



# PROCARE

INTEGRATED HEALTH AND TRANSPORT

Key Contact: Debbie Ailiff, President/CEO

[debbie@procureambulance.net](mailto:debbie@procureambulance.net)

443-271-6325

## **Procure Integrated Health and Transport- Capabilities Statement**

*“Setting the bar for patient satisfaction in medical transportation through a commitment to on-time performance, professionalism and our values of safety, quality, compliance and teamwork. Beyond transportation, Procure is committed to collaborating with facility clients to develop integrated healthcare programs that address the needs of the communities we serve and meet Triple Aim goals.”*

**Safety:** From the top down Procure puts safety first. This starts with ensuring that the appropriate and properly credentialed and trained team is dispatched. Procure conducts extensive background checks, has a no tolerance policy on drugs, and puts its drivers through a rigorous selection process.

**Quality:** Procure’s Medical Director and Quality Assurance Team ensure constant improvement and high quality. They continuously monitor care by reviewing patient care reports and conducting unscheduled audits to ensure that EMS providers, vehicles and equipment are in compliance and to confirm that team members are professional in the field.

**Compliance:** Operating in the home of the United States’ first statewide EMS program, the State of Maryland, and beginning operations in the District of Columbia, Procure takes compliance with all laws, rules, and regulations very seriously. Procure works as a partner with its regulatory agencies to provide the highest quality services.

**Teamwork:** “Partners in Patient Care” - Procure establishes a teamwork environment within the organization as well as with its facility partners. Procure’s open communication with clients and the mutual desire to work together ensure our patients’ needs are met and guarantee that the highest quality service is delivered with compassion and care.

## **Past Performance: STEMI Transportation Program – a published success story**

In 2009, Procure established in conjunction with Greater Baltimore Medical Center (GBMC) a STEMI transportation program that provides safe and rapid transportation to a catheterization lab for patients experiencing ST Elevation Myocardial Infarction (STEMI). Procure’s STEMI transportation program has significantly improved patient outcomes and has increased survival rates for STEMI patients, cutting door-to-balloon times for GBMC’s STEMI patients to 90 minutes or less. For all transports, Procure’s professional and caring providers are focused on ensuring that each and every patient and family member is satisfied with Procure’s services.

- Available 24/7
- Full range of medical transportation services including BLS, ALS and SCT
- Wheelchair van service
- Serves hospitals, skilled nursing facilities, and private individuals
- Procure’s staff includes highly skilled and compassionate teams of Registered Nurses, Critical Care Paramedics, Paramedics, Emergency Medical Technicians and Emergency Medical Dispatchers.
- References include GBMC, Gilchrist Hospice Care, Anne Arundel Medical Center, and MedStar Union Memorial Hospital



# PROCARE

---

INTEGRATED HEALTH AND TRANSPORT

Baltimore Maryland 21237  
410-823-0030 phone; 410-823-7475 fax  
Maryland License No. 106

NAICS: 62191  
SIC: 8000  
[www.procureambulance.net](http://www.procureambulance.net)

**MBE CERTIFIED BY MDOT as of 6/22/12 - MBE No. 12-391; Categories: Ambulance Services and Special Needs Transportation**