



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: Brady City Manager

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.

The City of Brady has not received any complaints in the City Manager's office from citizens of Brady and McCulloch County. There have been no complaints by patients or family members filed in our offices relating to the above allegations or any other services provided by the City of Brady Fire/EMS. There have been some informal complaints over many years from Board members of the local Heart of Texas Hospital and some local doctors questioning why various patients were not taken to the local hospital and city staff has addressed those questions as they arise.

The City of Brady Fire/EMS does not routinely by-pass the local hospital according to the number of calls compared to the number of by-passes of the local emergency department. Of 518 calls the City of Brady Fire/EMS only by-passed the local hospital 51 times or 10% of all calls since January 1, 2014. We do not see a concern with this percent of by-passes when you take into account the large county area (1073 square miles) and five (5) major highways (that experienced several major wrecks this year) of which the Brady Fire/EMS is solely responsible for covering.

Several patients do request transport to surrounding facilities where their specialized doctors are staffed. We support patient right of choice when requesting a facility to provide their health care.

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

Sincerely,

Kim Lenoir
City Manager