

Case Study | EMS Solutions

Logan County Paramedic Association | Lincoln, IL



Jeremy Barrow, a 13-year-veteran paramedic with IT responsibilities for his EMS service, said he “loves, loves, loves Fusion ePCR and would not use any other ePCR product.” Jeremy, who has worked for seven years with Logan County (located about half way between Peoria and Springfield in Illinois) just updated to the 6.2 version of Fusion ePCR and said that they specifically love the ability to make comments on the anatomical view and the ability to clone medications.

“Everybody loves the ability to clone medications. All you have to do in version 6.2 is change the time on a cloned medication, which saves a lot of data entry. Also in version 6.2, with the ability to type specific comments in the anatomical view, we can document patient care more accurately and thoroughly,” said Jeremy.

One of the new changes in version 6.2 actually came about because of input from Jeremy, which involved the way an ePCR was marked as complete; his ideas would help save a few extra steps. After his input was received and reviewed, the product management team at TriTech agreed and made the change as suggested. “I think it is important that TriTech listens to their users,” said Jeremy. “It nice as an end-user to speak directly with development and explain the situation and our needs They were more than willing to listen to my input and changed this functionality in Fusion ePCR Version 6.2 because of it.”

When asked what the medics think of Fusion ePCR, Jeremy said that training has gone very smooth since medics are typically more comfortable with a graphical user interface (UI) which is more visual – like the touch screen UI in Fusion ePCR. Jeremy also commented on the QA and statistical analysis that they are able to do with Fusion ePCR. One example he gave is their ability to determine where they are in need of advanced equipment, such as respiratory units at nursing homes. By adding the custom field - “Respirator Dependent” – and making it a mandatory field, the medics check the appropriate response as they are filling out their ePCR, and then a report can be pulled from Fusion ePCR to track the number of times and locations that this type of equipment was needed in order to justify the need for critical care equipment.

“We are also Sweet Billing users,” Jeremy explained, “which allows all of the patient care information to seamlessly flow into billing, reducing our overall time needed to bill patients, as well as reducing our overall paper consumption.”

TriTech has a great tech support team; every time I call in, I’m either forwarded to right person right away or get some type of reply in a very timely manner. TriTech is always willing to connect to our computers and take a look at what is going on, and any issue that has ever come up, they have handled very well. We are committed to the TriTech products and team.”



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Jeremy Barrow
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4,500 Annual Calls
35 Employees
Run 3 Crews 24/7

Handles everything from 911 to scheduled transports to ALS/BLS calls