

**From:** [HEALTHES](#)  
**To:** [Lori Murphy](#)  
**Subject:** admin@munargyle -- A Letter from the Department of Health and Wellness  
**Date:** Tuesday, March 16, 2021 2:30:32 PM

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Dear Warden Muise:

Thank you for your letter dated February 18, 2021 regarding Emergency Health Services, (EHS) response times in your community. The Minister has asked me to respond on his behalf.

I can assure you that EHS is dedicated to quality and timely access to emergency prehospital care for all Nova Scotians. While there have been reports through social media that no ambulances are available in certain areas of the province, these messages do not accurately reflect true emergency ambulance coverage nor the dynamic deployment model used to reallocate resources in response to call demand.

EHS dedicated and skilled paramedics provide excellent care to hundreds Nova Scotians each day, especially during these unprecedented times of living with the challenges of Covid-19. The EHS system is continuously working to ensure access to care for patients and families when they need it.

With regards to your request for response time statistics, I am happy to supply you with an annual report for 2020. This request is currently in process with our contractor and, once completed, the report will be forwarded to you by email.

Thank you for taking the time to share your concerns with me.

Sincerely,

Barry Burke,  
Executive Director  
Client Services and Contract Administration