



**Using Technology to Serve You Better**

August 14, 2009

From the time it takes someone to dial 9-1-1, the time it takes an ambulance to arrive on scene, to the time it takes to get a patient to a hospital, time is critical in an emergency situation.

Wireless communication technology installed in each MedStar ambulance is helping improve response times and patient outcomes by providing a secure, mobile hotspot, enabling multiple onboard wired and wireless devices – including medical equipment, patient care recording, and dispatch information – to connect seamlessly and communicate reliably with area hospitals, operations and first responders.



The onBoard Mobile Gateway<sup>®</sup> allows MedStar crews to send vital electrocardiograms and other patient information to hospitals prior to patient arrival, expediting critical treatment and improving patient outcomes. The Gateway improves response times by analyzing real-time and archived GPS information, helping improve dispatching and routing.

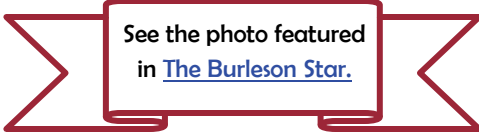
The next meeting of the Area Metropolitan Ambulance Authority Board of Directors will be 10 a.m. Wednesday, August 26. Go to [www.medstar911.org](http://www.medstar911.org) for details.

**Break Through**

MedStar helped celebrate the opening of quicker and easier access to Huguley Memorial Medical Center during the grand opening of the turnaround and overpass across I-35W north of FM 1187.

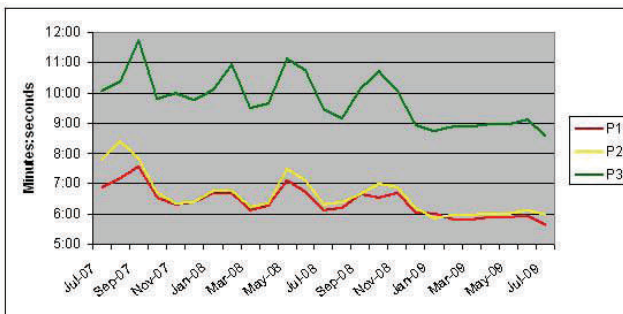
With employees of Huguley, the Texas Department of Transportation and other dignitaries holding tight, a MedStar ambulance broke through a banner reading “Turning the corner to faster care” during the opening ceremony August 7.

The overpass will allow southbound traffic from I-35W quicker access to the hospital without having to negotiate the stop lights on FM 1187.



**The Care You Deserve**

**Average Response Time by Month**



MedStar's response time goals are:  
(90% of time)

Priority 1 calls 9 min. or less

Priority 2 calls 11 min. or less

Priority 3-5 calls 15 min. or less

MedStar holds itself accountable to providing high quality patient care in an efficient and cost effective manner with accountability. These performance measures illustrate how we're striving to meet that goal.

**Month-to-Date Reliability**  
(as of 8/13)

Priority	Calls	Late	MTD %
1	794	100	87.4%
2	1,529	111	92.7%
3	861	91	89.4%
4	27	2	92.6%
5	215	6	97.2%
<b>Overall</b>	<b>3,426</b>	<b>310</b>	<b>91.0%</b>