

Area Metropolitan Ambulance Authority

MedStar Mobile Healthcare

Board of Directors Agenda

March 27, 2013

**NOTICE OF
AREA METROPOLITAN AMBULANCE AUTHORITY
BOARD OF DIRECTORS MEETING
551 EAST BERRY STREET
FORT WORTH, TEXAS 76110
March 27, 2013
10:00 a.m.**

- | | | | |
|-------------|--------------------------------------|--|--------------------------|
| I. | CALL TO ORDER | | Mr. Zimmerman |
| II. | INTRODUCTION OF GUESTS | | |
| III. | CITIZEN PRESENTATIONS | Opportunity for citizens to address the Board of Directors | |
| IV. | CONSENT AGENDA | Items on the consent agenda are of a routine nature. To expedite the flow of business, these items may be acted upon as a group. Any board member or citizen may request an item be removed from the consent agenda and considered separately. | |
| | BC - 1140 | Approval of minutes for board meeting of February 27, 2013. | Mr. Zimmerman Page 4 |
| | BC - 1141 | Approval of check register for the month of February 2013. | Mr. Zimmerman Page 9 |
| V. | NEW BUSINESS | | Mr. Hooten |
| VI. | MONTHLY REPORTS | | |
| A. | Executive Director Report | <ul style="list-style-type: none">• General Updates• Building Updates• Scorecard | Mr. Hooten Handout |
| B. | Compliance Report | | Ms. Jordan Page 12 |
| C. | Finance Report | | Ms. Jordan Page 13-19 |
| D. | Operations Report | | Mr. Hooten Page 20-25 |
| E. | Business Office & Billing | | Ms. Brown |
| F. | Human Resources | <ul style="list-style-type: none">• Staffing | Ms. Keenan Page 26-28 |
| G. | Clinical | | Mr. Hooten |

H. **Public Affairs Report** Mr. Zavadsky
Handout

I. **EPAB Monthly Report** Dr. Beeson
Page 29-30

VII. OTHER DISCUSSION

A. Miscellaneous information items from the staff or requests from the Board for future agenda items. Mr. Hooten

VIII. CLOSED SESSION

The AMAA Board may conduct a closed meeting concerning any subjects and for any purposes permitted under Chapter 551 of the Texas Government Code, including, but not limited to, the following:

- (1) Consultation with its attorney pursuant to Section 551.071
- (2) Deliberation regarding real property pursuant to Section 551.072
- (3) Deliberation regarding prospective gift pursuant to Section 551.073
- (4) Deliberation regarding personnel matters pursuant to Section 551.074

IX. RECONVENE FROM CLOSED SESSION

BC - 1142 Act on any item discussed on Closed Session. Mr. Zimmerman

X. ADJOURNMENT

MINUTES

**AREA METROPOLITAN AMBULANCE AUTHORITY
BOARD OF DIRECTORS MEETING**

**551 EAST BERRY STREET
FORT WORTH, TEXAS 76110
February 27, 2013
10:00 am**

The Area Metropolitan Ambulance Authority Board of Directors met on February 27, 2013 at the Ambulance Authority offices.

I. CALL TO ORDER

Chairman Zim Zimmerman called the meeting to order at 10:00 am. Board members present were Byron Black, Paul Harral, Dr. Robert Adams. Dr. Jeff Beeson and Dr. Rajesh Gandhi were absent. Dr. Steven Davis, Associate Medical Director attended for Dr. Beeson.

II. INTRODUCTION OF GUESTS

Others present were Douglas Hooten, Joyce Brown, Danyelle Keenan, Joan Jordan, Matt Zavadsky, Mike D'Agostino, John Elder, Mike Potts, Sean Burton, Chris Cunningham and Marianne Schmidt, all with MedStar. Also attending was AMAA Board Attorney, Matt Goetz.

III. CITIZEN PRESENTATIONS

There were no citizen presentations.

IV. CONSENT AGENDA

- BC-1134 Approval of minutes for board meeting of January 28, 2013**
- BC-1135 Approval of check registers for the month of January 2013**

The motion to approve items in the consent agenda was made by Byron Black and was seconded by Robert Adams. The motion carried unanimously.

V. NEW BUSINESS

Mr. Zimmerman read the following motions for board approval:

BC-1136 Motion to approve creation of MedStar Foundation and appointment of initial Board of Directors

A motion is made to approve the creation of the MedStar Foundation, a non-profit organization whose mission is as stated in the Mission Statement distributed to the Board members, and to appoint the following five persons to serve as the initial members of the Board of Directors of the Foundation:

- (1) Zim Zimmerman, in his capacity as Chairman of the Board of MedStar;
- (2) Doug Hooten, in his capacity as Executive Director of MedStar;
- (3) _____;
- (4) _____; and
- (5) _____.

- Motion was second by Robert Adams.
- Motion carried forward unanimously.

Three more board members are needed to make a quorum. Zim: I would like to suggest that the other MedStar board member's send nominations to Doug Hooten and to have this completed by the March board meeting.

BC-1137 Motion to pass easement agreement with Quik Trip

A motion is made to approve the easement agreement proposed by Quik Trip, on essentially the same terms as reflected in the easement agreement distributed to the Board members, and to authorize Doug Hooten to negotiate, with the assistance of legal counsel, and execute the final agreement with Quik Trip.

- Motion was second by Byron Black.
- Motion carried forward unanimously.

BC-1138 Motion to approve the establishment of a construction bank account

A motion is made to approve the opening of a bank account in the name of MedStar to be used as a construction account for the new MedStar facility, and to fund the construction account with the startup amount of \$350,000.00.

- Motion was second by Paul Harral.
- Motion carried forward unanimously.

VI. MONTHLY REPORTS

A. Executive Director Report

- CHP update: We've had a large number of visitors over the past month looking at our CHP program. We have been traveling this month; pushing our consulting; going to Corpus Christi on March 1st. Matt and Sean went to Ohio – we've been requested to go back in the spring. I (Doug) was in Dallas over the weekend, a lot of talk about CHP and MedStar.
- Building Update: Our Architect is working on spacing now. Working on destruction plans now to give to the city so we can get our permits. We are hoping to get these by mid-March and start destruction the end of the month. **Zim:** Make sure your people keep track of the day they go, who they talk to and how that person helped them. I would like a report after each visit and would like to know how long it takes to get these permits.
- JRB – we met with them and we are going to be great neighbors. We have common initiatives.
- Scorecard – Good job moving forward. Most all complete. Paying attention to the yellow.

B. Compliance Report

- Ms. Jordan reviewed the audit that was completed this month on Licenses and Certifications.

C. Finance Report

- Ms. Jordan reviewed the operational results for the month of January 2013.
- Collections by month of service shows an avg. 12-month collection percentage of 25.80%

- Reviewed the wedge report.
- Capital budget updated with expenditures to date.

D. Operations Report

- I have done a re-alignment in Operations. We now have three managers, no Director. The team of five managers are: Field Ops, Logistics, Comms/IT and two clinical folks. This change was made on 2/25.
- I review the Survey Comments and the negative comments are sent to the manager for action. **Zim:** It's really hard to read through those comments and pick up the good and the bad. Let's separate them into two columns for the next board meeting.

E. Business Office & Billing

- Second round of 40% off collected from ninety-eight accounts, collected \$40k. This letter will be sent out every two months.

F. Human Resources

- Ms. Keenan reviewed the Jan Separation Statistics, Turnovers and Lost Hours report for Jan 2013.

G. Clinical

- Mr. Hooten reviewed the "What Matter's" handout. **Zim:** looks like this needs more work. Once you have captured what you want, then let's put this in the board packet.

H. Public Affairs

- Mr. Zavadsky – reviewed the following:
- 1115 Waiver Project: JPS board presentation went well – board member comment – "MedStar programs came alive"
- Nurse Triage Program – Susan Pelton appointed to international Academy of Emergency Dispatch Standards Committee for Nurse Triage.
- Medicare/Medicaid Initiative – Next steps will occur mid-March at Amerigroup request. Going through an acquisition process right now.
- Mobile Healthcare Programs – Working the Ball Corporation on Occupational Medicine/Special Response program
- HB 1531 – Allows EMS Providers in county's <50,000 population to carry firearms in ambulances and anywhere
- HB 1539 – Enhancing Advance Directives instruction
- HB 1604 & 1647 – Est. a statewide PAN process for Medicaid

I. EPAB Monthly Report

- Dr. Davis for Dr. Beeson – EPAB has been very busy.

VII. OTHER DISCUSSION

VIII. CLOSED SESSION

Nothing for closed session.

IX. RECONVENE FROM CLOSED SESSION

Nothing for closed session.

X. ADJOURNMENT

There being no further business, Chairman Mr. Zimmerman adjourned the meeting 10:52 a.m.

Respectfully submitted,

Dr. Steven Davis
Secretary, designated

MedStar - Area Metropolitan Ambulance Authority
 Check History and Description Report for Checks Over \$5,000
 Activity From 02-01-2013 to 02-28-2013

| CHECK NUMBER | CHECK DATE | DESCRIPTION | CHECK AMOUNT |
|--------------|------------|--|--------------|
| 71268 | 2/11/13 | Banc of America Leasing Interest Expense-Admin | 18,360.86 |
| 71274 | 2/11/13 | Centurion Medical Products Medical Supplies-Logistics | 5,175.00 |
| 71284 | 2/11/13 | GBC Benefits, Ltd. Benefits Administration-Admin | 5,833.33 |
| 71301 | 2/11/13 | NetMotion Wireless Prepaid Expense | 9,062.50 |
| 71312 | 2/11/13 | PRUDENTIAL GROUP INSURANCE Dental Ins-Admin | 11,276.44 |
| 71316 | 2/11/13 | ReCept Pharmacy Medical Supplies-Logistics | 8,770.38 |
| 71383 | 2/14/13 | AT&T Telephone Base-Admin | 8,613.28 |
| 71384 | 2/14/13 | Banc of America Leasing Interest Expense-Admin | 12,083.08 |
| 71390 | 2/14/13 | Delta Dental Insurance Comany Dental Ins-Admin | 14,777.82 |
| 71405 | 2/14/13 | Physio-Control Inc. Prepaid Expense | 13,640.40 |
| 71412 | 2/14/13 | UNITED HEALTHCARE Health Ins-Admin | 197,050.06 |
| 71429 | 2/21/13 | Black Ink Systems, LLC Verification Services-Admin | 5,713.16 |
| 71441 | 2/21/13 | Direct Energy Business Utilities-Admin | 6,068.97 |
| 71446 | 2/21/13 | The Fulcrum Group Prepaid Expense | 17,751.86 |
| 71452 | 2/21/13 | Konica Minolta Business Solutions Prepaid Expense | 7,458.75 |
| 71458 | 2/21/13 | Murphy Mahon Keffler & Farrier LLP Legal Services-Admin | 19,985.50 |
| 71462 | 2/21/13 | Philips Healthcare Prepaid Expense | 77,944.65 |
| 71465 | 2/21/13 | Professional Ambulance Sales & Services Accounts Payable | 6,238.14 |
| 71469 | 2/21/13 | ReCept Pharmacy Medical Supplies-Logistics | 9,509.88 |
| 71480 | 2/21/13 | Taylor Healthcare Products Inc Medical Supplies-Logistics | 5,712.00 |
| 71487 | 2/21/13 | Weaver, LLP Audit Services-Admin | 10,000.00 |
| 71491 | 2/21/13 | ZirMed Inc Verification Services-Admin | 9,958.03 |
| 71503 | 2/28/13 | AT&T Mobility Cell Phones-Admin | 6,589.15 |

MedStar - Area Metropolitan Ambulance Authority
 Check History and Description Report for Checks Over \$5,000
 Activity From 02-01-2013 to 02-28-2013

| CHECK NUMBER | CHECK DATE | DESCRIPTION | CHECK AMOUNT |
|------------------------|---------------|--|---------------------|
| 71504 | 2/28/13 | Banc of America Leasing Interest Expense-Admin | 5,670.06 |
| 71541 | 2/28/13 | PRUDENTIAL GROUP INSURANCE Life/AD&D Ins-Admin | 12,289.86 |
| 71544 | 2/28/13 | ReCept Pharmacy Medical Supplies-Logistics | 13,688.50 |
| 71549 | 2/28/13 | Taylor Healthcare Products Inc Medical Supplies-Logistics | 6,816.00 |
| 71561 | 2/28/13 | Zoll Data Systems Inc Computer Software Maint-IT | 7,559.42 |
| | | | <u>533,597.08</u> |
| TOTAL ACCOUNTS PAYABLE | | | 770,470.43 |
| TOTAL PAYROLL EXPENSE | | | <u>1,466,471.51</u> |
| | | | <u>2,236,941.94</u> |

AMAA/MedStar
Report to Board of Directors
Finance Report
March 27, 2013

Operational Results

For the month of February, 2013, revenues were \$2,692,759 compared to budget of \$2,735,844 and a negative variance of \$43,085. Expenses (net of interest and depreciation) were \$2,325,576 compared to budget of \$2,375,246 for a positive variance of \$49,670. Net Retained Earnings were \$178,149 compared to budget of \$150,476 for a positive variance of \$27,673. Year to Date revenues were \$15,096,638 compared to budget of \$14,754,520 for a positive variance of \$342,118. Expenses (net of interest and depreciation) were \$12,782,067 compared to budget of \$12,980,331 for a positive variance of \$198,264. Net Year to Date Retained Earnings were \$1,333,364 compared to budget of \$723,584 and a positive variance of \$609,780.

Collections

Collections by Month of Service indicates an average 12-month collection percentage of 26.08%.

Capital Update

Attached is a summary of the capital budget which was approved In August, 2012 and will be updated monthly with expenditures to date.

Area Metropolitan Ambulance Authority
Balance Sheet
February 28, 2013

ASSETS

Current Assets

| | | | |
|-------------------------------|----|-----------------|----------------------|
| Operating Bank Account | \$ | 17,578,225.67 | |
| Membership Bank Account | | 2,283.05 | |
| Petty Cash | | 500.00 | |
| Payroll Account | | 19,652.74 | |
| Texpool Investment | | (0.00) | |
| Patient Accounts Receivable | | 29,246,160.97 | |
| Allowance For Uncollectables | | (24,099,680.98) | |
| Employee Uniform Receivable | | 331.22 | |
| Inventory Accounts Receivable | | 356,600.19 | |
| Pre-Paid Insurance | | 253,263.05 | |
| Pre-Paid Expense | | 322,467.40 | |
| Prepaid Health Insurance | | 8,000.00 | |
| | | <hr/> | |
| Total Current Assets | | | 23,687,803.31 |

Property and Equipment

| | | | |
|-------------------------------------|--|-----------------|---------------------|
| Land | | 325,165.00 | |
| Building | | 3,052,876.02 | |
| Computer Hardware | | 2,574,001.94 | |
| Computer Software | | 2,052,483.31 | |
| Furniture & Fixtures | | 595,423.44 | |
| Mbrship Furniture & Fixtures | | 1,303.50 | |
| Communications Equipment | | 1,790,484.87 | |
| Dispatch Telephone Equipment | | 9,356.57 | |
| EMRS Installation | | 81,390.65 | |
| Electronic Imaging | | 119,381.29 | |
| Automated Extl. Defibrillator | | 33,950.00 | |
| Ambulances | | 1,723,531.16 | |
| Ambulance - Remount | | 2,792,673.16 | |
| Ambulance - Deployment | | 984,245.43 | |
| Ambulance - CCT | | 195,643.94 | |
| Support Vehicles | | 275,647.10 | |
| Vehicle - APP | | 42,646.08 | |
| Fleet Equipment | | 24,371.21 | |
| Canopy | | 141,472.46 | |
| Clinical Equipment | | 1,250,574.71 | |
| Construction in Progress | | 2,841,249.82 | |
| Accumulated Depreciation | | (14,063,999.36) | |
| | | <hr/> | |
| Total Property and Equipment | | | 6,843,872.30 |

Total Assets \$ 30,531,675.61

LIABILITIES AND CAPITAL

Current Liabilities

| | | |
|--------------------------------|-------------------|------------------|
| Accounts Payable | \$ 84,054.35 | |
| Funds Held for Other | 21,446.56 | |
| Contracts Payable - EPAB | 54,141.96 | |
| Interest Payable | 17,872.00 | |
| Accrued Sick | 322,151.89 | |
| Accrued Vacation | 321,268.14 | |
| Accrued Salaries | 266,053.35 | |
| Payroll Taxes Payable | 0.00 | |
| Payroll Deductions Payable | 12,092.03 | |
| Current Portion - Amb Purchase | <u>639,352.22</u> | |
| Total Current Liabilities | | 1,738,432.50 |

Long-Term Liabilities

| | | |
|---------------------------------|-------------------|-----------------------|
| Deferred Subscription Income | 103,284.30 | |
| Ambulance Purchase | <u>587,182.52</u> | |
| Total Long-Term Liabilities | | <u>690,466.82</u> |

Total Liabilities 2,428,899.32

Net Assets <Deficit>

| | | |
|--------------------------------|---------------------|--------------------------|
| Capital Contribution | 316,920.50 | |
| Retained Earnings | 26,452,491.41 | |
| Net Income | <u>1,333,364.38</u> | |
| Total Net Assets <Deficit> | | <u>28,102,776.29</u> |

Total Liabilities & Net Assets <Deficit> \$ 30,531,675.61

Area Metropolitan Ambulance Authority
Statement of Revenue and Expense (long form)
Month Ended February 28, 2013

| | Current Month Actual | Current Month Budget | Current Month Variance | Year to Date Actual | Year to Date Budget | Year to Date Variance |
|---|-------------------------|-------------------------|---------------------------|------------------------|------------------------|--------------------------|
| Revenues | | | | | | |
| Patient Fees-Service | 9,894,786.91 | 10,124,928.00 | (230,141.09) | 54,499,624.18 | 54,493,296.00 | 6,328.18 |
| Less: Contractual Allowances | (4,037,900.91) | (5,277,112.00) | 1,239,211.09 | (23,472,856.51) | (28,401,905.00) | 4,929,048.49 |
| Less: Provsion for Uncollectibles | (3,213,472.98) | (2,164,710.00) | (1,048,762.98) | (16,356,700.72) | (11,650,667.00) | (4,706,033.72) |
| Patient Fees - NET | 2,643,413.02 | 2,683,106.00 | (39,692.98) | 14,670,066.95 | 14,440,724.00 | 229,342.95 |
| Special Events | 14,085.52 | 16,228.00 | (2,142.48) | 127,027.98 | 81,140.00 | 45,887.98 |
| Subsidy | 2,504.94 | 2,504.94 | 0.00 | 21,266.70 | 21,266.70 | 0.00 |
| Education | 3,330.00 | 1,667.00 | 1,663.00 | 15,269.00 | 46,701.00 | (31,432.00) |
| Other | 29,425.04 | 32,337.75 | (2,912.71) | 263,007.68 | 164,688.75 | 98,318.93 |
| Total Revenues | \$ 2,692,758.52 | \$ 2,735,843.69 | (43,085.17) | \$ 15,096,638.31 | \$ 14,754,520.45 | 342,117.86 |
| Payroll | 1,360,074.16 | 1,317,171.67 | 42,902.49 | 7,660,579.41 | 7,323,235.35 | 337,344.06 |
| Benefits and Taxes | 411,179.30 | 371,573.25 | 39,606.05 | 2,194,602.53 | 1,944,250.25 | 250,352.28 |
| Fuel | 102,099.72 | 119,840.00 | (17,740.28) | 530,352.09 | 599,200.00 | (68,847.91) |
| Oxygen | 4,932.62 | 4,292.00 | 640.62 | 22,564.59 | 21,460.00 | 1,104.59 |
| Medical Supplies | 99,322.16 | 179,033.00 | (79,710.84) | 613,871.50 | 895,165.00 | (281,293.50) |
| Other Vehicle & Equipment | 26,968.36 | 36,987.83 | (10,019.47) | 182,521.70 | 181,911.15 | 610.55 |
| Rent & Utilities | 34,007.82 | 33,574.33 | 433.49 | 148,212.00 | 167,871.65 | (19,659.65) |
| Repairs & Maintenance Facility & Equipmnt | 19,422.26 | 23,832.50 | (4,410.24) | 77,785.64 | 119,162.50 | (41,376.86) |
| Postage & Shipping | 5,900.92 | 11,261.42 | (5,360.50) | 44,869.24 | 56,307.10 | (11,437.86) |
| Equipment Rental | 9,508.94 | 6,661.50 | 2,847.44 | 32,273.05 | 33,307.50 | (1,034.45) |
| Insurance | 26,029.49 | 21,318.67 | 4,710.82 | 110,018.64 | 106,593.35 | 3,425.29 |
| Advertising & Public Relations | 12,771.89 | 12,395.08 | 376.81 | 56,599.38 | 61,975.40 | (5,376.02) |
| Printing | 1,375.16 | 1,168.00 | 207.16 | 11,719.78 | 5,840.00 | 5,879.78 |
| Technical Support | 158.72 | 159.00 | (0.28) | 634.88 | 795.00 | (160.12) |
| Travel & Entertainment | 2,108.08 | 5,310.00 | (3,201.92) | 28,412.32 | 47,850.00 | (19,437.68) |
| Professional Fees | 117,041.31 | 111,835.99 | 5,205.32 | 664,061.28 | 560,629.95 | 103,431.33 |
| Non-Capital Equipment | 24,403.20 | 11,278.00 | 13,125.20 | 84,917.12 | 115,052.00 | (30,134.88) |
| Educational Expense/Training | 5,272.49 | 33,358.67 | (28,086.18) | 57,223.51 | 166,527.35 | (109,303.84) |
| Office Equip Maint | 55,466.66 | 62,239.75 | (6,773.09) | 221,976.50 | 513,417.75 | (291,441.25) |
| Bank Service Charges | 3,646.36 | 5,500.00 | (1,853.64) | 29,639.86 | 27,500.00 | 2,139.86 |
| Dues & Subscriptions | 1,054.33 | 1,789.00 | (734.67) | 5,973.32 | 8,945.00 | (2,971.68) |
| Computer Related Costs | 2,712.50 | 4,667.00 | (1,954.50) | 2,769.12 | 23,335.00 | (20,565.88) |
| Miscellaneous | 120.00 | 0.00 | 120.00 | 490.00 | 0.00 | 490.00 |
| Total Other Expenses | \$ 2,325,576.45 | \$ 2,375,246.66 | (49,670.21) | \$ 12,782,067.46 | \$ 12,980,331.30 | (198,263.84) |
| Earnings before Interest & Depreciation | 367,182.07 | 360,597.03 | 6,585.04 | 2,314,570.85 | 1,774,189.15 | 540,381.70 |
| Interest | 2,332.56 | 4,663.00 | (2,330.44) | 23,221.06 | 23,315.00 | (93.94) |
| Depreciation | 186,700.46 | 205,458.00 | (18,757.54) | 957,985.41 | 1,027,290.00 | (69,304.59) |
| Net Retained Earnings | \$ 178,149.05 | \$ 150,476.03 | 27,673.02 | \$ 1,333,364.38 | \$ 723,584.15 | 609,780.23 |

Area Metropolitan Ambulance Authority
Statement of Revenue and Expense (short form)
Month Ended February 28, 2013

| | Current Month Actual | Current Month Budget | Current Month Variance | Year to Date Actual | Year to Date Budget | Year to Date Variance |
|---|-------------------------|-------------------------|---------------------------|-------------------------|-------------------------|--------------------------|
| Revenues | | | | | | |
| Patient Fees - NET | 3,911,133.65 | 2,683,106.00 | 1,228,027.65 | 18,060,683.16 | 14,440,724.00 | 3,619,959.16 |
| Other Revenues | (1,218,375.13) | 52,737.69 | (1,271,112.82) | (2,964,044.85) | 313,796.45 | (3,277,841.30) |
| Total Revenues | \$ 2,692,758.52 | \$ 2,735,843.69 | (43,085.17) | \$ 15,096,638.31 | \$ 14,754,520.45 | 342,117.86 |
| | | | | | | |
| Payroll & Benefits | 1,771,253.46 | 1,688,744.92 | 82,508.54 | 9,855,181.94 | 9,267,485.60 | 587,696.34 |
| Fuel | 102,099.72 | 119,840.00 | (17,740.28) | 530,352.09 | 599,200.00 | (68,847.91) |
| Medical Supplies/Oxygen | 104,254.78 | 183,325.00 | (79,070.22) | 636,436.09 | 916,625.00 | (280,188.91) |
| Other Vehicle & Equipment | 26,968.36 | 36,987.83 | (10,019.47) | 182,521.70 | 181,911.15 | 610.55 |
| Rent & Utilities | 34,007.82 | 33,574.33 | 433.49 | 148,212.00 | 167,871.65 | (19,659.65) |
| Repairs & Maintenance Facility & Equipmnt | 19,422.26 | 23,832.50 | (4,410.24) | 77,785.64 | 119,162.50 | (41,376.86) |
| Insurance | 26,029.49 | 21,318.67 | 4,710.82 | 110,018.64 | 106,593.35 | 3,425.29 |
| Professional Fees | 117,041.31 | 111,835.99 | 5,205.32 | 664,061.28 | 560,629.95 | 103,431.33 |
| Non-Capital Equipment | 58,054.77 | 25,424.75 | 32,630.02 | 215,223.24 | 388,004.75 | (172,781.51) |
| Other Expenses | 66,444.48 | 130,362.67 | (63,918.19) | 362,274.84 | 672,847.35 | (310,572.51) |
| Total Other Expenses | \$ 2,325,576.45 | \$ 2,375,246.66 | (49,670.21) | \$ 12,782,067.46 | \$ 12,980,331.30 | (198,263.84) |
| | | | | | | |
| Earnings before Interest & Depreciation | 367,182.07 | 360,597.03 | 6,585.04 | 2,314,570.85 | 1,774,189.15 | 540,381.70 |
| | | | | | | |
| Interest | 2,332.56 | 4,663.00 | (2,330.44) | 23,221.06 | 23,315.00 | (93.94) |
| Depreciation | 186,700.46 | 205,458.00 | (18,757.54) | 957,985.41 | 1,027,290.00 | (69,304.59) |
| | | | | | | |
| Net Retained Earnings | \$ 178,149.05 | \$ 150,476.03 | 27,673.02 | \$ 1,333,364.38 | \$ 723,584.15 | 609,780.23 |

MedStar - Collections by Charge Month

| Month | Charges | Month 1 | Month 2 | Month 3 | Month 4 | Month 5 | Month 6 | Month 7 | Month 8 | Month 9 | Month 10 | Month 11 | Month 12 | Month 13 | Total : Collected |
|-----------|---------------|------------|--------------|--------------|------------|------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|---------------------|
| Oct-10 | \$ 10,975,047 | \$ 115,693 | \$ 1,520,697 | \$ 632,092 | \$ 238,245 | \$ 97,890 | \$ 56,473 | \$ 31,246 | \$ 46,590 | \$ 36,733 | \$ 19,103 | \$ 10,615 | \$ 11,252 | \$ 64,037 | \$ 2,880,666 26.25% |
| Nov-10 | \$ 10,473,916 | \$ 188,633 | \$ 1,352,674 | \$ 544,323 | \$ 174,628 | \$ 86,422 | \$ 61,602 | \$ 55,545 | \$ 53,530 | \$ 13,461 | \$ 15,906 | \$ 14,307 | \$ 36,610 | \$ 35,344 | \$ 2,632,984 25.14% |
| Dec-10 | \$ 10,762,121 | \$ 186,585 | \$ 1,471,110 | \$ 423,974 | \$ 214,744 | \$ 116,891 | \$ 67,494 | \$ 52,102 | \$ 30,002 | \$ 17,566 | \$ 16,244 | \$ 28,655 | \$ 8,433 | \$ 35,351 | \$ 2,669,153 24.80% |
| Jan-11 | \$ 11,122,687 | \$ 125,161 | \$ 731,809 | \$ 1,209,583 | \$ 254,888 | \$ 202,068 | \$ 90,545 | \$ 37,433 | \$ 36,905 | \$ 15,216 | \$ 13,743 | \$ 15,992 | \$ 11,960 | \$ 46,556 | \$ 2,791,860 25.10% |
| Feb-11 | \$ 10,757,713 | \$ 5,110 | \$ 1,452,279 | \$ 662,816 | \$ 265,865 | \$ 114,692 | \$ 61,656 | \$ 44,654 | \$ 28,579 | \$ 30,600 | \$ 15,941 | \$ 20,719 | \$ 18,700 | \$ 30,162 | \$ 2,751,773 25.58% |
| Mar-11 | \$ 10,969,435 | \$ 194,720 | \$ 1,436,213 | \$ 640,078 | \$ 194,253 | \$ 82,670 | \$ 67,667 | \$ 58,220 | \$ 24,641 | \$ 24,770 | \$ 23,706 | \$ 30,060 | \$ 9,007 | \$ 30,582 | \$ 2,816,588 25.68% |
| Apr-11 | \$ 11,217,447 | \$ 290,208 | \$ 1,601,625 | \$ 428,862 | \$ 178,592 | \$ 95,576 | \$ 52,639 | \$ 41,161 | \$ 66,495 | \$ 31,227 | \$ 21,832 | \$ 13,711 | \$ 18,543 | \$ 38,695 | \$ 2,879,167 25.67% |
| May-11 | \$ 11,285,773 | \$ 265,035 | \$ 1,546,056 | \$ 435,027 | \$ 216,622 | \$ 79,451 | \$ 66,558 | \$ 35,097 | \$ 27,343 | \$ 31,317 | \$ 19,670 | \$ 13,909 | \$ 15,022 | \$ 12,640 | \$ 2,763,745 24.49% |
| Jun-11 | \$ 11,016,455 | \$ 225,906 | \$ 1,406,997 | \$ 521,917 | \$ 159,315 | \$ 101,147 | \$ 49,702 | \$ 62,886 | \$ 35,862 | \$ 17,977 | \$ 16,563 | \$ 16,222 | \$ 21,167 | \$ 16,771 | \$ 2,652,432 24.08% |
| Jul-11 | \$ 11,363,962 | \$ 125,049 | \$ 1,683,643 | \$ 441,160 | \$ 189,267 | \$ 76,743 | \$ 61,016 | \$ 34,849 | \$ 27,489 | \$ 26,137 | \$ 23,181 | \$ 13,451 | \$ 13,071 | \$ 5,260 | \$ 2,720,315 23.94% |
| Aug-11 | \$ 11,471,579 | \$ 275,453 | \$ 1,498,109 | \$ 495,376 | \$ 144,437 | \$ 107,155 | \$ 48,233 | \$ 46,440 | \$ 28,343 | \$ 23,069 | \$ 17,868 | \$ 15,463 | \$ 11,881 | \$ 6,569 | \$ 2,718,395 23.70% |
| Sep-11 | \$ 10,584,790 | \$ 294,560 | \$ 1,538,249 | \$ 413,287 | \$ 171,165 | \$ 93,917 | \$ 57,149 | \$ 35,484 | \$ 24,280 | \$ 29,341 | \$ 13,649 | \$ 16,046 | \$ 7,795 | \$ 9,878 | \$ 2,704,799 25.55% |
| Oct-11 | \$ 10,564,382 | \$ 458,973 | \$ 1,438,142 | \$ 363,923 | \$ 171,413 | \$ 99,427 | \$ 65,197 | \$ 49,043 | \$ 39,791 | \$ 37,804 | \$ 11,834 | \$ 11,430 | \$ 11,337 | \$ 46,697 | \$ 2,805,012 26.55% |
| Nov-11 | \$ 10,211,488 | \$ 393,261 | \$ 1,447,104 | \$ 455,570 | \$ 164,575 | \$ 91,785 | \$ 104,214 | \$ 50,834 | \$ 32,653 | \$ 20,629 | \$ 11,757 | \$ 12,399 | \$ 11,822 | \$ 21,383 | \$ 2,817,986 27.60% |
| Dec-11 | \$ 10,798,771 | \$ 290,889 | \$ 1,325,598 | \$ 581,753 | \$ 199,781 | \$ 265,355 | \$ 69,588 | \$ 43,370 | \$ 26,285 | \$ 26,994 | \$ 16,199 | \$ 12,588 | \$ 8,677 | \$ 20,033 | \$ 2,887,110 26.74% |
| Jan-12 | \$ 10,789,837 | \$ 147,358 | \$ 1,263,705 | \$ 483,207 | \$ 552,785 | \$ 82,241 | \$ 61,173 | \$ 47,273 | \$ 26,011 | \$ 21,006 | \$ 20,223 | \$ 15,012 | \$ 18,370 | \$ 12,298 | \$ 2,750,661 25.49% |
| Feb-12 | \$ 10,366,995 | \$ 239,153 | \$ 1,295,093 | \$ 701,314 | \$ 177,402 | \$ 73,963 | \$ 47,319 | \$ 34,335 | \$ 26,629 | \$ 25,398 | \$ 21,369 | \$ 4,106 | \$ 7,042 | \$ (297) | \$ 2,652,824 25.59% |
| Mar-12 | \$ 10,757,103 | \$ 254,369 | \$ 1,707,860 | \$ 494,410 | \$ 170,352 | \$ 84,839 | \$ 62,158 | \$ 41,731 | \$ 34,088 | \$ 18,410 | \$ 15,005 | \$ 10,958 | \$ 10,281 | \$ - | \$ 2,904,460 27.00% |
| Apr-12 | \$ 10,604,385 | \$ 271,236 | \$ 1,497,909 | \$ 490,666 | \$ 174,801 | \$ 114,457 | \$ 63,018 | \$ 41,525 | \$ 35,382 | \$ 10,373 | \$ 13,746 | \$ 10,546 | \$ - | \$ - | \$ 2,723,658 25.68% |
| May-12 | \$ 10,836,158 | \$ 292,040 | \$ 1,399,541 | \$ 563,398 | \$ 263,625 | \$ 92,687 | \$ 85,956 | \$ 51,108 | \$ 20,080 | \$ 25,478 | \$ 8,455 | \$ - | \$ - | \$ - | \$ 2,802,369 25.86% |
| Jun-12 | \$ 10,502,970 | \$ 189,716 | \$ 1,277,996 | \$ 716,041 | \$ 203,473 | \$ 120,537 | \$ 56,504 | \$ 39,954 | \$ 28,013 | \$ 13,415 | \$ - | \$ - | \$ - | \$ - | \$ 2,645,649 25.19% |
| Jul-12 | \$ 11,224,147 | \$ 143,224 | \$ 1,499,442 | \$ 647,405 | \$ 253,378 | \$ 114,698 | \$ 64,933 | \$ 34,558 | \$ 20,270 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ 2,777,908 24.75% |
| Aug-12 | \$ 11,165,124 | \$ 395,383 | \$ 1,259,900 | \$ 716,077 | \$ 173,847 | \$ 73,778 | \$ 65,786 | \$ 48,434 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ 2,733,206 24.48% |
| Sep-12 | \$ 10,811,314 | \$ 256,850 | \$ 1,262,919 | \$ 668,717 | \$ 230,645 | \$ 165,862 | \$ 74,541 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ 2,659,535 24.60% |
| Oct-12 | \$ 10,766,416 | \$ 329,495 | \$ 1,566,292 | \$ 459,688 | \$ 235,331 | \$ 122,177 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ 2,712,982 25.20% |
| Nov-12 | \$ 10,231,273 | \$ 226,719 | \$ 1,065,216 | \$ 882,414 | \$ 273,144 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ 2,447,493 23.92% |
| Dec-12 | \$ 11,159,292 | \$ 285,274 | \$ 1,693,010 | \$ 507,948 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ 2,486,232 22.28% |
| Jan-13 | \$ 12,158,968 | \$ 154,132 | \$ 1,692,200 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ 1,846,331 15.18% |
| Feb-13 | \$ 9,838,121 | \$ 218,910 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ - | \$ 218,910 2.23% |
| AVG 12 Mo | | 2.33% | 13.22% | 5.71% | 2.05% | 1.03% | 0.62% | 0.40% | 0.26% | 0.16% | 0.12% | 0.10% | 0.10% | 0.00% | 26.08% |

**MedStar - Area Metropolitan Ambulance Authority
Collection For Fiscal Year 2012-2013**

| | | Oct-12 | % | Nov-12 | % | Dec-12 | % | Jan-13 | % | 41,306 | % | Total | % |
|-------------------|-----------|------------|--------|------------|--------|------------|--------|------------|--------|-----------|--------|------------|--------|
| Blue Mound | Billed | 23,900 | | 16,521 | | 4,863 | | 22,434 | | 19,037 | | 86,754 | |
| | Collected | 7,134 | 30% | 4,781 | 28.94% | 2,865 | 58.92% | 4,396 | 19.60% | 0 | 0.00% | 19,176 | 22% |
| Burleson | Billed | 380,502 | | 385,186 | | 425,409 | | 440,076 | | 363,318 | | 1,994,491 | |
| | Collected | 155,643 | 41% | 156,432 | 40.61% | 165,814 | 38.98% | 120,957 | 27.49% | 9,488 | 2.61% | 608,334 | 31% |
| Edgecliff Village | Billed | 4,835 | | 1,557 | | 8,952 | | 18,861 | | 11,068 | | 45,272 | |
| | Collected | 1,407 | 29% | 460 | 29.55% | 1,362 | 15.21% | 4,129 | 21.89% | 0 | 0.00% | 7,358 | 16% |
| Forest Hill | Billed | 120,077 | | 116,598 | | 126,909 | | 142,470 | | 127,724 | | 633,778 | |
| | Collected | 24,307 | 20% | 25,052 | 21.49% | 20,675 | 16.29% | 20,809 | 14.61% | 2,225 | 1.74% | 93,067 | 15% |
| Ft. Worth | Billed | 9,375,459 | | 8,847,219 | | 9,711,576 | | 10,450,466 | | 8,460,953 | | 46,845,672 | |
| | Collected | 2,301,909 | 25% | 2,050,522 | 23.18% | 2,051,005 | 21.12% | 1,518,100 | 14.53% | 187,695 | 2.22% | 8,109,232 | 17% |
| Haltom City | Billed | 281,313 | | 291,301 | | 306,731 | | 362,303 | | 296,072 | | 1,537,719 | |
| | Collected | 67,663 | 24% | 50,748 | 17.42% | 76,236 | 24.85% | 42,916 | 11.85% | 5,670 | 1.92% | 243,232 | 16% |
| Haslet | Billed | 12,845 | | 21,003 | | 15,579 | | 11,178 | | 12,452 | | 73,056 | |
| | Collected | 6,111 | 48% | 11,211 | 53.38% | 7,520 | 48.27% | 2,256 | 20.19% | 770 | 6.18% | 27,868 | 38% |
| Lakeside | Billed | 6,828 | | 4,272 | | 5,504 | | 7,029 | | 7,029 | | 30,661 | |
| | Collected | 3,102 | 45% | 501 | 11.73% | 1,477 | 26.84% | 1,725 | 24.55% | 832 | 11.84% | 7,638 | 25% |
| Lake Worth | Billed | 123,267 | | 132,701 | | 132,624 | | 150,260 | | 101,969 | | 640,821 | |
| | Collected | 31,802 | 26% | 27,442 | 20.68% | 34,044 | 25.67% | 28,747 | 19.13% | 2,245 | 2.20% | 124,280 | 19% |
| River Oaks | Billed | 84,100 | | 76,363 | | 67,904 | | 77,871 | | 58,879 | | 365,116 | |
| | Collected | 16,381 | 19% | 17,920 | 23.47% | 16,869 | 24.84% | 14,108 | 18.12% | 1,005 | 1.71% | 66,283 | 18% |
| Saginaw | Billed | 108,601 | | 115,184 | | 137,282 | | 107,815 | | 96,408 | | 565,288 | |
| | Collected | 31,999 | 29% | 29,577 | 25.68% | 40,679 | 29.63% | 19,376 | 17.97% | 3,223 | 3.34% | 124,853 | 22% |
| Sansom Park | Billed | 46,396 | | 44,284 | | 32,389 | | 62,117 | | 44,373 | | 229,558 | |
| | Collected | 9,499 | 20% | 10,862 | 24.53% | 8,002 | 24.70% | 8,500 | 13.68% | 606 | 1.37% | 37,468 | 16% |
| White Settlement | Billed | 217,918 | | 195,304 | | 206,163 | | 295,998 | | 197,086 | | 1,112,467 | |
| | Collected | 51,245 | 24% | 48,534 | 24.85% | 44,850 | 21.75% | 51,110 | 17.27% | 4,333 | 2.20% | 200,073 | 18% |
| Westover Hills | Billed | 1,315 | | 5,266 | | 2,652 | | 3,890 | | 1,345 | | 14,468 | |
| | Collected | - | 0% | 1,994 | 37.87% | 357 | 0.00% | 451 | 11.60% | 0 | 0.00% | 2,802 | 19% |
| Westworth Village | Billed | 18,923 | | 20,568 | | 23,460 | | 17,385 | | 19,111 | | 99,446 | |
| | Collected | 1,787 | 9% | 3,811 | 18.53% | 4,633 | 19.75% | 1,955 | 11.25% | 288 | 1.50% | 12,473 | 13% |
| Total Billed | | 10,806,277 | | 10,273,325 | | 11,207,994 | | 12,170,149 | | 9,816,821 | | 54,274,565 | |
| Total Collected | | 2,709,989 | 25.08% | 2,439,845 | 23.75% | 2,476,386 | 22.09% | 1,839,536 | 15.12% | 218,381 | 2.22% | 9,684,137 | 17.84% |

Capital Budget FY2013
Purchase Summary

| Item | Budget | Spend to Date | Remaining Budget | Closed? Y/N |
|---|--------------|---------------|------------------|-------------|
| New Building | \$ 3,000,000 | \$ 2,753,838 | \$ 246,162 | y |
| Clinical AV Project (2 year project) | \$ 25,000 | | \$ 25,000 | |
| Ventilators (3) | \$ 82,000 | | \$ 82,000 | |
| Braun IV pumps (23) | \$ 112,000 | | \$ 112,000 | |
| | | | \$ - | |
| Paramount Interface | \$ 36,000 | | \$ 36,000 | |
| CAD Production SQL Rehost | \$ 52,250 | | \$ 52,250 | |
| Marvlis field client | \$ 84,600 | | \$ 84,600 | |
| | | | \$ - | |
| Supervisor Vehicles (2) | \$ 98,000 | \$ 3,046 | \$ 94,954 | |
| | | | \$ - | |
| Online fax / fax server | \$ 15,660 | | \$ 15,660 | |
| Online Research Solution (gartner) | \$ 6,900 | | \$ 6,900 | |
| Exchange Server Replacement | \$ 8,412 | | \$ 8,412 | |
| Additional Switch - BODC | \$ 8,793 | | \$ 8,793 | |
| Standard Server replace - non-blade (2) | \$ 9,276 | | \$ 9,276 | |
| R&D | \$ 15,000 | | \$ 15,000 | |
| Cisco B fabric for Chassis 01 | \$ 16,225 | | \$ 16,225 | |
| Servers replaced with blades (4) | \$ 16,800 | | \$ 16,800 | |
| Virtualization - Servers (3) | \$ 16,824 | | \$ 16,824 | |
| New AntiVirus Solution - symantec | \$ 33,788 | | \$ 33,788 | |
| Stonefly shelf expanded storage | \$ 46,081 | | \$ 46,081 | |
| Tablet Replacements (28) | \$ 105,980 | | \$ 105,980 | |
| Data Warehousing/Kleere Communicati | \$ 117,581 | | \$ 117,581 | |
| Road safety vests (300) | \$ 10,500 | \$ 8,620 | \$ 1,880 | Y |
| Stryker Stair Chair (56) | \$ 106,000 | | \$ 106,000 | |
| Replace Totaled vehicle (Unit 66) | \$ 130,000 | | \$ 130,000 | |
| Mannequin Upgrades for CCR Training | \$ 4,500 | | \$ 4,500 | |
| Non-budgeted purchases: | | | | |
| Laerdal Corp - SimJunior | 0 | \$ 31,399 | \$ (31,399) | |
| Total Purchases | \$ 4,158,170 | \$ 2,796,903 | \$ 1,361,267 | |

MedStar System Performance Summary

February 2013

Staffing

| | <u>Paramedic</u> | <u>EMT</u> |
|---------------------------|------------------|------------|
| Authorized Shifts | 95 | 95 |
| Filled | 86 | 93 |
| In Training | 5 | 0 |
| Medstar Paramedic School | 0 | 0 |
| FMLA / Light Duty / Other | 1 | 0 |
| Availability % | 89.5% | 97.9% |

Unit Hour Production

| | |
|-----------------------|--------|
| Scheduled UH | 18,240 |
| Produced UH | 17,366 |
| Scheduling Efficiency | 95.2% |

Response Time Reliability

| | |
|---------|-------|
| Overall | 95.6% |
| P1 | 94.1% |
| P2 | 96.1% |
| P3 | 95.7% |
| P4 | 96.4% |
| P5 | 96.8% |

Avg/Med Response Time

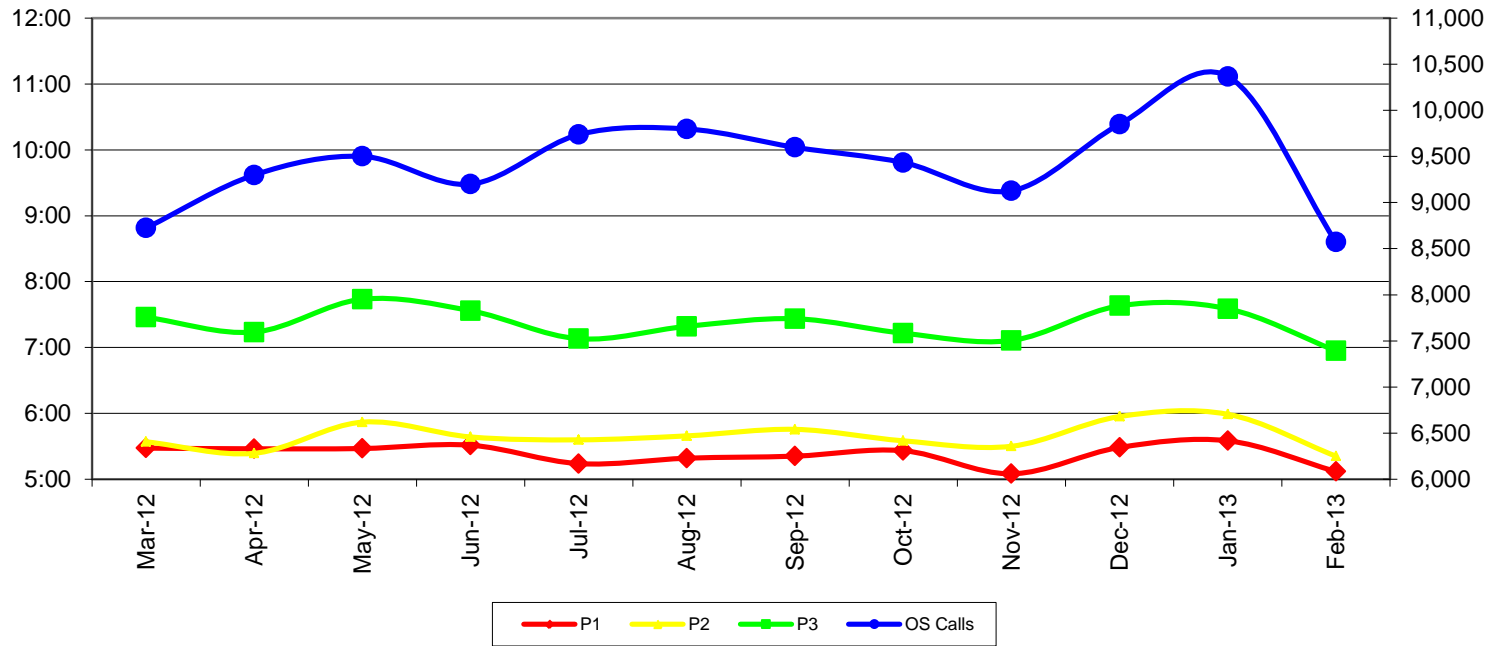
Average

| | |
|----|------|
| P1 | 5:07 |
| P2 | 5:21 |
| P3 | 6:57 |

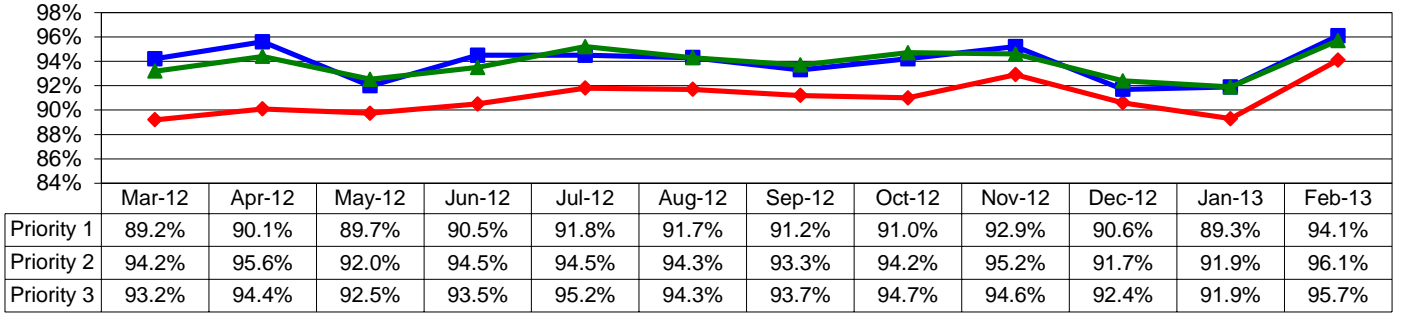
Customer Satisfaction Twelve Month Period

| | |
|---|--------|
| Cards Mailed | 24,987 |
| Cards Returned | 3,436 |
| EMS Dispatcher Helpful? | 81% |
| Care & Treatment Explained By The Paramedic | 88% |
| EMS Crew Helpful & Professional? | 95% |
| Billing Staff Helpful? | 55% |
| Overall Were You Satisfied With The Services? | 93% |

Average Response Time And Response Volume

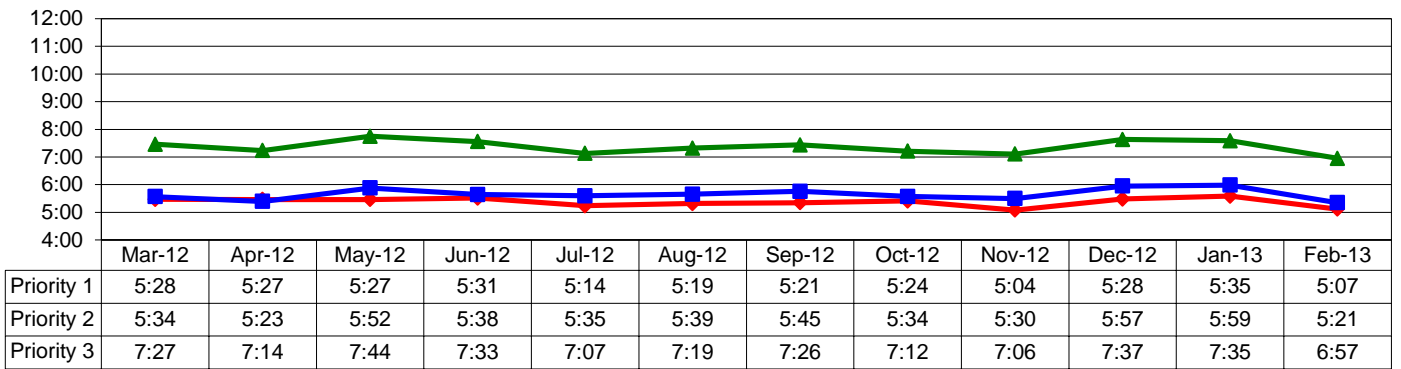


**Performance Indicators Last 12 Months
Response Time Reliability**



◆ Priority 1
 ■ Priority 2
 ▲ Priority 3

**Performance Indicators Last 12 Months
Average Response Time**



◆ Priority 1
 ■ Priority 2
 ▲ Priority 3

System Response Time Reliability and Average Response Time Performance

February 01, 2013 thru February 28, 2013

| Priority | Calls for Service | Calls On Scene | Transport Count | Patient Contacts | Current Month On Time % | 100 Response On Time % | Avg RT |
|----------|-------------------|----------------|-----------------|------------------|-------------------------|------------------------|----------|
| 1 | 1,999 | 1,969 | 1,522 | 1,909 | 94.1% | 94.1% | 00:05:07 |
| 2 | 3,149 | 3,068 | 2,237 | 2,940 | 96.1% | 96.1% | 00:05:21 |
| 3 | 2,661 | 2,545 | 1,784 | 2,246 | 95.7% | 95.7% | 00:06:56 |
| 4 | 700 | 699 | 675 | 677 | 96.4% | 96.4% | 00:00:22 |
| 5 | 63 | 63 | 60 | 60 | 96.8% | 98.0% | 00:17:57 |
| | 8,572 | 8,344 | 6,278 | 7,832 | | | |

Response Time Reliability and Average Response Time Performance By Member City

February 01, 2013 thru February 28, 2013

| City | Priority | Calls for Service | Calls On Scene | Transport Count | Patient Contacts | Standard | Current Month On Time % | 100 Response On Time % | Avg RT |
|--------------------------|--------------|-------------------|----------------|-----------------|------------------|----------|-------------------------|------------------------|----------|
| Blue Mound | 1 | 1 | 1 | 1 | 1 | < 09:00 | 100.0% | 92.0% | 00:02:20 |
| | 2 | 8 | 8 | 7 | 8 | < 11:00 | 100.0% | 98.0% | 00:05:02 |
| | 3 | 3 | 3 | 3 | 3 | < 15:00 | 100.0% | 97.0% | 00:06:35 |
| | | 12 | 12 | 11 | 12 | | | | |
| Burleson | 1 | 50 | 50 | 38 | 50 | < 09:00 | 92.0% | 84.0% | 00:05:20 |
| | 2 | 104 | 100 | 64 | 96 | < 11:00 | 91.3% | 91.3% | 00:05:24 |
| | 3 | 54 | 51 | 37 | 46 | < 15:00 | 88.9% | 91.0% | 00:07:37 |
| | 4 | 93 | 93 | 91 | 91 | = 00:00 | 97.8% | NA | 00:00:02 |
| | 5 | 9 | 9 | 8 | 8 | < 60:00 | 100.0% | NA | 00:20:03 |
| | 310 | 303 | 238 | 291 | | | | | |
| Edgecliff Village | 1 | 6 | 5 | 4 | 5 | < 09:00 | 100.0% | 99.0% | 00:03:56 |
| | 2 | 6 | 6 | 5 | 5 | < 11:00 | 100.0% | 97.0% | 00:03:48 |
| | 3 | 7 | 6 | 2 | 5 | < 15:00 | 100.0% | 95.0% | 00:06:16 |
| | | 19 | 17 | 11 | 15 | | | | |
| Forest Hill | 1 | 36 | 36 | 29 | 35 | < 09:00 | 97.2% | 96.0% | 00:05:02 |
| | 2 | 45 | 45 | 28 | 41 | < 11:00 | 97.8% | 95.0% | 00:05:16 |
| | 3 | 45 | 42 | 29 | 38 | < 15:00 | 100.0% | 96.0% | 00:05:42 |
| | | 126 | 123 | 86 | 114 | | | | |
| Fort Worth | 1 | 1,696 | 1,668 | 1,289 | 1,614 | < 09:00 | 94.7% | 94.7% | 00:05:04 |
| | 2 | 2,665 | 2,601 | 1,907 | 2,494 | < 11:00 | 96.2% | 96.2% | 00:05:21 |
| | 3 | 2,326 | 2,230 | 1,560 | 1,964 | < 15:00 | 96.1% | 96.1% | 00:06:54 |
| | 4 | 589 | 588 | 566 | 568 | = 00:00 | 96.1% | 96.1% | 00:00:26 |
| | 5 | 53 | 53 | 51 | 51 | < 60:00 | 96.2% | NA | 00:17:11 |
| | 7,329 | 7,140 | 5,373 | 6,691 | | | | | |
| Haltom City | 1 | 84 | 83 | 63 | 79 | < 09:00 | 84.5% | 85.0% | 00:06:08 |
| | 2 | 109 | 101 | 81 | 97 | < 11:00 | 92.7% | 92.7% | 00:06:20 |
| | 3 | 81 | 73 | 48 | 61 | < 15:00 | 90.1% | 91.0% | 00:08:28 |
| | 4 | 1 | 1 | 1 | 1 | = 00:00 | 100.0% | NA | 00:00:00 |
| | 275 | 258 | 193 | 238 | | | | | |
| Haslet | 1 | 1 | 1 | 1 | 1 | < 09:00 | 100.0% | 58.0% | 00:04:50 |
| | 2 | 5 | 5 | 1 | 5 | < 11:00 | 100.0% | 79.0% | 00:07:42 |
| | 3 | 2 | 2 | 1 | 1 | < 15:00 | 100.0% | NA | 00:08:44 |
| | 8 | 8 | 3 | 7 | | | | | |
| Lakeside | 1 | 1 | 1 | 1 | 1 | < 09:00 | 0.0% | NA | 00:16:00 |
| | 2 | 3 | 3 | 0 | 2 | < 11:00 | 100.0% | NA | 00:05:25 |
| | 3 | 5 | 5 | 4 | 5 | < 15:00 | 60.0% | NA | 00:14:06 |
| | 9 | 9 | 5 | 8 | | | | | |
| Lake Worth | 1 | 22 | 22 | 16 | 22 | < 09:00 | 90.9% | 93.0% | 00:04:52 |
| | 2 | 48 | 47 | 35 | 46 | < 11:00 | 97.9% | 97.0% | 00:04:41 |
| | 3 | 17 | 17 | 13 | 16 | < 15:00 | 100.0% | 91.0% | 00:06:43 |
| | 4 | 9 | 9 | 9 | 9 | = 00:00 | 100.0% | NA | 00:00:00 |
| | 5 | 1 | 1 | 1 | 1 | < 60:00 | 100.0% | NA | 00:39:38 |
| | 97 | 96 | 74 | 94 | | | | | |
| River Oaks | 1 | 13 | 13 | 11 | 13 | < 09:00 | 92.3% | 89.0% | 00:05:48 |
| | 2 | 20 | 20 | 14 | 19 | < 11:00 | 100.0% | 96.0% | 00:05:38 |
| | 3 | 15 | 14 | 10 | 13 | < 15:00 | 100.0% | 93.0% | 00:07:46 |
| | 4 | 1 | 1 | 1 | 1 | = 00:00 | 100.0% | NA | 00:00:00 |
| | 49 | 48 | 36 | 46 | | | | | |
| Saginaw | 1 | 23 | 23 | 20 | 23 | < 09:00 | 87.0% | 87.0% | 00:06:09 |
| | 2 | 42 | 41 | 24 | 38 | < 11:00 | 100.0% | 97.0% | 00:04:40 |
| | 3 | 25 | 25 | 20 | 23 | < 15:00 | 88.0% | 95.0% | 00:08:47 |
| | 90 | 89 | 64 | 84 | | | | | |

Response Time Reliability and Average Response Time Performance By Member City

February 01, 2013 thru February 28, 2013

| City | Priority | Calls for Service | Calls On Scene | Transport Count | Patient Contacts | Standard | Current Month On Time % | 100 Response On Time % | Avg RT |
|--------------------------|----------|-------------------|----------------|-----------------|------------------|----------|-------------------------|------------------------|----------|
| Sansom Park | 1 | 14 | 14 | 9 | 13 | < 09:00 | 92.9% | 92.0% | 00:03:52 |
| | 2 | 22 | 22 | 18 | 22 | < 11:00 | 100.0% | 94.0% | 00:04:28 |
| | 3 | 13 | 13 | 13 | 13 | < 15:00 | 92.3% | 91.0% | 00:05:21 |
| | 4 | 1 | 1 | 1 | 1 | = 00:00 | 100.0% | NA | 00:00:00 |
| | | 50 | 50 | 41 | 49 | | | | |
| Westover Hills | 3 | 2 | 2 | 1 | 2 | < 15:00 | 50.0% | NA | 00:10:28 |
| | | 2 | 2 | 1 | 2 | | | | |
| White Settlement | 1 | 44 | 44 | 35 | 44 | < 09:00 | 97.7% | 92.0% | 00:04:23 |
| | 2 | 63 | 61 | 48 | 59 | < 11:00 | 98.4% | 98.0% | 00:04:18 |
| | 3 | 60 | 56 | 39 | 51 | < 15:00 | 96.7% | 94.0% | 00:05:39 |
| | 4 | 6 | 6 | 6 | 6 | = 00:00 | 100.0% | NA | 00:00:00 |
| | | 173 | 167 | 128 | 160 | | | | |
| Westworth Village | 1 | 8 | 8 | 5 | 8 | < 09:00 | 100.0% | 90.0% | 00:05:35 |
| | 2 | 9 | 8 | 5 | 8 | < 11:00 | 100.0% | 97.0% | 00:06:07 |
| | 3 | 6 | 6 | 4 | 5 | < 15:00 | 100.0% | 89.0% | 00:07:03 |
| | | 23 | 22 | 14 | 21 | | | | |

MedStar Mobile Healthcare Separation Statistics - February FY 2013

| | CURRENT MONTH | | | | YEAR TO DATE | | | |
|------------------------------|------------------|------------------|--------------|--------------|------------------|------------------|--------------|--------------|
| | Vol | Invol | Total | Avg EE Count | Vol | Invol | Total | Avg EE Count |
| Full Time Separations | 1 | 1 | 2 | 324.00 | 9 | 1 | 10 | 319.25 |
| Part Time Separations | 1 | 0 | 1 | 48.75 | 8 | 0 | 8 | 47.15 |
| Total Separations | 2 | 1 | 3 | 372.75 | 17 | 1 | 18 | 366.40 |
| | Full Time | Part Time | Total | | Full Time | Part Time | Total | |
| Total Turnover | 0.62% | 2.05% | 0.80% | | 3.13% | 16.97% | 4.91% | |

FULL TIME

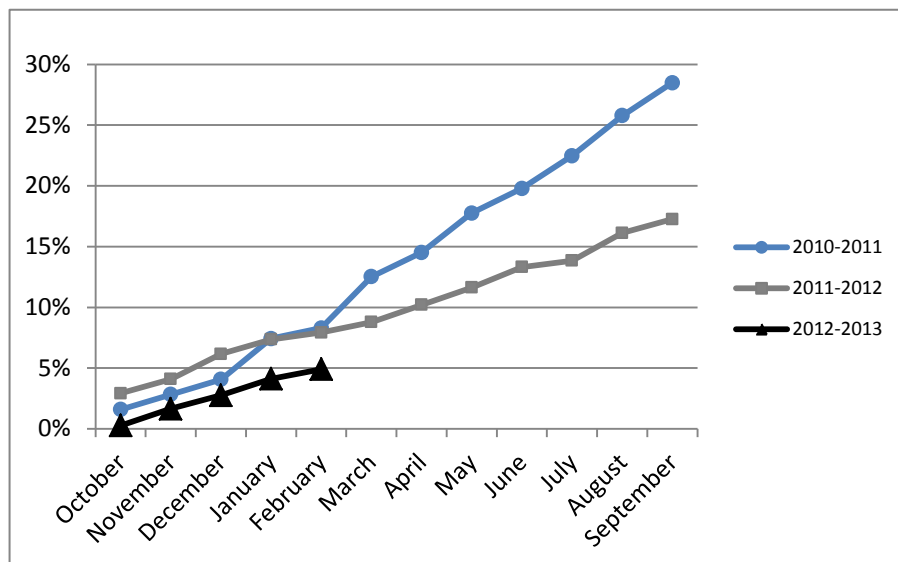
| Separations by Department | Vol | Invol | Total | Avg EE Count | Turn Over % | Transfer Out | New Hires | Transfer In |
|----------------------------------|----------|----------|----------|--------------|--------------|--------------|-----------|-------------|
| Admin/Billing Office | | | 0 | 29.8 | | | 1 | |
| Clinical | | | 0 | 3.8 | | 1 | | 1 |
| Communications Center | | | 0 | 24.0 | | | | |
| Compliance | | | 0 | 2.0 | | | | |
| Deployment | | | 0 | 3.0 | | | | |
| Directors - Exec, Ops, Admin, HR | | | 0 | 8.0 | | | | |
| Field - All Others | | | 0 | 3.0 | | | | |
| Field Supervisors | | | 0 | 7.5 | | 1 | | |
| Fleet | | | 0 | 7.0 | | | | |
| Human Resources | | | 0 | 3.0 | | | | |
| Information Technology | | | 0 | 4.0 | | | | |
| Logistics | | | 0 | 28.0 | | | | |
| Primary (L4, L4T, L5 and L6) | 1 | 1 | 2 | 103.8 | 2% | 1 | | 3 |
| Risk and Safety | | | 0 | 1.0 | | | | |
| Secondary (L1, L2, and L3) | | | 0 | 96.3 | | | | |
| Special Events | | | 0 | 0.0 | | | | |
| | | | | | | | | |
| Total | 1 | 1 | 2 | 324.0 | 0.62% | 3 | 1 | 4 |

PART TIME

| Separations by Department | Vol | Invol | Total | Avg EE Count | Turn Over % | Transfer Out | New Hires | Transfer In |
|----------------------------------|----------|----------|----------|--------------|--------------|--------------|-----------|-------------|
| Admin/Billing Office | | | 0 | 1.0 | | | | |
| Clinical | | | 0 | | | | | |
| Communications Center | | | 0 | 6.0 | | | | |
| Compliance | | | 0 | | | | | |
| Deployment | | | 0 | | | | | |
| Directors - Exec, Ops, Admin, HR | | | 0 | | | | | |
| Field - All Others | | | 0 | | | | | |
| Field Supervisors | | | 0 | | | | | |
| Fleet | | | 0 | | | | | |
| Human Resources | | | 0 | 1.0 | | | | |
| Information Technology | | | 0 | | | | | |
| Logistics | | | 0 | 3.0 | | | | |
| Primary (L4, L4T, L5 and L6) | | | 0 | 20.3 | | 1 | | |
| Risk and Safety | | | 0 | | | | | |
| Secondary (L1, L2, and L3) | 1 | | 1 | 13.5 | 7% | | | |
| Special Events | | | 0 | 4.0 | | | | |
| | | | | | | | | |
| Total | 1 | 0 | 1 | 48.8 | 2.05% | 1 | 0 | 0 |

MedStar Mobile Healthcare Turnover Fiscal Year 2012-2013

| | Cumulative YTD | | |
|------------------|----------------|-----------|-----------|
| | 2012-2013 | 2011-2012 | 2010-2011 |
| October | 0.27% | 2.91% | 1.59% |
| November | 1.65% | 4.10% | 2.83% |
| December | 2.76% | 6.16% | 4.06% |
| January | 4.11% | 7.36% | 7.43% |
| February | 4.91% | 7.93% | 8.29% |
| March | | 8.79% | 12.52% |
| April | | 10.20% | 14.52% |
| May | | 11.62% | 17.76% |
| June | | 13.32% | 19.79% |
| July | | 13.85% | 22.48% |
| August | | 16.13% | 25.78% |
| September | | 17.26% | 28.48% |
| Projected | 11.8% | | |



MedStar Mobile Healthcare
Lost Hours Report - Fiscal Year 2012-2013

LIGHT DUTY for Fiscal Year 2012 - 2013

| | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Goal |
|----------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|---------|---------|
| Hours/Mo | 30:01 | 0:00 | 68:54 | 102:10 | 12:03 | | | | | | | | |
| FY 2013 | 30:01 | 30:01 | 98:55 | 201:05 | 213:08 | | | | | | | | 1293:36 |
| FY 2012 | 192:01 | 325:45 | 413:26 | 527:15 | 728:28 | 816:00 | 932:02 | 964:01 | 1001:39 | 1247:29 | 1323:19 | 1437:21 | |

GOAL: Reduce number of lost hours due to job-related injuries by 10%

Worker's Comp LOA for Fiscal Year 2012 - 2013

| | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Goal |
|----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|--------|--------|--------|
| Hours/Mo | 10:29 | 0:00 | 4:09 | 0:00 | 0:00 | | | | | | | | |
| FY 2013 | 10:29 | 10:29 | 14:38 | 14:38 | 14:38 | | | | | | | | 388:36 |
| FY 2012 | 0:00 | 0:00 | 25:59 | 25:59 | 33:59 | 33:59 | 33:59 | 33:59 | 60:38 | 139:47 | 371:47 | 431:47 | |

GOAL: Reduce number of lost hours due to job-related injuries by 10%

FMLA LOA for Fiscal Year 2012 - 2013

| | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | AVG |
|----------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Hours/Mo | 1076:11 | 726:41 | 1424:32 | 1164:19 | 703:55 | | | | | | | | 1019:07 |
| FY 2013 | 1076:11 | 1802:52 | 3227:24 | 4391:43 | 5095:38 | | | | | | | | |
| FY 2012 | 954:44 | 1667:45 | 2150:28 | 2709:24 | 3277:17 | 3922:35 | 4392:34 | 4937:28 | 5492:41 | 6282:42 | 7564:55 | 8673:49 | 722:49 |

Military Leave for Fiscal Year 2012 - 2013*

| | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | AVG |
|----------|--------|--------|--------|--------|--------|-----|-----|-----|-----|-----|-----|-----|-------|
| Hours/Mo | 100:00 | 169:28 | 52:00 | 64:00 | 12:00 | | | | | | | | 79:29 |
| FY 2013 | 100:00 | 269:28 | 321:28 | 385:28 | 397:28 | | | | | | | | |

*Unfilled shifts only

Total Leave Hours

| | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | AVG |
|----------|---------|---------|---------|---------|---------|-----|-----|-----|-----|-----|-----|-----|---------|
| Hours/Mo | 1216:41 | 896:09 | 1573:35 | 1330:29 | 727:58 | | | | | | | | 1148:58 |
| FY 2013 | 1216:41 | 2112:50 | 3686:25 | 5016:54 | 4528:11 | | | | | | | | |

Goals and Projection

| | Light Duty | Worker's Comp | FMLA | Military | Total |
|--------------|------------|---------------|----------|----------|----------|
| YTD | 213:08 | 14:38 | 5095:38 | 397:28 | 5744:52 |
| Projection | 511:31 | 20:43 | 12229:31 | 953:55 | 13787:40 |
| Goal-Compare | 1293:36 | 388:36 | 8673:49 | 1200:00 | 11556:02 |

**Emergency Physician Advisory Board
Annual Operating Budget
For The Fourth Month Ended 2-28-13**

| | Current Month | | | Year To Date | | | |
|---|------------------|------------------|-----------------------|-------------------|-------------------|-----------------------|------------|
| | Actual | Budget | Variance Pos (Neg) | Actual | Budget | Variance Pos (Neg) | |
| Revenues | | | | | | | |
| Quality Assurance Fees | 54,696.42 | 61,005.83 | (6,309.41) | 301,860.75 | 305,029.17 | (3,168.42) | 41% |
| Transfer from Fund Balance | 0.00 | 2,083.33 | (2,083.33) | 0.00 | 10,416.67 | (10,416.67) | 0% |
| Development & Research Program | 0.00 | 10,850.83 | (10,850.83) | 106,833.00 | 54,254.17 | 52,578.83 | 82% |
| Gross Revenues | 54,696.42 | 73,940.00 | (19,243.58) | 408,693.75 | 369,700.00 | 38,993.75 | 46% |
| Expenditures | | | | | | | |
| Development Expenses - Salaries | | | | | | | |
| Salaries - Medical Director | 16,666.67 | 16,666.67 | (0.00) | 83,333.35 | 83,333.33 | (0.02) | 42% |
| Salaries - Associate Medical Director | 5,833.33 | 5,833.33 | 0.00 | 28,333.32 | 29,166.67 | 833.35 | 40% |
| Salaries - Development | 12,692.31 | 10,833.33 | (1,858.98) | 54,230.73 | 50,000.00 | (4,230.73) | 42% |
| Salaries - Office Support | 1,322.35 | 3,750.00 | 2,427.65 | 17,042.84 | 17,307.69 | 264.85 | 38% |
| Contract Employee | 5,672.50 | 5,416.67 | (255.83) | 14,141.75 | 25,000.00 | 10,858.25 | 22% |
| Worker's Compensation Insurance | 0.00 | 303.33 | 303.33 | 4,052.81 | 1,516.67 | (2,536.14) | 111% |
| FICA/FUTA/SUI | 1,110.47 | 1,213.33 | 102.86 | 5,819.48 | 1,120.00 | (4,699.48) | 40% |
| Health & Disability Ins | 3,592.16 | 4,264.42 | 672.26 | 6,379.18 | 21,322.08 | 14,942.90 | 12% |
| Health & Disability Ins-Med Dir | 3,750.00 | 3,750.00 | 0.00 | 18,000.00 | 18,750.00 | 750.00 | 40% |
| Matching ICMA | 1,321.08 | 1,063.25 | (257.83) | 6,851.99 | 4,907.31 | (1,944.68) | 54% |
| Total Development Salaries | 51,960.87 | 53,094.33 | 1,133.46 | 238,185.45 | 252,423.75 | 14,238.30 | 37% |
| Development Expenses - Operating | | | | | | | |
| Dev & Research-Education | 10.83 | 125.00 | 114.17 | 11,675.91 | 625.00 | (11,050.91) | 778% |
| Grant Research & Writing | 0.00 | 933.33 | 933.33 | 920.00 | 4,666.67 | 3,746.67 | 8% |
| Research/Audit Expenses | 0.00 | 41.67 | 41.67 | 0.00 | 208.33 | 208.33 | 0% |
| Legal Services | 0.00 | 833.33 | 833.33 | 3,392.62 | 4,166.67 | 774.05 | 34% |
| Phone - Office | 0.00 | 333.33 | 333.33 | 1,266.56 | 1,666.67 | 400.11 | 32% |
| Cellular Phone | 109.62 | 450.00 | 340.38 | 1,413.88 | 2,250.00 | 836.12 | 26% |
| Printing | 0.00 | 41.67 | 41.67 | 0.00 | 208.33 | 208.33 | 0% |
| Office Supplies | (360.50) | 83.33 | 443.83 | 259.37 | 416.67 | 157.30 | 26% |
| Postage | 32.62 | 33.33 | 0.71 | 57.42 | 166.67 | 109.25 | 14% |
| Bank Charges | 129.87 | 83.33 | (46.54) | 471.52 | 416.67 | (54.85) | 47% |
| Payroll Services | 364.10 | 233.33 | (130.77) | 1,241.55 | 1,166.67 | (74.88) | 44% |
| Uniforms | 0.00 | 166.67 | 166.67 | 0.00 | 833.33 | 833.33 | 0% |
| Subscriptions & Memberships | 0.00 | 41.67 | 41.67 | 75.00 | 208.33 | 133.33 | 15% |
| Publications | 0.00 | 41.67 | 41.67 | 715.00 | 208.33 | (506.67) | 143% |
| Committee Work and Team Supplies | 0.00 | 666.67 | 666.67 | 1,509.80 | 3,333.33 | 1,823.53 | 19% |
| Computer Hardware | 999.50 | 208.33 | (791.17) | 1,405.39 | 1,041.67 | (363.72) | 56% |
| Computer Software | 0.00 | 208.33 | 208.33 | 1,000.00 | 1,041.67 | 41.67 | 40% |
| Vehicle Insurance | 0.00 | 600.00 | 600.00 | 4,159.07 | 3,000.00 | (1,159.07) | 58% |
| Vehicle Costs | 0.00 | 1,166.67 | 1,166.67 | 0.00 | 5,833.33 | 5,833.33 | 0% |
| Repairs & Maintenance/Contingency | 120.60 | 83.33 | (37.27) | 177.00 | 416.67 | 239.67 | 18% |
| Online Web Services / Hosting | 0.00 | 441.67 | 441.67 | 773.10 | 2,208.33 | 1,435.23 | 15% |
| Office Equipment Leasing | 583.53 | 500.00 | (83.53) | 3,920.00 | 2,500.00 | (1,420.00) | 65% |
| Office Furniture & Equipment | 0.00 | 83.33 | 83.33 | 0.00 | 416.67 | 416.67 | 0% |
| Meeting Room Rental | 0.00 | 83.33 | 83.33 | 152.00 | 416.67 | 264.67 | 15% |
| Professional Development | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0% |
| Travel-Medical Director | 0.00 | 416.67 | 416.67 | 4,680.93 | 2,083.33 | (2,597.60) | 94% |
| Travel-Staff | 7.30 | 416.67 | 409.37 | 20.53 | 2,083.33 | 2,062.80 | 0% |
| Dues-Medical Director | 0.00 | 416.67 | 416.67 | 1,238.00 | 2,083.33 | 845.33 | 25% |
| Dues-Assistant to Medical Director | 0.00 | 41.67 | 41.67 | 0.00 | 208.33 | 208.33 | 0% |
| Insurance-Malpractice | 2,159.04 | 1,666.67 | (492.37) | 4,414.61 | 8,333.33 | 3,918.72 | 22% |
| Total Development Operating | 4,156.51 | 10,441.67 | 6,285.16 | 44,939.26 | 52,208.33 | 7,269.07 | 36% |
| Total Development Expenses | 56,117.38 | 63,536.00 | 7,418.62 | 283,124.71 | 304,632.08 | 21,507.37 | 37% |
| Research Expenses - Salaries | | | | | | | |
| Salaries - Research | 6,198.09 | 6,833.33 | 635.24 | 39,684.14 | 31,538.46 | (8,145.68) | 48% |
| FICA/FUTA/SUI | 561.10 | 551.67 | (9.43) | 3,112.09 | 2,546.15 | (565.94) | 47% |
| Health & Disability Ins | 1,792.35 | 1,811.25 | 18.90 | 4,031.82 | 9,056.25 | 5,024.43 | 19% |
| Matching ICMA | 0.00 | 512.50 | 512.50 | 0.00 | 2,365.38 | 2,365.38 | 0% |
| Total Research Salaries | 8,551.54 | 9,708.75 | 1,157.21 | 46,828.05 | 45,506.25 | (1,321.80) | 40% |

Emergency Physician Advisory Board
Annual Operating Budget
For The Fourth Month Ended 2-28-13

| | Current Month | | | Year To Date | | | |
|----------------------------------|---------------|-----------|-----------------------|--------------|------------|-----------------------|-----|
| | Actual | Budget | Variance Pos (Neg) | Actual | Budget | Variance Pos (Neg) | |
| Research Expenses - Operating | | | | | | | |
| Printing | 0.00 | 83.33 | 83.33 | 573.82 | 416.67 | (157.15) | 57% |
| Fuel Cost | 202.04 | 253.58 | 51.54 | 1,695.09 | 1,267.92 | (427.17) | 56% |
| Office Supplies | 18.96 | 83.33 | 64.37 | 174.10 | 416.67 | 242.57 | 17% |
| Postage | 0.00 | 8.33 | 8.33 | 0.00 | 41.67 | 41.67 | 0% |
| Provider and Hospital Fees | 0.00 | 16.67 | 16.67 | 0.00 | 83.33 | 83.33 | 0% |
| Office Furniture & Equipment | 0.00 | 41.67 | 41.67 | 0.00 | 208.33 | 208.33 | 0% |
| Travel | 0.00 | 0.00 | 0.00 | 125.19 | 0.00 | (125.19) | 0% |
| Computer Hardware | 0.00 | 83.33 | 83.33 | 0.00 | 416.67 | 416.67 | 0% |
| Computer Software | 0.00 | 41.67 | 41.67 | 0.00 | 208.33 | 208.33 | 0% |
| Pagers | 0.00 | 41.67 | 41.67 | 0.00 | 208.33 | 208.33 | 0% |
| Committee Work and Team Supplies | 0.00 | 41.67 | 41.67 | 10.98 | 208.33 | 197.35 | 2% |
| Total Research Operating | 221.00 | 695.25 | 474.25 | 2,579.18 | 3,476.25 | 897.07 | 31% |
| | 0.00 | | | | | | |
| Total Research Expenses | 8,772.54 | 10,404.00 | 1,631.46 | 49,407.23 | 48,982.50 | (424.73) | 40% |
| Capital Outlay: | | | | | | | |
| Computer System Upgrades | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0% |
| Office Equipment | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0% |
| Medical Training Equipment | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0% |
| Vehicle | 0.00 | 3,333.33 | 3,333.33 | 25,836.00 | 16,666.67 | (9,169.33) | 0% |
| Total Capital Outlay | 0.00 | 3,333.33 | 3,333.33 | 25,836.00 | 16,666.67 | (9,169.33) | 65% |
| Total Expenditures | 64,889.92 | 73,940.00 | 9,050.08 | 358,367.94 | 353,614.58 | (4,753.36) | 40% |
| Ending Balance | (10,193.50) | 0.00 | (10,193.50) | 50,325.81 | 16,085.42 | (34,240.39) | |

**Area Metropolitan Ambulance Authority dba MedStar
Rolling Twelve Month Summary March 2012 - February 2013**

| MONTH | # MAILED BY DOS | # REC'D BY DOS | % REC'D |
|--------------|-----------------|----------------|------------|
| MAR '12 | 1696 | 286 | 17% |
| APR '12 | 1412 | 163 | 12% |
| MAY '12 | 1948 | 345 | 18% |
| JUN '12 | 1878 | 313 | 17% |
| JUL '12 | 1998 | 257 | 13% |
| AUG '12 | 1927 | 269 | 14% |
| SEP '12 | 1927 | 245 | 13% |
| OCT '12 | 2623 | 337 | 13% |
| NOV '12 | 2298 | 338 | 15% |
| DEC '12 | 2052 | 319 | 16% |
| JAN '13 | 3008 | 437 | 15% |
| FEB '13 | 2220 | 127 | 6% |
| TOTAL | 24987 | 3436 | 14% |

| Fire Department Helpful? | | | | | |
|--------------------------|------------|-----------|-----------|------------|------------|
| YES | % | NO | % | NA | % |
| 238 | 83% | 0 | 0% | 48 | 17% |
| 120 | 74% | 4 | 2% | 39 | 24% |
| 271 | 79% | 7 | 2% | 67 | 19% |
| 245 | 78% | 6 | 2% | 62 | 20% |
| 198 | 77% | 6 | 2% | 53 | 21% |
| 206 | 77% | 5 | 2% | 58 | 22% |
| 184 | 75% | 7 | 3% | 54 | 22% |
| 268 | 80% | 8 | 2% | 61 | 18% |
| 268 | 79% | 4 | 1% | 66 | 20% |
| 251 | 79% | 5 | 2% | 63 | 20% |
| 338 | 77% | 5 | 1% | 94 | 22% |
| 96 | 76% | 3 | 2% | 28 | 22% |
| 2683 | 78% | 60 | 2% | 693 | 20% |

| EMS Dispatcher Helpful? | | | | | |
|-------------------------|------------|-----------|-----------|------------|------------|
| YES | % | NO | % | NA | % |
| 244 | 85% | 0 | 0% | 42 | 15% |
| 124 | 76% | 1 | 1% | 38 | 23% |
| 282 | 82% | 3 | 1% | 60 | 17% |
| 265 | 85% | 1 | 0% | 47 | 15% |
| 213 | 83% | 1 | 0% | 43 | 17% |
| 209 | 78% | 4 | 1% | 56 | 21% |
| 189 | 77% | 5 | 2% | 51 | 21% |
| 272 | 81% | 3 | 1% | 62 | 18% |
| 262 | 78% | 3 | 1% | 73 | 22% |
| 263 | 82% | 0 | 0% | 56 | 18% |
| 356 | 81% | 3 | 1% | 78 | 18% |
| 104 | 82% | 0 | 0% | 23 | 18% |
| 2783 | 81% | 24 | 1% | 629 | 18% |

| Care & Treatment Explained By The Paramedics? | | | | | |
|---|------------|------------|-----------|------------|-----------|
| YES | % | NO | % | NA | % |
| 252 | 88% | 8 | 3% | 26 | 9% |
| 136 | 83% | 7 | 4% | 20 | 12% |
| 300 | 87% | 12 | 3% | 33 | 10% |
| 274 | 88% | 11 | 4% | 28 | 9% |
| 222 | 86% | 9 | 4% | 26 | 10% |
| 238 | 88% | 9 | 3% | 22 | 8% |
| 212 | 87% | 12 | 5% | 21 | 9% |
| 286 | 85% | 16 | 5% | 35 | 10% |
| 298 | 88% | 11 | 3% | 29 | 9% |
| 286 | 90% | 7 | 2% | 26 | 8% |
| 393 | 90% | 7 | 2% | 37 | 8% |
| 113 | 89% | 5 | 4% | 9 | 7% |
| 3010 | 88% | 114 | 3% | 312 | 9% |

| EMS Crew Helpful & Professional? | | | | | |
|----------------------------------|------------|-----------|-----------|------------|-----------|
| YES | % | NO | % | NA | % |
| 266 | 93% | 7 | 2% | 13 | 5% |
| 153 | 94% | 2 | 1% | 8 | 5% |
| 328 | 95% | 4 | 1% | 13 | 4% |
| 302 | 96% | 3 | 1% | 8 | 3% |
| 251 | 98% | 2 | 1% | 4 | 2% |
| 254 | 94% | 6 | 2% | 9 | 3% |
| 229 | 93% | 7 | 3% | 9 | 4% |
| 312 | 93% | 8 | 2% | 17 | 5% |
| 323 | 96% | 5 | 1% | 10 | 3% |
| 301 | 94% | 3 | 1% | 15 | 5% |
| 418 | 96% | 4 | 1% | 15 | 3% |
| 121 | 95% | 0 | 0% | 6 | 5% |
| 3258 | 95% | 51 | 1% | 127 | 4% |

| Billing Staff Helpful? | | | | | |
|------------------------|------------|-----------|-----------|-------------|------------|
| YES | % | NO | % | NA | % |
| 155 | 54% | 0 | 0% | 131 | 46% |
| 86 | 53% | 4 | 2% | 73 | 45% |
| 181 | 52% | 6 | 2% | 158 | 46% |
| 157 | 50% | 6 | 2% | 150 | 48% |
| 171 | 67% | 3 | 1% | 83 | 32% |
| 162 | 60% | 9 | 3% | 98 | 36% |
| 130 | 53% | 9 | 4% | 106 | 43% |
| 179 | 53% | 7 | 2% | 151 | 45% |
| 185 | 55% | 7 | 2% | 146 | 43% |
| 162 | 51% | 3 | 1% | 154 | 48% |
| 232 | 53% | 1 | 0% | 204 | 47% |
| 73 | 57% | 3 | 2% | 51 | 40% |
| 1873 | 55% | 58 | 2% | 1505 | 44% |

| Overall Were You Satisfied With The Services? | | | | | |
|---|------------|-----------|-----------|------------|-----------|
| YES | % | NO | % | NA | % |
| 262 | 92% | 10 | 3% | 14 | 5% |
| 147 | 90% | 4 | 2% | 12 | 7% |
| 321 | 93% | 7 | 2% | 17 | 5% |
| 289 | 92% | 6 | 2% | 18 | 6% |
| 247 | 96% | 2 | 1% | 8 | 3% |
| 253 | 94% | 2 | 1% | 14 | 5% |
| 225 | 92% | 9 | 4% | 11 | 4% |
| 318 | 94% | 10 | 3% | 9 | 3% |
| 318 | 94% | 7 | 2% | 13 | 4% |
| 299 | 94% | 3 | 1% | 17 | 5% |
| 406 | 93% | 13 | 3% | 18 | 4% |
| 118 | 93% | 1 | 1% | 8 | 6% |
| 3203 | 93% | 74 | 2% | 159 | 5% |

2010/2011 Gross Responses

| | | |
|-----|---------------|-----|
| YES | 16,810 | 82% |
| NO | 381 | 2% |
| N/A | 3,425 | 17% |
| | <u>20,616</u> | |

Area Metropolitan Ambulance Authority dba Med Star
Survey Cards
2013

| POSITIVE COMMENTS | |
|-------------------|--|
| 1 | All in all service and care were excellent. |
| 2 | In both instances where I needed MedStar, they were very professional & took good care of me. Thank you. |
| 3 | MedStar responded first as the Department store called them. |
| 4 | I had a broken hip and assistance was most helpful. |
| 5 | They provided a quick response and were very professional and helpful. Although the ride was very rough and more uncomfortable than my head injury. |
| 6 | It was very helpful, and I was very glad to hear what was said. |
| 7 | Service was excellent. Immediately found the problem and treated it. Dispatch stayed with me on the line until help came. |
| 8 | They were all wonderful! |
| 9 | The 2 paramedics were extremely considerate of the pain, agitation, and fearfulness. They encouraged the patient and daughter. They gave directions clearly. They spoke loudly for hearing impaired patient. They kept patient warm on a cold day. |
| 10 | Everyone was very helpful. My husband passed away from this world to God's world on 01-15-13. Thank you for your kindness. |
| 11 | Thanks to the 2 guys who were of service to me that scary day. They explained things to me and were very professional and put me at ease. |
| 12 | Greatest Staff! Awesome! Thank you for all the help & the numerous times you have helped. Again your staff members are awesome!!!! |
| 13 | My husband and I are senior citizens. He fell in our home one evening getting out of bed and I could not pick him up off the floor or help him get back into bed. After exhausting every effort. I finally called 911. The first responders who arrived at our house where very professional, courteous and helpful. They carefully lifted my husband off the floor and bank in bed. He did not require further medical aid. |
| 14 | Service was professional throughout. Thank you. Took great care of Mom! |
| 15 | Went to hospital, all was in good care. MedStar has always been there when we needed them to. Thank you. |
| 16 | I was pleased with crew and their concern with my health. |
| 17 | I am very very pleased with the MedStar service. They were very very understanding and helpful to me and my family. |
| 18 | I was treated as if I was or had been the only patient they had that day. |
| 19 | Penny in billing very knowledgeable, professional and helpful in assisting with billing. Awesome person! Thank you Penny. |
| 20 | Penny, an account rep, is a great person & very professional. |
| 21 | I had a transfer between hospitals and the crew was great! |
| 22 | I was treated like the only patient that day; with much care, knowledge, respect and consideration in response to me with much anxiety and tendency to panic. |
| 23 | I was very satisfied. We really appreciated their concern. |
| 24 | We were pleased with MedStar. |
| 25 | Everyone was helpful & knowledgeable. |
| 26 | Since I had to call 911 around 2am, I was glad they turned off the siren before they entered my residential area. I thought they should have used a direct route. |
| 27 | They were very slow to leave residence, took incorrect route to hospital and should have used GPS in the residential area. The team was professional and seemed to care. |
| 28 | Super-I have no complaints at all. In fact every time I have needed you all you have been super. |
| 29 | Thanks for the great service. |
| 30 | Your ambulance ride is a bit bumpy, but the kindness and caring way of your EMT's is more than compensates for that. They were at my house in just minutes. I give them an A+ and a big thank you. |
| 31 | They were all helpful. |
| 32 | Very nice. |
| 33 | AMBULANCE 34 is very professional and supportive. Please give the team a pay raise on their next pay check & thank you MedStar team. You're the Best Ever! |
| 34 | I was upset and worried about my husband. They were very kind and very careful with him & made sure he was warm. Thank you so much. |
| 35 | Due to head trauma, I don't remember the car wreck or several hours after. However, the paramedics stopped by ICU to visit me late in the day. I thought that was very kind and their thoughtfulness and support was extremely helpful while I was trying to deal with the situation. |
| 36 | Great Service-Very professional-Thanks again. |
| 37 | I appreciated the response of the Fire Dept. and EMS. The firemen used there knowledge as well as their expertise in handling my emergency. I'm a diabetic and I was in a diabetic shock when they arrived at my front door. I thank God for them. My family and I are so thankful. |

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| POSITIVE COMMENTS | |
|--------------------------|--|
| 38 | I'm pleased with the services rendered. They were very nice to me. I just hope I don't have to go no more soon, it's very hard on my money. I'm just barely able to pay it all at one time, I have to sacrifice. |
| 39 | My transport home from hospital was arranged by hospice (Vitas) so I had no contact w/billing staff. Both EMS were courteous, professional and informative. It was during a peak of traffic time, raining and the driver was very cautious and careful on drive home. I commend both for their caring service. |
| 40 | My wife has Alzheimer's and is not capable of responding. |
| 41 | Thanks again. |
| 42 | We really appreciate your services. |
| 43 | I haven't been billed yet. |
| 44 | Why did 9 people have to come to the house to pick up one person? |
| 45 | Everyone was just Great. |
| 46 | Great service by all. |
| 47 | I did not go with Dorothy, but went by car. All went well to my knowledge. |
| 48 | All of the responders were professional, very skilled and very calm and comforting. They took the situation in hand and did everything necessary to asset my 90 yr. old mother and got her to a hospital. They copied medical info and left the originals. My mother and I are extremely grateful to these people who do a very difficult job with grace and compassion. Thanks. |
| 49 | Very kind and efficient in extremely stressful situations. |
| 50 | MedStar was called to transport my wife to North Hills Hospital. EMS personnel were courteous and professional and did a very good job. |
| 51 | The fire department did come this time as MedStar did. |
| 52 | Something's I don't remember but I think my life was saved on Oct 24, 2012. |
| 53 | The EMT's were fast, thorough, kind, professional and very reassuring. Thank You. |
| 54 | The crew was particularly gentle and careful in caring for my wife. I was impressed by the two piece stretcher that they eased under her from each side to reduce any pain she might have while being onto the stretcher. She suffered a broken hip on her left side. |
| 55 | MedStar was here so quick, I told them I did not know how they did it. Thanks again! |
| 56 | I really appreciate all the staff and personnel at MedStar. Great Job! |
| 57 | They were helpful and professional. |
| 58 | I live at a retirement center and over security person called MedStar for me. |
| 59 | I have not been billed yet. |
| 60 | The response time was immediate. Excellent!!! |
| 61 | MedStar has very nice, helpful, friendly and professional people. |
| 62 | Jason & Marty were extremely patient and considerate. |
| 63 | Thanks. Very Professional, felt safe with them. |
| 64 | Brian White and Devon were terrific with my 17 month old son. We drove slower than I expected LOL! I'm sorry to say but you guys are expensive! Have a great day! |
| 65 | Everyone & everything was excellent. Thanks so much. |
| 66 | The responding crew was very caring, gentle, communicative and very professional. Good job training the personnel and good personnel selection. |
| 67 | No one knows patient had seizure and spouse was out of town. |
| 68 | All responders were quick, friendly, and very professional. I felt secure they knew their job. |
| 69 | The men that picked me up were excellent. I thank you very much. |
| 70 | I had a transport from ER to ER so had no contact with dispatcher or first responders but the transport crew was excellent. |
| 71 | Always the best! |
| 72 | The EMS crew was briefed by my wife on what she thought was happening. They did a great job with the information they had. |
| 73 | Very professional in handling and transporting me in a pained condition. I could not ask for better attention & service. |
| 74 | Great service. Thank You! They took excellent care of me with a broken hip & wrist. |
| 75 | I sent a check after our 1st trip and wonder if it arrived in time to cover the 2nd trip. |

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| POSITIVE COMMENTS | |
|-------------------|--|
| 76 | You people have "hauled" me several times and always such a gentle lift as possible. I appreciate you very much! Thank You! |
| 77 | Just wonder why it took another 10 minutes for the ambulance to start driving while it's an emergency. |
| 78 | I am 74 years old and have been sick a lot for the past year. The paramedics came ask about my symptoms and took very good care of me . They made sure my house was secure before I was transported to the hospital. |
| 79 | I was very happy, however I had a very bump, bump ride. I was getting oxygen when they put it on me but not until I got to the hospital was I able to get oxygen (over all) I was able to breath without it. I will use this service again if need too. |
| 80 | I must apologize for it seems I have been in and out of the hospital several times and as I was highly medicated and coming off high doses of steroids it is hard to be certain of which occurrence this date relates to however I do know that MedStar personnel were the absolute best I have ever seen overall. |
| 81 | Did not deal with MedStar directly. Was simply transported from one facility to another. |
| 82 | They explained what they were doing and my condition and were very gentle. |
| 83 | MedStar service was excellent. Everyone did a great job. Thanks a million. |
| 84 | The crew was good to me and God Bless your staff. |
| 85 | It took over 15 min to respond. I thought it was excessive. |
| 86 | I want to thank them for all they did for me. |
| 87 | The medics were very good! |
| 88 | I keep getting bills, but my insurance company says it paid the bill. |
| 89 | The crew was exceptional; the best I have ever witnessed or received! |
| 90 | Thank you for your kindness to my Dad and Mom. My Dad passed, but did get better for awhile. |
| 91 | The crew was excellent and more knowledgeable then the skilled nursing facility. |
| 92 | Thank you, and all was well. MedStar got here quickly and handled my safely. Once again Thank You! |
| 93 | The EMS that came to my house were very awesome. They were nice, sweet, really took care of me and even held my hand when I asked them so I could focus on squeezing their hand instead of my pain. They were so wonderful! |
| 94 | The crew was very professional and seemed caring. |
| 95 | You provided outstanding response and care. |
| 96 | The 2 EMT's were outstanding, careful and thoughtful with my Mom! She felt very safe and taken care of. We are thankful for their help. Both are assets to your team. |
| 97 | We have used MedStar twice and the gentlemen were efficient, respectful, and kind. Thanks to all involved. |
| 98 | Care and services could not been better by all concerned! I thank you from the bottom of my heart. |
| 99 | We received very good care and all were kind but professional. |
| 100 | Medics who transported my Mom were not only professional, but caring and kind with her. We appreciate their kindness. |
| 101 | My relative passed away, your service drove her to Plaza Hospital and did all they could with the info and test results they did. Continue to hire caring people. They are special. |
| 102 | The two young men were very helpful and kind. I could not have asked for better treatment. Thanks for your help. |
| 103 | The fire department arrived shortly before the ambulance and did not have much time to do anything. |
| 104 | I have not been contacted by the billing staff. God bless. |
| 105 | I appreciate people that serve others. God loves you and so do I. |
| 106 | The staff was very thoughtful and caring towards the 89 yr old woman, which was transported to a rehab hospital. |
| 107 | Was not told the possible reason for fainting. I did feel safe when MedStar left without transport. Overall satisfied with service. |
| 108 | I was very pleased with the promptness and help I received. |
| 109 | We didn't have the FD and no billing but he has Medicare. |
| 110 | The called I placed on behalf of my Mom as my Mom was having breathing problems and the response was quick. All were helpful and careful with Mom. I followed MedStar to Harris Hospital and am not sure what all occurred during transport, but I'm sure she was well cared for. Thank you for your care for my Mom, as she has since passed. |
| 111 | Patient was transported from Fort Worth Center of Rehab. The attendant was very professional and kind. The patient is in Heart ICU terminal. Thank you for your service. |
| 112 | You arrived quickly after my 911 call. I felt I was in good hands. The crew was calm & efficient as I was scared. That was helpful. |
| 113 | MedStar is good and well trained. Thank you. |

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| POSITIVE COMMENTS | |
|-------------------|--|
| 114 | Exactly the way you want emergency responders to respond & handle the emergency. |
| 115 | The paramedics were very helpful. He calmed me down while being very attentive to my immediate medical needs. Thank you MedStar. |
| 116 | Excellent! Courteous and professional. |
| 117 | The service was good, the ambulance was on time and the crew was nice and good. Thanks to all. |
| 118 | MedStar is very patient with the elderly. Thank you. |
| 119 | I was not the one who called 911. |
| 120 | Thank you! |
| 121 | Your services was very comforting & pleasant. |
| 122 | The only time we can remember MedStar coming to our house was almost a year ago. Therefore I am unable to provide a critique of your service. I can say that I got to the emergency room without to much pain & discomfort. Thanks. |
| 123 | Thanks for the wonderful crew. They were great. |
| 124 | They were very kind and helpful. I have not heard from billing as of yet. |
| 125 | The crew was very responsive & helpful. It was my 94 year old mother. |
| 126 | They were able to answer my questions completely. They were very knowledgeable about what was going on with my husband. And they explained it with words I could understand. The team was very considerate and polite. I could tell they truly cared and loved what they do, in the way of helping people. Thank you to all who helped. God bless each and everyone of them. |
| 127 | Fantastic crew & service! |
| 128 | Very good service! |
| 129 | The care was excellent. They made it great. |
| 130 | The paramedics were two awesome guys and very patient and caring. |
| 131 | My husband was bleeding out and the MedStar crew saw what was happening and acted quickly. I have no complaints at all. They probably saved him, as quick action was done. They got him to the hospital very quickly. Thanks to all of the crew. |
| 132 | I was transported from Huguley to lifecare hospital. They did a nice job on a very rainy day/evening. |
| 133 | Thank you very much for all your help and may God take care of you all and protect you. |
| 134 | Good as gold. |
| 135 | Thank you very much for you help. |
| 136 | Great Service! |
| 137 | The ambulance was highly professional and caring. |
| 138 | I could not have asked for more helpful and caring service. Thanks to all. |
| 139 | They were very nice and made me feel less nervous and more comfortable. |
| 140 | I was very impressed with everyone. |
| 141 | I was very pleased with the care EMS provided. They were very professional and explained things to us. MedStar is the best. |
| 142 | Please check my insurance, I believed they paid for the service. (Rep has viewed this acct.) |
| 143 | Your staff was extremely professional. They were very concerned about my comfort during transport. They also apologized for the grease that got on my carpet and bedding from their equipment. I was impressed by how courteous they were. This being my first experience, I was impressed. |
| 144 | MedStar is reliable, helpful, professional, caring, and dependable. Great folks! |
| 145 | The EMS-MedStar staff are very good at their work. |
| 146 | My husband has Alzheimer dementia and was treated with great respect by all responders. Thank you. |
| 147 | I feel they helped me to get the treatment to keep me from getting worse than I was. |
| 148 | Overpriced! |
| 149 | I am unable to evaluate your service. No family present at the time transport and patient was medicated. Billing dept was very helpful and provided us with copy of bills. |
| 150 | Medics were wonderful! They are always very caring and gentle with both me and my husband. My husband never recovered and has since passed. Thanks to MedStar and your wonderful crew! God Bless them all! |

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| POSITIVE COMMENTS | |
|-------------------|--|
| 151 | God Bless MedStar! Excellent and good. |
| 152 | Patient is hard of hearing and has dementia. |
| 153 | My Dad's condition, the last stage of prostate cancer, had weakened him to the point we had to have him moved to hospital for treatment. The MedStar team were kind and gentle as they prepared him for transport. Thank you. |
| 154 | The EMT's were very professional. They put me at ease. They were respectful. Thank you so much. |
| 155 | My first time using your service. All was perfect. Thank you. |
| 156 | I got billed 022213, due on 021513, put in mail 022313. |
| 157 | All services were outstanding. |
| NEGATIVE COMMENTS | |
| 158 | The only problem we had was the rough ride. My mother 89 is very frail and was very uncomfortable and probably a little scared because of bouncing around. <i>This was not caught in the normal process for handling complaints It is now in the log and is being handled by a Operations Supervisor.</i> |
| 159 | Very rude paramedics as one of them told me cough to the other side, your going to make me and my kids sick. "Terrible Service" <i>This was not caught in the normal process for handling complaints It is now in the log and is being handled by a Operations Supervisor. Will be meeting with J. Popp, Susan Swagerty to review the current process to evaluate any holes that may have caused this oversight.</i> |
| 160 | Ambulance crew insisted on taking me to a different hospital then the one I requested. I did not receive any treatment at the hospital to which they took me. I would have been better off if they had taken me where I had requested originally. <i>This was not caught in the normal process for handling complaints. It is now in the log and is being handled by a Operations Supervisor. Will be meeting with J. Popp, Susan Swagerty to review the current process to evaluate any holes that may have caused this oversight.</i> |
| 161 | A long time was taken in ambulance while info was being taken. A long time sitting in front of the house. |
| 162 | About the fire dept. one man was telling all the crowd watching at the scene how badly I was bleeding from the seat of my pants. Maybe he got scared seeing all the blood down there on my pants but he should of kept all that to himself instead of telling my friends at work how badly I was bleeding on my pants. |
| 163 | EMT didn't listen to the people who know him best. When told he needed to be treated for a stroke he was cocky & didn't even relay the info to the hospital. Just because he was old doesn't mean his death couldn't have been prevented. I am furious! He only relayed pneumonia not sure where that came from? <i>Chart does not reveal stroke-like symptoms. Pt. was passed away 5 days after initial transport, pending information from hospital to determine onset of stroke. I have requested a meeting with P. Parravacini and M Blanco to discuss STARCARE issues.</i> |
| 164 | On treatment/care, I would like to have seen them have red lights and siren from the start when we left for hospital. Medic eventually told diver to do it. Nose bleed lost about 3 units of blood. I was scared and frustrated because we were going non-emergency. Over all the service was good. Thans you. <i>Pt chart reveals patient HR was elevated, but BP was ,aomtaomomg/ Crew did upgrade to P2 transport and initiated IV. Treatment appears appropriate.</i> |
| 165 | The paramedic was cutting down everybody at Harris Alliance Hospital, saying they didn't know what was real or not. <i>This complaint was logged and assigned to Macara to complete. This was involving crew members that work for her and she stated that it was a miscommunication issue and it would be resolved</i> |
| 166 | I had an accident, shortly after I received my bill, then a collection notice. You need to bill the correct person before you turn over to collections. I am covered by Tricare and Medicare. <i>Husband asked us to hold off and not bill his insurance because he was obtaining an attorney. We told him we had to bill MC-TriCare; he understood and asked for a bill to send to his attorney. This all happened on the day the letter had already gone out. Explained it to the husband, maybe it was not relayed to the spouse. DOS was 12-31.2012, filed claim to MC 1-8-2013.</i> |
| 167 | MedStar was only concerned about hip! Repeatedly told them he was a flight risk due to Alzheimers! Never acknowledged! He was at a nursing facility for memory care! They are very determined to leave! Not very reassured would get relayed to ER! <i>This was not caught in the normal process for handling complaints It is now in the log and is being handled by a Operations Supervisor. Will be meeting with J. Popp, Susan Swagerty to review the current process to evaluate any holes that may have caused this oversight.</i> |
| 168 | They couldn't get IV in me. <i>We are running a Cognos report to establish IV success rates for the two medics listed.</i> |
| 169 | DFW traffic sucks! <i>Yes it does.</i> |
| 170 | My service was 121313; I have received four bills from you and I made my payment on time. I am sure you can save money if you stop billing the customer prematurely. <i>Patient was insistant that she should not be responsible fo rthe bill because someone at her place of employment called 911. She states that it shuold be a WC becasue of where she works. We called her employer and it was not a WC so we continued to bill her until her Ins paid on 1-11-2013 and she set up a payment plan 2-11-2013.</i> |
| 171 | Eventhough Medicare and secondary had not been filed, I was billed the whole entire cost of the service, necessitating a call to you and the time of your people to investigate the account. <i>Patient was confused on the invoice she received and did not read the section that stated MC & her secondary has been billed.</i> |