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BOROUGH OF PARAMUS
2024 SEP 23 A 10:05
BOROUGH CLERKS OFFICE

Justin G Tsai
144 IVANHOE DR
PARAMUS NJ 07652-4135

The Borough of Paramus
1 JOCKISH SQ
PARAMUS NJ 07652-2728

Title 59 TORT NOTICE 20240913

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TITLE 59 TORT LIABILITY NOTICE TO BOROUGH OF PARAMUS, NEW JERSEY
DATED: September 13, 2024

SENT VIA REGULAR AND CERTIFIED U.S. MAIL (RETURN RECEIPT REQUESTED) TO:
The Borough of Paramus (Municipal Government)
1 W Jockish Square, Paramus, NJ 07652

Copy to: Office of Emergency Medical Services (via US First-Class Mail)
State of New Jersey, Department of Health and Senior Services
Attention: Office of Legal and Regulatory Compliance
P.O Box 360, Trenton, NJ 08625-0360

Re:

Notice of Claim for Damages Pursuant to New Jersey Title 59
(Tort Liability Notice) AND LETTER OF DEMAND/INTENT TO FILE LAWSUIT

Dear Sir/Madam:

Please be advised that I am submitting this letter on behalf of my entire family and regarding the actions, behavior, negligence, recklessness, malice, ill-will, and medical malpractice of your employees during Incident #24-2310 and one other emergency response conducted by Emergency Medical Technicians ("EMTs") under your direction and employ. More specifically, as a result of your negligence, misconduct, tortious actions, and failure to supervise, the below-named claimants were subjected to discrimination, harassment, intimidation, intentional infliction of emotional distress, and substandard medical care during life-threatening emergencies and suffered physical harm and injury, long-term and undue adverse health effects, mental anguish, mental distress, undue pain and suffering, humiliation, embarrassment, anxiety, among other losses and injuries.

I previously complained about the conduct that is the subject of this letter in an email with the subject line "Incident # 24-2310 and one other incident." I sent this email to various officials of the Borough of Paramus and Paramus EMS. My email is hereby attached to and referenced and incorporated herein.

Like the email with the subject line "Incident # 24-2310 and one other incident.", a copy of this letter is furnished to the New Jersey Department of Health (NJDOH) in accordance with legal requirements that the NJDOH be notified in any instance whereby an EMT has violated his scope of practice.

Please accept this letter (hereinafter and interchangeably referred to as "Tort Notice") as formal notification of our intent to pursue a claim and legal actions against the Borough of Paramus (municipal entity located in the County of Bergen, New Jersey) (the "Borough"), the Paramus Division of Emergency Medical Services ("PEMS"), employees and supervisors of PEMS and/or the Borough, and other entities that may be determined to be responsible pursuant to the provisions of the New Jersey Tort Claims Act, specifically, N.J.S.A. 59:1-1, et seq.

With regard to the provisions of N.J.S.A. 59:8-4, please be advised of the

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following:

A. The claimants are Justin G. Tsai, Yi Yun Tsai (aka Yiyun Tsai or Agnes Tsai), Joseph W. Tsai (aka Joseph Tsai, Jr. or Joe Tsai, Jr.), Jocelyn G. Tsai, Yi Li Hom (aka Yili Hom), and Tyler G. Hom. Yi Yun Tsai became unconscious and unresponsive on June 21, 2024, prompting her children to call 911, resulting in the dispatch of personnel from the Paramus Division of Emergency Medical Services (hereinafter "PEMS") to the incident referred to by PEMS as Incident 24-2310. Jocelyn G. Tsai is the daughter of Yi Yun Tsai and was the first person to arrive at her mother's side during her medical emergency. Jocelyn G. Tsai is a healthcare professional presently practicing Pharmacy for NewYork-Presbyterian Hospitals and holds degrees in Public Health and related fields. Jocelyn G. Tsai immediately contacted 911 to request emergency services immediately after providing her mother first-aid and ensuring her safety. Jocelyn G. Tsai also shouted for help from other members of her household, which drew the attention of Joseph W. Tsai, who immediately notified Justin G. Tsai, their son whom they knew is a first-responder. Justin G. Tsai is the eldest son of Yi Yun Tsai. Note: Yi Yun Tsai has one other son who was living out of state and was unable to be present at the time. Justin G. Tsai presently holds New Jersey EMT License #615178, was initially credentialed as an EMT on June 24, 2015, and was a former member of the nursing profession bearing license #RN-GTL-20-01509, until he voluntarily gave up his nursing license in lieu of professional pursuits he deemed more suitable to himself. Justin G. Tsai also contacted emergency services to summon Advanced Life Support and Basic Life Support services upon learning of his mother's condition and immediately responded to her bedroom to assist her afterward. Like defendant Robert J. Mitchell, Justin G. Tsai actively served in a "Crew Chief" capacity/title from 2016 to 2022 for a jurisdiction neighboring Paramus. Since August 2020, Justin G. Tsai has been self-employed as Founder / Chief of TSAI MOBILE HEALTH LLC, a company that provides medical services. Justin G. Tsai responded to his mother's emergency by dressing in EMT attire provided through TSAI MOBILE HEALTH LLC. He identified himself by stating clearly at the scene, "I am an off-duty EMT." Joseph W. Tsai is Yi Yun Tsai's husband and witnessed the interaction between Yi Yun Tsai and Paramus EMTs. Yi Li Hom is Yi Yun Tsai's sister and Justin G. Tsai's aunt. Yi Li Hom was not present at the scene on June 21, 2024, but had suffered significant mistreatment of her own during a previous life-threatening emergency in which Yi Li Hom suffered substantial blood loss. At all times relevant, Tyler G. Hom is an autistic juvenile and son of Yi Li Hom, who was present at the scene of his mother's emergency and witnessed the abuse suffered by his mother;

B. All notices, letters and communications should be sent to: myself, Justin G. Tsai, 144 Ivanhoe Dr, Paramus, NJ 07652-4135;

C. The incident referred to as Incident 24-2310 occurred on June 21, 2024. Incident 24-2310 was a response to a medical emergency provided by PEMS. During that time, Robert J. Mitchell, several other EMTs, and a Paramus Police Officer

responded to the Tsai residence. We want to make clear that Mitchell is the only first-responder at the scene against whom we wish to make a claim.

In Incident 24-2310, Yi Yun Tsai was ill and symptomatic with COVID-19, which she contracted the previous weekend at a Father's Day party. Shortly after waking up, Yi Yun Tsai lost consciousness at the top of the staircase, outside the bedrooms for herself and her daughter, Jocelyn G Tsai. Jocelyn G Tsai found her mother unconscious and unresponsive and summoned for help, both by loudly shouting for the other members of her household to come and calling 911 for emergency services.

Joseph W Tsai (Jr) has been married to Yi Yun Tsai since 1996. Their three adult children are Justin, Jocelyn, and Patrick. Joseph responded to the top of the stairwell to learn of his wife's condition. Joseph immediately ran to Justin's bedroom, knowing his son had been involved in emergency services for almost a decade. Joseph woke Justin up and told him of his mother's condition. Justin G Tsai then immediately told his family members to dial 911 and, after locating his cell phone, placed his own call to dispatch, explicitly telling the dispatcher, "Please send ALS (advanced life support) and BLS (basic life support) services."

To underscore the grave nature of the circumstances that led to the emergency response known as Incident 24-2310, Jocelyn G Tsai and Justin G Tsai are well-trained and experienced healthcare professionals, both of whom hold relevant degrees. Jocelyn and Justin each made their own calls to emergency services, not realizing the other was calling simultaneously. Both called as soon as each was able to: Jocelyn after providing first aid and ensuring her mother's safety and Justin as soon as he found his cell phone. Thus, our emergency calls were placed right before shift change.

To give perspective to this notice, Justin G Tsai then dressed in EMT-duty attire and proceeded to see his mother. Justin's bedroom is on the ground floor, while Yi Yun's is on the second floor. To be clear, Justin was sleeping in the same house as Yi Yun when she became unconscious/unresponsive. By this time, Yi Yun had been moved to her bed and was lying supine.

Robert Mitchell arrived at the Tsai residence while Justin G Tsai was getting dressed, and Jocelyn Tsai continued to provide care for their mother. Justin G Tsai reached the base of the stairs while Robert Mitchell was on his way up and followed Robert Mitchell into his mother's bedroom. For perspective, Justin G Tsai was positioned behind Mitchell while Mitchell began care for his mother.

Mitchell arrived on the scene via an SUV response vehicle before the ambulance and crew. After obtaining one set of vital signs from my mother, Justin G Tsai heard Mitchell tell Yi Yun Tsai that "there was nothing wrong with her, and she did not need any further medical care." Upon hearing this, Justin G Tsai immediately spoke up and made it abundantly clear to everyone involved that I strongly disagreed with that assessment. At this point, after Justin G Tsai had identified himself as a fellow EMT and Mitchell saw him dressed in EMT duty attire, he corrected himself and stated, "You're right. I'm not a physician. I cannot come to a conclusion like that based on just a set of vitals." Joseph Tsai also heard Mitchell attempt to

justify his actions by adding to the effect of: "I was just trying to offer your family more options." Thus, Mitchell admitted that he exceeded the NJ EMT scope of practice, which was in our entire family's presence.

Sadly, there were other issues with EMT Mitchell during Incident #24-2310.

The PEMS chart noted that my mother was in an altered mental status. Because our mother, who appeared to muse to be both lethargic and unable to think clearly after regaining consciousness, heard your crew chief tell her she did not need further care, Jocelyn and Justin ended up having to convince her that these circumstances did indeed warrant her receiving further evaluation at an emergency department. To add some perspective, Yi Yun Tsai's advanced directives do name Justin G Tsai as her decision-maker should she be unable to make decisions for herself.

After some discussion, Yi Yun Tsai did herself agree to be transported, and Justin G Tsai told Mitchell that we needed to have her transported to Hackensack UMC—Main Campus, as that is the hospital associated with her physicians and where her medical records are located. Likewise, the difference in distance between The Valley and Hackensack Hospitals is insignificant.

EMT Mitchell responded that there was no need to transport our mother to HUMC because her records were there, and he would prefer to transport her to The Valley Hospital instead. This caused issues almost immediately upon arrival at Valley Hospital's ED, as the attending physician, Dr. Antonio D. Lasorsa, DO, advised us that he would have liked to compare her present EKG with previous ones. Clearly, this would not have been an issue had we gone to HUMC instead!!!

Justin G Tsai even discussed this matter with other line officers he served alongside during his time in EMS, and we all agreed our mother should have been taken to HUMC.

When EMT Mitchell rejected Justin G Tsai's instruction to take our mother to HUMC, this sparked another round of discussion amongst my family regarding where my mother should be transported. Our mother, who has no formal medical education and is very much a submissive type, ultimately sided with EMT Mitchell and his wrongful suggestion, rationing that The Valley Hospital has the newest facilities (which is by no means a clinical reason to choose one facility over another).

While we were getting ready to transport our mother, Justin G Tsai noticed that PEMS's ambulance crews were performing their 'change of shift' on his front lawn and in the middle of the emergency response. We firmly believe EMT Mitchell's actions in attempting to convince us to RMA and arguing against our initial choice of hospital were because he wanted to end his shift sooner.

And then, to pour salt in the wound, EMT Mitchell suggested in his image trend report that our mother did not want further medical care but that it was her children who pressured her otherwise. We are confident we acted appropriately as her adult children (who happened to be off-duty professionals) in these circumstances. Just to be clear about this matter: Justin G Tsai and Jocelyn G Tsai were strictly acting in their off-duty capacities both at the scene (which was

in their own home), and we are also strictly acting in my off-duty capacity in submitting this complaint. Thus, we enjoy the full protections of the Good Samaritan laws at all times relevant.

During the course of Incident 24-2310, we practically had to negotiate with EMT Mitchell to get our mother transported to a hospital and the care that she needed. EMTs are taught in our certification courses to take the action necessary to discourage patients from a refusal of medical attention and to ensure that patients (and family members) are well aware of the risks of doing so. In Incident # 24-2310, EMT Mitchell was instead encouraging and misleading our mother to RMA, and we found myself, as off-duty family members, having to explain to our mother the risks of doing so and why she needed to be examined in an emergency room, because of PEMS's crew chief and his actions.

In an incident completely separate from Incident 24-2310, Yi Li Hom called for an ambulance when directed to do so by her physician. At the same time, Yi Yun Tsai, her biological sister, and Joseph Tsai, who live just blocks away, traveled to the Hom residence immediately after learning of her condition, and especially to provide care for Hom's special-needs son. Thus, Yi Li Hom, Yi Yun and Joseph Tsai, and Tyler Hom each ended up subject to the actions and abuse of the PEMS employees who responded to Yi Li Hom's emergency.

In this case, her physician had already determined that Yi Li Hom needed to be admitted directly to an operating room for emergency surgery. Hom's physician instructed both Yi Li Hom and the PEMS crew to transport her to a particular hospital nearby because Holy Name Hospital was already setting up their operating room to operate on Yi Li Hom immediately. Yi Li Hom would have been admitted directly to the operating room had your crew adhered to medical direction. Instead, the crew refused to take her to Holy Name and all but forced her to go to Valley Hospital against her will instead. Once again, the difference in distance between Valley and Holy Name hospitals is insignificant.

As if that wasn't bad enough, this crew even attempted to lecture and scold Yi Li Hom during her trip to The Valley Hospital, the hospital neither she nor her surgeon desired nor that she had any business traveling to.

To add perspective to the situation surrounding my Hom's need for emergency surgery, Yi Li Hom lives with her son, Tyler, who is severely autistic (in the sense that Tyler G. Hom did not speak in complete sentences until after his 13th birthday, continues to talk minimally, and often appears to struggle to speak).

To add perspective, all NJ EMTs (Justin G. Tsai included) are certified in Developmental Disabilities Awareness as a condition of licensure.

The PEMS crew was condescending towards Yi Li Hom because they saw her as "being loud on her cell phone" during the trip to the hospital. Reality: every phone call Hom made was either to secure, on short notice, arrangements for the care of her special-needs son or to speak to her surgeon, especially to notify the surgeon that

she was being transported to a different hospital than where the operating room was already waiting for her.

The PEMS crew even scolded her for waiting in her doorway for the ambulance to arrive. Reality: she did not want the crew to enter the home as that would have caused her son undue distress. It should be noted that it is well-known to the family that Tyler Hom will retreat to his bedroom and close the door, even when other family members visit the home. This shows the level of insensitivity that the PEMS crew displayed not just towards Hom but also her special-needs son.

Joseph and Yi Yun Tsai, who were stunned by what they either saw at the scene or heard about from Yi Li Hom, approached Justin G Tsai, then a lieutenant, as soon as they returned home to describe the details of what had occurred and to ask, "is this really how things are supposed to be done?" Justin G Tsai responded, "Absolutely not," and asked his parents if they looked at the EMT's uniforms or IDs or had any information about who they were. Joseph and Yi Yun Tsai stated that the ambulance and the name "Paramus" written in red letters across the front and that the EMT's uniforms read: "Paramus Emergency Medical Services." Joseph, Yi Yun, and Yi Li all stated that it was a female employee who was with Yi Li in the back of the ambulance and that there was a male driver of the ambulance who did not leave the vehicle the entire time it was on scene. They also remembered at least one additional first responder and potentially a police officer at the scene.

It should not be ignored that as biological sisters, Yi Yun Tsai and Yi Li Hom share many commonalities, including similar personalities, demeanors, and physical characteristics;

D. As a result of aforementioned incident(s), each claimant has suffered serious and permanent injuries as a result of the consequences of the acts of the potential defendants. These injuries include psychological damages, psychiatric injury, emotional damages and physical injuries, all of which occurred as a result of the aforementioned incident. Yi Yun Tsai and Yi Li Hom were treated at The Valley Hospital and are undergoing further medical treatments. Further evaluations will occur, and treatment information for that treatment will be provided in due course.

Yi Yun Tsai developed symptoms of Long COVID-19. Dr. Lasorsa wished that Yi Yun would have been transported to whichever hospital holds her records, for better evaluation of her abnormal EKG. Her cardiac condition was never fully evaluated.

In Yi Li Hom's case, Hom suffered significant internal bleeding and volume loss before reaching an OR and suffered adverse health effects for over a month after her discharge from the hospital. Because Yi Li Hom was transported, against her will and wishes, and those of her physician, to an inappropriate facility, they were unable to operate until the following day as opposed to upon arrival at the hospital. While waiting for her operation overnight, during which time Hom would have been recovering from her surgery already (had she been taken to Holy Name, as her surgeon had directed your crew), Hom's condition deteriorated to the point that she required a rapid response team, and had to be revived by the RRT. In her own

words, she remembered waking up to a healthcare professional pumping oxygen into her through a mask (Bag-Valve-Mask device). In the simplest of terms: the handling of the Paramus EMS crew in this matter nearly lead to Yi Li Hom's death.

Justin G Tsai discussed this with his family before filing this notice.

Yi Yun Tsai responded that she would be hesitant to call an ambulance (in Paramus) should she need one in the future.

Joseph W. Tsai, Justin G. Tsai, Jocelyn G. Tsai, and Tyler G. Hom were each deeply disturbed and unsettled after witnessing the mistreatment and abuse that had been directed at their ill family members during the times of their need. As professionals, Justin and Jocelyn had nightmares for many days/nights, wondering what would have happened to their mother had they not been at the scene to intervene. As an autistic child, Tyler Hom was extremely frightened by merely witnessing his mother's emergency. The abuse from the Paramus EMTs only made it all worse;

E. The potential defendants are:

1. **Borough of Paramus**, 1 Jockish Square, Paramus Boro, Bergen County, NJ 07652, a municipal corporation/entity.
2. **Paramus Division of Emergency Medical Services**, a subordinate entity to the Borough of Paramus.
3. **The International Association of EMTs and Paramedics (IAEP), Local 201.**
4. **Christopher DiPiazza**, in his official capacity
 - a. For failure to properly supervise
5. **Hector Olmo**, in his official capacity
 - a. For failure to properly supervise
6. **Milton N. Kohlmann**, in his official capacity
 - a. For failure to properly supervise
7. **John Pecoraro**, in his official capacity
 - a. For failure to properly supervise
8. **Maria O'Reilly**, in her official capacity
 - a. For failure to properly supervise
9. **Peter Pecoraro**, in his official capacity
 - a. For failure to properly supervise
10. **Sandra Gunderson**, in her official capacity
 - a. For failure to properly supervise
11. **Joseph Closterman**, in his official capacity
 - a. For failure to properly supervise

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12. **Robert J. Mitchell**, in his personal and official capacities
 - a. For his conduct and actions toward Yi Yun Tsai, Justin G Tsai, Jocelyn G Tsai, and Joseph W Tsai
13. **Unknown EMTs # 1, 2, and 3**, in their personal and official capacities
 - a. For their conduct and actions toward Yi Li Hom, Yi Yun Tsai, Joseph W Tsai, and Tyler G. Hom.
14. **Municipal Entitles 1-100**
15. **ABC Corporations 1-100**
16. **John Does 1-100, individually and in their official capacities**

and their agents, servants and/or employees,
and other agencies/entities to be determined at a later time;

F. Claimants are demanding compensation up to and in the amount of \$10,000,000 (ten million dollars) USD per victim. The amount claimed is yet to be determined because of ongoing evaluations and treatment;

Should you require any additional information, please do not hesitate to contact me. Please be advised that, should any portion of this notice be held invalid or unenforceable, the rest of this notice shall remain in full effect.

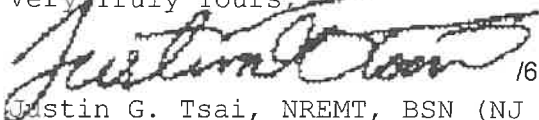
If you have a Title 59 Notice of Claim form to be completed, please forward that form to us immediately.

Today's Date:

September 13, 2024

Paramus, New Jersey

Very Truly Yours,



/615178

Justin G. Tsai, NREMT, BSN (NJ OEMS ID: 615178)

Plaintiff Pro-Se, Complaining Witness and on behalf of his entire family.

Enclosure(s):

- Email exchanges with officials of the Borough of Paramus / Paramus EMS.



Justin G. Tsai <tsai.justin.g@gmail.com>

RE: [EXTERNAL]Incident # 24-2310 and one other incident.

1 message

Kohlmann, Milton <mkohlmann@paramuses.org>

Wed, Jul 24, 2024 at 1:29 PM

To: "Justin G. Tsai" <jgtsai97@gmail.com>

Cc: "ems@doh.nj.gov" <ems@doh.nj.gov>, "Pecoraro, John" <jpecoraro@paramuses.org>, "O'Reilly, Maria"

<moreilly@paramuses.org>, "Pecoraro, Peter" <ppecoraro@paramuses.org>, "Gunderson, Sandra"

<sgunderson@paramuses.org>, "Teehan, James" <Jteeahan@paramuspolice.org>, "Lisa Kahle (Lisa.Kahle@doh.nj.gov)"

<Lisa.Kahle@doh.nj.gov>

Mr. Tsai:

Your allegations will be investigated and we will contact you upon the conclusion of the investigation.

Milt**Milton N. Kohlmann****Chief ("50")****Paramus Emergency Medical Services****1 Jockish Square West****Paramus, NJ 07652-2771****C: 201-376-3781 (PEMS)****C: 201-410-7598 (personal)****F: 201-649-0741****O: 201-262-3400, x 5201****MKohlmann@paramuses.org****From:** Justin G. Tsai <jgtsai97@gmail.com>**Sent:** Wednesday, July 24, 2024 06:28**To:** Kohlmann, Milton <mkohlmann@paramuses.org>; Pecoraro, John <jpecoraro@paramuses.org>; O'Reilly, Maria

<moreilly@paramuses.org>; Pecoraro, Peter <ppecoraro@paramuses.org>; Gunderson, Sandra

<sgunderson@paramuses.org>

Cc: ems@doh.nj.gov**Subject:** [EXTERNAL]Incident # 24-2310 and one other incident.

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To: Command Staff, Paramus EMS

CC: Office of Emergency Medical Services, New Jersey Department of Health.

To whom it may concern:

As a healthcare professional with nearly a decade's experience, a taxpaying citizen and customer of your service, and, most of all, a very concerned adult son of your patient, I am submitting this letter of complaint regarding Incident # 24-2310 and one other ambulance response handled by Paramus Emergency Medical Services. The basis of this letter is my own interactions with your crew chief, whose NJ OEMS ID is 630707.

To be fully transparent: NJ OEMS is copied to this email because EMT # 630707 violated multiple protocols in a span of minutes, and most of all, he even admitted to violating his scope of practice.

To say the very least, the morning of June 21, 2024, is a morning I hope never to relive again. This was the day that started with my father waking me out of bed and informing me that my sister had just found our mother, who had been suffering mild symptoms due to COVID-19 at the time, unconscious and unresponsive.

To underscore the grave nature of these circumstances, your ambulance was dispatched after my sister and I, two highly trained healthcare professionals, each made our own call to emergency services (not realizing the other was simultaneously calling 911). To add more perspective to this message, my sister and I both contacted 911 immediately after becoming aware of our mother's situation: thus, our calls to 911 were placed right before shift change. In my conversation with dispatch, I explicitly asked for ALS and BLS.

To begin with, your crew chief, EMT #630707, the only responder at Incident # 24-2310 I am complaining about, admitted that he exceeded the NJ EMT scope of practice, which was in my entire family's presence.

EMT #630707 arrived on the scene via an SUV response vehicle before the ambulance and crew. After obtaining one set of vital signs from my mother, EMT #630707 told her that "there was nothing wrong with her, and she did not need any further medical care."

To give this letter some perspective, I was positioned behind your EMT in the corner of the bedroom while I was getting dressed. Upon hearing this, I immediately spoke up and made it abundantly clear to everyone involved that I strongly disagreed with that assessment.

At this point, after I had identified myself as a fellow EMT and your crew chief saw me dressed in EMT duty attire, he corrected himself and stated, "You're right. I'm not a physician. I cannot come to a conclusion like that based on just a set of vitals." Truthfully, I am very doubtful that EMT #630707 would have corrected himself had he not realized an experienced NJ EMT was confronting him.

Sadly, I had other issues with EMT #630707 during Incident #24-2310.

Your chart noted that my mother was in an altered mental status. Because my mother, who appeared to me to be both lethargic and unable to think clearly after regaining consciousness, heard your crew chief tell her she did not

need further care, my sister and I ended up having to convince her that these circumstances did indeed warrant her receiving further evaluation at an emergency department. To add some perspective, my mother's advanced directives do name me as her decision-maker should she be unable to make decisions for herself.

After some discussion, my mother did herself agree to be transported, and I told your crew chief that we needed to have her transported to Hackensack UMC—Main Campus, as that is the hospital associated with her physicians and where her medical records are located. Likewise, the difference in distance between The Valley and Hackensack Hospitals is insignificant.

EMT #630707 responded that there was no need to transport my mother to HUMC because her records were there, and he would prefer to transport her to The Valley Hospital instead. This caused issues almost immediately upon arrival at Valley Hospital's ED, as the ED attending physician advised us that he would have liked to compare her present EKG with previous ones. Clearly, this would not have been an issue had we gone to HUMC instead!!!

I even discussed this matter with other line officers who I served alongside during my own time in EMS, and we all agreed my mother should have been taken to HUMC.

I will admit that some of my family's own actions (none of whom have any medical training except myself and my sister) did not help this situation either. That said, I have no doubt that my mother would not have been transported to the wrong hospital had EMT #630707 not argued with us about our choice of hospital.

When EMT #630707 rejected my instruction to take my mother to HUMC, this sparked another round of discussion amongst my family regarding where my mother should be transported. My mother, being very much a submissive type, ultimately sided with EMT #630707 and his wrongful suggestion, rationing that The Valley Hospital has the newest facilities (which is by no means a clinical reason to choose one facility over another).

While we were getting ready to transport my mother, I noticed that your ambulance crews were performing their 'change of shift' on my front lawn and in the middle of the emergency response. I firmly believe EMT #630707's actions in attempting to convince us to RMA and arguing against our initial choice of hospital was because he wanted to end his shift sooner.

And then, to pour salt in the wound, EMT # 630707 suggested in his image trend report that my mother did not want further medical care but that it was I who pressured her otherwise. I am confident I acted appropriately as her adult child (who happened to be an off-duty professional) in these circumstances. Just to be clear about this matter: I was strictly acting in my off-duty capacity both at the scene (which was in my own home) and I am also strictly acting in my off-duty capacity in submitting this complaint.

While we're on this topic, I also want to use this opportunity to address my concerns with another call: this incident

Time to go on the topic, I also want to use this opportunity to address my concerns with another EMT. This incident occurred in 2022 and involved a family member. In this case, the patient was my aunt, also my mother's biological sister, who called for your services under the direction of her physician. In this case, your patient's physician had already determined that she needed to be admitted directly to an operating room for emergency surgery. Her physician instructed both my aunt and your crew to transport her to a particular hospital nearby because Holy Name Hospital was already setting up their operating room to operate on my aunt immediately. She would have been admitted directly to the operating room had your crew adhered to medical direction. Instead, the crew refused to take her to Holy Name and all but forced her to go to Valley Hospital against her will instead. If that wasn't bad enough, this crew in question even attempted to lecture and scold my aunt during her trip to the hospital that neither she nor her surgeon desired nor that she had any business traveling to.

To add perspective to the situation surrounding my aunt's need for emergency surgery, she lives with her son, who is severely autistic (in the sense that my cousin did not speak in complete sentences until after his 13th birthday). After all, all NJ EMTs (myself included) are certified in Developmental Disabilities Awareness as a condition of being issued our NJ EMT credentials. Your crew was condescending towards my aunt because they saw her as "being loud on her cell phone" during the trip to the hospital. Reality: every phone call she made was either to secure, on short notice, arrangements for the care of her son or to speak to her surgeon, especially to notify the surgeon that she was being transported to a different hospital than where the operating room was already waiting for her. Your crew even scolded her for waiting in her doorway for the ambulance to arrive. Reality: she did not want the crew to enter the home as that would have caused her son undue distress. This just shows the level of insensitivity that your crew displayed not just towards my aunt but also my special-needs cousin.

Because your patient was transported, against her will and wishes, to an inappropriate facility, they were unable to operate until the following day as opposed to upon arrival at the hospital. While waiting for her operation overnight, during which time my aunt would have been recovering from her surgery already (had she been taken to Holy Name, as her surgeon had directed your crew), her condition deteriorated to the point that she required a rapid response team, and had to be revived by the RRT. In the simplest of terms: the handling of the Paramus EMS crew in this matter nearly lead to my relative's death.

As we all know, Paramus's EMS system is funded by taxpayer dollars (in addition to billing insurance companies and out-of-town patients), and its EMTs are compensated for their services. This is not a so-called "volunteer town" where services are entirely free of charge. As taxpayers and customers who "pre-pay" for our emergency services, it highly disturbs us that we were treated the way we were the entire time your crew chief was at our residence.

In the instance when I was with my ill mother, we practically had to negotiate with EMT #630707, to get my mother transported to a hospital and the care that she needed. As we all know, EMTs are taught in our certification courses to take the action necessary to discourage patients from a refusal of medical attention and to ensure that patients (and family members) are well aware of the risks of doing so. In Incident # 24-2310, EMT #630707 was instead encouraging my mother to RMA, and I found myself, an off-duty family member, having to explain to my mother the risks of doing so and why she needed to be examined in an emergency room, because of your crew chief and his actions.

Knowing what occurred in both these instances, it leaves me to wonder if this is truly "business as usual" for this EMS agency, funded by my tax dollars, or if this was only done to my relatives, both of whom are sisters and share much in common, to include characteristics and appearances.

In the time after your agency treated my mother, she developed symptoms of Long COVID-19. In my aunt's case, she suffered significant internal bleeding and volume loss before reaching an OR and suffered negative health effects for over a month after her discharge from the hospital. I truly wonder what further harm the actions of your EMTs brought, in both incidents.

Yours very truly,

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