

**From:** [Theron Becker](#)  
**To:** [CMHEMS](#)  
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Missouri seems to be showing a slowing of new COVID cases, but I suspect that is urban areas, while rural areas are still on the upward trend and yet to see the predicted impact. You guys are doing great at being vigilant and flexible to changes in patient care and operations. Thank you for being a great team. But, don't let you guard down yet. Keep your distance from patients, limit your aerosolizing treatments, wear an N95 with every patient contact, and upgrade to your full-face respirator when you suspect COVID or are doing a potentially contaminating procedure on any patient.

I've gone through everyone's credentialing, and if your AHA certifications were going to expire in March or April of 2020, I've added 60 days to your expiration date. In a few weeks, we will probably do the same to those expiring in May 2020. If you have an EMT or paramedic license expiring, we will handle those similarly (with a couple of extra steps).

Starting tomorrow, when you start your ambulance, it will prompt you to log in with a voice in the cab. That is all it is going to do for a couple of weeks. Log in by placing your Orbcomm proxy card close to the white box on the window. Three ways to log out:

1. Turn off the ignition.
2. Place your card by the white box again.
3. Or if someone else logs in.

In a couple of weeks, we will have all the bugs worked out to make sure all the sensors and hardware are working. Also, we will have practiced logging in for a while. Then, we will decide on a date to start coaching drivers. We've set the parameters really loosely to start with and can tighten them up later. We will share at a later date all those details of limits on speed, turning, stopping, seat belts, etc. Again, this is truly a "coaching" system that will tell you when you are nearing the limits to keep everyone safe; it is not meant to get anyone in trouble. If you drive safely and follow the prompts when you veer into unsafe criteria, there are no problems. Everyone is human and makes mistakes, especially when emotions play a factor such as a critical patient. Your leadership and the system understands these issues and do not have unrealistic expectations.

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**CMH EMS Mission:**

Provide safe, exceptional, and compassionate care  
to our communities with an emphasis on  
highly trained and empowered staff.