

Case Study | EMS Solutions

GAVAC & St. Johnsville Ambulance | Montgomery County, NY



Tom Pasquarelli began his career in EMS and public safety over 20 years ago, serving as a volunteer. Since then, he has worked in many positions, including an EMT, a firefighter, and currently as the executive director of the Greater Amsterdam Volunteer Ambulance Corps Inc.(GAVAC) and St. Johnsville Ambulance, based in Montgomery County, NY. GAVAC has been using the Sweet Billing system since 1998, and switched from the Sweet Field Data program to Fusion ePCR in 2009.

Between the two locations, Tom's staff of two billers processes approximately 11,000 calls a year. Since implementing the Fusion ePCR application (Sweet Field Data prior to that) which integrates with the Sweet Billing solution, his staff has realized a time savings of about 20 hours each week in reduced data entry. The time it takes to get the call entered and the bill out the door has dropped from about 35 days to two days. The increased efficiencies that have been gained have allowed his billing staff to get caught up and spend more time in areas like collections.

Tom said that Fusion ePCR is "a hundred times better than Sweet Field Data." The ease of use and touch screen capabilities of the Fusion ePCR application has gained quick acceptance by the medics. "As the product continues to evolve and improve," said Tom, "we are seeing additional benefits like the supervisors' ability to review and edit calls which has resulted in an additional time savings of approximately two hours per day." Another important time-savings feature of Fusion ePCR that Tom and his crew values is the auto fax capability. The auto fax feature allows a service to select a hospital for disposition and send a faxed copy of the pre-hospital report automatically.

In addition to the time-savings features of the integrated Sweet Billing and Fusion ePCR combo, the reporting and informational value of the system is also key for the business. "With the Report Generator module in Sweet Billing, I can get about anything I need - " said Tom, "from pickup zones to



patient drop-offs to time analysis to procedure reports – all within just a few seconds."

Yet, even the best software product cannot stand alone without a great staff to support it. Tom said the customer support team is "excellent." "Even though they are busy, they are very knowledgeable and know how to get things done and have helped tremendously."

TriTech would like to thank Tom and his team for their trust and continued business. We take pride in working with our customers to help find continual ways of improving their software processes and practices to improve their financial status, as well as their service to their customers.

GAVAC and St. Johnsville Ambulance Montgomery County, NY

Tom Pasquarelli, Executive Director

11,000 Annual Calls

Products

- Sweet-Billing (since 1998)
- Fusion ePCR (since 2009)

Modules

- Custom Reports
- Attachments
- Custom Forms/Statements
- Call Frequency Reporting
- Batch Payments