



BioTel EMS Alert 24-001:
Closure of White Rock Medical Center to EMS Transports
May 1, 2024

Purpose

- To inform BioTel member agencies of the immediate and indefinite closure of White Rock Medical Center (WRMC) to EMS traffic.

Background

- Due to administrative issues, WRMC has experienced an abrupt and critical shortage of physician staffing.
- As of April 30, 2024, WRMC has limited or no access to physician specialty services.
- Resolution of this problem is not expected for at least 15 days.

Effective Immediately:

- In the opinion of the BioTel leadership team, WRMC is currently not able to provide the necessary level of care for patients transported by BioTel EMS agencies.
- Until further notice, **WRMC is no longer an approved destination** for patient transport by BioTel member agency ambulances.
- BioTel agency ambulances shall not transport EMS patients to WRMC.
- When the situation at WRMC is resolved, BioTel will provide notice and updated guidance to all member agency leadership and crews.

Please contact the BioTel Communications Center or your medical directors for questions or concerns regarding this EMS Alert.