

Background

Life Streams Medical Transportation is an ambulance service company based in Newark, New Jersey. The company currently provides this service to a roster of patients with a fixed schedule. It uses a manual system of scheduling its personnel to service the patients and bill the respective insurance carrier for the service. As a growing company, it has difficulty monitoring the services rendered to its patients and the corresponding payments it has received for it.

Objectives

The most urgent need for the company is to minimize its staffing cost and ensure that services rendered to its patients are billed and the amounts due are collected accordingly.

Solutions

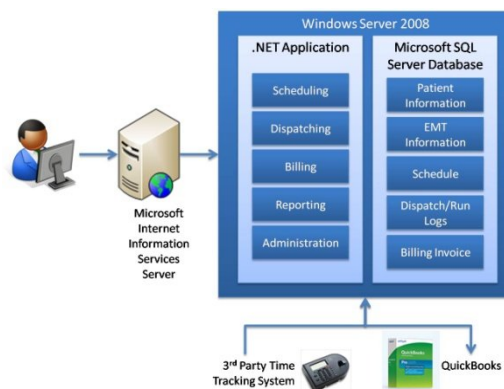
The client had several options to implement a solution:

- Develop a customized application designed to meet their needs.
- Purchase an existing application from a vendor based on the systems and functional requirements of the company.
- Enhance their existing manual policies and procedures by documenting and developing new policies, procedures and forms as appropriate to address management concerns.

Alternative Approaches

Customized Application

ARMO conducted a Business and Systems Analysis of the client's scheduling, dispatching, billing and accounting functions. Based on the analysis conducted, the system architecture shown was recommended:



Importance of Manual Procedures and Policies

During the analysis of the client's scheduling, dispatching, billing and accounting functions, it was discovered that proper procedures and policies were either non-existing or undocumented. This resulted in varying approaches in the daily conduct of the business. As such, ARMO developed for the client its accounting and related operational forms, policies and procedures. This was deemed necessary for the success of any system that will be put in place at the client's site.