



BRADY
THE CITY OF
TEXAS

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July 28, 2014

Texas Department of State Health Services
Charles A. Smith – EMS Specialist
2301 North Big Spring Street
Midland, Texas 79705

Re: Complaint Control Number 1080141649
Respondent: Mayor

Dear Mr. Smith:

This letter is in response to the complaint filed against the City of Brady Fire/EMS on July 16, 2014. The complaint alleges that the City of Brady Fire/EMS has failed to follow the Medical Director's protocol; performing advanced level or invasive treatment without medical direction or supervision; or practicing beyond the scope of certification or licensure; and routinely bypassing the local hospital emergency department.

Over the year I have been Mayor, I have received many written and verbal complaints about many things. I never received any "customer" complaints about our Fire/EMS service. To the contrary, I have heard many glowing praises of their professionalism and expertise.

I have had conversations and meetings with members of the hospital board and one doctor at the clinic. They have expressed their concern that our Fire/EMS crews do not communicate with their hospital ER before transporting patients on 911 calls. My follow up to those concerns have always indicated our Fire/EMS crews provided the required excellent service while appropriately communicating with their medical director.

If you have further questions or need more information, please contact me.

Sincerely,


Anthony W. Groves
Mayor