



Division of Public Health Services

Office of the Assistant Director

Public Health Preparedness Services

150 N. 18th Avenue, Suite 540
Phoenix, Arizona 85007-3248
(602) 364-3150 / 1-800-200-8523
(602) 364-3568 FAX

JANICE K. BREWER, GOVERNOR

WILL HUMBLE, DIRECTOR

Subject: Investigations

Date: April 6, 2010

Dear EMS Providers:

Due to budgetary and resource reductions, the Investigation Team within the Bureau of EMS and Trauma System, has instituted a prioritization process for current and future complaint investigations. This process will ensure that the health and safety of Arizonans take the highest priority during these times of limited resources.

Specifically, those complaints submitted by the patient, the patient's family or an individual directly involved in the care of the patient that deal with health and/or safety issues will be prioritized.

Investigation of all other complaints will be delayed until time and staff becomes available. All complaints will remain open until the investigation process has concluded.

Sincerely,

A handwritten signature in black ink that reads "Terry Mullins". The signature is written in a cursive style.

Terry Mullins, Chief

Bureau of EMS and Trauma System