# NETMOTION®
## WIRELESS

# Case Study:
# Bell Ambulance

*Emergency medical service extends mobile access to improve patient care.* Based in Milwaukee, Wisconsin, Bell Ambulance is a progressive, client-oriented company providing high quality emergency and non-emergency medical services. The company has been in operation since 1977 and has grown to be the largest provider of ambulance service in the state of Wisconsin, responding to nearly 60,000 calls annually. In order to help their staff focus less on IT issues and more on their medical mission, they deployed the Mobility XE™ mobile VPN from NetMotion Wireless.

## About the Deployment

Bell Ambulance responds to an average of nearly 5,000 ambulance calls per month, employs nearly 200 EMTs and paramedics and has a fleet of more than 40 ambulances, including several modified golf cart "mini ambulances" used for festivals, fairs and baseball games.



The company has deployed tablet PCs in the ambulances and utilizes software to complete patient care reports, which are then synchronized with dispatch and billing applications. Bell's EMT staff uses Mobility XE to stay connected to critical applications, roam seamlessly between multiple wireless networks, and maintain applications even when moving in and out of wireless coverage areas.

## Focus on Patient Care

"The goal of our wireless deployment is to provide EMTs and paramedics easy and secure access to patient information and, at the same time, to allow the staff to focus on their primary job, which is patient care," said Steve Caulfield, Bell Ambulance network administrator. "NetMotion's software enables our IT staff to reduce the number of administrative hours spent on device management and security issues. It also allows us to limit what the end users are able to connect to and view via the Internet. With fewer distractions they can deliver faster, higher quality care."

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>
> — **Steve Caulfield, Network Administrator**



## Organization
**Bell Ambulance**

## Industry
**Emergency Medical Services**

## Objectives
- **Improve ability to focus on patient care**
- **Enable secure access to patient information**
- **Synchronize patient-care reports with dispatch and billing applications**

## Solution
- **Mobility XE mobile VPN**
- **Tablet PCs**
- **Patient-care reporting software**

## Results
- **Faster, higher-quality patient care**
- **Fewer administrative hours spent on device-management and security issues**

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