

WATCHTOWER

Bible and Tract Society of New York, Inc.

Hospital Information Desk

25 Columbia Heights, Brooklyn, NY 11201-2483, U.S.A.

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April 8, 2013

TO ALL HOSPITAL LIAISON COMMITTEES IN PUERTO RICO AND ADJACENT ISLANDS

Re: Merging with the United States branch territory

Dear Brothers:

We are writing to welcome all of you to our network of Hospital Liaison Committees (HLCs) serving under the oversight of the Hospital Information Desk (HID) in the United States (U.S.)! There are many details being worked out so that we can continue to provide the support that you have had from the Puerto Rico HID for many years, some of which are noted below.

Our office is staffed by eight full-time workers at 30 Columbia Heights, in Brooklyn, New York. A copy of our fact sheet is included for your information only. One of the desk brothers will be assigned to take calls that come from your HLC. A copy of the listing and a map showing all HLCs in the U.S. branch territory is also being provided. You may want to print copies to add to section 1 of your HLC *Guidelines* binder. In the near future, an updated version of this map and of your individual HLC territory will be posted on jw.org for all HLC members.

Support for Direction and Medical Emergencies

- Our phone number is **(718) 560-4300**. During the hours of 8:00 a.m. – 12:00 p.m. and 1:00 p.m. – 5:00 p.m. E.S.T., this phone is answered by our office. At all other times, a Bethel operator will answer and transfer *emergency* calls to an HID brother on duty.
- Please feel free to call us during work hours for any questions you have, and to call us at *any* time when you need help while handling a medical emergency. Since our ability to speak Spanish is limited, it would be best if an English-speaking brother phoned when discussing medical terms.

HLC Domain on jw.org Web Site

We rely heavily on the use of this tool for a number of items, several of which are currently being translated into Spanish. Please explore the different tabs of this domain, especially noting the following ones:

- “Lookup/Search for Contacts”: You now have access to contact information on jw.org for *all* HLC members in the U.S. branch territory and for all coordinators of the body of elders and secretaries in *all* congregations in your assigned HLC territory. If there is a need to speak to someone in Spanish, please note that you can see who is assigned to Spanish-speaking congregations. You may contact them directly as needed when handling cases. **Note:** All other HLCs in the U.S. branch territory will likewise have access to your contact data.
- “Documents/Forms”: The *hlc-4 (Index to Letters)* is updated immediately after the posting of a new letter. You should print the *hlc-4* and all HLC letters for placement into section 9 of your *Guidelines* binder. Thereafter, please take the time to carefully read all of them. In the future, a Spanish translation of this index will be posted.

Re: Merging with the United States branch territory

April 8, 2013

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- “Documents/Letters”: Policy letters to all HLCs in the U.S. branch territory are posted here in both English and Spanish. A determination is being made on which letters are specific to Puerto Rico and the adjacent islands so that they continue to be listed as policy letters.
- “Documents/Medical Information”: The HLC Seminar III *Guidelines* binder contents are available to view, download, and print. (Additional binders can be requested as needed for new appointments.) Seminar III video recordings for HLC training can be viewed as a refresher for current members and are used when training newly appointed HLC members.
- “Inbox”: This is our main method of communication with each *individual* HLC. Letters to individual HLCs are sent to your “Inbox” as opposed to being sent to you by postal mail. Although letters are addressed to the chairman so that he can provide direction on any needed action, all members of the committee are copied. All “Inbox” items will be retained for a maximum of 45 days. After this retention period, they will be permanently deleted. With this in mind, HLC members should regularly check their “Inbox.”

Patients Traveling for Medical Care

- **To the United States branch territory:** It is no longer necessary for you to contact the HID when patients travel to locations within the United States territory for treatment (see attached listing). You can now phone HLCs in the U.S. branch territory directly to inquire about medical services in their area or to pass along information in order to quickly facilitate a smooth transfer of patients who need to obtain medical care, without blood, in another area. HLC brothers assigned to Spanish-speaking congregations can be located using the “Lookup/Search for Contacts” tab on jw.org. However, please continue to use the form *hlc-20* as instructed when a patient requests private rooming due to special medical needs.
- **To other countries:** Please contact the HID in the U.S. whenever publishers are seeking HLC assistance in countries other than those listed on the attached U.S. HLC listing.

We can be confident of Jehovah’s blessing on this new arrangement and the work that is being done to make it successful. (Ps. 127:1) Please be assured that we will do everything we can to provide as much help as possible in order to support you in your theocratic assignment. If you happen to be visiting Brooklyn Bethel at any time in the future, please let us know so that we can arrange to have you visit our office in order to get more acquainted.

Please be assured of our warm Christian love and best wishes.

Your brothers,


OF NEW YORK, INC.

cc: Traveling overseers in Puerto Rico
U.S. HLCs