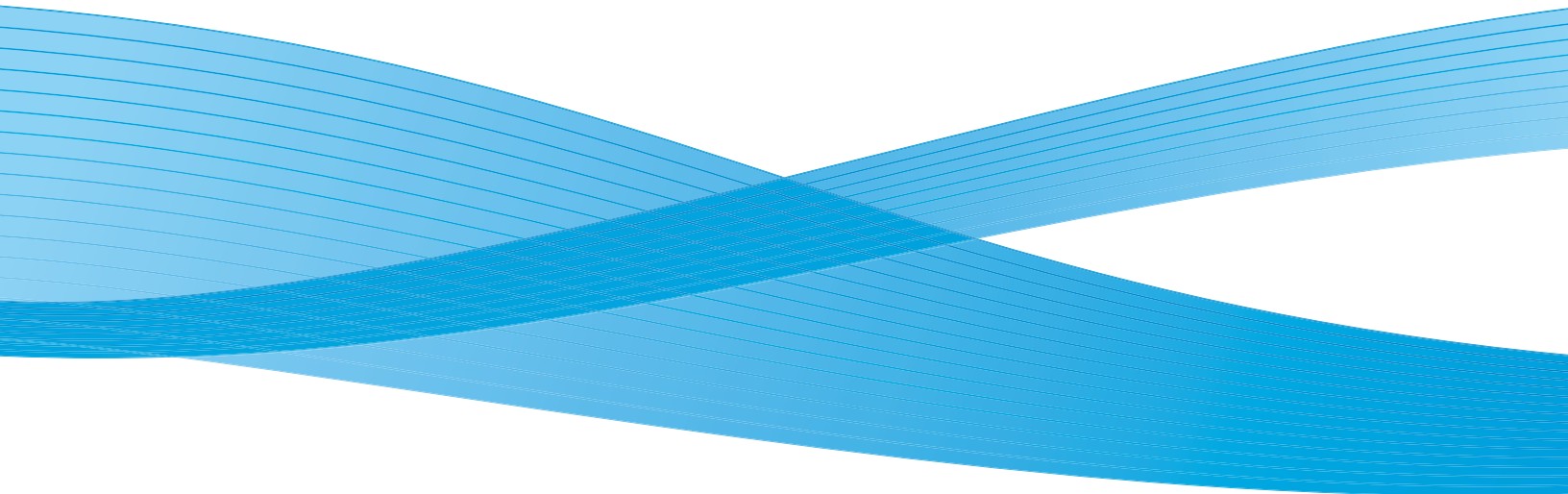


# Paramedics provide critical care. We provide critical information... on the spot.

When ambulances are equipped with our solutions, paramedics and hospitals gain instant access to patient health data – when and where they need it most.



# As paramedics treat patients, we provide on-the-spot health and billing information, for better treatment and faster collections.

## The Challenge

In high-stress and often dangerous situations, Houston paramedics need to quickly and accurately capture patient medical information at the point of care. Meanwhile, in the ER, hospital staff need fast access to patient information for swift and accurate treatment. And finally, insurance data and patient information need to be transmitted to a billing and collections system so the Houston Fire Department (HFD) can receive payment for services rendered. This entire process requires accurate data for Houston's 144,000 annual transports.

To help tackle the challenge, the HFD chose us for technology and billing support services.

## The Solution

Over the past two decades, we've worked with the HFD and the Department of Administration and Regulatory Affairs to deliver high-quality technology and services for Houston paramedics and department personnel.

In a recent technology refresh, our technicians installed 130 new docking stations and mobile printers, as well as the latest EMS software, in Houston ambulances. This technology captures patient and incident data at the emergency scene for accurate billing and medical

information. Paramedics print out patient care records on mobile printers in ambulances and hospitals, or provide the hospital with Web access to these records. This allows fast patient treatment upon ambulance arrival.

In partnership with Houston's largest hospitals, we receive insurance information electronically for the HFD transports each week. This reduces delays that once resulted from incomplete, hard-copy billing information. With accurate front-end data capture and efficient billing, we helped the department collect \$28.9 million in 2007, which continues a steady annual increase.

## The Results

With a combination of attentive customer service, innovative technology and a commitment to collaboration, we help the HFD provide highly efficient emergency medical services for Houston residents. Plus, our refined billing and collection processes mean that:

- Paramedics capture emergency medical information faster, and easily transmit it to hospitals and the billing center
- The insurance billing cycle is swift and accurate
- The HFD recoups a greater percentage of revenue from its EMS transports each year.



**Sector:** Local Government

**Solution:** Houston Emergency Medical Services

**Client:** Houston Fire Department

**Challenge:** Provide billing, collections and technology support for a high annual volume of emergency medical transports

**Results:** Critical health information available at point of care; fast billing turnaround and increased collections

**"ACS helped Houston improve responder resource management with new technology, and we look forward to many more years of innovative services from them."**

Alfred Moran,  
Director of Administration and  
Regulatory Affairs for the City of Houston

You can learn more about us at  
[www.acs-inc.com](http://www.acs-inc.com).

## The Bottom Line

Serving the nation's fourth-largest city, the Houston Fire Department makes 144,000 emergency medical transports annually. The department needed billing, collections and technology support for its 400 trips to the emergency room each day. When Houston ambulances were equipped with our solutions, paramedics and hospitals

gained instant access to critical patient health information – when and where they need it most. Insurance data transfers automatically to our processing center for faster billing and a steady increase in collections for services rendered. All this adds up to a fire department that saves lives by working smart.