

CASE STUDY

Midwest Ambulance – November 2007

Midwest Ambulance
1200 Keo Way, Des Moines, IA 50309
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For the past twenty-two years, Midwest Ambulance has been providing paramedic service for the Des Moines, Iowa area. Midwest Ambulance also provides E911 and Paramedic service to the Grinnell and Poweshiek County, Iowa area. In addition to providing both local and long distance transports, Midwest Ambulance has extended its internal continuing education offerings to area EMS and Nursing agencies.

Technology used at Midwest Ambulance

Midwest Ambulance abandoned a customized billing program when it could not be modified to accommodate the year 2000. With the old program, Midwest Ambulance only sent out statements at the end of the month. Once they switched to *Sweet*-Billing in 2000, Midwest Ambulance began implementing best practices for *Sweet*-Billing; as a result, their cash flow improved dramatically.

Kathy Chapman, VP of Midwest Ambulance, oversees a crew of four full-time and two part-time billing professionals. Kathy said that if there is one module of the *Sweet*-Billing system that she could not 'live without,' it would be the Batch Credits module. "We enter all payment information via this module which saves a lot of time from having to pull up each account individually," said Kathy. "We also use the Alert codes a lot, which is helpful because we don't have to check notes on the account each time."

Kathy has also found the Write Off functionality and the Custom Forms/Statements Module in the *Sweet*-Billing program very helpful. "I like having the system write off the amounts right away," said Kathy, "so when payments come in, they match what is in the system; it's good to get it off the books right away for more a more accurate financial status. We also like to customize our invoices and statements, such as our Elderly Waiver Program to File Title 19, which is a customized form."

Kathy also works with other departments in the organization, including the 24-hour Communication Center.

Patient Care Reporting and Computer-Aided Dispatch

Midwest Ambulance also purchased an Ortivus CAD system when they switched over to the *Sweet*-Billing system in 2000. Added to this suite was the patient care reporting program, *Sweet*-Field Data about one year ago. In addition to the benefits that *Sweet*-CAD has brought to the dispatch center and *Sweet*-Field Data has brought to the field technicians and the facilities they work with, the billing department has also benefited in many ways with the addition of these integrated products. "We've saved a lot of time in the billing department and have had much less data to input with the transfer of data into the billing system," said Kathy. "We are doing more validating of data than data entry."

Contact

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