

Gold Cross EMS

Gold Cross EMS, Inc. is based out of Augusta, Georgia and is committed to providing patients throughout this region the highest of standards and excellence. Gold Cross EMS specializes in Emergency and Non-Emergency ground transport, and can accommodate air transportation needs as well. Gold Cross EMS has been serving the CSRA since 1997. A locally owned and operated business, Gold Cross EMS offers a complete range of transportation services, including helicopter, critical care ambulance, ALS and BLS ambulance, ALS bike team, stretcher van, and wheelchair van services. The Gold Cross EMS state-of-the-art communications center tracks their helicopter positioning by two-way satellite tracking and their ambulances use cutting edge technology to provide real-time GPS tracking to the communications center, WIFI internet access, and Bluetooth capabilities for sending EKG's directly to hospitals from the ambulance before the patient arrives. The moment a call is dispatched, the Gold Cross EMS field crews receive instant dispatch information sent to their vehicles, as well as GPS directions to their destination. Gold Cross EMS currently serves as the Emergency Response (911) provider for Columbia, Jefferson, and Richmond Counties.

Gold Cross EMS responds to an average of 65-70k calls a year and has been using the Respond Billing software since 2001. In 2011, Respond ePCR was added and in 2012, Respond CAD (including the ProQA interface) joined the software suite in addition to InMotion® onBoard Mobile Gateway's (OMG's) and new Panasonic Toughbooks® in all 42 Gold Cross EMS units. Gold Cross EMS also uses the Philips 12 Lead MRX® devices.

"The ability to combine the Respond Billing, CAD, Mobile, and ePCR software into one suite of products has been a huge help," said Steven Vincent, IT Director for Gold Cross EMS. "First, there is one support line to call and from my experience with others I know who have different billing, CAD, and ePCR vendors, it's

much easier to troubleshoot any problems when there is only one vendor, since the applications are created to work together.

"Because Respond CAD and Mobile work well with the InMotion OMG's, we are able to get turn-by-turn navigation, updated call information, and two-way messaging to dispatch. This helps us tremendously because we cover a 100-mile radius and if someone goes to a county they aren't familiar with, they have the GPS navigation assistance to help them arrive at the correct destination; it helps with new hires who may not know the area yet.

"The interface with Paramount Version ProQA has worked amazingly well. As our dispatchers EMD the call, even though the ambulance is already en-route, they can send them updated call information without tying up the radio.

"Respond ePCR has been a great help to our field crews because of its touchscreen navigation instead of multiple drop-down boxes. It allows the crews to finish a PCR quicker and get 'off the wall' at the hospital quicker. They are also able to send their PCRs to the hospital of their choice right from their Tough Book. The PCR information can then be uploaded directly into Respond Billing. By having validators in the Billing Department run a report and make sure every call is in the system, we are able to ensure that all calls are accounted for and managed appropriately. Respond ePCR automatically sends the call after a predetermined time and we can access it on a LAN client to check for any failed calls."

Providing patients the highest standards requires excellence in all areas, including software and technology. Gold Cross EMS has made that commitment.

Service

Gold Cross EMS, Inc.
Augusta, GA

- Locally owned and operated, serving CSRA since 1997
- Software: Respond Billing, Respond CAD, Respond ePCR
- Averages 65-70K call per year

Key Benefits

- Accountability of calls and the ability to reconcile daily
- State-of-art technology and software enables

the highest standards of communication with our entire team

- One vendor - one product suite - one number to call to support our software needs and partner with to achieve the highest standards of patient care and overall business efficiency and effectiveness

