



Critical Messaging Solution

To overcome the communication challenges many Emergency Medical Services (EMS) companies face today as a result of increasingly unreliable paging networks, Zipit Wireless has developed a cellular-based critical messaging system. This best-in-class solution will enhance your operations, enabling personnel to do their jobs and serve customers more effectively and efficiently than ever. The more you learn, the more you'll agree that Zipit could be a great fit for your company.

Zipit Wireless Provides EMS Operations:

- 1 Reduced Chute times
- 2 Reliability and accountability with nearly 100% message delivery
- 3 Improved dispatcher efficiency by eliminating radio traffic needed to confirm message receipt
- 4 HIPAA Compliance

Challenges with Existing Paging Solutions

Zipit's Solution

PERFORMANCE

- Typical pages can take 30 seconds to 10 minutes to be delivered, if they arrive at all

- Average delivery time is 5.38 seconds, faster message receipt and confirmation means improved chute times

RELIABILITY

- Paging coverage is shrinking as existing towers are going out of service - leading to less pages being delivered
- As paging industry declines, service outages are increasing

- Zipit's use of the Verizon nationwide 3G cellular network virtually eliminates undelivered messages
- If coverage is temporarily lost, messages send automatically when network coverage is re-established
- Verizon's network is the largest in the country, and their investment in the network is growing - not shrinking
- Zipit's cloud-based service is monitored constantly ... 24/7/365

TWO-WAY COMMUNICATION

- Current pagers provide only one-way communication from dispatchers which requires confirmation and back-up calls from field personnel - wasting critical time and resources

- Zipit's two-way priority messages provide the dispatcher with real-time confirmation of message status and responses, no more calls to confirm receipt of pages, saves time by reducing unnecessary radio traffic and results in fewer back up calls to other ambulances, 30% improvement in dispatcher efficiency allows time to create detailed messages and handle more volume

ACCOUNTABILITY

- Inability to ensure EMT accountability, no way to confirm "I didn't get the page"
- Inability to validate key metrics, including message reception
- Lack of "proof of process" hinders ability to earn new contracts

- Communications Dashboard logs/tracks every message - when it was sent, when it was delivered, when a response was provided. If a message wasn't delivered, the sender knows if the recipient's device was powered off or was unable to find a network connection
- Detailed reporting capabilities provides ability to hold meaningful Operations Reviews
- Substantiated performance metrics will help your company successfully pursue new contracts and maintain existing ones

HIPAA COMPLIANCE

- Pager communication is not encrypted. Sending private health information via pagers and radios is in violation of HIPAA
- Lost or stolen pagers can't be remotely "wiped" of legally protected data
- HIPAA requires patient-related communications to be saved/retained

- All communications and stored data is encrypted and can be recorded, tagged, tracked and confirmed per HIPAA regulations
- All Zipit devices and applications can be "locked" or "wiped" remotely within seconds via RAP by an administrator
- All message archives can be stored for any time frame required for regulatory compliance and can be securely accessed by select members

Zipit Wireless - The right critical communications partner for EMS.

What are the true costs of unreliable pager performance, inefficient and redundant operations, inaccurately documented chute times, undocumented communications, lack of accountability metrics, and HIPAA non-compliance? They're enormous and, now, they're unnecessary. Whether you look at the cost of operation, ease of use, speed, reliability, accountability, efficiency, documentation, compliance, accuracy, or overall performance, there's no way around it: Zipit is a great fit for EMS operations!

