



PROCARE

INTEGRATED HEALTH AND TRANSPORT

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Procure Integrated Health and Transport– Capabilities Statement

“Setting the bar for patient satisfaction in medical transportation and medical standby services 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 our 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. Procure’s staff has an unanimous way through a third-party vendor to report safety or other concerns.

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 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 with Greater Baltimore Medical Center (GBMC) and in 2015 with MedStar Union Memorial, STEMI transportation programs that provide safe and rapid transportation to a catheterization lab for patients experiencing ST Elevation Myocardial Infarction (STEMI). Procure’s STEMI programs have significantly improved patient outcomes and increased survival rates for STEMI patients, cutting door-to-balloon times to 90 minutes or less. For all transports, from non-emergency to our STEMI programs, 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 are a full range of medical transportation services including BLS, ALS and SCT, as well as Wheelchair Van and Medical Standby Services
- Serves hospitals, skilled nursing facilities, private individuals and event coordinators
- Procure’s staff includes highly skilled and compassionate teams of Registered Nurses, Critical Care Paramedics, Paramedics, Emergency Medical Technicians and Emergency Medical Dispatchers.
- References: GBMC, Gilchrist Hospice, MedStar Union Memorial, MedStar Sports Medicine, and UM Capital Region

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MBE CERTIFIED BY MDOT as of 6/22/12 - MBE No. 12-391; Categories: Ambulance Services and Special Needs Transportation
MBE CERTIFIED BY BALTIMORE CITY as of July 7, 2017 – No. 17-373909
Women’s Business Enterprise and WOSB certifications by WBENC since 2017
Certified DBE and SBE