



# Quality Tip

## Emergency Department Communication Services

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The Emergency Department (ED) will enhance communication services to patients and practices later this month. When you contact the ED using 531-8333, an automated answering system will be employed to route calls. This routing scheme:

**Press 1 - Hospital Transfers**

Transfers Caller to x284662 MD Network/Hospital Transfer

**Press 2 - Physician or Physician's Office (Ascom phones)**

Transfers Caller to x310013, x310012 or x310011

**Press 3 - For Medical Advice**

Transfers Caller to Medical Advice Script

**Press 4 - Pharmacist**

Transfers Caller to x310005 (Ascom phone)

**Press 5 - Test Results**

Transfers Caller to Test Result Script

**Press 6 or Hold - Other concerns**

Transfers Caller to Secretary x281366, x281367

Additionally, emergency response can be obtained by calling 911, but here are additional numbers to call for emergency transport.

<b>Life Lion EMS and Transport</b>	
<b>Station</b>	<b>Phone Number</b>
<b>Hershey</b>	<b>717-531-3883</b>
<b>Hummelstown</b>	<b>717-566-7180</b>
<b>Lower Swatara</b>	<b>717-939-2690</b>
<b>Palmyra</b>	<b>717-838-4840</b>
<b>Penn State Hershey EMS Fax</b>	<b>717-531-3723</b>

F&CM Department Site: <http://www.pennstatehershey.org/web/fcm/home>

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