



COMPANY NAME: MedicOne Medical Response
LOCATION: Dallas, Texas
INDUSTRY: Emergency Medical Response
FLEET SIZE: 21

MedicOne Medical Response has positioned itself to be the leading provider of frontline emergency healthcare throughout North Central Texas, South Central Illinois and soon in East Tennessee. Founded in 1999 in the heart of North Texas, MedicOne performs over 20,000 patient transports per year. With the primary focus of making customer service and the practice of clinical excellence the gold standard, MedicOne is poised for significant growth and success.

Business Challenge

The company prides themselves on setting the standard at providing exceptional clinical care and customer service through Emergency, Non-Emergency and Critical Care Transport. As MedicOne's fleet has grown, the need for an efficient way to locate and dispatch ambulances closest to the emergency call has become critical. Challenges that the company faced included:

- ⦿ **Unknown Ambulance Locations:** Without an effective way to accurately locate the closest ambulance to an emergency call, MedicOne's units were frequently crossing paths and ultimately increasing their response times.
- ⦿ **Estimated Response Times:** When dispatching a crew to a patient location, dispatchers were estimating and providing inaccurate ETA's.
- ⦿ **Rural Emergency Dispatching:** MedicOne's communications personnel had difficulty providing directions and navigation assistance to EMT's and Paramedics in their rural emergency response service areas.

- ⦿ **Inefficient Routing:** EMT's and Paramedics were spending an excessive amount of time locating an address using street maps before responding to a call.

MedicOne understood the benefits of AVL technology and how the GPS tracking capabilities could reduce their response times, and improve their dispatching and routing.

Solution

After evaluating many GPS tracking solutions, MedicOne chose StreetEagle GPS Tracking with Garmin Personal Navigation Devices (PND) fully integrated with MRES CAD Dispatch System. This system provided MedicOne with the ability to track, dispatch, route, and navigate their ambulance drivers in an all-in-one package.

In addition to the dispatching features, MedicOne has capitalized on the range of capabilities StreetEagle provides to improve business operations.

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StreetEagle has successfully provided MedicOne with the ability to:

- ◉ **Improve Response Times:** StreetEagle's real-time GPS tracking allows Medic One's dispatchers to easily track and locate the closest ambulance to the patient location. With the Garmin integration, the address can be sent from MRES CAD Dispatch Software to the driver's in-vehicle unit to navigate them directly to the emergency site.
- ◉ **Decrease Fuel & Maintenance Costs:** Dispatching their crew "Smarter" has allowed MedicOne to reduce their fuel and maintenance costs by decreasing unnecessary wear and tear on the ambulances.
- ◉ **Ensure Good Driver Habits:** By tracking the speed, direction of travel, current location, and footprint of all units with reports, real-time alerts/notifications, and history capabilities MedicOne is able to ensure their crews are obeying traffic laws and staying within their assigned districts.

StreetEagle has proved to be a true asset to MedicOne's overall business operation, as they have significantly improved their customer satisfaction by providing accurate ETA's and decreased their response times to patient locations.



"I have always believed that technology was the key to our success. So adding StreetEagle AVL and satellite navigation was a logical choice. I must admit I was taken back at how much our business operations improved with StreetEagle. Our response times were cut drastically while our customer satisfaction was noticeably improved. I have also been very impressed with the support I have received from StreetEagle's team. Every time I have had an issue they have been swift with their response, most of the time within minutes. I believe that StreetEagle should be the standard for all emergency response services. It has definitely given us an advantage that most ambulances do not have and is improving our ability to save lives."

Jim Reeves, President
MedicOne Medical Response



About InSight USA

Founded in 1998, InSight USA was among the first companies to pioneer GPS Tracking, transforming it into the technology that it is today. With thousands of installations worldwide, InSight's StreetEagle product has become recognized as one of the most capable GPS Tracking solutions on the market. InSight is headquartered in the Washington DC metropolitan area, with dealers located throughout the US. InSight USA is a privately owned company committed to the success of customers, employees, partners, and suppliers. For more information, visit www.mds-inc.com.