

# Memo

To: Southern Illinois Regional EMS Providers  
From: Dr. Joseph R. Haake, MD, FACEP  
CC: Brad Robinson, EMT-P, EMS Coordinator, Nathan Bressner, EMT-P, System Specialist  
SIH Administration  
Date: 9/27/2017  
Re: Outstanding Service

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Southern Illinois Regional EMS Providers:

This memo is meant to recognize Travis Hicks and Tony Baudino for their outstanding service on a call last month.

Paramedics Hicks and Baudino were toned out to a residence for a medical call during the eclipse weekend when staffing was significantly increased. They found a female patient with non-emergent complaints requesting transport to the hospital. They recognized that she had some medical concerns but these complaints were not acute and were being addressed with her Primary Care Doctor after recent previous ED visits. With their situational awareness, they concluded that there was likely more to this 911 call than meets the eye. They noticed the family of the patient, which included her husband and 2 young children, were without air conditioning and did not have much food. The husband had been away from home working quite a bit and the patient was struggling to adequately care for the household. Medics Hicks and Baudino contacted Medical Control and obtained a refusal for transport. They then contacted dispatch and requested to go Out of Service while there were no pending or active calls and more than adequate staffing. Paramedic Hicks personally obtained a window air conditioning unit for the family and both of the medics went to a local store and bought food for the family. The family was brought to tears by this act of kindness.

Travis Hicks and Tony Baudino displayed exemplary compassion and kindness to this family. Our leadership teams at SIREMS and SIH recognize this as outstanding initiative and a great display of care to fellow citizens.

Thank you, Travis and Tony.

Dr. Haake