



For Immediate Release
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Union City Fire & Emergency Services Launches RightSite Program to Enhance Emergency Response and Community Health

(Union City, GA) - Union City Fire & Emergency Services (UCFES) is proud to announce the successful completion of training and full implementation of the RightSite program as of April 17, 2025. RightSite, a service staffed by board-certified emergency room physicians and nurse navigators, offers an innovative and compassionate option for low-acuity 911 callers who do not require emergency room treatment.

This program is a cornerstone initiative supporting Union City's R3 Master Plan — Reclaim, Renew, and Reimagine— which rethinks how emergency services are delivered in a rapidly evolving healthcare landscape.

"RightSite allows us to reclaim critical emergency resources, reimagine how we deliver care, and renew our commitment to a healthier Union City," said Fire Chief Joe Maddox. "It's a forward-thinking approach that enhances patient outcomes while preserving vital emergency system capacity."

Since launching the program, UCFES has already successfully referred a low-acuity 911 caller to RightSite for appropriate, non-emergent care. Through this innovative service model, we can:

- Reclaim critical emergency resources by ensuring ambulances and emergency departments are available for true life-threatening emergencies.
- Renew our commitment to a healthier, more resilient Union City by improving patient outcomes and supporting a sustainable emergency care system.
- Reimagine patient care by connecting individuals with the most appropriate medical services at the right time and place.

By utilizing RightSite for non-emergent cases, UCFES helps to:

- Keep emergency resources available for true emergencies
- Provide more targeted and effective patient support
- Reduce unnecessary strain on local emergency rooms and ambulance services
- Improve patient outcomes by ensuring timely access to the appropriate level of care.

UCFES remains committed to leading the way in service innovation, aligning with the broader goals of Union City's R3 Master Plan. The RightSite program represents a



significant step in enhancing our emergency response capabilities and strengthening our community's overall health and well-being.

Together, we are delivering innovative resources, positioning our City's future for greater safety, faster emergency response, and stronger community resilience.

About Union City:

Recognized as the fastest-growing city in Georgia and the 4th fastest-growing suburb in the nation, Union City is experiencing a period of remarkable change. The City is making substantial investments in new parks, expansive greenway trails, affordable housing, and upgraded infrastructure to enhance quality of life opportunities for its residents. These initiatives are part of the City's commitment to creating a more livable, connected, and sustainable community, positioning it as a leading destination for growth and development.

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