



**VALID FOR BMC & PMC  
AS OF 6-19-2014**

*Informed decisions. Improving lives.*

## 24-Hour Emergency Service Procedures

- 1. Call the EMSI Emergency Service Hotline at 1.800.421.EMSI (3674). An EMSI Emergency Coordinator will answer the phone and request that the caller provide the following information:**
  - Identify company name **Bachman Machine Company**
  - Provide EMSI account number **284980000**
  - Provide your name
  - Provide a telephone number with area code where you can be reached
  - Reason for your call (i.e., post-accident situation, reasonable cause, etc.)
  - City and State where the incident occurred
- 2. The EMSI Emergency Coordinator will then ask for more detailed information as follows:**
  - Nature of the request
  - Number of individuals to be tested
  - Location of incident and location of testing
  - Services to be performed (drug screen, alcohol screen, DOT or non-DOT)
  - Availability of appropriate collection supplies
  - Additional contact names and phone numbers
- 3. The EMSI Emergency Coordinator will contact the appropriate EMSI facility and arrange to have one of our EMSI Technicians go to the collection site. At that time, the EMSI Emergency Coordinator will provide the caller with an estimated time of arrival.**
- 4. In the event of an on-site collection, the caller is responsible for providing the EMSI Coordinator with a designated location meeting the following criteria:**
  - Restroom facilities with separate toilet and running water (with restriction capabilities) during the course of collection.
  - A facility with an available electrical outlet.
  - A telephone for notification purposes should positive breath alcohol test results occur.
  - The facility management must be in agreement to utilize the facility for the purpose of specimen collection and/or breath alcohol testing.

**EMSI Personnel will be unable to provide the following:**

- "Roadside" testing is not permitted. Only facilities with the above listed requirements are acceptable.
- Donor transportation (either in an EMSI staff persons' vehicle, or ride with a donor in their own personal vehicle)
- Perform services at roadside "rest areas," or any other facility at which the safety of EMSI personnel is perceived to be in jeopardy.

**Important Note:**

- Any emergency services occurring during normal business hours, 8:00 am – 5:00 pm Monday through Friday, may be completed as an in-office emergency collection at the closest EMSI facility.
- All emergency services occurring after 5:00 pm and before 8:00 am and all weekend services are performed on a mobile basis.