



# BEYOND THE SIREN: RANDOLPH COUNTY EMERGENCY SERVICES LAUNCHES NEW COMMUNITY PARAMEDIC PROGRAM

Randolph County Emergency Services is taking a new approach to community health by expanding the role of its first responders. July 1, 2025 marked the official launch of a new Community Paramedicine program, an innovative initiative designed to proactively support the health needs of the county's most vulnerable residents.

The program redefines the role of paramedics from solely responding to emergencies to also providing preventative care directly in patients' homes. Rather than waiting for the next 9-1-1 call, Community Paramedics will conduct in-home visits with residents who have complex medical needs. There are approximately 40 counties within the state that have been operating similar programs and have seen success in their communities.

Lt. Matthew Tucker, Allied Health Officer/Community Paramedicine, works in partnership with healthcare providers, 9-1-1 Communications, and EMS to receive referrals of patients who may need additional support. From that point forward, Lt. Tucker will contact the patient to schedule a meeting to assess the patient's needs and care. Depending on the patient's health and situation, Lt. Tucker, as the Community Paramedic, may proceed to provide additional support:

- Provide health and wellness education, especially for those with chronic conditions like diabetes or heart disease.
- Help patients better manage their medications and understand their treatment plans.
- Identify safety concerns at home, such as fall risks, and help connect residents with necessary community resources.

This initiative is a proactive step to reduce strain on the local emergency response system. By addressing underlying health and social issues, the program aims to reduce unnecessary non-emergency 9-1-1 calls and emergency room visits. Lt. Matthew Tucker stated, "For many Randolph County residents, the Emergency Room at Randolph Health is considered their primary care. The Community Paramedicine program guides them in areas to find alternatives instead of going to the ER." By being proactive and providing the healthcare needs of the referred patients upfront, the hope is that the patient will not be utilizing 9-1-1 Communications or EMS, therefore allowing taxpayers cost savings.



Randolph County Emergency Services Chief Donovan Davis noted, "This program exemplifies our commitment to the well-being of our entire community. It allows our Community Paramedic to build deeper relationships with residents and help them achieve better health outcomes, all while ensuring that our emergency services are focused on the most critical needs."

The Community Paramedic program is an essential part of the county's strategic planning for public safety and health. Residents can look forward to seeing the positive impact of this new program as it helps create a healthier, more connected Randolph County.

Lt. Matthew Tucker has already seen accomplishment in the short time that he has been in this role. He shared two success stories of patients that he has helped who received the care that they needed and because he shared the resources available, they were able to become more confident in their mental and physical health needs.

