



April 2023

EMS Partner Agency:

Recently, Guthrie launched an innovative care delivery system that incorporates people, process, structure and technology. The Guthrie Pulse Center is a collection of technology-driven remote services that provide virtual support for patients and staff. It enables us to have our finger on the “pulse” of the organization.

We are sharing this news with our EMS partners because the Robert Packer Hospital Transfer Center is part of the new Guthrie Pulse Center and will no longer be located at Robert Packer Hospital.

To assist your agency and to avoid disruption of services, please review the following information regarding this change:

- Beginning Monday, April 3, the Transfer Center at Robert Packer Hospital will relocate to the Guthrie Pulse Center in Horseheads, NY.
- Inbound ambulances to Robert Packer Hospital should reach the Transfer Center by calling 570-887-4900 or via radio communication.
It is critical to use this phone line for priority access.

If you have any questions or concerns, please contact: Kristin Hall, Pulse Center Director; Kristin.Hall@guthrie.org or Dr. Chris Berry, Interim Medical Director for the Pulse Center; Christopher.Berry@guthrie.org.

We appreciate your agency’s cooperation as we launch this important new initiative that will enhance quality, safety, and experience for those we serve.