



## CASE STUDY

How Mutual Aid EMS Improved Clinical and Operational Efficiency With Integrated Dispatch, Crew Communications, and Billing Software

## THE OPPORTUNITY

Mutual Aid EMS was struggling with dispatch, crew communications, and billing systems that were not integrated. Teams could not share data needed to support decisions. Efficiency was suffering with delayed response times and documentation sometimes exceeding the 72-hour rule due to manual workarounds required to accomplish routine tasks. Although the regional service operated 14 ambulance stations, management reports were only available at the individual station level. In addition to Mutual Aid EMS' data challenges, technical support provided by their software vendor was poor.

Mutual Aid EMS mounted a search for a customizable solution purpose-built for EMS that would enable the communications, crew, and billing teams to work more efficiently and would make integrated data available for quality initiatives and operational planning. In addition, they insisted that any solution considered must deliver high reliability and come with excellent technical support.

## THE SOLUTION

After a thorough evaluation of system capabilities, security, compliance, technical support, and ability to support future growth, Mutual Aid EMS selected a cloud-based solution from ZOLL Data Systems that integrates ZOLL Dispatch, ZOLL emsCharts®, ZOLL Billing, and Mobile Care Connect.

This solution meets their needs by streamlining calls, providing intelligent vehicle routing, and automating response assignments and trip documentation. It also increases billing productivity and revenue, thanks to automated workflows and real-time cash flow tracking.

[SEE THE RESULTS](#) ➤

*“The ZOLL Data Systems solution has drastically improved our day-to-day operations. The dispatch, crew, and billing teams are much happier and better able to perform their jobs effectively. We have a much better view of our business and are confident that our new software will keep up with us as we grow.*

*Technical support is excellent.”*

— LINDSAY SANDUSKY, IT MANAGER

## THE RESULTS

One of the most profound improvements resulting from the integrated ZOLL Data Systems solution is the availability of information. Mutual Aid now has the data to answer virtually any clinical, operational, or financial question for a single station or the 14-station system. The billing team can access data points from the patient encounter, and management can analyze data more easily to make financial and volume projections with confidence never possible with their old software.

Communication between dispatch and crews is streamlined, with less chatter and more real-time data sharing. Response times have improved, and crews find that patient care reporting is much faster and easier, helping them stay in compliance with the 72-hour rule.

### Results highlight the immediate impact of converting to an integrated ZOLL Data Systems solution:



#### Improved Efficiency

- Improved response time by strategically positioning units
- Improved transfer efficiency by expanding schedule visibility
- Improved management efficiency by adding robust clinical, operational, and financial reporting at the station and system levels



#### Streamlined Communications

- Reduced radio chatter and traffic volume by enabling crews to mark trip progress



#### Fewer Incomplete Trips

- Reduced incomplete trips by addressing issues via Caller Queue feature

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