



RESPONSIVE.
RELIABLE.
RESPECTED.

Services Overview



CARING PROVIDERS STABLE, DEPENDABLE PARTNER

We believe in building long-term relationships with our clients, relationships built on mutual trust and professional integrity. We have embraced the Institute for Healthcare Improvement's (IHI) Triple Aim as it relates to both patient care and medical transportation. This means AMR focuses on:

- IMPROVING PATIENT SATISFACTION
- IMPROVING COMMUNITY HEALTH
- REDUCING COSTS

We work closely with our community partners to create professional, customer-friendly policies, clinical protocols and referral procedures that are customized to meet their unique needs. Those are just a few of the reasons AMR has become the partner of choice for thousands of healthcare organizations nationwide.

Innovative, Well Trained Providers

We introduce innovations that achieve improvements in quality of care, efficiency and patient satisfaction. AMR's multiple service offerings can help improve emergency department patient flow, reduce the costs associated with preventable readmissions and improve customer satisfaction scores. The most important reason to partner with



AMR is our proven success in improving patient care and our impact on the bottom line for our healthcare partners.

Exceptionally Strong Partner

More than 5,000 healthcare facilities nationwide, from rural nursing homes to national health systems, partner with AMR for medical transportation services. AMR's respected and reliable care has also made it the number one choice of the top five insurance companies in the United States – UnitedHealthcare, Wellpoint, Cigna, Aetna and Humana – all choose AMR.



EVERY 12 SECONDS CARING
AMR CLINICIANS TOUCH
ANOTHER PATIENT'S LIFE.

AMR SERVICES*

■ MOBILE INTEGRATED HEALTHCARE

- **Ambassador** — Experience-focused transition-to-home service
- **Continuum** — Longitudinal interprofessional medical care for patients in their homes
- **Sentinel** — 24/7 program-specific niche intervention services for home hospice patients
- **Navigator** — Specialized care navigation services for patients with unusually frequent 911 ambulance requests or abnormally recurrent presentation to emergency departments

■ MEDICAL TRANSPORTATION — Ground and air

- **Scheduled transport**
- **Medical standby**
- **Special events**
- **Onsite healthcare for employees at job sites**
- **Specially equipped ambulances**
 - Basic life support (BLS)
 - Advanced life support (ALS)
 - Specialty care/critical care transport
 - Bariatric transport
 - Wheelchair van services
- **AMR Air Ambulance** — Indirect air medical transport carrier that arranges and coordinates air ambulance services for critical care, ALS and BLS
- **Managed transportation services**
 - Communications center management
 - Transport coordination
 - Advanced call and transfer center services
- **Disaster management and evacuation**
- **Online ordering**
- **Patient billing**
- **Patient management**

* Vary by local operation

THE AMR DIFFERENCE

- Transports more than 3.1 million critical, emergency and non-emergency patients each year
- Operations in 40 states, the District of Columbia, and worldwide
- Partners with more than 5,000 healthcare facilities from coast-to-coast
- Serves more than 2,100 communities across the United States
- Approximately 160 performance-based 911 contracts nationally, 26 covering communities with populations exceeding 300,000
- More than 18,000 paramedics, EMTs, nurses, doctors and support staff
- Largest ambulance fleet in the nation with more than 4,000 meticulously maintained vehicles
- Industry-leading vehicle maintenance programs
- Operates 44 communication centers, a National Disaster Command Center (NATCOM), and a National Interprofessional Command Center, which is a designated, licensed physician practice
- A patient database of more than 33 million current patient records
- As an emergency response contractor with the Federal Emergency Management Agency (FEMA), providing ground and air ambulance service for disasters, acts of terrorism and other public health emergencies
- Industry-leading safety training programs
- Cutting edge EMS technology — Global positioning systems, management information platforms, computer aided dispatch (CAD), electronic patient care reporting (ePCR)
- World CPR Challenge — AMR's award-winning annual program has trained more than 116,000 people in compression-only CPR

RESPONSIVE. RELIABLE. RESPECTED.



MISSION: To make a difference by caring for people in need.

VALUES: Patient Focused. Customer Centered. Caregiver Inspired.



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www.amr.net

AMR is an Envision Healthcare company.

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