Medical Command Centers

24/7 CLINICAL CARE
MOBILE INTEGRATED HEALTHCARE

Where the practice of medicine and technology meet

Envision Healthcare is Pioneering the Delivery of Care™ by leveraging the core competencies of EmCare, our hospital-based physician services segment; American Medical Response (AMR), our healthcare transportation segment; and Evolution Health, our post-acute care segment to provide comprehensive, integrated and physician-led population management solutions that care for patients along the entire continuum of care.

This patient-centered care delivery model ensures we deliver the right care for a specific patient at exactly the right time in the most appropriate setting in the most cost-effective manner.

Our Mobile Integrated Healthcare solutions are powered by our Medical Command Centers.
MEDICAL COMMAND CENTERS

A model of care and a clinical practice

The Medical Command Centers are a clinical practice that link mobile resources together, integrate and coordinate them to respond appropriately to patient needs. A network of physical care coordination and communication centers link 911, nurse advice services and primary care physician practices with physician-led interprofessional clinical care teams by phone, telemedicine or through consultation with other clinicians to improve the patient experience and health outcomes across the continuum.

The technology in our centers provide a clinical pathway for the nurse navigator. Nurse navigators answer calls that come into the centers, and triage protocols give our care teams the ability to immediately evaluate a patient’s current condition, then match and deploy appropriate resources to meet the patient’s needs. Our five-level proprietary triage system ensures we are delivering the right resource at the right time 24 hours a day, seven days a week, 365 days a year.
INNOVATIVE TECHNOLOGY

Mobile and on demand

Coordinated through our Medical Command Centers (MCC), we synchronize resource allocation through technology and sophisticated data platforms, ensuring we deliver consistent, cost-effective patient care.

Our technology platforms allow us to provide unprecedented coordination and response of emergency services, as well as planned and unplanned care 24/7.

Clinicians have GPS-enabled mobile devices that let us see where they are currently located. Our computer-aided dispatch system provides information to the MCCs on the optimal routes and response times. The system continually monitors requirements and resource availability and matches the appropriate resource. Improved response time results in better care and outcomes.

Not only is the technology in our centers state-of-the-art, but the equipment we use in the field allows real-time monitoring of patients. Bluetooth-enabled devices monitor vital signs remotely and send the information to a nurse in the centers. This helps us provide quality care and immediately alerts us to any potential problems a patient may be facing.
CARE TEAMS

An interprofessional model

The interprofessional care team model includes physicians, advanced nurse practitioners, physician assistants, skilled nurses and therapists, pharmacists, paramedics, licensed clinical social workers and mental health professionals with extensive training in chronic disease management.

We evaluate the needs of each specific population and match them with the appropriate providers, tools, technologies and other resources that can best meet those needs. The result is traditional clinicians are used in non-traditional combinations to deliver care that is clinically necessary and cost-effective.
Envision Healthcare’s family of companies built its Mobile Integrated Healthcare (MIH) framework with depth and flexibility in mind. Implementing strategies designed to mirror the Institute for Healthcare Improvement Triple Aim, while addressing the needs of patients, providers, payers, hospitals and other healthcare organizations has required a reliance on the foundational tenets of MIH – coordination, collaboration and communication.

Envision Healthcare is providing access to care where and when patients need it and transforming healthcare now and for generations to come.

"Mobile Integrated Healthcare is about delivering a system of care for a population with unmet needs, those with gaps in service or delivery, and providing goal-directed care to meet those needs."

— ERIC BECK, D.O., President and Chief Executive Officer, Evolution Health
DISASTER RESPONSE

Deploying medical support teams when our nation calls

When our nation needs us, we bring the clinical expertise, equipment and speed required to respond to emergency situations. Envision’s healthcare transportation segment, AMR, is the prime contractor with the Federal Emergency Management Agency (FEMA). Through AMR’s National Communication Center (NATCOM), we provide ground ambulance, air ambulance, paratransit services and non-ambulance EMS personnel to supplement the federal and military response to a disaster, act of terrorism or any other public health emergency. This contract covers 48 states, and we work in conjunction with the state and local governments in those areas to assist in patient care, evacuation-related functions and any necessary Emergency Medical Services (EMS).

We sometimes have no forewarning when a disaster strikes and what lasting toll it might take. For instance, Superstorm Sandy evolved from an acute event to managing a prolonged chronic event. The teams at our NATCOM operations, located strategically with the Medical Command Centers, are ready to provide medical support when FEMA engages us. To prepare, we run drills under the government’s supervision and are ready to deploy emergency medical practitioners around the country, often with little notice. By co-locating within the same building as our Dallas Medical Command Centers and its 24/7 integrated interprofessional care team, we are uniquely prepared for virtually any large scale medical event.
Who we are

No matter where patients require care, no matter what that patient needs and no matter who that patient is, Envision Healthcare’s professional team of care providers will be there to ensure better quality care, better results and better patient satisfaction.

Envision Healthcare understands that healing doesn’t start at the hospital door and it doesn’t end there either. Healing begins and ends with the patient and the only doors that matter are the ones we’re breaking through to ensure that healing tomorrow is more effective, more affordable and more accessible than it is today.

Learn more about Envision Healthcare by visiting evhc.net.

PIONEERING THE DELIVERY OF CARE™