

Healthcare

Medical Transportation



Ambulance company gets GPS locations and system integration with TeleNav Track



BENEFITS OF TELENAV

- Improved ambulance monitoring**
 With TeleNav Track, TransCare is able to easily locate its ambulances and quickly dispatch them according to their exact locations.
- Two-way communication**
 TransCare eliminated one-way pagers in favor of TeleNav Track and mobile phones which offer two-way communication between ambulances and the back office.
- Streamlined system integration**
 TransCare worked with TeleNav to integrate TeleNav Track with the company's proprietary dispatch system.
- Improved accountability**
 TransCare knows the exact locations of drivers throughout the day and when they clock in and out.

quickly dispatch them and maximize their efficiency. TransCare also needed a system that would easily integrate with their existing proprietary dispatch system.

CHALLENGE

Ambulance companies have two equally important priorities. One, quickly transport patients when every second counts. Two, maximize the efficiency of vehicles to ensure profitability in a highly competitive industry. By providing the exact location of all vehicles, TeleNav Track helps TransCare achieve these two goals.

Previously, the company relied on one-way pagers and radios to communicate with drivers. Not only did the radios have spotty coverage, but the company had no reliable way to ensure drivers were where they said they were. There was no accountability. And with one-way pagers, TransCare could send transport information to drivers, but the drivers had no efficient way to communicate back to dispatchers.

SOLUTION

In August 2007, after experiencing problems with a competitor's solution and rejecting mobile data terminals for their high cost, TransCare began implementing mobile phones with TeleNav Track. Dispatchers can easily locate every vehicle and dispatch the closest vehicle when a call comes in. Not only does this reduce response times but it also ensures that vehicles are productive and contribute to the company's bottom line. TransCare also worked with TeleNav to integrate TeleNav Track with their proprietary dispatch system. From one application, dispatchers quickly locate and dispatch every ambulance in the field.

"TeleNav Track has significantly reduced the time we spend looking for drivers and seamlessly integrates with our existing communications systems. It has surpassed our initial expectations."

- Jim Ligorski, Chief Technology Officer

"We chose TeleNav Track as our GPS solution because it integrates with our applications," said Jim Ligorski, Chief Technology Officer of TransCare. "Integration was a key priority for us."

In addition, TeleNav Track offers robust reporting capabilities, documenting drivers' activity. All information is time- and date-stamped which the company can use if an emergency or problem arises.

RESULTS

In a highly competitive and time-critical industry, TeleNav Track helps TransCare maximize every minute their ambulances spend on the road. "TeleNav Track has streamlined our dispatch operations," said Ligorski. "It has significantly reduced the time we spend looking for drivers and seamlessly integrates with our existing communications systems. It has surpassed our initial expectations."

SITUATION

The largest ambulance company in the northeast, TransCare provides emergency ambulance services and non-emergency paratransit services for the disabled and elderly. Based in Brooklyn, NY, the company has locations throughout the northeast including New York, Pennsylvania, Delaware and Maryland. With 1,600 field employees and 200 vehicles providing critical transportation services, TransCare needed a GPS solution that would allow them to easily locate vehicles and

How can we help your business?

For a free consultation contact us.

www.telenavtrack.com

1 88 TeleNav 2 (1.888.353.6282)

