

MM: Yes good afternoon, it's Margaret Melanson calling, the CEO of Horizon.

Disp: Hi Margaret, how's it going?

MM: I'm great thank you. Listen I've got a problem and I'm hoping you can help. I've got a patient that needs to get to [REDACTED] from [REDACTED] and I need the patient to go to [REDACTED]

Disp: So I was, uh, so I made a couple calls higher up, they're currently talking about it right now, I can talk to [REDACTED] I'm not sure what he's able to do -

MM- [REDACTED] wasn't able to do anything and that's why I'm calling you. What I need is just somebody to take the patient to [REDACTED] I'll tell the family that they have to take [REDACTED] home, they'll have to figure out getting [REDACTED] home, but [REDACTED] has to go down to [REDACTED] to get assessed.

Disp- Are you good for a conference call? I think I'm going to conference you with my superior because our policy is if they call 911 we transport them to the closest hospital.

MM- Yeah and you see, this is the problem. This is a political issue, [REDACTED] I'll tell you I've got the Premier calling me, I've gotta get this [REDACTED] to [REDACTED]

Disp- Okay just hold on a second I'm just going to put you in with my superior [REDACTED] Hi Margaret, I've also got [REDACTED] on the line.

MM- Hi [REDACTED], listen um I've got a patient, [REDACTED] I need the ambulance to take [REDACTED] to [REDACTED] and I know that's not your protocol to go straight there, but this is a political issue, [REDACTED] and I need for [REDACTED] to be assessed in [REDACTED]

[REDACTED] Okay, is there.. can [REDACTED] make it there on [REDACTED] own?

MM- No, the thing is that I talked to [REDACTED] this is a political issue I realize it's outside your protocol but can you just get [REDACTED] to [REDACTED] and I'll tell [REDACTED] that [REDACTED] is going to have to figure out getting [REDACTED] home, okay?

[REDACTED] So is someone going to accept [REDACTED] in [REDACTED]? Is there offload delays in [REDACTED]? There's more repercussions than whatever happened, so is someone going to accept [REDACTED] in [REDACTED]?

MM- Well the thing is I haven't called [REDACTED] I'll call [REDACTED] next. But the thing is that yeah I'll have to call [REDACTED] for somebody to accept [REDACTED]. Do you want me to get [REDACTED] to call you back?

[REDACTED] I'll have to make a few phone calls Margaret, what's your phone number?

MM- My phone number is [REDACTED]

[REDACTED] Ok.

MM- I mean the thing is [REDACTED] doesn't have to be assessed by a neurosurgeon in [REDACTED] [REDACTED] can just be assessed by the ER Doc in [REDACTED] It's just that it's a political issue, the [REDACTED] upset, the Premier's upset, I need [REDACTED] to go down to be seen there.

[REDACTED] Okay we're going to make a few phone calls and call you back.

MM- Thanks a mil.