TRITECH
SOFTWARE SYSTEMS

Metro Ambulance Service

Since 1980 Metro Ambulance - owned and operated by Lauderdale County (Mississippi) - has been on-call and responding to the needs of citizens in and around the county. The operation began with two trucks, averaging six to eight calls per day, and depended largely on subsidies from Lauderdale County Government. Today, Metro Ambulance is a self-supportive agency of Lauderdale County that operates nine trucks and two wheelchair vans responding to approximately 60 calls per day.

TJ Irby, Office Manager for Metro Ambulance Service, has being using TriTech's billing system at Metro Ambulance Service for over 20 years. Prior to transferring to the office, TJ worked on the truck; the experience helped him to understand both sides of the EMS service – office and field. Although call volume has increased in the past several years, the office staff has decreased due to technology advances. The efficiency gained by implementing the Respond ePCR program with the billing component has dramatically reduced many manual tasks, such as data entry. "We have one less biller than we did five years ago when we implemented the ePCR program," said TJ, "and we are running more calls now than we did then.

Information is gleaned from the Respond Billing daily reports and collected into a single spreadsheet that provides a snapshot view of the day's billing activities. TJ says that there are several reports within the Respond Billing system that he 'lives and breaths' by: the Call Report (which lists calls with charge, credit, and balance information), the Credit Report (which outlines information about credits entered into the system, e.g. payments, write-offs, allowances, etc.), the Charge Report (which outlines information about charges entered into the system, such as base, mileage, procedural, and supply charges) and the Aging Report Summary (which provides a two dimensional snapshot view of the accounts receivables). TJ says that identifying delinquent accounts is simple because the billing program "does it for you." Once identified, the detailed report is compiled, thus creating a "to do" list. TJ

says that the billing software has helped reduce their days in AR (accounts receivable) from months to days.

Prior to adding TriTech's Computer Aided Dispatch (CAD) application to their software mix, Metro Ambulance Service relied on the county's 911 dispatch computer system, which could not interface with the billing application or produce the reports that were valuable for business operations. The county system did not contain mapping or mobile data functions and the paging features were not reliable. Since implementing the Respond CAD system, all of these issues have been resolved, and the reductions in data entry and mis-keyed information have been welcomed efficiencies. The Respond CAD ProQA interface module copies the ProQA information to CAD which is valuable documentation that helps support ALS Assessment billing for a BLS transport. Since a major portion of the expense of implementing an electronic patient care reporting system in the field is the hardware (e.g. rugged portable computers, mounting brackets), TJ said it was relatively a minimal expense to add the Mobile portion of the Respond CAD application on the units, in addition to the Respond ePCR. The added functionality and usability for the medics of these portable computers increases from not only recording patient care information electronically, but also mapping and routing information, instant messaging with dispatch, and more information instantly accessible at their fingertips.

With longevity in the industry of not only TJ, but also the TriTech Support Services Team, TJ can speak from many years of experience about the quality of services provided. "TriTech Support Services is extremely responsive and it is wonderful to know so many of the people in the department who have been around for many years," TJ attested. "I have known support technicians, as well as developers, from TriTech for more than 20 years. I value the opportunity to talk with someone on the phone rather than relying on email based support. I can't say enough about the quality of support services from TriTech."

Service

Metro Ambulance Service
Meridian, MS

· Began operations in 1980
· Software: Respond Billing, Respond CAD, Respond ePCR
· Averages 60 calls per day
· Days in AR reduced from months to days with Respond Billing

Key Benefits

· Combining Respond ePCR with Respond Billing reduced manual data entry significantly
· Respond Billing reports help identify deliquent accounts
· Respond CAD gives dispatchers the ability to run reports to reconcile their daily calls with other departments