin #	Title		Date Issued
#2020-11-20-01	Operational Changes at the Togus VA Medical Center in Augusta, Maine		November 20, 2020
Superseded	Released By:	Source:	Page(s)
N/A	Maine EMS	Maine EMS, Togus VA Medical Center	2 and attachment
Approved By:	J. Sam Hurley, MPH, EMPS, NRP (Maine EMS Director)		

The Togus VA Medical Center is making an operational change to how they receive ambulance transfers at their facility due to construction. They are requesting that interfacility transports no longer utilize the ambulance bay at the emergency department for the foreseeable future.

All ambulances transferring patients to or from the Togus VA Medical Center are to use the North Loading Dock of Building 200, located behind Building 209, rather than ambulance bay outside of the emergency department.

Ambulances must notify the on-duty Patient Care Coordinator (PCC) approximately 20 minutes prior to arrival by calling (207) 623-8411 Ext. 4880 and asking to speak to the PCC. Doing so allows time for the PCC to meet the crew at the docks and escort them through the facility and to prepare the receiving or sending unit for patient transfer. If you are unable to call en route, please be sure to call the PCC once you arrive at the North Loading Dock and prior to entering the facility.

If you are unable to reach the PCC, please call (207) 623-5755 for the Togus 911 Dispatcher. They will take your information and notify the appropriate parties of your arrival or impending arrival.

Attached:

Aerial view map of the facility noting the locations for pick up/drop off.

● **Excellence** ● **Support** ● **Collaboration** ● **Integrity** ●

PHONE: (207) 626-3860

TTY: (207) 287-3659

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With offices located at the Central Maine Commerce Center, 45 Commerce Drive, Suite 1, Augusta, ME 04330

Togus VA Medical Center Contact Numbers

<u>Who to call</u>	<u>When to call</u>	<u>Number to call</u>
Patient Care Coordinator (PCC)	20 minutes prior to your arrival at the Togus VA Medical Center	207-623-8411 ext. 4880
Togus 911 Dispatcher	Only call if you cannot reach the PCC	207-623-5755

