

Media Release

Date: September 18, 2026

For immediate release

Dedicated Off-Load Nurse to Support Ambulance Turnaround at Tillsonburg District Memorial Hospital

Tillsonburg, ON – Patients arriving by ambulance at Tillsonburg District Memorial Hospital (TDMH), a site of Rural Roads Health Services, will benefit from enhanced support in the Emergency Department through the introduction of a Dedicated Off-Load Nurse (DON).

With support from Ontario Health and Oxford County Paramedic Services (OCPS), TDMH has received a one-time, two-year grant to establish the DON role. The initiative is designed to improve the timely transfer of patients from ambulance crews into the care of the Emergency Department team, while helping paramedics return to the community sooner.

The Dedicated Off-Load Nurse will receive ambulance patients upon arrival, complete an initial assessment and triage, facilitate their transfer to an appropriate care space within the Emergency Department, and provide nursing care as required. By supporting this transition, the DON will help improve patient flow and reduce the amount of time paramedics are required to remain at the hospital after arriving with a patient.

“By dedicating off-load nurse support to Tillsonburg, paramedic crews will be able to transfer care more quickly,” said Ryan Hall, Director of Paramedic Services for Oxford County. “Most importantly, it helps ensure our paramedics can return to the community sooner and be available to respond to the next emergency.”

“We are incredibly grateful for this funding, which will make a meaningful difference for patients, our Emergency Department team and our paramedic partners,” said April Mullen, Chief Nursing Executive and Vice President of Clinical Services. “Having a dedicated off-load nurse means patients arriving by ambulance can be assessed and transitioned into the care of our Emergency Department team more quickly. This supports better patient flow while reducing pressure on both paramedics and hospital teams.”

“This investment is an important example of what can be achieved when healthcare partners work together to address the needs of our community,” Mullen added. “We sincerely thank Ontario Health and our OCPS partners for recognizing this need and supporting an initiative that will benefit patients, families, healthcare teams and the broader community.”

ALEXANDRA HOSPITAL, INGERSOLL

29 Noxon St., Ingersoll, ON N5C 1B8
Phone: 519-485-1732 Fax: 519-485-9606
www.alexandrahospital.on.ca

TILLSONBURG DISTRICT MEMORIAL HOSPITAL

167 Rolph St., Tillsonburg, ON N4G 3Y9
Phone: 519-842-3611 Fax: 519-842-6733
www.tillsonburghospital.on.ca



The Dedicated Off-Load Nurse initiative will be in place for two years, providing additional capacity to support ambulance off-load and patient flow at TDMH.

Media Contact: April Mullen, Chief Nursing Executive & Vice President Clinical Services
Phone Number: 519-842-3611 extension 5204
E-mail: april.mullen@rrhs.ca
Website: <https://www.rrhs.ca/>