



“Digital Dashboard” Delivers Real-Time A/R Information and Early Alerts for Slow Pay

MEDICS AMBULANCE SERVICE

At a Glance:

- 22 years of service in Broward County, Palm Beach County and Miami-Dade County in Florida
- 45+ vehicles
- 250 employees
- Handle over 40,000 calls per year

ZOLL Data Systems' solutions

- RescueNet Billing
- RescueNet Dispatch
- RescueNet Field Data
- RescueNet Nomad

Benefits

- Improved clinical documentation
- Reduced DSO by 30% in first 90 days after installing RescueNet Billing and RescueNet Dispatch
- Cut % of A/R over 60 days in half in first six months
- Greater first-time accuracy in bills
- Improved staffing efficiency, through eliminating duplicate data entry and providing direct access to information in a central database

Timeline

- April 2003 – Replaced DOS billing system with RescueNet Billing
- August 2003 – Replaced manual dispatch process with RescueNet Dispatch

Why Medics Selected RescueNet

- RescueNet vision – one EMS solution, grow at own speed
- Rich product features – competitive advantage for Medics
- Single database shared by all products – efficiency, accuracy
- One vendor developed all products – data integrity, single support

“We saw an improvement in the aging of our 60 to 90 day accounts within the first billing cycle. The information is in front of our staff at all times, with easy-to-read charts and automated alerts. RescueNet Billing allows us to focus our energies on our on-going business.”

—Alan Skavroneck, Chief Administrative Officer

OVERVIEW

In 1982, Medics Ambulance Service began with one ambulance and one man’s vision to provide healthcare transportation to the residents of Broward County. During the first year of operation, Medics Ambulance responded to over 500 calls. Twenty years later they expanded operations to include Palm Beach and Miami-Dade counties in South Florida. In 2003 they received 40,000 calls and today Medics Ambulance is one of only two ambulance companies licensed to provide service to the tri-county area. Medics Ambulance specializes in servicing the private sector; hospitals, nursing homes, and managed care organizations in the transportation of their patients. These transports may be related to the discharge of the patient from a particular facility, admission to a facility for further treatment, or rehabilitation.

BUSINESS CHALLENGE AND EVALUATION PROCESS

Rapid business expansion strains all business processes. The problem was compounded on the billing side because their vendor was dropping support for the DOS-based system, which forced a search for a new billing solution. Dispatching was done by using a manual system with NCR cards, but the geographic expansion in 2002 required an automated solution.

Six people were on the joint billing/dispatch software evaluation committee – Chief Administrative Officer Alan Skavroneck plus the CEO, COO, CFO, and the billing and dispatch managers.

Lists of essential features were compiled and a short list of vendors was created—there were three on the billing side, the incumbent vendor and two others.

“We graded the vendors on everything,” said Alan Skavroneck, “not just the product itself but also on support, strategy, technology, stability of the company, and commitment to the EMS industry. We were very thorough in our evaluation and used a collaborative process.” Vendor and customer visits were part of the process. “By the time we finished our evaluation, we were confident in our decision, which was to purchase both RescueNet Billing and RescueNet Dispatch.”



BUSINESS SOLUTION

Medics Ambulance Service had over 6,000 patient files that needed to move to the new system. According to Alan Skavronek, "This was a lot easier than we expected; a simple utility comes standard with RescueNet Billing, and we brought over all the critical demographic information in just an hour or two." "Our goal was that when the ZOLL Data Systems' team left at the end of the on-site installation, the cash would be flowing. And it happened just that way."

The implementation team came on site twice during the billing installation process. "The two deployment specialists were great; they helped us learn the product from the point of view of our business processes, working with our managers. Then they came back to set up and train us. The perspective was OUR company, not THEIR software."

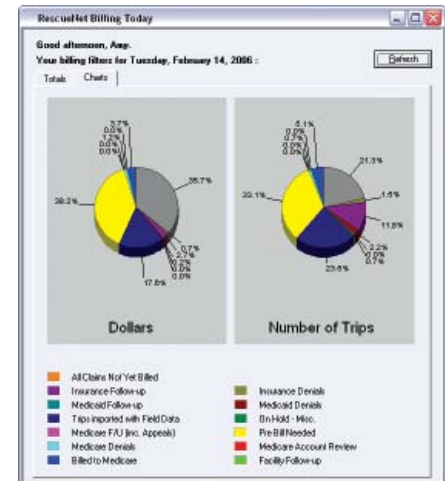
Four months later RescueNet Dispatch was installed, and all the billing and dispatch data then resided in a common SQL Server database.

BUSINESS RESULTS

Medics Ambulance saw an improvement in the 60- to 90-day aged accounts within the first billing cycle. The most impressive improvement was with accounts over 60 days. Medics reduced the percentage over 60 days by half within the first six months the system was in place, thanks to the improved reporting and the Alert feature of the Billing Today screen.

With the implementation of RescueNet Dispatch, real-time data was shared between dispatch and billing. One result—DSO was reduced by 30% in the first 90 days. Another plus—elimination of the data integrity problems that had plagued them in the past.

"The biggest difference is in the information our billing staff has available, instantly. It allows them to be proactive in A/R, rather than reactive like they were in the past. With the new system in place, we can focus our energies on growing our business and supporting our clients with the best possible service. We have a real partner with ZOLL Data Systems, and RescueNet."



The Billing Today screen can be tailored to alert each user to the areas they want to monitor, such as no activity on primary payer in first 30 days



Medics Ambulance Service handles over 40,000 calls a year in South Florida using RescueNet Billing and RescueNet Dispatch.

ZOLL Data Systems offers the RescueNet suite—computer-aided dispatch, billing, field data collection, crew scheduling, and mobile data software for the emergency medical services (EMS) market. RescueNet is the only fully integrated EMS data management system that allows EMS organizations to manage critical information for maximum performance.

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