



EMERGENCY TRANSPORT SERVICES

A service of Mercy Medical Center–Des Moines

1111 6th Avenue
Des Moines, Iowa 50314

February 6, 2012

Mercy Medical Center–Des Moines is excited to announce Mercy Ambulance Service has moved to a new location! Due to tremendous and continued growth, we have relocated our ambulance garage and offices to an independent site. This move enables us to house our fleet of seven ambulances in one location, gives us a central location for our supplies and equipment, and brings all of our staff, including management and billing personnel, under one roof. Our new office address:

1271 8th Street, Suite 520 • West Des Moines, IA 50265

We would like to take this opportunity to assure our customers and partners that our move will only enhance our services. We continue to operate a total of six trucks Monday – Friday, three on Saturday and two on Sunday. Two trucks operate 24 hours a day, 7 days a week. A Mercy ambulance will be posted at each hospital at all times. In addition, we will continue to post a Mercy ambulance at the Mercy East Clinic at 5900 University Ave., Monday – Friday.

So...exactly who is “Mercy Ambulance?” Mercy Ambulance was established in 2000. Until now, we have operated out of Mercy Central Campus and Mercy West Lakes. We are part of the Mercy Emergency Transport Services, which also includes Mercy One and Mercy Communications (our dispatch center). Our customer base is comprised mostly of Mercy Clinics, Mercy hospitals, outlying county hospitals, and surrounding-area fire departments who rely on us to provide back-up 911 coverage and mutual aid. In addition, we partner with businesses, groups, and events—such as the Iowa Speedway, Iowa Barnstormers, Iowa Cubs, Des Moines Buccaneers, Des Moines Arts Festival, Des Moines Marathon, and many others—to provide ambulance and medical coverage.

Mercy Ambulance Service has 27 full- and part-time personnel and 20 PRN personnel in Des Moines. Twenty-one of these staff members are critical care paramedics. Our ambulances and our crews are equipped to handle various types of patients: acute MI, stroke, respiratory, geriatric, pediatric, critical labs, trauma, and many others. We are also equipped with a bariatric transport system, increasing the safety of bariatric transports for both patient and crew. We can transport your patient to the hospital of their choice – we are not limited to Mercy Central Campus and Mercy West Lakes.

You can request a Mercy ambulance by calling our Communications Center at (515) 643-2030. They are staffed 24 hours a day and are always ready to take your call.

To celebrate this time in the life of Mercy Ambulance Service, we would like to invite you to join us at an open house. Please see the enclosed invitation.

Thank you from all of us at Mercy Ambulance Service for your continued support!

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