

“It has helped with better managing [of] our resources and our time.”

- Candy Vanfossen
Dispatch Manager

Profile

Stationed in Circleville, Ohio, a suburb of Columbus, Pickaway Plains Ambulance specializes in both emergency (ambulatory) and non-emergency medical transportation. Their mission is to provide consistent, top-level care to their patients, focusing on punctuality, flexibility, and expert service. Their paramedics and medical technicians are all trained and certified according to Ohio's regulations.

Challenges

Pickaway Plains Ambulance was using a sub-par GPS tracking service in the past, but it was unreliable and therefore not getting the job done to their satisfaction. They needed an accurate, up-to-date means of tracking their drivers down, so when calls came in, they could easily find the closest available vehicle to assign the task to. They were also looking for an easy way to monitor their vehicles for maintenance needs.

Solution

The GPS tracking technology integrated into Encore lets Pickaway Plains track their fleet of vehicles in near real-time, so when emergency calls come in and they need to find the closest available driver, that information is easily accessible and, most importantly, it's reliable. Regular alerts can also be set up to help schedule vehicle maintenance, like when the odometer hits a certain number of miles.



Benefits

With access to a much more accurate GPS tracking system for its drivers, Pickaway Plains can now locate their drivers' positions in near real-time, which helps expedite the time it takes for the office to send ambulances to new job sites as they arise. They can let their customers know how far away the nearest vehicle is and give a rough estimate for its arrival time, which eliminates undue stress that comes with not knowing. Having this additional information is not just a benefit for Pickaway Plains and their bottom line — from the time spent locating a driver to the gas used getting to the job site — but also for building and maintaining a loyal customer base. Nobody wants to be left in the dark, particularly when it comes to medical issues. Keeping all involved parties informed with as much information as possible is a huge benefit.

Since installing Encore, Pickaway Plains has seen at least a 30 percent increase in efficiency. Plus, they're helping to prolong the lives of their fleet by setting up maintenance alerts to make sure they stay on schedule with regular upkeep. The preventative maintenance they're now performing helps them avoid costly issues that could arise from allowing too much time to lapse between inspections.