



*Aetna Ambulance Service Inc.
140 Van Block Avenue, Hartford, CT 06106
Phone: 860-247-6792
Fax: 860-240-7574*

General Information for All Visitors:

Aetna Ambulance Service is housed in a tall one-story brick building marked with a large sign that faces Van Block Avenue. Small signs are marking us as Aetna on the east side of the building that will guide you into our fenced lot. One side of the building is a loading dock. The main entrance is down to the right from the loading dock second door on the right.

All students/visitors should park in the side/rear of the building, away from the large bay doors, and out of the expected pathway of emergency vehicles entering and exiting through the bay doors.

Enter under the green awning, and the dispatch staff will buzz you into the building. Staff will help you locate an appropriate person who can assist you.

Directions:

- **From the West:**

I-84 eastbound to Exit 52 (I-91 South). Take exit 29A to Whitehead Highway. Take the Columbus Blvd exit, take a left onto Columbus Blvd, left onto Charter Oak Ave; you should see the marked building from down the road. To enter, take a right onto Huyshope, right onto Nepaquash St. The building is straight ahead. Look for the Aetna signs and the loading docks.

- **From the East:**

I-84 westbound to Exit 54 on the left, towards Hartford. Stay left at the fork and follow the signs for CT Route 2 and merge onto CT Route 2-W. Take a left onto Columbus Blvd and drive ½ mile past the Convention Center. Take a left onto Charter Oak Ave and you should see the marked building from down the road. To enter, take a right onto Huyshope, right onto Nepaquash St. The building is straight ahead. Look for the Aetna signs and the loading docks.

- **From the North:**

Travel I-91 South into Hartford. Take exit 29A to Whitehead Highway. Take the Columbus Blvd exit, take a left onto Columbus Blvd, left onto Charter Oak Ave; you should see the marked building from down the road. To enter, take a right onto Huyshope, right onto Nepaquash St. The building is straight ahead. Look for the Aetna signs and the loading docks.

- **From the South:**

Travel I-91 North into Hartford. Take exit 29A to Whitehead Highway. Take the Columbus Blvd exit, take a left onto Columbus Blvd, left onto Charter Oak Ave; you should see the marked building from down the road. To enter, take a right onto Huyshope, right onto Nepaquash St. The building is straight ahead. Look for the Aetna signs and the loading docks.

Where to Report:

You or your Program Coordinator should schedule all training time in advance, with Aetna's Scheduling Coordinator (Michael Pacheco, 860.247.6792) unless otherwise arranged. All students should park in the rear of the building, away from the bay doors and out of the expected pathway of emergency vehicles entering through the bay doors. Ring the doorbell under the awning and let the on-duty dispatcher know you are a student. A supervisor will direct you where to go next.

What to Bring:

Your uniform description may have been pre-designated by your Program Coordinator and may differ from the description below. If your program does not have a specific uniform then you should wear navy blue uniform pants (no jeans) and a white button-down shirt or polo shirt. Students should wear a black belt and black shoes or boots (or completely plain black sneakers). All students should bring a watch, a pad and a pen.

Do NOT wear any logos, lettering, or emblems unless directed by your program. Absolutely nothing you wear should identify you with a fire department or EMS agency. Your program may have issued you identification which you should wear in accordance with your program's rules. If applicable, do not bring any EMS equipment or medical supplies beyond a stethoscope.

Students are encouraged to bring study materials, outlines, pocket guides, or anything else that may aid in the learning process and can be easily stowed when on ambulance calls.

General Rules:

Your field trainer/preceptor will remain with you throughout the shift and guide you through the day and the ambulance calls. You should remain with this person, as you must be accompanied on company property. Your trainer will make sure you are following company policies and procedures.

There is no smoking in the building. Your trainer will bring you somewhere to eat at some point during the day, and please, don't be too shy to ask.

Ride time ends at midnight for all students, without exception.

We are constantly looking for ways to improve our service and programs. If you have any feedback, please do not hesitate to express it to your program coordinator or any of Aetna's Supervisors or Managers. The Program Coordinator can be reached at MPacheco@asm-aetna.com or by phone at (860) 247-6792.

Don't forget to ask for an application during your time with us, and don't be surprised if recruitment attempts are made. We are always looking for quality EMS Providers, including new program graduates.



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