

Woodland Hills EMS treats a variety of medical emergencies every year. The following is a breakdown of the types of emergencies our staff have encountered in 2020.

Abdominal Pain	115
Allergies	17
Altered Mental Status	29
Animal Bite	3
Assault	32
Back Pain	33
Breathing Problems	331
Burns	3
Cardiac	37
Cardiac Arrest - Medical	33
Cardiac Arrest - Trauma	1
Chest Pain	122
Chest Pain - STEMI Candidate	12
Choking	6
Convulsions / Seizure	3
Dehydration	2
Diabetic Problem	72
Dialysis	2
Dizziness	41
Drowning	2
Eye Problem	3
Fall Victim	417
GI Problem	9
Headache	18
Heart Problems	22
Heat/Cold Exposure	3
Hemorrhage/Laceration	56
Infectious Disease, Covid-19 Confirmed	82
Infectious Disease, Covid-19 Un-Confirmed	49
Infectious Disease, Positive Covid-19 Pre-Arrival Scre	44
Ingestion/Poisoning	12
Lift Assist Only	46
Medical (NOS)	74
Nausea	9
Neurological	7
Other	374
Pain	60
Poison / Overdose	47
Possible DOA	38
Pregnancy / Childbirth	19
Psychiatric Problems	47
Seizure	45
Shock	1
Sick Person	65
Stab/Gunshot Wound	8
Stroke/CVA	33
Traffic Accident	145
Trauma, Adult	20
Trauma, Pediatric	4
Unconscious / Fainting	71
Unknown Problems	7
Vomiting	17
Weakness	35
Total	2783

Woodland Hills Emergency Medical Services

- Car Seat Tech on Staff
- Staffed 24 Hours a Day, 7 Days a Week with 32 Certified Paramedics & EMT's
- Four Advanced Life Support Ambulances
- Unlimited Emergency Services
- Affordable Subscription Rates
- CPR & First Aid classes available
- Community Activity Coverage
- Tours & Demonstrations

Explanation of Subscription Rates

INDIVIDUAL	Individual coverage for a resident living alone. Covers up to 50% of the portion of ambulance billing not paid by insurance.
FAMILY	Covers a resident family living at the address of service recipient. Covers up to 50% of the portion of ambulance billing not paid by insurance.
SENIOR	Individual coverage for a resident senior citizen, aged 62 and over, living alone. Covers up to 50% of the portion of ambulance billing not paid by insurance.
SENIOR FAMILY	Covers a resident senior family (at least one household member) property owner living at the address of service recipient. Covers up to 50% of the portion of ambulance billing not paid by insurance.
BUSINESS	Covers an owner or employee non-resident of the primary communities we serve for up to 50% of the portion of ambulance billing not paid by insurance.

Woodland Hills EMERGENCY MEDICAL SERVICES 2021

Subscription Drive



Proudly serving the communities of:

**Braddock Hills
Chalfant
Churchill
Forest Hills
Wilkins Township**

WHEMS strongly encourages all community members and businesses to subscribe to our service. This is an important part of our annual budget, and will also help ensure that your bill will be significantly reduced. Please consider your coverage very carefully!

Woodland Hills Emergency Medical Services

Dear Friends and Neighbors of Woodland Hills EMS (WHEMS)

First and foremost, the Board of Directors of WHEMS wishes to thank the residents within the communities that we serve for their continued support and generosity. It is only through your support that we are able to maintain our existence in order to help you in your time of need. Especially during this time of the Covid-19 virus pandemic.

It is with pleasure and satisfaction that we are able to report that the financial situation of your community EMS service has continued to stabilize throughout 2020 even with all the increased expenses and revenue decreases due to the Covid-19 requirements and restrictions. Although we are not completely satisfied with our current financial status due to the increased expenses and decreased revenue, we have complete satisfaction in saying that we have always served and will continue to serve your needs during this pandemic and that you can rest well knowing that WHEMS is **here to stay and stands ready to help you during this Covid-19 pandemic and into the future!**

We are grateful for the continued demonstration of support that we receive from our local community governments. WHEMS does not receive much in the way of your tax dollars aside from the minimal per-capita donation that has been provided annually for a number of years and we are very grateful for this continued support. Our income from your tax dollars amounts to less than two percent (2%) of our overall budget which is why we are so heavily dependent upon the annual subscription drive, **your additional donations** and our billing for service.

Our EMS staff has been incredible, continuing to provide quality service during such a trying time of this pandemic. These **"Front Line First Responders"** are the true **"Hero's"**. Our communities can be proud of the exceptional men and women that crew our ambulances 24 hours a day, 7 days a week. Their dedication to their profession and the citizens they serve is why Woodland Hills EMS is regarded as one of the premier ambulance services in the area.

What can you do to help WHEMS? **First** of all, subscribe to the service annually. This provides a much needed source

of basic revenue to WHEMS, and helps you by reducing your financial responsibility when WHEMS responds to help you in your time of need. **Secondly**, when you utilize our services, please understand that we need that revenue from billing to sustain our operations. WHEMS has cut its budget as much as it can **without** sacrificing any services or patient quality of care. If you can't pay your bill all at once, please call our office to make payment arrangements. Please understand that those high deductible plans may cause bills early in the year to be larger, so budget for that, remembering the lower overall insurance premiums you pay for those plans. **Third**, talk to your neighbors about becoming part of the WHEMS family by subscribing. Less than 25% of our residents subscribe. Let them know of the benefits in helping us help you. **Finally**, if you are able, please find it in your heart to make an additional donation to WHEMS. **Any additional donations to WHEMS are tax deductible** and very beneficial to operations.

Please remember that subscribing to WHEMS during our annual subscription drive can alleviate a lot of your bill when you call us to assist you. Unfortunately, over 75% of eligible residents and families do not elect to subscribe to the service. A number of those who utilize our services do not pay their bill when it is received. WHEMS is always willing to work out a payment plan, or help those who are truly needy. Also, should your insurance provider be one that pays the bill directly to the patient, **remember** that even if your insurance company sends the billed amount in a check made out to the patient, that money is still owed to and needs to be forwarded to WHEMS. Please "Help us, so that we can help you". For many years WHEMS has been a great asset supporting the quality of life in our communities. WHEMS responds to more than 3000 emergency calls per year, participates in various community events and demonstrations in the schools and provides CPR training as requested. With your continued support, we guarantee that we will always be there for you 24 hours a day, 365 days a year.

Lastly, the Board of Directors is pleased to announce that the leadership of Woodland Hills EMS has remained unchanged and will continue throughout the 2021 year. David Nicholas continues as President of the Board of Directors, Susan Barry as Treasurer and Keith Morse serves in the Secretary position. Continuing to manage the day to day operations and supervision of staff for the service is Frank Mastandrea, Operations Manager.

Again, thank you for your continued support and remember, if you have any questions, please call (412) 351-9111.

Frequently Asked Questions

Q - At what age am I considered a Senior Citizen?

A - 62 Years of age.

Q - I am a senior but my spouse is not, what is our subscription rate?

A - \$40.00 Sr. Family

Q - What is the telephone number I call for an emergency?

A - 911

Q - How much of the bill will my subscription cover?

A - 50% of amount not covered by insurance

Q - How long is my subscription good for?

A - Your subscription is valid from June 1, 2021 through May 31, 2022.

Q - Does the subscription cover visitors to my home?

A - No

Q - How much is the bill?

A - Depending on the care needed between \$950 to \$1,250 per trip.