MAKING HEALTHCARE WORK BETTER™
Radiology Services
A COMPREHENSIVE RADIOLOGY SOLUTION

Which options will be considered to improve quality of care and patient satisfaction as healthcare evolves? Partnering with companies that have proven records is essential to sustained achievements in the pay for performance era. EmCare Radiology Services — the radiology solutions affiliate of EmCare — is a leading provider of high-quality, cost-effective radiology solutions to hospitals, imaging centers and radiology group practices nationwide. We offer leadership, experience, vision and technology to support the delivery of exceptional care and service. EmCare delivers high-quality on-site and remote radiology services through proven solutions that can help to accelerate and sustain clinical, operational and financial performance.

The paradigm of comprehensive radiology services is rapidly changing, fueled by changes in reimbursement, the evolution of the interest of new radiologists entering the space, new government regulations, and accepted migration of onsite work to Subspecialized teleradiologists and progressive service expectations of hospitals, clinicians and patients. EmCare Radiology Services has continued to invest in progressive methodologies in technology and physician management to keep up with the changes. This approach allows a more efficient enterprise-wide solution that not only stabilizes and improves radiology services, it drives physician efficiency and presents a quality-based model that attracts the best radiology talent.

EmCare’s unique partnership with Rays®, a leader in professional and technical teleradiology services, gives EmCare clients access to a flexible, comprehensive and customizable array of services designed to meet the challenges of the twenty-first century.
FLEXIBLE, COMPREHENSIVE AND CUSTOMIZABLE

■ **ON-SITE RADIOLOGISTS, EVERY DAY OR AS NEEDED** — EmCare is able to staff radiology departments with existing on-site radiologists and/or EmCare-affiliated radiologists. Rays teleradiologists provide after-hours, weekend, vacation, subspecialty and surge coverage with 24/7 final interpretations delivered within targeted turnaround times. EmCare and Rays provide both on-site and off-site leadership to support our radiology groups through mentorship, hands-on training and continuing education.

■ **RADSHARE** — Smaller neighboring facilities have the option to share an on-site radiologist and enjoy all the technical, medical and managerial services of EmCare and Rays. This option allows a smaller facility the services of an onsite radiologist through a cost savings model.

■ **TELERADIOLOGY** — Any organization needing full or supplemental subspecialty radiology coverage can benefit from the convenience, quality and accuracy of teleradiology interpretations and support provided by Rays 24 hours a day.

■ **RADIOLOGY TECHNOLOGY SOLUTIONS** — EmCare and Rays offer a suite of radiology technology products designated to facilitate increased productivity, enhanced patient care, support the radiologists and provide reporting. Rays has its own internal technology division dedicated to radiology technology including its own unified radiology workflow system. RaysTracker™ is a web-based system that provides real-time access to patient images, reports, a unified work list, quality assurance (QA) tracking metrics, metrics and more. The RaysTracker is specifically designed to interface with or simply receive from any radiology system or EHR and can thus operate as either a facility-wide RIS system or as a shell supporting the existing system interfacing with the local PACS.
EmCare Radiology Services leads the industry

**SERVICE**
- Unparalleled customer service to clients, patients, medical staff and community
- Efficient, dependable, cordial and communicative radiologists and support personnel
- Comprehensive array of customizable medical, administrative and technical services
- On-site radiology department staffing and management
- Service-driven technology

**PERFORMANCE**
- An unwavering commitment to excellence in
- Patient care
- Final interpretations 24/7 with short turnaround times
- Performance goals are aligned with client goals

**LEADERSHIP**
- Radiologists leading radiologists
- Leadership programs and management processes that improve efficiency, hospital communication and relationships

**EXCEPTIONAL RADIOLOGISTS**
- 100 percent U.S.-based, board-certified radiologists
- Fellowship-trained subspecialists including musculoskeletal, neurological, pediatric, breast, body imaging, nuclear medicine and interventional radiology
- Participation in hospital programs and committees
- Company-wide emphasis on quality radiology reporting that is accurate, complete and helpful
- Resources to support relationship building throughout the facility

**QUALITY ASSURANCE**
- Participation in the Rays comprehensive peer review process that amplifies the RadPeer™ methodology sponsored by the American College of Radiology
- Annual performance evaluation of quantitative and qualitative KPI’s through the Rays QA process, allowing radiologists to receive direct feedback and direct focused improvement
- 24-hour operational monitoring with monthly reporting
- Quality patient care supported by doctor-to-doctor communications

**TECHNOLOGY**
- RaysTracker state-of-the-art unified radiology workflow tool that links disparate systems into a single universal work list, increasing productivity, reducing errors, reducing turnaround times and producing consistently high service levels; HL7 connectivity allows direct insertion of final reports into the local RIS
  - Image sharing
  - DICOM programming
  - Recorded voice and video dictation and consults through the patented VidRay® tool

![States where EmCare is located](image-url)
GET TO KNOW EMCARE RADIOLOGY SERVICES


Organizations nationwide call on EmCare Radiology Services to improve outcomes. Our highly sophisticated radiology practice provides proven physician leaders focused on quality outcomes and the creation of efficiencies that impact the entire organization.

**BENEFITS CAN INCLUDE IMPROVED:**
- Imaging study turnaround times
- Transfer rates
- Length of stay
- Left without being seen in the Emergency Department
- 24/7 final read flexibility
- Leadership
- Quality of care and clinical outcomes
- Patient throughput
- Hospital communication and alignment
- Patient and physician satisfaction
- Workflow efficiencies
- Cost management
- Report quality
- Flexibility to meet scheduling needs
- Productivity

**RESPECTED. TRUSTED. STABLE.**

EmCare’s aim is simple: efficiently deliver excellent patient care while improving metrics, reducing costs and keeping patients, staff, radiologists and other physicians satisfied. Quick-fix strategies may provide short-term results, but a partnership with EmCare Radiology leads to long-term positive outcomes and lays the foundation to its higher level strategies and allow a facility to pursue growth initiatives. As the healthcare landscape changes, EmCare’s proven management strategies have the necessary versatility to ensure that partnering sites prosper.

**BY THE NUMBERS**
- Nearly 2 million imaging studies read each year — that’s nearly four reads per minute, every day of the year
- More than 250 radiology partnering sites nationwide
- More than 40 years of physician practice management experience
EmCare Radiology Services continues to progressively leverage the cost efficiencies, quality and convenience of real-time, subspecialized teleradiology while improving support of onsite, procedure performing radiologists. Our practice model is flexible, convenient and cost-effective. EmCare is an innovative company focused on quality, accuracy, speed, efficiency and satisfaction. Our practice model focuses on six pillars:

**CUSTOMIZED QUALITY STAFFING**
- On-site – Maximizes service to facility’s medical staff
- Off-site – State-of-the-art teleradiology professional and technical services through Rays affords consistent service levels 24/7, including final interpretation reads, with flexibility and overflow support
- 24/7 access to subspecialists on demand

**RECRUITING**
- Radiology recruiters with access to national resources
- Rigorous screening and interview process
- Physician compensation program based on performance, including quality and accuracy of reports

**METRICS**
- Tracking and reporting on all aspects of the practice
  - Turnaround times
  - Physician productivity
  - Discrepancies
  - Service quality

**LEADERSHIP**
- Medical
  - National medical leadership
  - On-site radiologist leadership involved in client medical staff/committees

**ADMINISTRATIVE**
- Dedicated Contract Administrator
- Experienced senior management team
- Administrative and marketing support

**QUALITY ASSURANCE**
- Internal and external QA program generating overreads a segment of radiology reports providing useful feedback and quality assurance (QA)
- Amplification of the RadPeer program sponsored by the American College of Radiology and recognized by The Joint Commission
  - Random review of both on-site and off-site physician reads helps to identify quality trends
  - Reports are provided that meet The Joint Commission or other accrediting body requirements
- Proprietary QA process delivers flexibility to adjust parameters and give more detailed metrics
- Participation in client specialty boards and QA programs

**EFFICIENCY, SATISFACTION AND RESULTS**
“We deliver superior radiology services to all sizes of radiology practices and medical facilities and create an environment where exceptional radiologists and support staff can flourish in supporting other physician groups to deliver excellent patient care. We embrace the following guiding principles: quality, ingenuity, integrity and industry-leading levels of service and accuracy. And we focus on our clients’ customers – the patients. Our customer service is based on doing the right thing, always, and continuously evolving.”

— GREG ROSE, MD, PhD
Chief Executive Officer
EmCare Radiology Services
ON-SITE RADIOLOGY DEPARTMENT MANAGEMENT

Full-time, full service

One of the first steps in receiving the best care possible is an accurate and timely radiology report. Focusing on customer service and performance metrics, EmCare assesses the needs and goals of each client facility and its medical staff as the foundation for a customized radiology solution that adds value to the organization and its patients. No matter the size of the facility or system, EmCare can provide the right balance of services to meet each client’s needs, effectively and efficiently.

SERVICES INCLUDE:

■ Partnering with existing radiologists and supplementing with EmCare- and Rays-affiliated radiologists as needed, all of whom are U.S.-based, Board-certified radiologists, including fellowship-trained subspecialists
■ Final interpretations 24 hours a day, 365 days a year with prompt turnaround times
■ Supplemental teleradiology services as needed
■ Local and national clinical leadership
■ Advanced reporting capabilities with real-time workflow management
■ Full service billing, coding, collection and reporting services
■ Quality assurance and performance improvement programs
■ Continuing education resources and leadership training for affiliated radiologists
■ Compliance monitoring

OUTSTANDING RADIOLOGISTS. RESULTS.

“EmCare Radiology Services has done a great job recruiting an outstanding group of radiologists and has been quick to respond to our needs. One of our long-term and top-referring physicians recently told me, ‘I’ve been here for a long time, and this is the best group of radiologists the hospital has ever had.’ I appreciate our relationship with EmCare and look forward to continuing to work with them for many years to come.”

— KENT TUCKER
Vice President of Ancillary Services
Huguley Memorial Medical Center
Fort Worth, Texas
MEET RADSHARE®, A COMPREHENSIVE COMMUNITY RADIOLOGY SOLUTION

An affordable option for community hospitals

RadShare is a community-based program designed to improve on-site patient care by bringing “big” radiology services to small facilities. The program can increase radiology revenue by keeping more procedures at the facility. Through RadShare, EmCare provides a cost-saving solution by staffing on-site radiologists as needed and offers subspecialty expertise, technology infrastructure, billing and/or administrative services.

Final reads 24/7 make financial sense, as they provide facilities an opportunity to save money, improve quality and patient care and reduce staffing needs. RadShare Finals allow on-site groups to eliminate their preliminary read fees by allowing the after-hours teleradiologists to create final reports, thereby freeing up the daytime radiologists for other work. RadShare Flex Finals allow understaffed on-site groups to remain leanly staffed without the financial downsides of occasional overstaffing. They can reap the savings benefits of RadShare Finals, in addition to the benefits of a simple, flexible staffing solution to complement and provide support for the current group.

WITH RADSHARE, IMPORTANT CONSTITUENTS ARE POSITIVELY IMPACTED

■ **PATIENTS** — Enhanced patient loyalty through local, convenient and high quality service

■ **FACILITIES** — Enhanced facility quality, offering quality radiologists in multiple subspecialties, attracting and retaining more patients and industry-leading radiological technologies, improved productivity and enhanced patient care

■ **RADIOLOGISTS** — These physicians are less burdened by work flow fluctuations

■ **COMMUNITY** — Enhanced facility reputation and enhanced recruiting ability by adding 24/7 subspecialty availability

SERVICES INCLUDE:

■ **ON-SITE** — Procedures, biopsies, barium, mammography, consults, QA, medical director, general radiology, technical QA, nuclear medicine license, standardized protocols, hospital communication, leadership

■ **OFF-SITE** — General radiology, musculoskeletal, neurological, pediatric, PET/CT, breast MRI, echocardiography, mammography, CCTA, overreads/QA, case sharing, 24/7 final reads

■ **TECHNOLOGY** — Unified worklist, viewers, gateways, DR, radiologist/tech support, video consult, HL7

■ **ADMINISTRATION** — Physician leadership, standardized protocols, facility alignment, credentialing and licensing, performance metrics, radiologist management, direct billing

THE EMCARE RADIOLOGY SERVICES PRACTICE MODEL IS FLEXIBLE, CONVENIENT AND COST-EFFECTIVE.
Reading Options & Benefits

Current Prelims — The after-hours radiologist reads the Stat imaging cases as prelims and the on-site radiologist spends time the next day overreading the prelim reads for revenue equal to the billable amount MINUS the prelim fees.

RadShare Finals — A Service whereby final reads, rather than prelims, are provided on STAT after-hours imaging studies and selected X-ray cases. Depending on payor mix, by moving to RadShare Finals, the on-site radiology group effectively saves almost all of its prelim read fees by supplanting prelim overreads with other daytime work.

RadShare Flex Finals — Includes the prelim read fee savings of RadShare Finals but also serves as a load-leveling and flexible staffing option for groups that are occasionally or usually understaffed or will soon see a reduction in their radiologist workforce. Depending on day-to-day or long-term staffing needs, the on-site group can adjust the amount of after-hours cases as granularly as each day (beyond those of RadShare Finals).

Four Ways RadShare Serves Facilities

1. **Place** an onsite radiologist
   - A cluster of small facilities may be served by a shared EmCare or local radiologist supported by EmCare medical and technical services.

2. **Backfill** radiologist turnover
   - As radiologists depart, consider seamlessly replacing them with EmCare radiologists capable of performing procedures and serving administrative functions.

3. **Augment** an existing radiologist
   - Improve service and increase overall revenue flow by allowing EmCare/Rays to read finals at night while the daytime radiologist captures more daytime work.

4. **Diffuse** cases for work distribution
   - In conjunction with chosen radiology groups, selectively send or receive cases using EmCare technology to level daytime workloads.
COMPREHENSIVE TELERADIOLOGY SOLUTIONS FROM RAYS ... RAYS IS BEST IN KLAS

Around-the-clock, general and subspecialty reads

Depending on the size of the organization, it often makes sense to utilize teleradiology services to supplement the full-time, on-site radiology department not just overnights and weekends, but also during peak daytime volume surges. Some organizations even find that 24/7 teleradiology is their best complete solution.

EmCare partners with Rays, an award-winning, cutting edge teleradiology services company which delivers industry-leading teleradiology physicians, services and technologies at competitive rates with a targeted maximum 30-minute turnaround time for urgent final interpretations. These time efficiencies can mean increased productivity and significant savings for hospitals and physician practices as well as improved patient care.

Rays provides excellent customer service, delivering both preliminary and final reads with very low discrepancy rates. Rays was ranked higher by its customers than any other teleradiology service based on independent surveys conducted by KLAS Research in the “2013 Best in KLAS: Software and Services” report.*

TELERADIOLOGY SERVICES INCLUDE:
- Full or supplemental daytime and nighttime reading coverage
- Customized offering of preliminary, final, subspecialty coverage and stroke protocol studies
- Studies cover all imaging modalities and subspecialties including CT, MRI, ultrasound, X-ray, mammography, nuclear medicine, PET/CT, breast MRI and echocardiography
- Quality assurance overreads
- Overflow/daytime support
- Live radiologist phone consultations
- 24-hour access to subspecialists
- 30-minute turnaround times for urgent final after-hour studies
- Professional IT team for seamless transition
- Unified radiology workflow system with voice recognition dictation, reporting, viewing and metrics if needed
- 24/7 operational support via 1-800 phone number

ABOUT KLAS — ACCURATE. HONEST. IMPARTIAL.

Rays is rated higher by its customers than any other teleradiology service. After 4 consecutive years of top ranking in the KLAS Software and Services report, Rays won the 2013 Best in KLAS Software and Services award among national teleradiology vendors. The KLAS report is based on unbiased, subjective assessment gathered via independent survey conducted by KLAS Research, an independently owned and operated company dedicated to providing accurate, honest and impartial ratings of healthcare technology companies.

*“2013 Best in KLAS: Software and Services,” January 2014. 2014 KLAS Enterprises, LLC. All rights reserved. www.KLASresearch.com
EmCare Radiology Services and Rays eliminate redundancy by delivering final reads directly into the hospital’s information management system or EHR, thereby eliminating the need for on-site radiologists to review preliminary reads from teleradiologists. The state-of-the-art Rays technical system provides facilities with numerous benefits.

- Interfaces with existing HIS/RIS platforms via HL7 making it “virtually on-site”
- Includes HL7 and facsimile delivery options
- HIPAA-compliant encrypted transmission and web viewing

- Improved turnaround times
- Auto image acquisition and auto priors retrieval
- Backup, redundancy
- Status change capability
INDUSTRY-LEADING TECHNOLOGIES

Outstanding tools of the trade

EmCare’s Integrated Clinical Technology suite provides EmCare and Rays-affiliated radiologists with state of the art tools designed to optimize clinical quality, drive efficiency, and enhance patient and provider satisfaction. The flexible and efficient RIS used by EmCare and Rays helps to manage workflow and drives efficiency to optimize patient care by providing real-time data.

- Our video dictation tool takes the mystery out of complicated consultations.
- Quality assurance and reporting tools provide administrative insights.

Armed with these industry-leading technological tools, EmCare and Rays together deliver powerful solutions to hospitals, imaging centers and radiology group practices.

SOME OF EMCARE AND RAYS’ INTEGRATED CLINICAL TECHNOLOGIES INCLUDE:

- **RAYSTRACKER** — Radiology Information System (RIS)
  - Cloud-based solution features a unified, intelligent work list that provides workload distributions based on reading group schedules, radiologist reading attributes, prior radiologist preference, modality assignment and subspecialty assignment
  - Maximizes radiologist utilization
  - Additional features include voice recognition, advanced visualization, QA process, doctor-to-doctor reporting, HL7 integration and image storage
  - Integrated QA process improves report quality and patient care
  - SaaS offered as a complementary solution

- **VIDRAY** — Proprietary software allows radiologists to create a “radiology consult” on the fly.
  - Reduced interruptions
  - Allows radiologists to create consult while the case is top of consciousness
  - Allows clinicians and patients to quickly review an audio/video discussion of their radiology study
  - Clinicians can now review consults at their leisure without having to track down a radiologist
  - The consult can be stored and reviewed at anytime in the future
  - Improvement in clinical allegiance
  - Voice-over, scroll and point to images

- Metrics reporting
  - Performance metrics graphically summarize detail of radiology and technology activities

TECHNOLOGY DRIVES EFFECTIVE RADIOLOGY

“Medical-based technology has unique challenges in terms of security, scalability and reliability. Medical imaging technology increases those challenges because of the sheer amount of data, regulation around retaining data and the need for quick clinical access. The technologically advanced systems at EmCare and Rays are vital to meeting and exceeding these challenges while helping set the standard for the radiology industry as a whole.”

— ED BACHMANN

Vice President of Operations
Rays
THE RIGHT PEOPLE AT THE RIGHT TIMES

Local practice. Divisional support. National resources.

EmCare Radiology Services provides highly qualified provider groups and on-site medical leadership, supported by a regionally-based national network of medical executive leaders. The technologies, programs and services provide our clients with an unprecedented depth of resources. Additionally, partner facilities and practices are provided with 24-hour customer service and dedicated account managers for around-the-clock support.

Exceptional leadership. Outstanding clinicians.

All of EmCare’s affiliated radiologists are U.S.-based, Board-certified radiologists and many of them are fellowship-trained subspecialists. EmCare can recruit and staff subspecialists for the site or provide access to them through teleradiology, depending on the needs of the facility. Multiple subspecialties are available including abdominal, neuro, musculoskeletal, pediatric, breast MRI, PET / CT, nuclear medicine and interventional radiology. All EmCare- and Rays-affiliated radiologists are peer reviewed and monitored; peer review results are shared and discussed with each client regularly.

Dedicated radiologists.

EmCare radiologists share in our culture of quality, integrity, teamwork, cooperation, work ethic and respect. They become integrated into the culture of the facility by participating in quality-assurance initiatives, specialty boards, committees and medical staff affairs.

HIGHLY QUALIFIED RADIOLOGISTS

“Rays and EmCare radiologists are united, pooling their skills and resources to better diagnose and treat patients. While each radiologist continues to improve personal knowledge through a combination of CME, QA and teaching cases, they also take an active part in supporting fellow radiologists professionally and personally. EmCare- and Rays-affiliated radiologists take professionalism to a new level.”

— THOMAS SEAY, MD
Vice President, Medical Services
Rays
ROBUST REPORTING

Radiology dashboards track and monitor both quality and activity

Our clients are provided with sophisticated software and tools to measure and monitor radiologists’ activity and clinical outcomes, different data formats, seamlessly incorporating processing logic to handle unique requirements and productively manages integrated application environments.

Regular review keeps everyone in focus and on target

Clients are kept up-to-date with regular meetings with EmCare and Rays-affiliated client administrators and medical leadership for routine assessment and review. Quality, goals and actual performance are reviewed at each meeting to ensure continued and sustained progress.
BUSINESS ANALYTICS TOOLS

REAL-TIME DASHBOARDS

PRODUCTIVITY REPORTS (EVIDENCE-BASED MANAGEMENT)

QUALITY REPORTS
CLEARLY FOCUSED ON RESULTS

Ideas and technologies

EmCare Radiology Services helps create centers of clinical excellence within its contracted facilities. Whether there exists a need for improved recruiting, turnaround times, radiologist performance, accessibility or flexibility, EmCare offers custom solutions aligned with each client’s goals. EmCare’s aim is to be a true partner dedicated to serving each facility and radiology group, their medical staffs and their local communities.

Implementation

EmCare works closely with each new client to develop a custom implementation road map. EmCare leadership works closely with new clients to ensure that they are comfortable with the workflow process and view the company as an extension of their facility. EmCare’s IT department works closely with technology staff at the client site to install and test technology equipment. Clients quickly become familiar with EmCare’s support team and speak with the same individuals when they call for support.

Customized radiology solutions

EmCare has created customized radiology solutions for its clients nationwide. Clients include:

- General acute care hospitals
- Community and critical access hospitals
- Regional health systems
- Level I and Level II trauma centers
- Imaging centers
- Mobile imaging companies
- Radiology group practices
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

**Emergency Medicine**

EmCare® Emergency Medicine offers its clients a solution that includes recruitment, staffing, management, metric improvement programs and billing / collection services for emergency medicine. Hospitals and health systems that outsource to EmCare often realize industry-leading quality of care, metric improvement and patient, staff and physician satisfaction, as well as improved return on investment. Some of the reasons hospitals choose to partner with EmCare Emergency Medicine include:

- Leading national emergency medicine practice management company
- Long-term, stable performer — founded more than 40 years ago
- Local practice, supported by divisional professionals, backed by unparalleled national resources
- Experienced physician and nurse leadership
- Leading national recruiter of board-certified/board-eligible emergency medicine physicians
- Performance-based physician incentive compensation programs
- Comprehensive portfolio of emergency medicine support services
- Lean for healthcare and Studer Group national partnership for metric improvement and patient experience programs

**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
**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

**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
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