



Kathy Carroll of the Malden Communications Center shares her appreciation for Pisa Pizza in Malden.

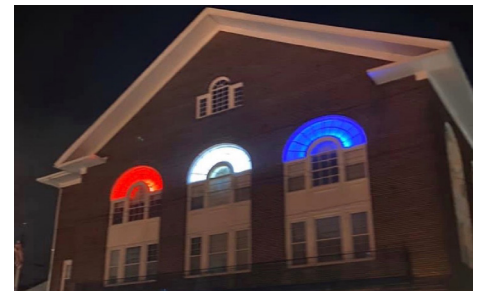
Local Resources Show Their Support of First Responders

In a wonderful show of solidarity, many restaurants and service organizations have offered resources and discounts to those on the frontlines, battling this pandemic. Local organizations have been generous in providing important services, and much needed support for our first responders.

"It is definitely hard to stay at home and not go out, but harder still to remain out on the front lines," says Cataldo Senior Director of Operations, Joe Merry. "We know some of our local businesses are hurting, so we really appreciate their generosity. It means a lot to have the support of our local providers."



SmartCare is Poised to Conduct In-Home Testing
SmartCare, mobile integrated healthcare, is providing options for healthcare organizations in the greater Boston area. **Page 2**



Danvers Base Shows its True Colors

In a gesture of local and national spirit, the Danvers base shares its optimism and support with all.



Cataldo Named as an ET3 Provider in Massachusetts

New guidelines for 911 calls will allow first responders to provide alternatives to the emergency department. **Page 4**

SmartCare paramedics are assisting with assessments and testing during the COVID-19 crisis.



SmartCare is Providing Home Testing

Numerous SmartCare partners have requested the support of SmartCare paramedics in providing assessment and testing for homebound patients. During the current population health crisis, SmartCare paramedics are being deployed in various ways in order to assist healthcare organizations across the Greater Boston area.

See SmartCare in the news!

<https://boston.cbslocal.com/2020/03/25/coronavirus-testing-treatment-at-home-cataldo-ambulance-somerville/>

<https://whdh.com/news/local-ambulance-service-planning-to-do-in-home-coronavirus-testing-for-symptomatic-patients/>



Cataldo Frontline Staff Screening In Place

As per DPH guidelines, Massachusetts licensed ambulance services are currently implementing screening procedures for field employees including queries about exposure risk to COVID-19 patients, presence of symptoms, and presence or absence of fever.

New Additions to the Leadership Team



Rich Buck, has been named Communications Director for the Cataldo Division. Prior to joining Cataldo, Rich worked with AMR.



Kevin Turner, previously with Five Star and Dunkin Brands, has joined Cataldo in the role of Chief Operating Officer.



Ron Quaranto recently returned to Cataldo in the role of Chief Administrative Officer. Prior to his leaving in 2018, he had been COO.

In addition to our new members on the leadership team, Cataldo continues to recruit and train new EMTs, paramedics, and communications professionals.



SmartCare paramedic Mike Simon meets with a patient in her home.

"Mobile integrated health is the wave of the future."

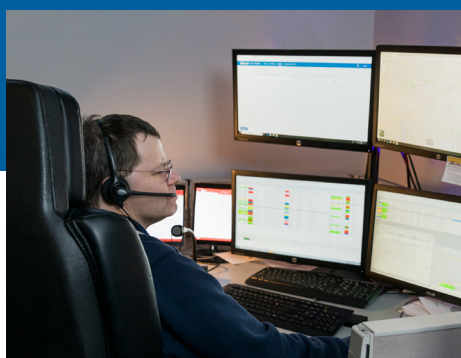
So says Pat Ahern, CEO of Care Dimensions. "I can't express how appreciative I am of all SmartCare has been able to do for our patients and their families."

Care Dimensions is one of the organizations currently benefiting from an ongoing relationship with the innovative program.

Since 2019 when Cataldo received the first mobile integrated healthcare (MIH) license in the state, SmartCare has been working successfully with healthcare partners to support urgent care alternatives, provide call center support, and offer "on call" and after hours coverage. MIH offers the opportunity to create programming designed to support patients reduce emergency department visits and hospitalizations.

To learn more about how your organization can develop a relationship with SmartCare and application requirements, contact dhoffenberg@cataldoambulance.com

What's New at Cataldo?



Modified 911 EMD process includes COVID-19 questions

As the largest 911 response provider in Massachusetts, Cataldo is right on top of the changing 911 EMD protocols designed to rapidly identify symptomatic patients and protect first responders.



Cataldo received a welcome shipment of PPE

In March, much needed PPE was received, ensuring continued protection for front line staff. CDC protocols are carefully followed and all field crew adhere to guidelines for daily self monitoring as well.



State extends recertification deadlines

Many of our healthcare partners, rely on Cataldo/Atlantic education and training departments to help maintain certifications. As you may know, the State has extended deadlines on most healthcare related-certifications. For more information [click here.](#)



28th Annual Swing Fore Hope Charity Golf Tournament

It's hard to imagine summer without the Cataldo charity golf event. For the last 27 years Cataldo has raised funds for the American Cancer Society's Hope Lodge, located in Boston.

Originally scheduled for June 15th, the event has been postponed until later in the summer. We remain hopeful for the season. Stay connected at www.cataldoswingforhope.com for updates and information.

Dennis Cataldo; 2020 President of the MA Ambulance Association

In January, the Board of the Massachusetts Ambulance Association named Dennis Cataldo as the incoming President. The Massachusetts Ambulance Association is the only recognized trade association of private ambulance services throughout Massachusetts. Made up of over 30 private ambulance companies, its members collectively provide more than 70% of all ambulance transports annually in Massachusetts, and employ over 6,000 people.

Additionally, the MAA advocates for policies and legislation that support the continued ability for ambulance services to provide the highest quality of pre-hospital care.

Find out more about the MAA at www.massambulance.org



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Cataldo is Selected to Participate in Massachusetts ET3

Cataldo was named as one of three Massachusetts organizations who will participate in the innovative five-year Emergency Triage, Treat and Transport (ET3) model. ET3 is a payment model that incorporates a new approach to utilizing emergency medical services providers and their partners in patient care.



Cataldo's current investment in the technologies, education and deployment of Mobile Integrated Healthcare (MIH), positions us to step into the ET3 arena. SmartCare, our MIH business line, has proven extremely successful in delivering healthcare in the home setting. The ET3 license enhancement will further expand Cataldo's ability to support the next step in healthcare across Massachusetts.

For more information about ET3 visit <https://innovation.cms.gov/initiatives/et3/>

