



SETTING THE STANDARD FOR FIXED-WING AIR MEDICAL TRANSPORTS

AirMed Adds Aircraft, Services and Easy-to-Use Options to Provide the Highest Level of Care

At AirMed, being the leader in fixed-wing air medical transport missions means always improving on our promise to deliver the highest quality care to the world at a moment's notice. We've been busy upgrading our aircraft fleet, the levels of service we provide and even the way you can order an AirMed transport.

NEW MEDICALLY CONFIGURED AIRCRAFT

New Hawker 800XP jets, medically configured and ideal for mid-range transports.

NEW AIRMED 360 COMMERCIAL ESCORT SERVICE

Streamlines the travel process for patients medically cleared to use commercial transport.

NEW ONLINE ORDERING

Get transport quotes at the click of a button, ten times faster than ordering by phone.

SOME THINGS NEVER CHANGE

AirMed continues to provide all-inclusive, bedside-to-bedside service, specialized medical care, highly skilled critical care clinicians and the safest pilots.

TO SCHEDULE A TRANSPORT, PLEASE CALL 205.443.4840.



 A Global Medical Response Solution

COVID-19 Lessons: The Time is Now to Improve Healthcare Efficiencies

Online Ordering for Medical Transports Can Streamline Communication, Response Times

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In a year like no other, the healthcare industry has been taxed and tested. The COVID-19 pandemic came and, on one hand, shined a bright light on the courageous, skilled and dedicated women and men on the medical frontlines, risking all to help their communities. Doctors, nurses, EMTs, paramedics, communications operators, flight medical crews and air-transport pilots all have risen to the unprecedented challenges placed before them by an invisible, previously unknown enemy. We take great pride in their efforts.

On the other hand, the pandemic exposed critical areas where the industry itself can and must improve. Defining and addressing these issues began almost immediately upon the outset of COVID-19 and will be at the forefront of our efforts in the near- and long-term. But we are an industry accustomed to adaptation, and we will rise to this occasion. The changes we make for the better will not only help in our COVID-19 response, or facing another novel virus, but also in the day-to-day patient care that hospitals, healthcare systems and medical transport companies regularly provide.

A MATTER OF TIME

One of those critical issues is time: the time it takes to respond to a patient call, the time that clinical staffs have to provide care, and the time to accurately get patients the right level of care for their medical needs. COVID-19 showed us that even the smallest improvements in time management, saving the smallest increments of time, can add up to higher

levels of care. Often, those minutes and seconds saved are the difference between life and death.

Global Medical Response (GMR) saw this firsthand. Our ground- and air-transport companies not only serve thousands of communities across the country but were sent to augment the COVID-19 response at hot spots in New York, New Jersey, Texas and California. Here we found that our efforts and those of the hospitals and healthcare systems, often overburdened by incoming patients, could have been improved with better time management through better systems. Small breakdowns in the communication of patient information and hospital capabilities added greatly to the time it took to get patients the care they needed.

One solution to address these potential breakdowns and save critical time is a more modern ordering system for medical transports. This would provide accurate information more quickly while freeing clinicians from time-consuming administrative duties, allowing them to focus on what they do best: patient care. For most hospitals and healthcare systems, the telephone is still the only lifeline to other medical agencies.

CHANGING THE PARADIGM

It didn't take a pandemic for GMR to begin thinking about the critical issue of time. In 2011, GMR began developing and rolling out a new Online Ordering System (OLOS), leveraging proprietary software to make it easier and exponentially faster to order medical transports.

This industry-leading system enables healthcare professionals to schedule any level of medical transport at the click of a button. With the facility of this new system, transport scheduling is ten times faster than ordering by phone—saving valuable time while increasing efficiency and hospital throughput. OLOS makes it easy to request and schedule medical transportation whenever it fits into the busy schedule of transfer center users, discharge planners, nurses or other staff at healthcare facilities.

The benefits are immediate and profound:

- Accessible from any web browser and imports patient information securely via EHR integration.
- Intelligent and can determine the appropriate level of transport based on a few simple questions.
- Saves administrative time by creating paperless patient documentation.
- Provides real-time ETAs, as well as transparency of past and future transports to help determine up-to-the-minute bed availability.

In fact, visibility into a hospital's bed availability has become another hot-button issue to stem from the pandemic. Understanding and managing that availability is critical but also time consuming. OLOS provides a fast and easy way to keep on top of bed vacancies through its CleanCue functionality. CleanCue signals hospital staff to clean an empty bed with instant text messages upon patient transport. This improves bed turnover, which is vital during a pandemic but important as well to keep a hospital functioning smoothly and efficiently at any time.

This idea of freeing hospitals from cumbersome duties, which are pivotal but also compete for time with

the provision of patient care, is at the core of our philosophy. Ideally, OLOS is merely a jumping-off point where hospitals provide some basic information and we handle all Transportation Network Management from there. This includes arranging any level of transportation (ambulance, wheelchair van, rideshare, taxi, etc.),

handling billing, reporting ETAs, ensuring transport crews have sufficient training (like COVID-19 protocols), and, of course, safely delivering patients to healthcare facilities, between facilities or to the patient's home. A true end-to-end program that frees up time for hospitals and caregivers.

PILOT PROGRAM RESULTS

By early 2020, just as COVID-19 came to U.S. shores, adopters of this innovative Online Ordering System were reporting increased efficiencies, which means additional time for patient care. Deaconess Health System was one such early adopter. Deaconess serves 26 counties in Indiana, Kentucky and Illinois with nine hospitals and a network of more than 30 care sites. In February, Amy Susott, Chief Innovation Officer for Deaconess, commented on the early results for her health system.

"All Deaconess personnel who are responsible for arranging transport for patients are able to use OLOS. This level of integration is a 'game-changer' for patient throughput at Deaconess," she said. "The system reduces handoffs, increases accuracy for hospital and EMS staff, and reduces hassle and wait times for patients. Additionally, using the right level of transportation will lower costs for both Deaconess and patients, and the standardized documentation reduces billing discrepancies."

GMR has received similar reports from other hospitals now using OLOS. The system not only

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eliminates time spent on the phone ordering transportation, but it also streamlines communication between medical transport company and hospital, addressing surges in capacity, allowing all parties to be aware of the need for increased transports and staffing earlier in the process. Addressing patient surge has been one of the key takeaways from the COVID-19 pandemic.

GROUND AND AIR COVERAGE

OLOS rollouts to partners like Deaconess featured ground transports. But GMR, with both air- and ground transport concerns, has continued to build out the program. Recently, we increased the functionality of OLOS to include requests for non-emergent, fixed-wing air transport quotes through AirMed International.

AirMed provides fixed-wing air ambulance transportation for individuals, families, insurance companies, travel-assistance companies and providers of medical care throughout the world. Since 2003, AirMed has completed more than 25,000 missions in all 50 states and more than 150 countries on six continents. AirMed's all-inclusive, bedside-to-bedside service focuses on specialized medical care during the entire transport with highly-trained critical care clinicians and flight crews dedicated to the company's impeccable safety record.

Through OLOS, obtaining quotes for AirMed's patient services, which includes scheduling

transports on commercial airlines as well as via its own medically-configured fleet, is now as easy as clicking a button. With this system, hospital case managers, travel insurance call centers and health insurance plan administrators can save valuable time while increasing efficiency.

SHARING INFORMATION AND EFFICIENCIES

Fixed-wing transport online ordering is fulfilled through GMR fixed-wing assets, including AirMed aircraft, and is occasionally outsourced by third-party providers with customer approval. But the ground-transport functionality of OLOS is agnostic, meaning it can be used regardless of the ground ambulance provider contracted by a hospital or health system. In other words, we have made it possible for competing ambulance companies to leverage our efficiencies and information resources. In the wake of COVID-19, such across-the-board sharing will further decrease response times and patient wait times while freeing more clinicians from administrative duties.

GMR will continue to improve its OLOS platform in the coming months and years through increased levels of communication, functionality and depth of information the system can provide. This will be critical to better responding to crises but, more essentially, it will improve healthcare for all Americans at any time of need. To learn more, visit www.access2care.net or call 855.267.0911.