

# Transportation



Emergency transportation company saves lives, gains competitive edge with TeleNav



## BENEFITS OF TELENAV

- **Much faster response time**

CPTS is able to dispatch medical staff to respond to emergencies 75% faster—75 seconds compared to minutes before deploying TeleNav.

- **Strategic differentiation**

With a much faster response time than the industry standard, CPTS has a prominent edge in competitive bids.

- **Streamlined reporting**

Accurate and comprehensive reports streamline backend processes, such as billing.

## SITUATION

Carilion Patient Transport Services (CPTS) is a fully-integrated patient transport service, providing air and ground ambulance transportation 24 hours a day to high level trauma hospitals. CPTS specializes in providing emergency medical transportation at mass gatherings such as NASCAR events.

As the premier ambulance transport provider for Carilion Clinic, CPTS serves 10 hospitals, 900 physicians, and provides air and ground transportation for the most severe patients to Level 1 trauma centers.

Providing quick and accurate emergency medical transportation in situations where tens of thousands of people gather is extremely difficult. In this business, responding in seconds less can result in dramatic increases of survival—saving lives and preventing further tragedy.

## CHALLENGE

“Mass gatherings are very difficult to control,” notes the company supervisor, John Cook. “We need to be able to pinpoint emergency medical services staff down to the seat they are standing beside to ensure we dispatch appropriate resources to the appropriate call.”

## SOLUTION

Looking for an alternative to an unreliable radio-based GPS tracking system, CPTS turned to TeleNav. “Once we learned about TeleNav Track from our wireless carrier representative, we had no hesitation in deploying this technology,” says Cook. “It’s our best method of protecting citizens by sending the closest, most appropriate resource to their emergency.” “After all,” Cook adds, “every second matters when life is at stake. We rely on TeleNav in these emergencies.”

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- John Cook, Supervisor

## RESULTS

CPTS is able to achieve an average response time of 75 seconds in mass gathering emergencies—a figure previously unheard of. This time savings allows CPTS to better manage emergencies, better serve their customers and most importantly, save more lives. Cook adds, “We want people to know we were the first to use TeleNav Track in this capacity and we thank TeleNav for their help.”

### How can we help your business?

For a free consultation contact us.

[www.telenavtrack.com](http://www.telenavtrack.com)

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