



MedStar Emergency Medical Services

Area Metropolitan Ambulance Authority

By the Numbers:

| | |
|---|---------|
| Number of 9-1-1 calls per year MedStar responds to: | 100,000 |
| Number of ambulances in the MedStar fleet: | 47 |
| Square miles MedStar serves: | 421 |
| Number of residents MedStar serves: | 860,000 |
| Number of cities MedStar serves: | 15 |
| Year MedStar began service: | 1986 |

MedStar Paramedics must be certified in:

- CPR
- Advanced Cardiac Life Support (ACLS)
- Pre-hospital Trauma Life Support (PHTLS)
- Emergency Pediatric Care (EPC)

WAM! We Are MedStar



The Area Metropolitan Ambulance Authority, known as MedStar, is the exclusive emergency and non-emergency ambulance service provider to 15 Tarrant County cities including Blue Mound, Burleson, Edgecliff Village, Forest Hill, Fort Worth, Haltom City, Haslet, Lakeside, Lake Worth, River Oaks, Saginaw, Sansom Park, Westover Hills, Westworth Village, and White Settlement.

MedStar provides advanced life support ambulance service to 421 square miles and more than 860,000 residents in Tarrant County and responds to about 100,000 emergency calls a year with a fleet of 47 ambulances.

We aspire to be a premier EMS service for both our customers and employees and set standards for others to follow. Our mission is to provide high quality patient care in an

effective and cost efficient manner with accountability.

MedStar is a high performance Emergency Medical Services (HPEMS) system, providing advanced clinical care with high economic efficiency.

Background

The Area Metropolitan Ambulance Authority was established in 1986. For nearly 20 years, MedStar contracted with private-for-profit contractors to provide day-to-day operational management through competitive-based contracting. The Authority administered the contract, managed accounts receivable, and managed the system infrastructure including the primary facilities and communications center. In the spring of 2005, the Authority terminated its contract with its most recent operations contractor after consecutive months of failing to meet performance expectations. The Authority immediately stepped in and

(Con't on page 2)

MedStar: There When You Need Us

MedStar paramedics possess some of the highest qualifications for emergency medical personnel found anywhere in the nation. In addition to the State of Texas certification, our paramedics must be certified in CPR, Advanced Cardiac Life Support (ACLS), Pre-hospital Trauma Life Support (PHTLS) and Emergency Pediatric Care (EPC).

All primary paramedics in the MedStar

system have been tested and approved by the system medical director, Dr. John Griswell or his designee, before working as a Lead Paramedic on a MedStar ambulance.

Emergency Communications

Patient care begins when the telephone rings. When a resident dials 9-1-1, the call is initially answered at a primary Public Safety Answering Point (PSAP) in the community where the call is initiated.

(Con't on page 4)



Quality Care While Cost-Efficient

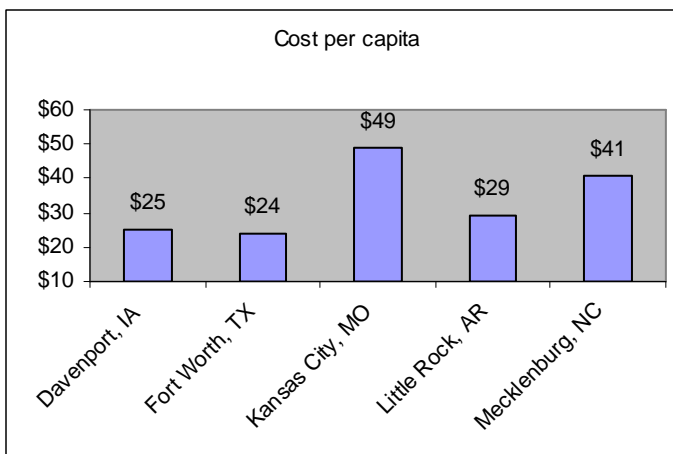
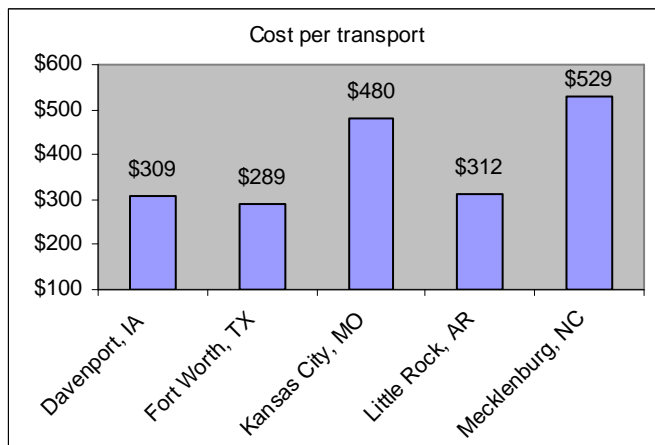
While delivering one of the highest levels of patient care found anywhere in the nation, the MedStar system also remains one of the nation's most cost-efficient systems.

When compared to similar major metropolitan systems, the support required from taxpayers for our system is extremely low. In fact, less than \$3 per capita is required in public tax support to assist the delivery of MedStar EMS services.

Fewer than a dozen systems in the United States, which provide all the emergency and non-emergency services for the cities they serve, operate at such a high level of economic efficiency.

Emergency calls represent about 94% of MedStar's activities. The system's volume of activity has been growing 4 - 6 percent annually.

The CAEMS Market Study regularly examines clinical, response-time, and economic data across diverse EMS systems.



MedStar StarSaver Membership: Invest Now...Save Later

It's unfortunate, but medical emergencies and accidents do happen. When they do, MedStar Emergency Medical Services will be there for you and your family. We provide professional emergency service with trained medical staff and the very latest medical equipment.

Did you know the average cost for an emergency transport is more than \$1000? Do you have insurance that will cover this?

A StarSaver membership

protects your entire household with unlimited emergency transports for only \$55 per year.

Even with insurance coverage, there are deductible and co-payments to consider. Medicare denies coverage to more than 40 percent of claims for ambulance service. After denial from Medicare, a StarSaver member pays no costs for an emergency transport.

Don't waste precious time hesitating to call 9-1-1 because

you're worried about an ambulance bill. Give your family the gift of security and peace of mind through a StarSaver membership.



A StarSaver membership is available to all residents in the MedStar coverage area. Call 817-632-0535 for more information.

There When You Need Us *(con't from page 1)*

Advanced Life Support units are capable of handling any type of service request, resulting in all patients receiving the highest level of care and higher productivity levels.



Once the nature of the emergency is determined to be medical, the caller is transferred to the MedStar PSAP for protocol-based interrogation and ambulance dispatch.

At MedStar, Emergency Medical Dispatchers are trained to deliver dispatch life support through the use of pre-arrival instructions that can, and do, make the difference. Requests for emergency and non-emergency ambulance service are received, triaged, and dispatched by the MedStar communications

center. Dispatchers utilize a state-of-the-art computer aided dispatch system and GPS technology. The center also may be accessed for scheduled non-emergency calls through a 7-digit direct number. The MedStar communications center is accredited by the National Academy of Emergency Dispatch.

EMS Academy

The MedStar EMS Academy was developed in 2008, in partnership with Tarrant County College. Select EMTs chosen for the academy attend the 8-month program



five days a week for eight hours a day. EMTs chosen for this program continue to receive their current rate of pay as well as tuition, books and fees paid by MedStar. In turn, these employees agree to a three-year commitment to MedStar after they attain their Paramedic certification.

We're Accountable

Medical Oversight

The Emergency Physicians Advisory Board (EPAB) provides fully independent and external medical oversight for the MedStar system.

Medical oversight, required by state law, is performed by a full-time Medical Director, who is a physician trained in emergency medicine. The Medical Director reports to a 14-member Emergency Physicians Advisory Board (EPAB) comprised of the medical directors of the emergency departments of

all of the hospitals within the MedStar service area, plus additional physicians who serve on an at-large basis.

The Medical Director and EPAB monitor the system's performance and set standards for equipment, training and clinical procedures. They develop and approve all medical protocols and standing orders for the paramedics and EMTs. EPAB is also responsible for conducting medical audits on any question concerning patient care. The Medical Director,

the patient, or anyone who has a question or complaint on how a case was handled may request an audit.

Governing Board

The MedStar system is governed by the six members of the board of directors of the Area Metropolitan Ambulance Authority. The board of directors includes the Medical Director of EPAB, four members representing the City of Fort Worth and one member representing the remaining member cities.