Transporting patients safely and efficiently is our business. We’ve been doing it for more than five decades, and today we are doing it in a cost-effective manner for literally thousands of healthcare facilities in communities all across the United States.

It is our focus on the patient and on our customers’ needs that truly sets AMR apart. We continually strive to deliver safe, compassionate care to patients while being highly responsive, consistently reliable and cost-effective for our nearly 4,000 healthcare facility partners. Doing so day in and day out, year-after-year, has made AMR one of the most respected companies in the industry, across the nation and in local communities from coast-to-coast.
AMR SERVICES

■ MEDICAL TRANSPORTATION — Ground and air

- **Ground ambulances**
  - Basic life support — For patients requiring continuous medical supervision or monitoring.
  - Advanced life support — Equipped as emergency rooms on wheels; feature personnel and equipment necessary to transport patients requiring advanced levels of care.
  - Specialty care / critical care transport — Designed and equipped to function as mobile intensive care units, these units can also be equipped to support neonatal and pediatric intensive care transports.
  - Bariatric transport — These modified ambulances are designed to accommodate patients who weigh 350 to 1,200 pounds.
- **Air medical transport** — AMR Air Ambulance arranges for air ambulance services throughout the United States and internationally. The company arranges for: critical care air transport; pediatric and neonatal critical medical care; life-sustaining organ transport; repatriation to or from a foreign country; ventilator-dependent transport; and more.

■ MEDICAL EVENT STANDBY — AMR provides event medical services at events ranging from high school events to the Super Bowl, marathons and concerts.

■ INNOVATIVE SOLUTIONS — AMR is pioneering the delivery of healthcare to patients in their homes and other non-hospital settings.

  - **AMR OnSite** — This suite of customizable services benefits onshore and offshore oil and gas operations, maritime vessels, remote work camps, rural locations and more through a single source. Services include: health, safety and environment staffing; physician support; telemedicine; work camp support; medical oversight and management; safety and EMS training; continuing education programs; electronic medical records and storage; quality assurance and compliance programs; employee physicals; drug-testing; and other physician-related services.
  - **AMR On Guard** — This service delivers round-the-clock security officers who are also state-certified EMS providers.
  - **Mobile Integrated Healthcare** — This exclusive AMR offering addresses the needs of patients prior to and following a 911 emergency event.

■ MANAGED TRANSPORTATION SERVICES

- **Wheelchair van services** — These vehicles are operated by personnel who are specially trained to assist mobility-challenged individuals.
• AMR is known for grace under pressure. The company has been on the front lines helping victims of many of the nation’s most devastating disasters, acts of terrorism and other public health emergencies including the Oklahoma City and World Trade Center bombings, California wildfires and Hurricanes Katrina and Sandy, to name just a few. In fact, AMR is the exclusive contractor of the Federal Emergency Management Agency (FEMA) for ground and air ambulance support as well as other disaster management and evacuation services.
CARING PROVIDERS
STABLE, DEPENDABLE PARTNER

At AMR, we believe in building long-term relationships with our clients — relationships built on mutual trust and professional integrity. Further, 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; AND
- REDUCING COSTS.

We work closely with our healthcare facility 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.

Innovation and Our Quest for Excellence

Our focus on customer satisfaction and clinical excellence influences everything we do, from providing basic life support, advanced life support and specialty care ambulance services to developing and introducing innovative programs designed to improve patient outcomes and create new efficiencies and business opportunities. Technology is a powerful driver that contributes to that cause. At AMR, we have found technology to also be a significant differentiator.

AMR offers industry-leading EMS technology from global positioning satellites (GPS) and management information platforms, to computer-aided dispatch and an electronic patient care reporting solution (ePCR). At times, technology has literally meant the difference between life and death, and that’s why we invest millions of dollars each year in state-of-the-art technology and clinical equipment.

EVERY 10 SECONDS OF EVERY DAY, CARING CLINICIANS IMPACT ANOTHER PATIENT’S LIFE.

AMR invests millions of dollars each year in technology and equipment because it can mean the difference between life and death.
VALUE ENHANCEMENT

In addition to continually seeking out ways to save its healthcare facility partners money, AMR is developing and implementing innovative programs that can enhance service value.

**Outreach Partner**

At AMR, we don’t want to be viewed as just another vendor; we strive to earn your respect as a true partner. One way we show our commitment is through co-marketing. Our sales and marketing teams partner with your hospital’s outreach teams to build and solidify your hospital’s relationships with its community partners. AMR serves to connect through our ambulance services, the referring outreach partner to your hospital.

**Branding**

Every one of AMR’s more than 4,300 vehicles features distinctive graphics which create immediate brand recognition. As these vehicles travel throughout a community, they make numerous positive impressions on those who see them, thereby creating top-of-mind awareness of the brand. Many of those ambulances are white-label branded, meaning they carry the partner healthcare organization’s logo and branding. AMR’s partnership branding initiative is helping healthcare organizations across the country stand out from their competition by providing high-profile branding opportunities — including mobile advertising — that drive local awareness about their services and specialties.

**Event Medical**

AMR provides medical coverage to events ranging from marathons to college football games, from concerts to the Super Bowl and even the Olympics. When partnered with a hospital, AMR ambulances and personnel may bear the hospital’s branding.

**Freestanding E.R.**

A new trend in hospital services is emerging in the form of freestanding emergency rooms. These facilities exist for two primary purposes: (1) to stabilize individuals suffering with emergency illnesses and injuries and, when necessary, (2) to transport those individuals to more appropriate facilities once stabilized. Because transportation is a critical component of these facilities, AMR has developed solutions to permanently house an ambulance at the freestanding E.R., along with an appropriate clinical team consisting of a paramedic and an EMT.

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**AMR FULFILLS NEARLY 170 PERFORMANCE-BASED 911 CONTRACTS NATIONALLY, WITH 28 COVERING COMMUNITIES WITH POPULATIONS EXCEEDING 350,000 PEOPLE.**
PATIENT SATISFACTION

As the Affordable Care Act has shifted the reimbursement model in the United States to one that rewards organizations that deliver positive patient experiences, AMR is leading the charge with programs designed to do just that.

HCAHPS

The Hospital Consumer Assessment of Healthcare Providers and Systems is a standardized survey of hospital patients that captures patients’ unique perspectives on hospital care for the purpose of providing the public with comparable information on patients’ perception of care delivered during their hospital stays. Hospital reimbursements are partially tied to these metrics. AMR is keenly aware of the need for patients to be satisfied before, during and after a hospitalization. Our caring teams are trained to be cautious, compassionate, gentle and friendly with every patient before and after they leave the hospital. AMR is pioneering the use of patient satisfaction surveys to better align our services with our hospital partners.

On-Time Performance

We understand at the end of a hospital stay the patient and family are eager to have the patient transition to the next stage of their recovery. Delivering a consistent, reliable response allows the hospital staff to set service expectations. We also know that positive patient experiences depend on our ambulances and personnel being on-time, every time. We invest in comprehensive scheduling and dispatch centers, which coordinate routes to ensure our resources are where they need to be, every hour of every day.

Reporting

We understand the importance of meeting the performance goals our healthcare partners have established for our services, and we understand the importance of ensuring transparent accountability. So, we develop and share with our facility partners detailed, custom reports featuring transport utilization, hospital cost and service level metrics. These reports provide an at-a-glance view of how AMR is meeting key performance measures established by the facility. Findings from those reports can illuminate operational and personnel issues for both hospital and AMR leadership to resolve.

Safety

At AMR, we are committed to the safe transport of every patient. Our team members are taught how best to drive to ensure road safety and methods for avoiding sharp turns and bumps that could cause patients discomfort or harm.

Professionalism

Professionalism is one of those qualities that you recognize when you see it. At AMR, we strive to hire individuals who respect their profession and thus respect their patients. Culturally, we expect our employees to represent their professionalism in their appearance, conduct, interaction with both the medical staff and the patient’s family and, most importantly, in the care they deliver to our patients. We understand that our professionalism contributes to the patient experience and can impact patient satisfaction scores. We have a passion for our business and it shows in everything we do, every day, for every patient and for every client partner.
COMMUNITY HEALTH

The more than 18,000 team members of AMR care deeply for the communities in which we work and live. As stated earlier, our main goal is to improve clinical outcomes but, first and foremost, it is to save more lives — and our programs and services have proven to do just that.

For example, more than 60 AMR EMS practices currently participate in the CARES program (Cardiac Arrest Registry to Enhance Survival) which tracks sudden cardiac arrest survival rates in communities. The CARES national data for 2013 revealed a 10.6 percent overall survival to hospital discharge rate for patients in the communities participating. Among the AMR cohort participating in the registry during the same period, the overall survival rate to hospital discharge was 11.4 percent. AMR is committed to continuing to capture data relative to survival rates for victims of sudden cardiac arrest in the communities we serve, and to improving those outcomes.

The following pages contain even more ways AMR benefits the communities we serve.
Mobile Integrated Healthcare

AMR partners with its affiliated company, Evolution Health, on the delivery of Mobile Integrated Healthcare (MIH) services which are coordinated through the company’s Medical Command Centers. Among the services offered are the following:

- **AMBASSADOR**
  Ambassador provides experience-focused transition-to-home services. These services can include transport to residence, prescription fulfillment and delivery, medication reconciliation, re-connecting the patient with family and social supports and communicating with the patient’s primary physician to re-establish routine surveillance and care. Where a patient has ongoing needs before traditional home care commences, Ambassador can provide follow-up visits or call center telephone contacts to ensure successful reintegration in the home, identify patient experience gaps and more.

- **CONTINUUM**
  Continuum provides patients with longitudinal interprofessional medical care in their homes. Continuum is a family of medical care programs that feature multiple providers working within an interprofessional team that cares for previously deteriorating patients. AMR’s experience has been that simple interventions immediately after discharge and in the days following resolve key issues leading to an unexpected return to the E.D. or inpatient care. Continuum programs can reduce costs associated with post-discharge patients through patient-specific care plans designed to prevent relapse and avoidable E.D. visits.

- **SENTINEL**
  Sentinel provides 24/7 support services to home hospice programs. Sentinel provides program-specific niche intervention services for home hospice patients, their families and caregivers when changes in patient condition occur or when unexpected needs arise. By quickly placing a Sentinel specialist provider at the patient’s side, we provide rapid event assessment and immediate communication with the patient’s normal hospice team member in order to enhance on-scene support and allow an informed decision by the hospice team as to whether an off-hours or unplanned visit is needed. Sentinel interventions would depend on the scope of the program and could range from remaining with the patient until the hospice team can reach the scene, assisting family in understanding the patient’s condition, adjustment of supportive care measures and more.
Disaster Management

Disasters can occur anywhere and to anyone. As a healthcare facility manager, you have to be certain that your ambulance provider will be there when the disaster strikes. AMR’s stellar history of responding and executing before, during and after disasters is a key service differentiator. Our expertise in managing the evacuation of hospitals and other healthcare facilities is unmatched within the ambulance industry.

AMR is the nation’s most experienced and resource-rich provider of EMS disaster preparedness and management. Resources include paramedic- and EMT-staffed ambulances, medical personnel for staffing shelters, mobile intensive care units, technical rescue teams, communication specialists and experienced managers who can integrate into any incident command system, and our state-of-the-art National Command Center. As FEMA’s emergency response contractor, we bring the clinical expertise, equipment and speed needed to respond to any national disaster or event with a healthcare component. Past deployments have included the Oklahoma City bombing, World Trade Center attack, Hurricanes Katrina, Rita and Sandy, the Loma Prieta earthquake, and the Southern California wildfires. Our experience, size, presence and resources enable us to provide the breadth of services necessary to complement any healthcare organization’s emergency preparedness plans.

World CPR Challenge

AMR personnel have trained tens of thousands of people in compression-only CPR over the years — at work, in schools, at health fairs. No other company has taken training to this level. On May 22, 2013, AMR launched an aggressive and innovative challenge: to train as many people in compression-only CPR as possible. The first annual event was a tremendous success, generating local and national media attention due to the event’s outcome: in that single day, AMR teams at 140 operations in 40 states and two foreign countries trained 54,844 people to save lives with CPR. In the event’s second year, another 61,883 people were trained in a single day, bringing the total trained during AMR’s one-day CPR Challenges to date to 116,727.

As a result, we won Gold International Stevie® and Bronze U.S. Stevie® awards in the area of Corporate Social Responsibility for our 2013 CPR Challenge activities.
COST CONTROL

AMR has redesigned traditional hospital ambulance services and developed new non-traditional services to help hospital administrators meet the financial challenge to do more with less.

Shared Risk

Hospital customers appreciate that AMR is willing to absorb some costs for transporting patients who do not have the ability to pay for services. The hospital benefits because payment and collection for these services becomes a non-issue, thereby expediting the transition of those patients out of the hospital and opening up much needed beds so additional revenue-generating patients can be admitted more quickly.

Throughput Efficiencies

We are always looking for opportunities to improve our operational efficiency. Our improvement is often achieved through partnering with our hospital clients. Many times, our solutions offer them added value. One example is how AMR’s communication technology notifies appropriate hospital personnel as soon as a patient has exited a hospital bed so that the hospital staff can more quickly make that bed ready for the next waiting patient.

Leased Unit Hours

AMR offers an innovative Leased Unit Hours option as an alternative means of pricing for intercampus transports that are normally billed on a fee-for-service basis. Under this model, an AMR ambulance or wheelchair unit may be leased per hour per unit, reserved by the facility in sets of multiple-hour blocks. The facility would lease a desired bank of hours per day and those AMR units would perform transports dedicated to the needs of the client’s patients, ultimately avoiding a per-trip charge and paying a flat fee per hour. This option allows clients to have more control over local unit productivity and removes concerns with operating in the realm of “discounted” medical rates.

Correct Levels of Service

Few companies in the industry offer as vast an array of vehicle types and clinical specialties as AMR. No matter what the need — basic life support, advanced life support, specialty / critical care, bariatric, wheelchair, and even air transport — AMR has vehicles fully equipped to meet the need, and each vehicle will be manned by personnel appropriate to that type of event.
Transfer Center and Transport Coordination

At AMR, we use advanced computer-aided dispatch (CAD) technology and software applications to ensure fast, cost-effective and efficient patient transport. We leverage our 44 advanced call and dispatch centers nationwide and link them to hospital transfer centers in order to achieve maximum efficiency. Our centers manage patient flow and provide 24/7 one-call services for referring physicians and hospital staff. These services may facilitate patient access to hospital specialty care services as well as discharge processes; assist in network repatriation; improve patient satisfaction; control hospital costs; and assure the delivery of appropriate service levels.

In addition, our transport coordinator service streamlines the transportation ordering process, helping to increase efficiency, reduce transport costs and simplify the scheduling process for healthcare facility staff. AMR transport coordinators ensure both appropriate documentation and billing as well as levels of service. This service is proven to increase throughput and patient satisfaction. It also creates efficiencies resulting in decreased labor costs, improved revenue and billing capture and reduced staff burden in managing patients.
LOCAL OPERATIONS. REGIONAL SUPPORT. NATIONAL RESOURCES.

AMR serves more than 2,100 communities from coast-to-coast, ranging in size from small rural communities to many of the nation’s most heavily populated markets. Each local operation consists of a community-based medical director, paramedics, EMTs and nurses, as well as dispatch center and garage operations personnel. Each local operation is supported at the regional level by call centers, clinical leadership and additional equipment and clinical personnel as needed. The local operation also has access to vast resources through AMR’s national organization.

Further, AMR’s personnel live in the communities they serve, and they are involved. Our team members are involved before the call, serving as Red Cross and CPR instructors, partnering with local organizations to teach public health and safety courses, visiting schools and nursing homes and sponsoring special neighborhood projects and events. No other medical transportation company offers so much to its healthcare partners and their communities.

Physician-Led Organization

AMR is a physician-led organization with clinical operations reporting to a chief medical officer who supports physician medical directors in each local market across the country. AMR’s continuous quality improvement (CQI) program is led by a full-time staff of physicians who are focused on ensuring our facility partners benefit from the CQI program’s many innovations, including use of 12-lead EKG technology; the “Selection for Success” screening program that sets out rigorous evaluation standards for new clinical candidates; and AMR’s clinical data management system, which generates electronic patient care reports (ePCR) as well as automated data analysis. Physicians guide our operations because we are committed to providing the highest standards of clinical care and customer service in the medical transportation industry.

AMR’s personnel live in the communities they serve.
MEET AMR MEDICINE

AMR is laser-focused on improving clinical outcomes and saving more lives.

AMR’s nationwide initiative to enhance the company’s focus on clinical issues and medical oversight is called AMR Medicine. The program was designed to grow our unique practice of medicine and ensure that the entire organization is continually focused on taking exceptional care of the patients who depend on us; promoting evidence-based practices; ensuring patient safety; measuring our performance and being transparent with the data we collect; participating in research projects; and exploring innovative solutions to evolving healthcare challenges via our unique EMS skill set.

AMR Medicine focuses on core clinical features that matter to the health of our patients. It also provides our operations access to a national and regional network of out-of-hospital medical experts. AMR Medicine is an extensive set of programs that address clinical care, protocols, training and quality.

Many programs and processes we implement are aimed at improving the overall health of our patients and the communities in which we live and work, and we partner with numerous community agencies and both public and private companies in these endeavors.
AHEAD OF THE CURVE

AMR has the expertise and resources to support hospitals, healthcare systems and nursing facilities with innovative programs that deliver cost-effective, high-quality care. AMR’s innovative service offerings can help hospitals improve emergency department patient flow and improve customer satisfaction scores. For other types of facilities, our scheduling, billing and patient care innovations can similarly impact both efficiency and financial performance.

Performance Measurement and Data Transparency

AMR utilizes patient-focused performance metrics to drive clinical care improvements. We develop collaborative relationships to share metrics that benefit the local system and communities nationwide. We focus on the things that matter: our cardiac arrest registry enhances survival rates; we review the impact of systems of care on stroke victims and customize programs to address that need; we measure and report patient satisfaction; and we continually update local protocols to improve our practice of medicine.

AMR LEVERAGES BIG DATA WITH MORE THAN 15 MILLION PATIENT RECORDS.

AMR teams continue to learn new skills to improve patient care.

AMR uses patient-focused performance metrics to drive clinical care improvements.
ENVISION THE FUTURE

AMR is the nation’s largest 911 emergent and non-emergent medical transportation company. It is also one of three business units of Envision Healthcare (NYSE: EVHC). The other two Envision business units are EmCare — the nation’s leading physician practice management company — and Evolution Health — a leader in care provision for acutely ill patients being treated in alternative care settings. Envision Healthcare is pioneering the delivery of care™ by investing in the development and introduction of new and innovative care delivery models and technologies.

Medical Command Center

This interprofessional care team concept, developed by Evolution Health, brings enhanced solutions to patients through innovative technology, communications and integrated medical records. Our Medical Command Center is the hub that tracks the providers who are delivering care and the providers who are available or en route.

Mobile Integrated Healthcare

Evolution Health is bringing care to patients, regardless of where the patient is. There are numerous healthcare professionals who may be involved in the delivery of care for a patient — paramedics, physicians, social workers, nurse practitioners, other nurses and pharmacists. All are familiar faces. But only Envision Healthcare brings them all together to care for the patient when and where the patient requires it.

Population Health Management

Envision Healthcare is pioneering the delivery of care from coast-to-coast, helping to improve outcomes, providing better patient experiences, and bringing down the total cost of care.

Working together, Envision’s family of companies — AMR, Evolution Health and EmCare — represents a new direction in the delivery of patient care in the United States. We deliver care to the patient when and where the patient needs it: 24/7 care in the hospital, in the home, and in-between.
AMR PROMISES AND VALUES

AMR Promises

PATIENT-FOCUSED
- We will treat our patients like members of our own families.
- We will provide for our patients’ needs, safety and comfort.
- We will communicate clearly with our patients and their loved ones.
- We will continue to learn new skills to improve patient care.
- We will respect the dignity of each patient.

CUSTOMER-CENTERED
- We will listen to and communicate with our customers.
- We will know our customers and anticipate their needs.
- We will be professional, reliable and innovative.
- We will respect our customers’ time and financial resources, as well as our own.
- We will earn our customers’ trust by fulfilling our promises.

CAREGIVER-INSPIRED
- We will be empowered to make a difference in the world.
- We will celebrate our successes and grow from our failures.
- We will value open communication and diverse perspectives.
- We will invest in the people and tools that improve our effectiveness.
- We will honor and respect each other in our shared quest to live by our values.

AMR Values
- EXPERTISE. We continuously evolve our clinical practices to improve patient outcomes.
- TENACITY. We are driven to provide our communities and patients the best care possible.
- JUDGMENT. We make the best decisions at the right time.
- COMPASSION. Our patient-focused and community-aware employees deliver the best healthcare.
- RESPONSIVE. We react to the ever-changing healthcare needs of our patients and the communities we serve.
- ACCOUNTABLE. We provide transparency at every level to our patients, our customers and the communities we serve.
MISSION STATEMENT: To make a difference by caring for people in need.

VISION STATEMENT: Patients, customers and communities experience peace of mind knowing AMR professionals are ready to serve when needed.

RESPONSIVE. RELIABLE. RESPECTED.

TRANSPORTATION SERVICES
- Basic life support
- Advanced life support
- Specialty care / critical care transport
- Bariatric transport
- Wheelchair van services
- Air medical transport
- Managed transportation services

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