

Case Study | EMS Solutions

Bud's Ambulance Service | Illinois



Bud's Ambulance Service, named after the late John "Bud" Daley who founded Daley's Ambulance Service, started servicing the southern area of Chicago back in 1950. After 60 years, the company still operates as a family-owned business, with Bud's son, John Daley III serving as the president of the organization. Co-Owner and vice president Tom Wappel, and at least a dozen other employees have been with the company for 20 years or more.

Bud's Ambulance Service (Bud's) services 13 communities south of Chicago with over 150,000 residents, and responds with three different Mutual Aid districts to provide assistance as needed in the Mutual Aid Box Alarm System (MABAS) program. Bud's handles over 30,000 calls a year with a staff of about 150 (including part-time, field and full-time employees) and 30 vehicles (10 advanced units, 8 basic units and 12 wheelchair and service car units). Although Bud's responds to many private transfers and contracted facility transfers, the 9-1-1 emergency transfers account for the majority of their calls. They have covered this 9-1-1 service area since the business started, back in 1950.

In 2008, Bud's Ambulance Service decided it was time to replace the billing and CAD program that they had used for 15 years and researched the EMS software market. John McGehee, the Corporate Compliance and Information Systems Manager, began to speak with other EMS services to research the options available on the market and their impressions of the best systems. McGehee, who began with the company 27 years ago as a Basic EMT, then advanced to a Paramedic position, then Dispatch Supervisor, and finally into his current position, had a wide variety of experience to help him in his research and analysis. "Customer service was a big aspect," said McGehee. "We spoke with other services and learned that the Sweet-Billing and Sweet-CAD team (owned by TriTech) was head and shoulders above their competition." Staying with one integrated system was also an influencing factor for the future as Bud's also plans to incorporate TriTech's electronic patient care reporting program (Fusion ePCR) into the mix.

Since moving to Sweet-Billing, the billing department and management have been able to monitor the patient accounts more closely and access account information from the reports without having to involve the IT department. "The reporting features are fantastic," said McGehee. "The CFO likes the built-in reports and can get the information he needs from the system without having to rely on someone else to pull the information." The work flow is also much easier for the billing staff, which includes four full-time billers and two part-time billers. They have been able to cut down their key strokes with more information being pulled into the Sweet-Billing system from the Sweet-CAD system, they have also been able to cross train on the billing system more easily than with the previous billing system.

TriTech's Sweet-CAD application has also impacted the business by enabling dispatchers to see everything they need immediately



without having to add additional keystrokes as in the past. Bud's has a six-minute call-to-on-scene response requirement by the State of Illinois and having instant information on what all their cars are doing and where they are at, with the ability to provide directions right from the call card has saved dispatchers and responding units valuable time. The Sweet-CAD system has also provided better analytical reporting on many fronts, examples include areas that need a higher concentration of responding units, times of day that require more vehicles, and average out-of-chute times from a particular facility which helps estimate the length of time coverage is needed in an area.

When asked for his honest input on how TriTech's customer service has matched up with what he was told by other services McGehee said, "a configuration error in the onset caused some issues, but once the problem was identified, it was corrected. TriTech was right on top of it." Overall, McGehee has been satisfied with the service offered by TriTech and any critical billing issues are handled on the spot and non-critical issues within 24 hours.

When asked what advice he had for others entering the EMS industry, McGehee said that, "I would tell them that if I had known I would have enjoyed it this much, I would have started earlier."

Key Benefits

- Integrated system - ePCR, billing, CAD
- Ranked top billing program by EMS services
- Reports and QA provide relevant information supervisors, billers, CEOs and more
- Responsive support services