

MED EXPRESSIONS

MAY 2020



EMS IN PANDEMIC

After committing to deployment in New Orleans, I honestly thought about backing out. I really didn't know what I was getting myself into; this was NOT a normal deployment. My heart and desire to help overrode my brain and other's concerns.

I didn't know at that time, that I would be gone for the next 40 days! We got our unit placards from the state in Baton Rouge, then traveled to the New Orleans EMS Head Quarters, loaded down with supplies, and luggage. We checked in and got a brief run down of how New Orleans EMS needed paper work done. (We honestly thought at 6 PM coming in that we would be able to go to the house, unload our luggage, etc...). Instead, we were handed radios, and told we could begin by unloading supplies. We activated with their dispatch as "LA012" and started running emergencies.

During the next 40 days, we worked side by side with an elite group of people. The New Orleans EMS staff was absolutely amazing. With their positive outlook paired with their keeping us well fed, it was a joy to work with them!

I was shocked at how the public picked up on us being down there for assistance, too; we were constantly being told "thank you," and even had one lady stop to buy us coffee. Another prayed for us on the side of the road as we passed by with our lights and sirens. Another woman came up to us in a parking lot and said, "Donald Trump sure sent some beautiful ambulances down here!" (Just for laughs). It was so humbling to be made to feel so appreciated.



As an example of schedule, one shift we had five cardiac arrest calls. ONE SHIFT! I think I experienced about every type of emergency there is during this time! LOL! This became the "normal," and because of that I am so much better at my job and more confident in my skills. Our on-scene times got faster, our calls ran smoother. The days were long, but we had our routine. Work, take vitamins, come home, wash laundry, sleep. Repeat! We always managed to stay motivated. And to be honest, it was exciting! A lot of our calls were people scared about the virus. Others needed to go to the hospital, but would rather stay at home than to risk coming in contact with COVID-19, so we would help them weigh their risks of staying at home versus going to be evaluated at the hospital. It was a delicate balance.

On my last shift in New Orleans, dispatch came over the radio to say thank you to me for being down there. And a bunch more crews chimed in to say "thank you," as they knew it was my 40th day and my last shift signing off. I'm not going to lie- it was very emotional and bittersweet. I knew it was time to go home, but part of me wanted to stay. Each day was worth it, and I am so proud of all of us that were able to play a part in this experience. We will forever remember these days, how hard we worked, and the experience and knowledge gained during this deployment. We stayed vigilant about wearing our PPE, taking necessary precautions cleaning our ambulance, taking vitamins, and sanitizing everything. I am grateful after the many positive COVID-19 contacts that we had, I was still able to come back home and test negative!

Jennifer Courtney lives in Montgomery, La. with her three children Payton, Maisey, and Colt. When she's not busy being a mom (the highest hero calling), she enjoys gardening. She's been involved in EMS since 2004.

Heroes Among Us



**CHRIS WOLKING
LAFAYETTE, LA**

The last six weeks have been challenging and rewarding, personally and professionally. I have seen COVID a little more up-close-and-personal than I would like and the damage it can do. I have also seen that beautiful spirit that defines Louisiana and America and the strength that defines us.



ZACHARY CROOKS



LANE ABSHIRE



- Make a point to be kind to someone every day;
- Positivity is more contagious than COVID-19 (:

**NATHANIEL MAJORS
ALEXANDRIA, LA**



**DERRICK ADAMS
ALEXANDRIA, LA**

The COVID-19 Pandemic has been an event that has taken people from all aspects of society and united us, teaching us compassion and reminding us that we are all one people.

Working EMS during this Pandemic has taught me many lessons that I will keep for the duration of my career. Aiding people whether they need actual medical assistance or they just need comforting because they're anxious and scared of the virus. This deployment has taught me humility, compassion, and teamwork, as every EMS agency came together as one team to provide care and to keep each other uplifted as we push through when we are faced with difficult situations. I love EMS, I love MedExpress. We are "One Team One Mission"



COVID-19 changed the way we work, not the work we do. Always stay compassionate and do what's right for your patients.

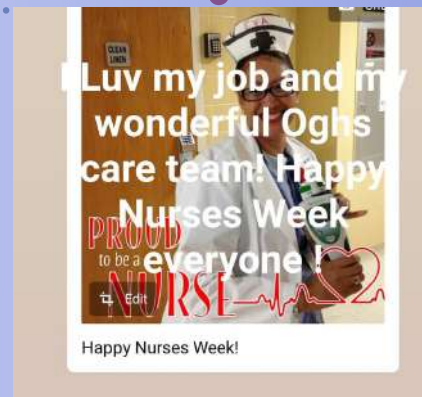
TERRY HARRIS
SIBLEY, LA



During my EMS career, I have been involved in assisting many different states during multiple national disasters. Never have I had to face a threat that I couldn't see. COVID-19 has changed the traditional path of EMS care for now and for the future. Even through the perils, we had brave men and women, not just Med Express, but multiple EMS companies, that came together to answer the call of the needs of others. COVID-19 might divide us by 6 feet, but as I saw during my deployment, it cannot divide our nation. The EMS heroes are just not those who were deployed and mentioned in here, but also all of you who are out there right now. Thank you all for all that you do. We will come out of this stronger than ever.

NATE RUSSELL
MARKSVILLE, LA

Celebrating our community heroes



MED EXPRESS AMBULANCE SERVICE, INC.
MEDEXPRESS EDUCATION



MEDEXPRESSAMBULANCE

Check out our FB education page for info about ongoing classes!

READY TODAY. PREPARING FOR TOMORROW.

MARK MAJORS, PRESIDENT & CEO

Noble acts in time of crisis have been defining moments of many classic heroes throughout time. These celebrated men and women enjoy the recognition and respect due them.

This year's EMS week theme of **Ready Today. Preparing for Tomorrow.** gives a peek at the lives of a different kind of hero. For the intentional interventionist, noble acts are predictable, are deliberate, are expected.

Years of study and practice makes the men and women of EMS **Ready Today** for countless scenarios, each with a best way and a right way. New medicine and new technology and new options feeds the thirst to learn more, to be better as they **Prepare for Tomorrow.**

Each moment of care shared by the patient and the caregiver is forever special. The medic sees the need and makes a difference. The patient sees a hero. Two perspectives. Both exactly right.



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