

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 2022.

Abdominal Pain	143
Airway Obstruction	2
Allergies	24
Altered Mental Status	26
Animal Bite	4
Assault	33
Back Pain	28
Breathing Problems	358
Burns	2
Cardiac	27
Cardiac Arrest - Medical	26
Cardiac Arrest - Trauma	1
Chest Pain	337
Chest Pain - STEMI Candidate	17
Choking	6
Convulsions / Seizure	17
Dehydration	1
Diabetic Problem	45
Dizziness	38
Eye Problem	9
Fall Victim	349
GI Problem	11
Headache	26
Heart Problems	16
Heat/Cold Exposure	2
Hemorrhage/Laceration	32
Infectious Disease, Covid-19 Confirmed	4
Infectious Disease, Covid-19 Un-Confirmed	1
Infectious Disease, + Covid-19 Pre-Arrival Screen	1
Ingestion/Poisoning	9
Lift Assist Only	227
Medical (NOS)	82
Nausea	12
Neurological	4
Not Entered	424
Other	754
Pain	72
Poison / Overdose	45
Possible DOA	29
Pregnancy / Childbirth	5
Psychiatric Problems	46
Seizure	64
Shock	3
Sick Person	66
Stab/Gunshot Wound	5
Stroke/CVA	142
Traffic Accident	342
Trauma, Adult	21
Trauma, Pediatric	6
Unconscious / Fainting	90
Unknown Problems	22
Vomiting	27
Weakness	36
Total:	4119

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

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 2023

Subscription Drive



Proudly serving the communities of:



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 these challenging economic times.

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 2022 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 feel complete satisfaction in saying that we have always served and will continue to serve you with your medical needs and that you can rest well knowing that WHEMS is **here to stay and stands ready to help you during the coming year 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. During the last few years, we have approached the municipal leaders requesting that they consider implementing the one-half (0.5) mil property tax levy allowed by law to support community ambulance services in place of the subscription program and the per-capita contribution. Currently 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 participation in the annual subscription drive, **your additional donations** and our billing for service. All of which is never a guarantee nor a stable income.

So far, Chalfant Borough is the only municipality that has implemented the property tax levy and has been doing so for three (3) years with full support of council and strong community support. The tax levy has eliminated the annual subscription program and provides coverage for every resident. This also eliminates any balance billing to the patient for any amount that insurance does not pay for treatment and transport to hospitals.

Our EMS staff has been incredible, continuing to provide quality service to our residents during such trying times.

These **“Front Line First Responders”** are the true **“Heroes”**. Our communities can be proud of the exceptional men and women that staff 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. **Secondly**, when you utilize our services, please understand that we need that revenue from billing to sustain our operations. If you are unable to pay your bill all at once, please call our office to make payment arrangements. **Third**, talk to your neighbors about becoming part of the WHEMS family by subscribing. **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.**

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, if you believe, as we do, that the property tax levy would be more beneficial to providing ambulance service coverage to the community for all residents, as well as, a more stable source of revenue, **please contact your municipal leaders and encourage them to consider implementing such a program.**

Again, thank you for your continued support and remember, if you have any questions regarding the annual subscription program, Billing for service or the proposed one-half (0.5) mil property tax levy program allowed by law to fund community ambulance services, please feel to call Frank Mastandrea, Operations Manager at (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, 2023 through May 31, 2024.

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.