

December 9, 2024

Board of Selectmen and Town Administrator  
Town of New London  
375 Main Street  
New London, NH 03257

Re: Ambulance Contract with New London Hospital

Dear New London Town Board Selectmen and Town Administrator:

New London Hospital has been pleased to provide 911 ambulance services to the Town of New London in 2024 and would be honored to continue in 2025. We are committed to working with you and your residents to continue ambulance services to New London.

For 2025, we have revised our methodology to utilize a five-year average of 911 calls for each town for which we provide 911 Ambulance coverage. Based on this methodology, 911 Ambulance coverage for New London will be \$191,910 in 2025.

If you have any questions, please do not hesitate to contact me.

Sincerely yours,

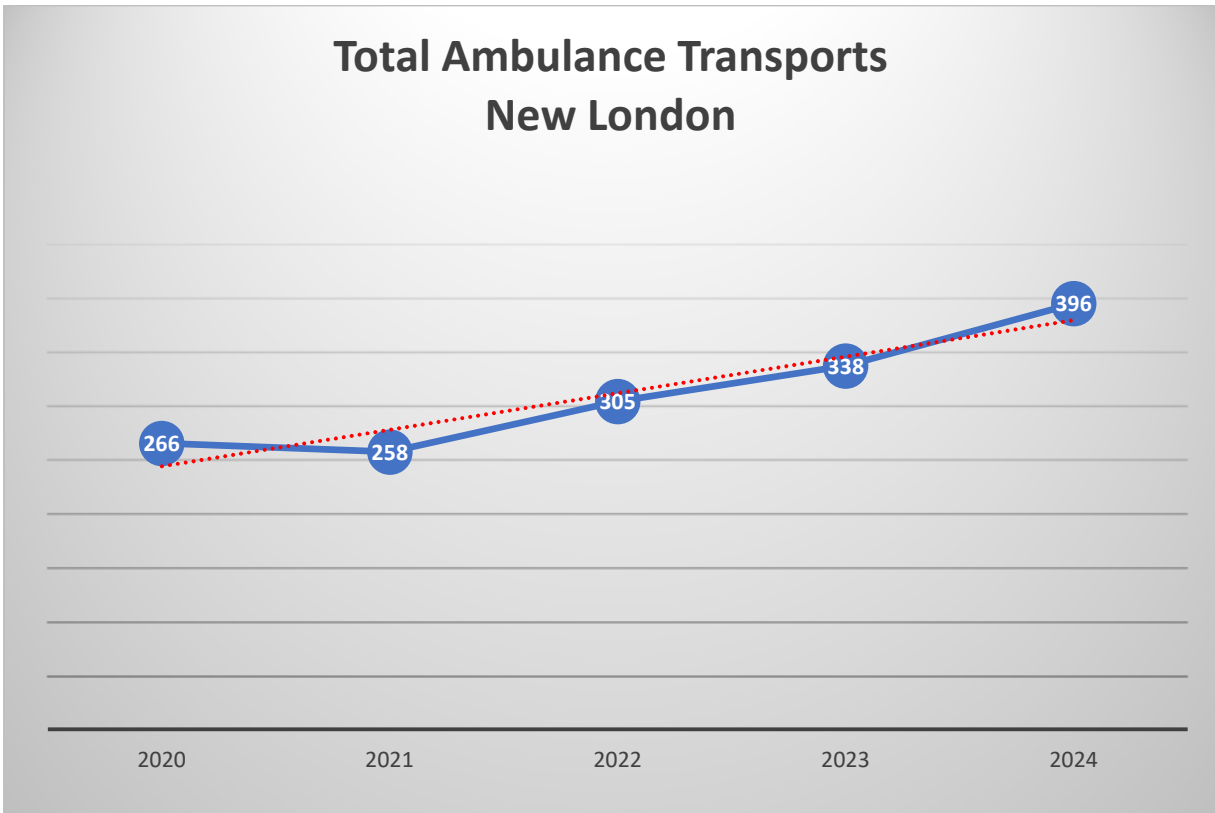
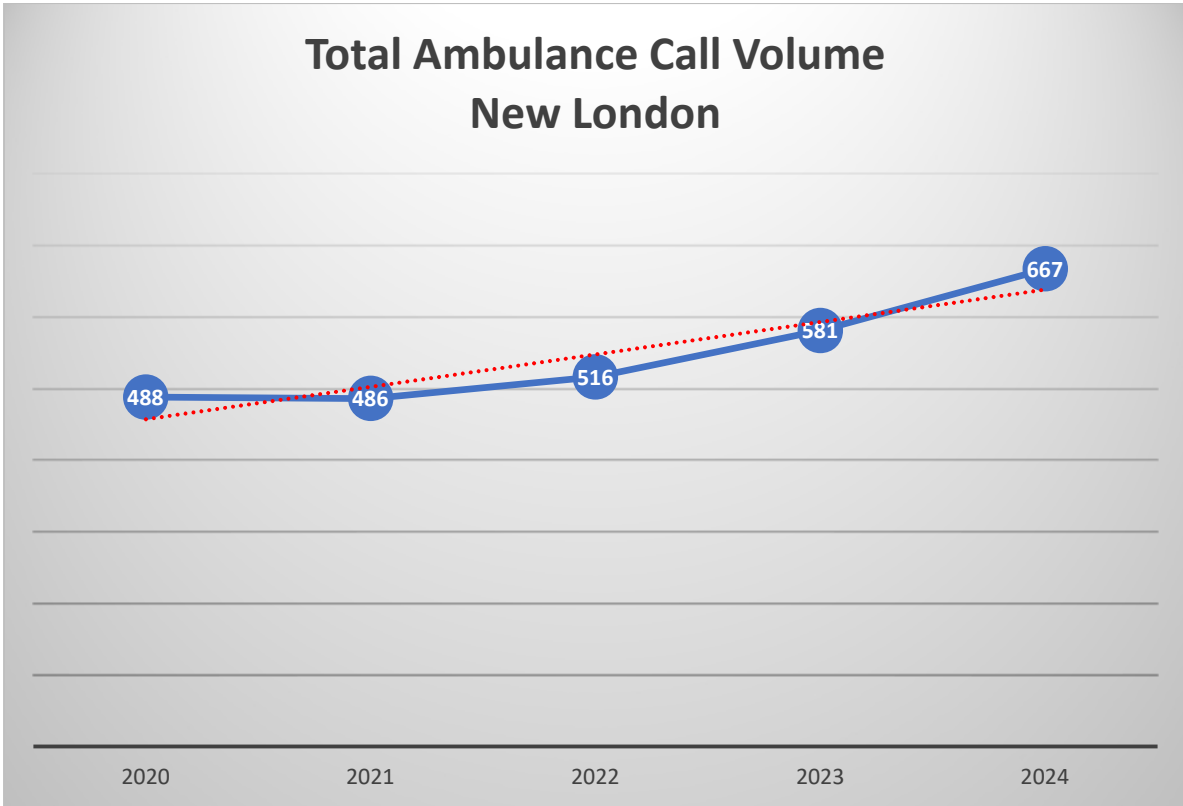


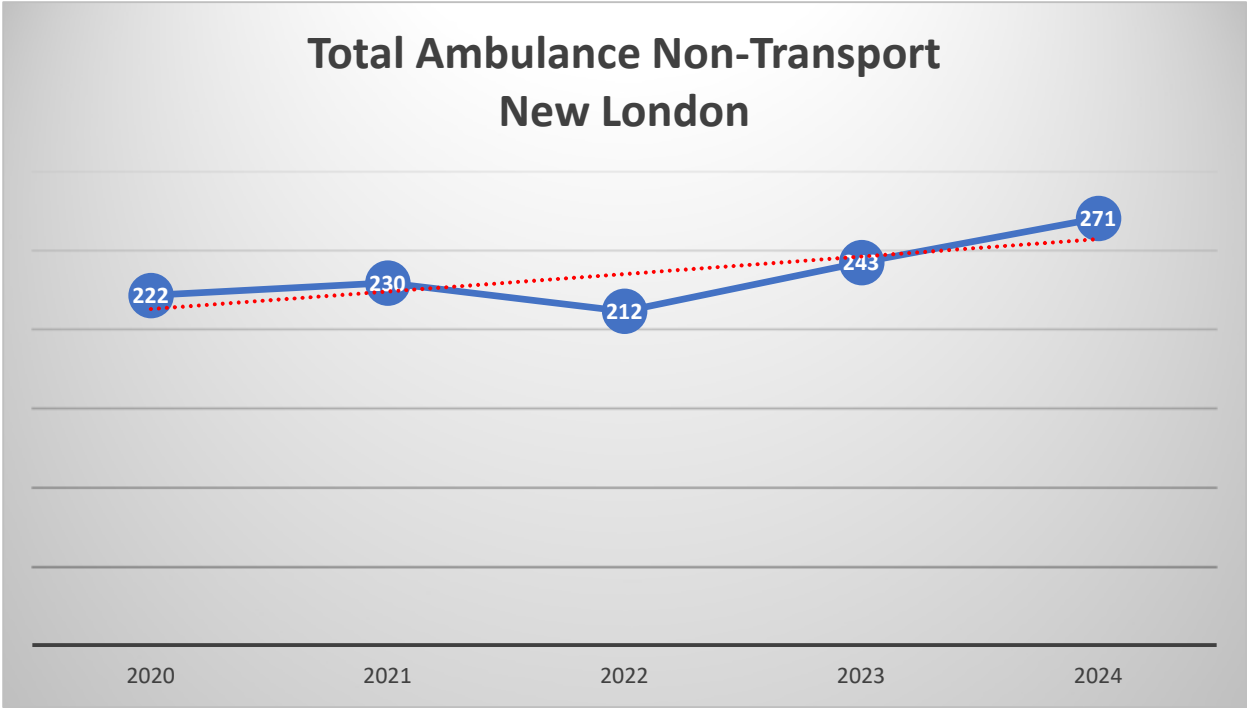
Lisa Cohen  
Chief Financial Officer  
New London Hospital  
603-526-5372  
[Lisa.cohen@newlondonhospital.org](mailto:Lisa.cohen@newlondonhospital.org)

Cc: Lauren Geddes-Wirth, President & CEO  
Karen Beinhaur, Chief Nursing Officer

## Town of New London EMS Statistics

These statistics have been updated to reflect the hospitals fiscal year to align with the provided financial data. Historically this information reflected a calendar year.





A person(s) being transported represents roughly 59% of the “Overall Call Volume,” which is consistent with our prior year rates.

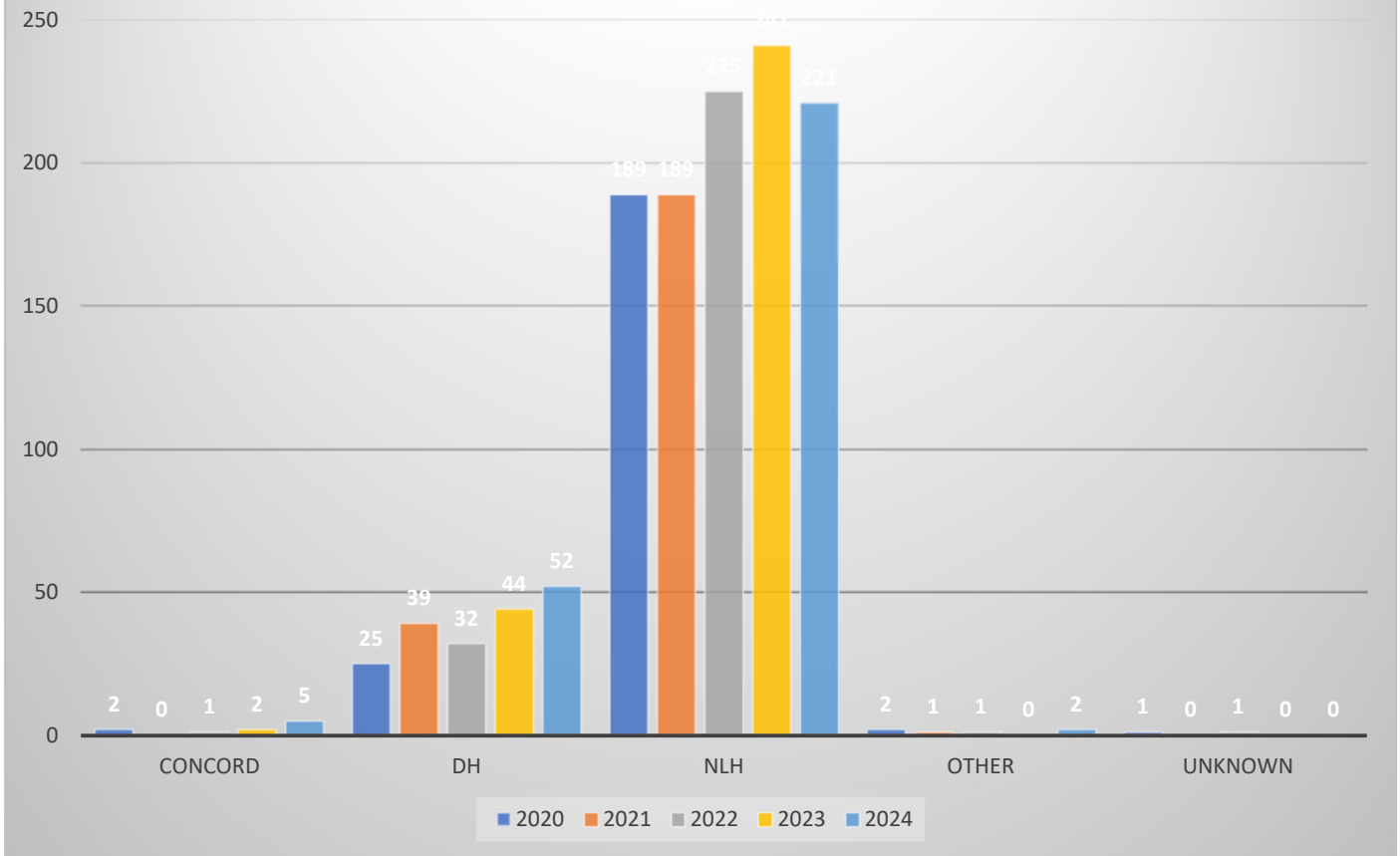
41% of the “Overall Ambulance Call Volume” results in a “Non-Transport.”

This dataset represents calls where the ambulance made it to the scene location, provided aid, and then obtained a patient's refusal to decline care. The most common call type here in New London is a person who has fallen and requires aid getting up but is not injured.

Incident City	Ave Response Time
Croydon	17.4
New London	5.3
Newbury	13.7
Springfield	14.1
Sunapee	8.6
Sutton	14.7
Wilmot	14.2
<b>Average</b>	<b>9.5</b>

The average response time in New London is 5.3 minutes from the time of the tone.

## Patient Destination by Facility



As demonstrated in the graph most patients originating in New London are brought to New London Hospital. Patients transported to other locations, DHMC or Concord, are usually clinically indicated such as trauma or a heart attack.

A very small percentage are patient request to go to a facility other than New London Hospital.

**NLH Ambulance Monthly P&L by Year: FY24**

	July	August	September	October	November	December	January	February	March	April	May	June	Total
Total Gross Patient Service Revenue	\$372,800	\$472,099	\$323,922	\$498,097	\$399,827	\$387,751	\$413,427	\$529,487	\$495,371	\$399,574	\$422,443	\$387,044	\$5,101,843
Deductions from Revenue	\$244,326	\$309,406	\$212,293	\$326,444	\$262,040	\$254,125	\$270,953	\$347,017	\$324,657	\$261,874	\$276,862	\$253,662	\$3,343,659
Total Net Patient Service Revenue	\$128,473	\$162,694	\$111,629	\$171,653	\$137,787	\$133,626	\$142,474	\$182,471	\$170,713	\$137,700	\$145,581	\$133,382	\$1,758,183
Other Revenue												\$61,535	\$61,535
<b>Total Unrestricted Revenue and Other Support</b>	\$128,473	\$162,694	\$111,629	\$171,653	\$137,787	\$133,626	\$142,474	\$182,471	\$170,713	\$137,700	\$145,581	\$194,917	\$1,819,718
Operating Expenses													
Physician Salaries	\$3,603	\$3,603	\$3,603	\$3,603	\$3,603	\$3,603	\$3,603	\$3,603	\$3,603	\$3,603	\$3,603	\$3,603	\$43,236
Staff Salaries	\$154,012	\$155,218	\$150,685	\$168,329	\$178,996	\$172,133	\$199,636	\$164,089	\$180,562	\$163,614	\$167,661	\$184,637	\$2,039,573
Employee Benefits	\$38,503	\$38,805	\$37,671	\$42,082	\$44,749	\$43,033	\$49,909	\$40,210	\$45,516	\$40,904	\$41,915	\$46,159	\$509,456
Medications	\$278	\$626	\$167	\$1,139	\$438	\$226	\$567	\$427	\$694	\$433	\$474	\$1,663	\$7,131
Medical Supplies	\$2,783	\$4,045	\$1,442	\$3,114	\$3,284	\$2,190	\$5,851	\$3,666	\$3,240	\$2,509	\$2,511	\$3,442	\$38,077
Professional Liability	\$895	\$895	\$895	\$895	\$895	\$895	\$895	\$895	\$895	\$895	\$895	\$895	\$10,741
Occupancy	\$25,908	\$9,518	\$22,735	\$12,716	\$17,761	\$15,968	\$17,809	\$27,740	\$22,619	\$12,896	\$17,970	\$18,366	\$222,007
Other Miscellaneous	\$9,862	\$2,149	\$1,696	\$3,545	\$2,774	\$1,267	\$1,775	(\$5,166)	\$7,561	\$1,671	\$3,048	\$5,851	\$36,033
Coding, Billing and Med Records	\$10,829	\$10,829	\$10,829	\$10,829	\$10,829	\$10,829	\$10,829	\$10,829	\$10,829	\$10,829	\$10,829	\$14,935	\$134,050
Purchased Services	\$2,987	\$2,987	\$2,987	\$2,987	\$2,987	\$2,987	\$2,987	\$2,987	\$2,987	\$2,987	\$2,987	\$2,987	\$35,840
Other Supplies	\$790	\$21	\$641	\$896	\$1,703	\$1,043	\$791	\$1,246	\$438	\$272	\$857	\$499	\$9,196
Depreciation and Amortization	\$21,060	\$21,060	\$21,060	\$21,060	\$22,982	\$17,159	\$17,869	\$17,514	\$17,514	\$17,514	\$17,514	\$46,724	\$259,030
Total Operating Expenses	\$271,508	\$249,756	\$254,411	\$271,196	\$291,000	\$271,332	\$312,520	\$268,039	\$296,457	\$258,126	\$270,264	\$329,760	\$3,344,370
<b>Operating Margin Before Town Support</b>	(\$143,035)	(\$87,063)	(\$142,782)	(\$99,543)	(\$153,213)	(\$137,706)	(\$170,046)	(\$85,569)	(\$125,744)	(\$120,426)	(\$124,682)	(\$134,843)	(\$1,524,651)
<b>Town Support</b>	\$41,744	\$41,758	\$41,744	\$41,744	\$41,744	\$41,744	\$41,744	\$41,744	\$41,744	\$41,744	\$41,744	\$41,744	\$500,944
Operating Margin with Town Support	(\$101,291)	(\$45,305)	(\$101,038)	(\$57,799)	(\$111,468)	(\$95,962)	(\$128,301)	(\$43,824)	(\$84,000)	(\$78,682)	(\$82,938)	(\$93,099)	(\$1,023,707)
Estimated Cost Report Benefit													\$672,489
<b>Net (Loss) Gain FY24</b>	(\$101,291)	(\$45,305)	(\$101,038)	(\$57,799)	(\$111,468)	(\$95,962)	(\$128,301)	(\$43,824)	(\$84,000)	(\$78,682)	(\$82,938)	(\$93,099)	(\$351,218)