CHANGING ENVIRONMENT. INCREASING PRESSURE.

In today’s increasingly competitive healthcare environment, the hospitals and systems that survive and grow will be those that focus on improving the patient experience, consistently delivering a high standard of care and effectively managing cost. Critical to that growth is the emergency department (E.D.). As the key entry point for patients who need unscheduled episodic care, it is one of the hospital’s most visible and influential departments, affecting the hospital’s reputation and representing a substantial portion of revenue through admissions. These responsibilities — coupled with growing customer demands, constant regulatory changes, the pressure of pay-for-performance, risk management concerns and staffing pressures — have created an environment in which the delivery of quality, cost-effective care requires focused expertise and resources.

15 MILLION ANNUAL PATIENT ENCOUNTERS BY EMCARE-AFFILIATED PHYSICIANS.
EMERGENCY MEDICINE. CUSTOMER DRIVEN.

The EmCare difference

- Nation’s top performing emergency medicine practice management company
- Nation’s largest provider of emergency medicine services, providing nearly 15 million patient encounters per year — that’s one patient encounter every 2.5 seconds of every day
- Long-term, stable performer with over 40 years of experience
- Nation’s leading recruiter of board-certified/board-eligible emergency medicine physicians
- Exceptional recruiting capabilities and resources
- Nearly 14,000 highly qualified affiliated physicians and other clinicians
- Experienced physician and nurse leadership
- Performance-based physician incentive compensation
- A-rated professional liability insurance
- Comprehensive portfolio of value-added emergency medicine support services
- Results-driven metric improvement and patient experience programs
- Industry-leading, comprehensive reimbursement expertise
- Proactive risk management initiatives
- Extensive physician education resources
- Integrated service solutions — emergency medicine, hospital medicine, acute care surgery (emergency and trauma), anesthesiology and radiology. Multiple integrated services and technologies. Significant operational and financial synergies. One point of contact.
- Local practice, supported by divisional leadership, backed by unprecedented national resources

A dependable partner

EmCare® understands emergency medicine. For more than 40 years, it has been the company’s core competency. This dedication to excellence is reflected throughout the organization in its culture of quality and integrity.

Every hour of every day, hospitals and physicians make a powerful difference in their patients’ lives. Yet increasingly, they find themselves dealing with the challenges of evolving technology, complex management issues and healthcare reform. In the pay-for-performance era, hospitals are forced to become progressively better at providing quality care more cost-effectively.

EmCare is the partner that can help meet these challenges. By continuously responding to changes in the marketplace, EmCare has helped its clients remain current and competitive. The partnership is unique in the industry, as is the level of service EmCare provides.

EmCare has over 1,000 practices serving hospitals, hospital systems and other healthcare organizations nationwide. These hospitals — ranging from some of the highest-volume emergency departments to low-volume community facilities — depend on EmCare’s physicians and advanced practice providers to consistently deliver high-quality care. EmCare is able to offer clients an unparalleled partnership in the delivery of a high standard of care by attracting the most qualified emergency physicians in the country who are supported by experienced physician leadership, extensive resources, comprehensive quality, metric improvement and patient experience programs.
Physician-led. Patient-focused.

The cornerstone of EmCare’s success is the company’s commitment to quality physician leadership. EmCare is an organization committed to and managed by physicians. EmCare takes care of its physicians so physicians can take care of their patients. EmCare supports hospitals by empowering physicians with comprehensive on-site practice resources: quality management and risk mitigation, online management reports, extensive education and customer experience programs.

The company’s physician leadership at the local, divisional and national levels understand the challenges facing both administrators and physicians. To meet those challenges, EmCare offers an array of administrative support services that allow physicians to focus on patients and the delivery of quality clinical care.

On-site leadership.
Comprehensive support.

EmCare provides leadership and support where it’s needed most: on-site. The company’s regional management structure enables it to develop local emergency medicine physician practice support for each partner hospital. Our physicians provide care under the clinical and administrative leadership of an on-site medical director. Supported by divisional operations team under the leadership of a physician divisional chief executive officer, both the local physician team and divisional support team have access to significant national resources ranging from quality management, reimbursement and information technology to physician education and metric improvement programs.

PHYSICIAN LEADERSHIP

“EmCare is an organization that was founded by physicians and continues to be led by physicians. We are proud to have physician CEOs and other physician executives supporting and providing leadership to our operating divisions. Many of our leaders are current and past presidents of state and national medical associations. Our exceptionally caring clinicians are strong supporters of their communities, actively involved in making those communities better places to live and work.”

— RAY IANNACCONE, MD, FACEP, FACHE
President
EmCare
EMCARE OFFERS SUPERIOR MEDICAL DIRECTOR SUPPORT

Local practice. Performance excellence.

EmCare’s emergency department medical directors provide local clinical and administrative leadership. The EDMD serves as the primary liaisons between hospital administration, the medical staff and EmCare. Dedicated to providing quality clinical care and improving the customer experience, local EmCare Emergency Medicine physicians are an integral part of a hospital’s medical team and actively participate in quality management, education, hospital committees and community service programs.

■ EMERGENCY DEPARTMENT MEDICAL DIRECTOR (EDMD) — EmCare’s onsite EDMDs set standards of performance and professionalism for the medical staff. The EDMD coordinates E.D. operations with the hospital, implements and manages results-driven patient experience and quality management programs, oversees peer review processes, participates in hospital staff committees, assists in program development and coordinates/leads in-service training for physicians, nurses and support staff.
DIVISIONAL SUPPORT. TANGIBLE BENEFITS.

Each divisional support team operates under the guidance and oversight of a divisional chief executive officer and is made up of a diverse group of healthcare professionals with experience in a wide range of clinical and management disciplines.

- **DIVISIONAL CHIEF EXECUTIVE OFFICER** — Provides overall leadership to achieve clinical, operational and financial goals.
- **PHYSICIAN EXECUTIVE VICE PRESIDENT** — Works with the local EDMD to enhance clinical performance, improve the customer experience and ensure clinical integrity at client hospitals. Collaborates with Divisional Client Administrator to meet client objectives.
- **DIVISIONAL CHIEF OPERATING OFFICER** — Manages EmCare’s operational resources to help the hospital achieve its strategic vision and goals.
- **DIVISIONAL CLIENT ADMINISTRATOR** — Serves as the primary contact with client administration; provides operational and financial oversight/consultation.
- **DIVISIONAL DIRECTOR OF CLINICAL SERVICES** — Provides consultative services to site nursing leadership and EDMD in relation to regulatory requirements, education, staffing patterns, operational support, performance and patient experience programs.
- **DIVISIONAL OPERATIONS DIRECTOR** — Supports contract requirements and client and physician relations through management of recruiters, credentialers, schedulers, provider enrollment specialists and payroll benefits coordinators.
- **PROFESSIONAL RECRUITERS** — Identify and recruit quality candidates who are aligned with the hospital’s culture and goals and who meet the high standards of EmCare’s clinical leadership.
- **CREDENTIALING SPECIALISTS** — Review and verify education, training, licensure, professional history of each provider to ensure strong clinical leadership potential and an ethical, caring approach to patient care.
- **SCHEDULING COORDINATORS** — Manage the E.D. schedule with focus on the required hours of coverage in order to ensure reliable and seamless physician coverage 24/7.
- **PROVIDER ENROLLMENT SPECIALISTS** — Manage the enrollment process to ensure physicians are eligible to bill for professional fees.
- **PAYROLL BENEFITS COORDINATORS** — Manage payroll to ensure all hours of coverage are properly paid. Also manage and support the elections of physician benefits.
EMCARE SETS THE STANDARD
IN EMERGENCY MEDICINE PRACTICE MANAGEMENT

National resources. Unparalleled expertise.

EmCare is a nationally recognized company with extensive resources and superior support programs developed over 40 years in partnership with hundreds of hospitals and thousands of physicians. These best practice programs set the standard across a wide range of disciplines including:

- Leadership
- Physician recruiting/retention
- Patient experience
- Quality management
- Risk management
- Compliance
- Reimbursement
- Physician education
- Revenue growth
- Integrated services

ROBUST RECRUITMENT. ENHANCED RETENTION.

Quality healthcare begins with quality physicians, and finding the right physicians begins with EmCare. As the leading national recruiter of emergency medicine physicians, EmCare has unparalleled experience in locating, qualifying, recruiting and retaining exceptional doctors. Our recruiters familiarize themselves with each client’s facility and unique capabilities. Our recruiters are trained to identify and pre-screen all candidates in order to recommend the best physicians for each position. EmCare’s intensive pre-screening process, widely regarded as the most rigorous in the industry, ensures clients get the right match for their hospitals. This system allows EmCare to build and maintain a stable local practice.

Detailed contact information including education, training, licensure, certifications and professional history is available at the touch of a button.

EmCare’s applicant tracking system and mapping tools allow the company to pinpoint clinicians by geographic location so that searches can focus efforts in the desired geography. Every potential candidate who meets the hospital criteria and who can potentially provide coverage is identified. In addition, EmCare recruits nationally, utilizing professional networking, direct mail, trade advertising, job boards, job fairs, social media and EmCare’s senior resident education program.

EmCare’s pre-screening process and credentialing package give hospitals a comprehensive overview of each physician candidate to ensure the right match and allow EmCare to maintain an industry-leading retention rate.

POWERFUL TOOLS. INFORMED DECISIONS.

EmCare utilizes an impressive array of technology-driven recruiting tools to build and maintain a stable local practice. Our recruiting database access provide us with real-time information on all American Medical Association (AMA) member physicians.
MANAGING RISK. IMPROVING OUTCOMES.

In an environment in which malpractice claims are increasing in frequency and severity, EmCare offers a risk management program proactively focused on reduced risk and positive outcome, increased awareness, education, and practical application of diligent patient evaluation and documentation.

The leading program of its kind, EmCare’s risk management initiatives are built around its professional liability claims database, which provides comprehensive information on malpractice claims dating back more than a decade. EmCare analyzes malpractice data to demonstrate claim trends at the national, hospital and physician levels, helping to manage and mitigate risk exposure. The company uses the data to support its A-rated malpractice program and to assist hospitals and physicians in managing risk and implementing best practices for high-risk procedures. Overall, EmCare’s hospital clients, physicians and patients benefit from a higher standard of care and improved outcomes.
CUSTOMER SATISFACTION

EmCare is well-known for our implementation of results-driven patient satisfaction programs. We work to optimize the patient experience through patient flow improvements, metric reporting and analysis, and a broad range of patient communication and service techniques.

DOING WHAT’S RIGHT … ALWAYS

“Studer Group’s partnership with EmCare is based on a shared goal to achieve the very best in patient care in hospitals across the country. From the patient’s first impression of care in the emergency department through inpatient services, clinicians and leaders who are dedicated to improving quality, performance and the patient experience make a valuable difference in healthcare.”

— QUINT STUDER
Founder
Studer Group

EMCARE PROVIDES STUDER CONSULTATION AND TRAINING, LEAN METHOD ANALYSIS, PATIENT EXPERIENCE SURVEY SYSTEMS AND MORE.
EMCARE HELPS ENSURE OUTSTANDING PATIENT EXPERIENCES

STUDER GROUP® NATIONAL PARTNERSHIP

EmCare is a leader in the implementation of lean for healthcare, helping hundreds of hospitals achieve efficiencies and cost savings as a result. Under EmCare’s unprecedented strategic partnership with Studer Group Consulting, all EmCare clients have access to a Studer coach, on-site support, national seminars and a dedicated EmCare/Studer Group website. Through those resources, clients access tools designed to help hardwire the fundamentals of service that are part of a successful formula for improving patient and physician satisfaction. Hospitals that adopt Studer Group tools and practices such as Acknowledge, Introduce, Duration, Explanation and Thank You (AIDET) and rounding consistently outperform other hospitals nationwide.

LEAN E.D.

Lean operational analysis helps improve patient flow and the patient experience. Furthermore, lean analysis, conducted by EmCare’s lean-certified nurse consultants, can help identify redundancies, poor organization and make recommendations for how rooms and resources should be staged for optimal performance. Lean teaches how to use techniques such as value stream mapping, 5S and kaizen events, in order to identify and eliminate unnecessary steps and resources.

FRONT-END REDESIGN

EmCare has developed significant expertise in emergency department front-end redesign for rapid medical evaluation as a means to decrease the time it takes the patient to see the physician, be treated and, ultimately, be discharged. The process can help hospitals optimize quality while improving throughput, thereby reducing wait times and enhancing the patient experience.

PATIENT EXPERIENCE SURVEYS

EmCare provides our client hospitals with on-site patient survey tablets by Qualitick™. Patients and family members can utilize Qualitick tablet computers to provide immediate feedback about their experience before they leave the hospital. Summary reports about each visit are then transmitted in real time to hospital leadership and service departments for immediate action.

HOSPITAL STAFF TRAINING

EmCare retains a group of experienced E.D. nurse managers and nursing experts to assist hospital staff with E.D. management and training. These experts are trained in lean, Disney® and Studer Group healthcare patient experience programs. They are available to each client to support and implement satisfaction programs. Their expertise includes accreditation survey preparation and response, regulatory matters, physician and nurse documentation, operational efficiency and programs to improve flow.
COMMITTED TO DELIVERING EXCEPTIONAL QUALITY

Quality management
EmCare leaders believe treating the patient right is as important as recruiting the right physicians. That’s why EmCare puts a high priority on Continuous Quality Improvement (CQI). EmCare brings its clients a wide array of resources devoted to patient safety, quality improvement and risk management in order to improve patient outcomes and prevent medical errors.

FAIL-SAFE APPROACH
Over the past 40 years, EmCare has developed a fail-safe approach to aid the entire E.D. team in caring for high-risk patients. This approach includes a set of best practice clinical protocols for high-risk diagnoses that are used prior to discharge. EmCare-affiliated doctors can follow the protocols prior to discharge as a means to support positive clinical outcomes. Fail-safe pathways include abdominal pain, chest pain, sepsis and stroke.

SITE ASSESSMENT
EmCare’s first step toward establishing a quality/risk approach tailored to our clients’ needs is a site risk assessment conducted prior to start-up. Following the assessment, areas of opportunity are identified and programs are incorporated into the start-up/transition and on-going operations service plans.

EMERGENCY DEPARTMENT INFORMATION SYSTEMS
With numerous clients using emergency department information systems (EDIS) and many using electronic medical records (EMR) for physician documentation, EmCare has experience planning, implementing and working with most major EDIS/EMR vendors. This enables the company to provide unique technical support for our clients.

CHARTING SYSTEMS
Patients typically are more satisfied when they have more face time with the physician. Template-based charts, whether paper or electronic, allow for a more interactive experience with patients, and allow for simpler and more comprehensive documentation at the bedside. EmCare professionals consult with clients to recommend systems for consideration.

PRODUCTIVITY-BASED PHYSICIAN COMPENSATION
Based on a Relative Value Unit (RVU) model, our physician compensation system aligns compensation with productivity and complexity of care. This structure gives the physician credit for the work done, while encouraging physician alignment with hospital goals for patient throughput and the patient experience.
PRACTICE SUPPORT SERVICES

EmCare offers a range of practice support services designed to further improve patient satisfaction and overall physician performance, including:

- Patient fast-track services
- E.D. observation and critical care units
- Heart and stroke centers
- After-hours clinics
- Occupational medicine programs
- Wound care
- E.D. facility design consultation
- Pediatric emergency services
- ESI 5 level triage training
- Lean methodology rapid cycle process improvement

IT’S ALL ABOUT THE CARE.®

“EmCare’s clinicians and the programs, tools and best practices utilized are all focused on creating a higher standard of care and efficiency.”

— TERRY MEADOWS, MD, FACEP
Chief Executive Officer – South Division
EmCare
REVOLUTIONIZING PATIENT CARE

EmCare’s Door-To-Discharge™ (D2D™) service with Rapid Admission Process and Gap Orders™ (RAP&GO™) software

EVIDENCE-BASED SOFTWARE

For those hospitals that contract with EmCare for integrated emergency and hospital medicine services, EmCare’s proprietary Door-To-Discharge service with RAP&GO evidence-based software can reduce the time it takes to admit inpatients from the E.D. to the inpatient floor, opening up beds in the E.D. and potentially producing significant new hospital revenue*. The table below illustrates the financial impacts that have been achieved by EmCare client hospitals through integrated service supported by RAP&GO software.

<table>
<thead>
<tr>
<th>HOSPITAL</th>
<th>YEAR 1 = 3% PROJECTED E.D. VOL. GROWTH</th>
<th>HOSPITAL MEDICINE ACTUAL SUBSIDY REDUCTION</th>
<th>TOTAL PROJECTED YEAR 1 IMPACT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital #1</td>
<td>$13,205,654</td>
<td>$1,909,000</td>
<td>$15,114,654</td>
</tr>
<tr>
<td>Hospital #2</td>
<td>$12,252,382</td>
<td>$2,376,000</td>
<td>$14,628,382</td>
</tr>
<tr>
<td>Hospital #3</td>
<td>$7,258,667</td>
<td>$2,093,000</td>
<td>$9,351,667</td>
</tr>
<tr>
<td>Hospital #4</td>
<td>$5,289,927</td>
<td>$1,050,000</td>
<td>$6,339,927</td>
</tr>
<tr>
<td>Hospital #5</td>
<td>$3,987,604</td>
<td>$930,000</td>
<td>$4,917,604</td>
</tr>
<tr>
<td>5-HOSPITAL TOTAL</td>
<td>$41,994,234</td>
<td>$8,358,000</td>
<td>$50,352,234</td>
</tr>
</tbody>
</table>

* Potential new hospital revenue is representative of a decrease in LWOT/LPMSE rates and/or improved bed availability which in turn contributes to an increase in E.D. volume. An increase in E.D. volume may result in improved revenue for the hospital through charges for the additional patients in the E.D. Historical data suggests that admission rates under the D2D program remain essentially flat compared to the time period immediately prior to implementation of the D2D program. Thus, the additional E.D. volume would result in additional admissions and potential increased revenue for the hospital.

FINANCIAL IMPACT THROUGH EFFICIENCY

“At EmCare, we are focused squarely on delivering high quality patient care efficiently. EmCare’s innovative D2D service with RAP&GO evidence-based software helps us routinely expedite inpatient admissions from the E.D. The financial impact of those efficiencies can be significant.”

— DR. FRANCISCO LOYA, MD, MS
Chief Executive Officer
EmCare Hospital Medicine

REQUEST YOUR FREE ANALYSIS

EmCare offers a free financial impact analysis that details what can be achieved with RAP&GO via the powerful integration tools available with D2D.

Call 877.416.8079 to request your free analysis.
INTEGRATED CLINICAL TECHNOLOGY — BETTER TOGETHER

EmCare pioneered the concept of integration between clinical departments and has achieved metric improvements. The company also offers new technologies that support integration.

**RAP&GO**

EmCare changed the industry with RAP&GO evidence-based software. RAP&GO helps expedite patient admissions from the E.D. by moving patients faster from E.D. to inpatient bed. RAP&GO routinely aids in decreasing E.D. boarding time by two or more hours and achieving outstanding CMS time measures for patient admission from the E.D. In addition, RAP&GO helps improve performance on core measures.

**DASH**

Direct Admit System for Hospitals (DASH) software allows community-based primary care physicians, free-standing E.D.s, urgent care centers and outlying hospitals to direct admit patients to EmCare client hospitals and allows those referral sources to track their patients and coordinate patients’ care.

**Qualitick Client IQ™**

Qualitick is a patient survey tool that uses portable touchscreen tablets to facilitate immediate and actionable patient feedback in real-time to hospital service departments and leadership. The feedback provided helps improve overall patient satisfaction through timely and proactive response as well as through process improvements made possible through the system’s advanced data reporting capabilities. Utilization of client IQ Survey tablets may improve HCAHPS performance and reimbursements.

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**Actual client results**

**BEFORE AND AFTER RAP&GO IMPLEMENTATION**

<table>
<thead>
<tr>
<th>LWOT BEFORE RAP&amp;GO</th>
<th>LWOT AFTER RAP&amp;GO</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.0%</td>
<td>1.5%</td>
</tr>
</tbody>
</table>

**RAP&GO helps decrease LWOT rates**

**RAP&GO DECREASED E.D. BOARDING TIMES BY OVER 2.5 HOURS**

**BEFORE RAP&GO**

- 3 HRS

**AFTER RAP&GO**

- 30 MIN
EmCare places a high premium on the professional and clinical development of its affiliated physicians and clinicians. Through the EmCare Leadership Institute, EmCare offers four types of training and development programs: (1) EmCare’s National Leadership Conference focuses on the development of leadership skills, (2) EmCare’s National Physician Leadership Program focuses on management training for physician executives, (3) EmCare’s Divisional Leadership Labs focus on the development of management skills, and (4) EmCare’s Compliance/Risk Education programs focus on the development of high standards of clinical care.

EmCare’s National Leadership Conference
This conference is the only program of its type offered in the United States. The three-day program, featuring industry leading speakers, is focused on leadership development and is attended by EmCare’s medical directors and nurse executives as well as client nurse managers and physician leaders.

National Physician Leadership Program
This program provides executive-level training and development opportunities to EmCare’s clinical leadership team members. Program content includes:

- Leadership
- Team engagement and mentoring
- Hardwiring flow
- Lean approach to improving care
- Survival Skills, The “A” Team and Attaining Service Excellence
- Physician accountability
- The C-suite/administrator perspective and insights
- Recruiting for long-term success

Divisional Leadership Labs
EmCare offers affiliated physicians opportunities to hone their leadership and management skills through participation in the company’s Divisional Leadership Labs. Among the programs presented are:

- Effective program management
- Physician management/support programs
- Quality management initiatives
- Patient experience programs (Studer Group, lean)
- Peer review
- C-suite communication
- New Site Medical Director orientation

Compliance/Risk Education
The focus is on the development of a high standard of clinical care. EmCare’s web-based training system provides an open learning curriculum that supports convenient training for physicians to encourage a high standard of clinical care. To meet regulatory requirements, mitigate risk and support better patient outcomes, EmCare requires its providers to complete annual continuing medical education on the following topics:

- HIPAA
- EMTALA
- Risk management
- Documentation
- OSHA
- CMS compliance
- Fail-safe pathway
  - Abdominal pain
  - Chest pain
  - Sepsis
  - Stroke
- T-system
CLIENT TRAINING

EmCare provides on-site education and/or web-based training programs for hospital clients on current relevant subjects, including:

- Studer Group tools and processes
  - AIDET
  - Rounding
- Core measures
- The Joint Commission
- Regulatory measures
- Metrics improvement
  - Lean
  - HCAHPS
  - Patient experience
HELPING HOSPITALS GAIN MARKET SHARE AND RETAIN MORE REVENUE

Comprehensive billing. Reliable reimbursement.

At EmCare Emergency Medicine, even patient billing is focused on customer satisfaction, because the best patient experience can be negated by an improperly managed billing and collection effort. That’s why EmCare utilizes Reimbursement Technologies, Inc. (RTI), a leading billing service and a wholly owned subsidiary of EmCare. More than 1,000 specialists are dedicated to professional fee coding and billing as well as facility coding services covering over 15 million patient encounters annually. RTI provides the most comprehensive, detailed site reports to support management of critical criteria, including:

- OPERATIONAL EFFICIENCIES
- PHYSICIAN INCENTIVE COMPENSATION
- PHYSICIAN PRODUCTIVITY

RTI experts provide on-site documentation and coding training to ensure compliant coding and revenue capture. In addition, RTI’s dedicated Compliance and Regulatory Affairs department ensures all aspects of its business are up-to-date and adhere to state and federal laws and CMS guidelines. EmCare and RTI’s experience provides negotiating strength and a level of resources and competency unsurpassed in the industry.

OVERSIGHT. BILLING. COLLECTIONS.

“I believe EmCare’s management and marketing programs and RTI’s billing and collections are without equal in their respective industries, consistently exceeding both industry norms and client expectations.”

— MURRAY FEIN, CPA
President and Chief Operating Officer
Reimbursement Technologies, Inc.

Marketing support. Community awareness.

As part of EmCare’s strategic partnership approach, clients are offered a number of highly effective marketing programs to assist the hospital in community outreach and growth of market share. The programs are designed to achieve high impact at low cost in building community awareness. EmCare also provides step-by-step guides for media relations, health fairs and presentations.

MARKETING TOOLS IMPROVE PATIENT EDUCATION AND PATIENT-TO-PHYSICIAN COMMUNICATIONS.
LEADING AND INNOVATING FOR MORE THAN 40 YEARS

Changing times. Stable partnership.

At EmCare, we believe in building long-term client relationships based on mutual trust and professional integrity. Our partnership approach has helped establish EmCare as the nation’s leading emergency medicine practice management company. Through our locally serviced, divisionally supported, national resource structure, EmCare is able to help partner hospitals safely navigate the turbulent waters of today’s changing healthcare environment.

EmCare brings over four decades of experience to every relationship. EmCare’s leaders are developing solutions to many hospital executives’ greatest challenges, including performance on HCAHPS, core measures and value-based purchasing. EmCare is innovating in ways that are customer-driven.

For hospitals large and small, rural and urban, teaching facilities, and large hospital systems EmCare can customize a program that provides the right physicians, the right services and the right support so client hospitals can better serve their patients and their community.

Unlimited possibilities

EmCare’s extensive services and programs are also available to hospitals or physician groups that employ or contract with their own physicians. The company offers a wide range of practice support services that allow hospitals or groups to complement their existing operations utilizing EmCare’s resources.

PRACTICE SUPPORT AGREEMENT (PSA)

Services offered under a PSA are flexible in order to meet the specific needs of the client, and may include:

- Recruiting
- Staffing
- Scheduling
- A-rated medical malpractice coverage
- Risk management support
- Patient experience programs
- Template charting system
- Physician payroll support
- Reimbursement services — billing and coding
- Extensive physician education resources

PART-TIME PRACTICE SUPPORT AGREEMENT

Designed to meet the unique challenges of night and weekend physician coverage, a part-time practice support agreement offers a full-time service focused on part-time coverage requirements. By tailoring the scheduling of physicians around existing staff, EmCare can help stabilize and support client coverage needs.

ONLY EMCARE OFFERS INTEGRATED SERVICE ACROSS FIVE CLINICAL SERVICE LINES.
MULTIPLE INTEGRATED SERVICES AND TECHNOLOGIES

Integrated solutions
EmCare is focused on the future and on Making Healthcare Work Better.” The company is continuously developing innovative ways to support hospitals in their efforts to address healthcare reform initiatives including HCAHPS, core measures and value-based purchasing. Integrating clinical services and technologies across multiple hospital-based specialties has been demonstrated to effectively improve performance in these areas.

EmCare is the only company that provides its customers the ability to contract with a single company for emergency medicine, hospital medicine, surgical services, anesthesiology and radiology services. Although the company offers clients the flexibility of contracting for a single service, there are many benefits to contracting for more than one service, most important of which are improved patient care and enhanced return on investment.

EmCare’s more than 40-year history of delivering high-quality patient care, improving efficiency and metrics, effectively managing costs and improving the patient experience has made EmCare the industry leader in physician practice management services.

For more information
Learn more by visiting emcare.com/solutions, or speak with a Vice President of Practice Development at 877.416.8079.

QUALITY. AFFORDABLE. COMPASSIONATE.
"EmCare-affiliated companies serve more than 2,200 communities across the United States. The caring clinicians affiliated with EmCare touch the lives of patients and their families every second of every day as they work to fulfill our mission of providing high-quality, affordable and compassionate healthcare."

— TODD ZIMMERMAN
Chief Executive Officer
EmCare, Inc.

Executive Vice President
Envision Healthcare
EMCARE INTEGRATED SERVICE LINES

Hospital Medicine

EmCare® Hospital Medicine helps hospitals increase medical staff satisfaction, reduce lengths of stay, decrease resource utilization, utilize referrals from community-based physicians, improve emergency department turnaround time and provide continuity of care for patients. Since 1993, EmCare Hospital Medicine has provided hospital medicine staffing and management services designed to improve customer service to patients and medical staff, decrease both inpatient and E.D. lengths of stay, improve efficiencies and achieve financial goals. Hospitals choose to work with EmCare Hospital Medicine because the company:

- Is the pioneer in integrated clinical services and technologies including EmCare’s Door-To-Discharge service with RAP&GO, DASH and EmCare’s Charge Capture software platforms
- Helps hospitals address HCAHPS, reform, core measures and value-based purchasing
- Can reduce both inpatient and E.D. lengths of stay
- Improves both E.D. and inpatient bed utilization
- Effectively manages cost per case
- Improves both referring physician and patient satisfaction
- Develops innovative approaches to diagnostics, treatment and patient care

Anesthesia Services

EmCare® Anesthesia Services provides client hospitals with experienced, highly-trained anesthesiology staff. The company’s affiliated anesthesiologists and certified registered nurse anesthetists (CRNAs) provide anesthesiology services tailored to each institution’s specific needs. We offer full-service practice management services including recruiting and credentialing, O.R. efficiency management, case and risk management, and billing and collections. Hospitals nationwide rely on EmCare Anesthesia Services’ industry-leading programs and services because the company:

- Offers a full suite of anesthesia and pain practice management services
- Has developed an effective Pre-Anesthesia Testing Clinic program to improve outcomes, optimize O.R. efficiency and reduce costs
- Provides leadership, management, programs and processes that helps to improve O.R. efficiency
- Offers consultative services to provide outstanding and effective O.R. utilization management
- Offers flexible coverage models:
  - All anesthesiologists
  - Care Team – anesthesiologists supervising CRNAs
  - All CRNAs
- Provides perioperative services implementation
- Delivers exceptional service resulting in improved surgeon, staff and patient satisfaction
Surgical Services
EmCare® Surgical Services provides hospitals with hospital-based general surgeons who have expertise in emergency and trauma surgery. An acute care surgery program can help to stabilize a hospital’s medical staff, provide general surgery and trauma call coverage, solidify surgical services, strengthen the hospital’s reputation within the community, enhance physician recruiting efforts and keep surgical cases from migrating away from the facility. The company also offers trauma program development and management expertise. Gaining trauma designation can unlock access to federal and state funding for hospitals that were ineligible to receive those funds prior to attaining a trauma designation. EmCare Surgical Services:

- Provides surgeons dedicated to trauma and emergency surgery
- Provides surgery and trauma call coverage
- Keeps surgical cases from migrating away from the facility
- Can change EMS patterns to attract higher case volume
- May increase primary care and other referrals
- Can help hospitals add desired non-trauma surgical cases
- Stabilizes hospital medical and surgical staff
- Helps hospitals secure and escalate trauma designations, thereby gaining access to new funding
- Helps fill gaps in surgeon vacancies and periodic shortages

Radiology and Teleradiology
EmCare® Radiology Services offers hospitals immediate, accessible, full-service consultations with highly qualified on-site physicians. EmCare partners with Rays® for teleradiology services; together they can improve radiology quality, eliminate radiology study backlogs and significantly reduce wait times for patients and medical staff. The company offers a flexible, convenient and cost-effective practice model that includes: customized staffing, recruiting, leadership, quality assurance, metric improvement and fast turnaround times. Benefits to working with EmCare Radiology Services include:

- RaysTracker®, a state-of-the-art web-based radiology information system (RIS) and picture archiving and communications system (PACS), links disparate systems into a unified work list and provides real-time access to studies
- 24/7 preliminary and final teleradiology reads
- U.S.-based, board-certified radiologists
- 24-hour radiology coverage with access to nearly a dozen subspecialty expertise via teleradiology services
- Consults on critical or complicated findings
- Consistent study quality
- Significantly improved turnaround times
LOCAL PRACTICE.  
DIVISIONAL SUPPORT.  
NATIONAL RESOURCES.

INTEGRATED SERVICES:
■ Emergency Medicine  
■ Hospital Medicine  
■ Acute Care Surgery  
■ Anesthesia Services  
■ Radiology/Teleradiology

MISSION: EmCare exists to serve and support clinicians, hospitals, health systems and other healthcare clients in providing high-quality patient care efficiently and affordably.

VISION:
EmCare’s vision is to create a new, integrated model of physician services through:
■ The Science of Clinical Excellence  
■ The Art of Customer Service  
■ The Business of Execution  

This requires several strategic imperatives:
■ Medical Leadership  
■ Service Excellence  
■ Hardwiring Flow  
■ Evidence-Based Patient Safety Protocols  
■ Teamwork