

## Our Promise of Service to You



For more than two decades, Wheaton Franciscan Healthcare Paramedic Services, a hospital-based service, has been committed to providing

prompt, reliable, friendly, and convenient medical care and emergent and non-emergent transportation in the Cedar Valley and surrounding communities. Ambulances are operational 24 hours a day, 7 days a week and are based out of Waterloo, Cedar Falls and Oelwein, Iowa. We have a professional and dedicated staff that is trained in among other things, Basic Life Support, Advanced Cardiac Life Support and Pre-hospital Trauma Life Support. The staff uses family-centered care to build collaborative relationships with patients and their families. We recognize that a family's knowledge of their loved one's condition is an important tool in enhancing quality of care and the patient's outcome. We are committed to meeting the needs of children, the elderly, and families in times of need.

## Emergency Medical Services

The emergency medical services (EMS) field has rapidly evolved. Today EMS staff are considered "Allied Health Professionals" just like nurses, respiratory therapists, and other types of health care providers. EMS staff spend approximately 3 years in paramedic certification programs, many of which are associated with degree programs.

## Critical Care Paramedic Services

We transport patients between facilities who are too ill to be moved by paramedics without the critical care training designation. Our paramedics receive this high level training through the Emergency Medical Learning Resources Center at the University of Iowa Hospitals and Clinics. Critical Care Paramedic Services may be needed when air transport is inappropriate or unavailable. Wheaton Franciscan Healthcare Paramedic Services is one of only a few services in Iowa with the capabilities to offer critical care transport.

## Disaster Response

Wheaton Franciscan Healthcare Paramedic Services has disaster response vehicles and trailers to respond to mass casualty incidents and incidents involving a large number of injured or ill people. Our disaster response equipment is available to all communities where we provide aid and assistance.

## Making a Difference in Your Community

### *Cedar Falls*

Ambulances in Cedar Falls are based out of Sartori Memorial Hospital and on the campus of the Greater Cedar Valley Medical Center (GCVMC) complex. The GCVMC complex is located off Greenhill Road and South Main Street in the growing south part of Cedar Falls and houses a two-person ambulance crew

24 hours a day. A second crew operates out of Sartori. Wheaton Franciscan Healthcare Paramedic Services ambulances in Cedar Falls provide 911 coverage for the City of Cedar Falls as well as back up assistance to various outlying volunteer ambulance services when needed.

When crew members are not responding to calls they assist in the emergency room and other areas at Sartori Memorial Hospital.

When in emergent need of an ambulance call 911. Call 319.272.5893 for non-emergency inquiries.

### *Waterloo*

Wheaton Franciscan Healthcare Paramedic Services ambulances in Waterloo primarily provide emergency and non-emergency ambulance response and inter-facility transports throughout the community, as well as long distance transports for specialized higher levels of care. They also provide back up assistance to various outlying volunteer ambulance services when advanced care is needed. The Waterloo-based paramedics provide back up for the 911 system in Waterloo and Cedar Falls. Although not directly connected to the 911 system, the ambulances in Waterloo can be called for emergency responses by calling 319.236.1717. The Waterloo-based ambulances also transport patients for the Neonatal Intensive Care Transport Team at Covenant Medical Center.

# AMBULANCE

When in emergent need of an ambulance call 319.236.1717. Call 319.272.5893 for non-emergency inquiries.

## **Oelwein**

Wheaton Franciscan Healthcare Paramedic Services ambulances in Oelwein provide 911 coverage for the City of Oelwein and the surrounding areas. They provide back up assistance to outlying volunteer ambulance services when requested as well as inter-facility transports from Mercy Hospital in Oelwein.

When in emergent need of an ambulance call 911. Call 319.272.5893 for non-emergency inquiries.

## **Billing Information**

*When are ambulance services covered by insurance?*

- In an emergency situation.
- In a non-emergency situation if the patient cannot move or sit up on his or her own, or if there are no other means of transportation available.

Medicare and many other insurance companies have guidelines to identify when an ambulance call will be covered.

## **When in doubt, call an ambulance!**

For questions about ambulance transport call 319.272.5893.

For questions concerning your ambulance bill call 319.272.1552 or 1.800.728.0159.

Visit us on the web at  
[www.WheatonIowa.org](http://www.WheatonIowa.org).



**Wheaton Franciscan Healthcare**

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## **Paramedic Services**

Providing compassionate care for the people in Northeast Iowa.



**Wheaton Franciscan Healthcare**

*In Partnership with Schoitz Health Resources*