

Patient Business Services

April 2021

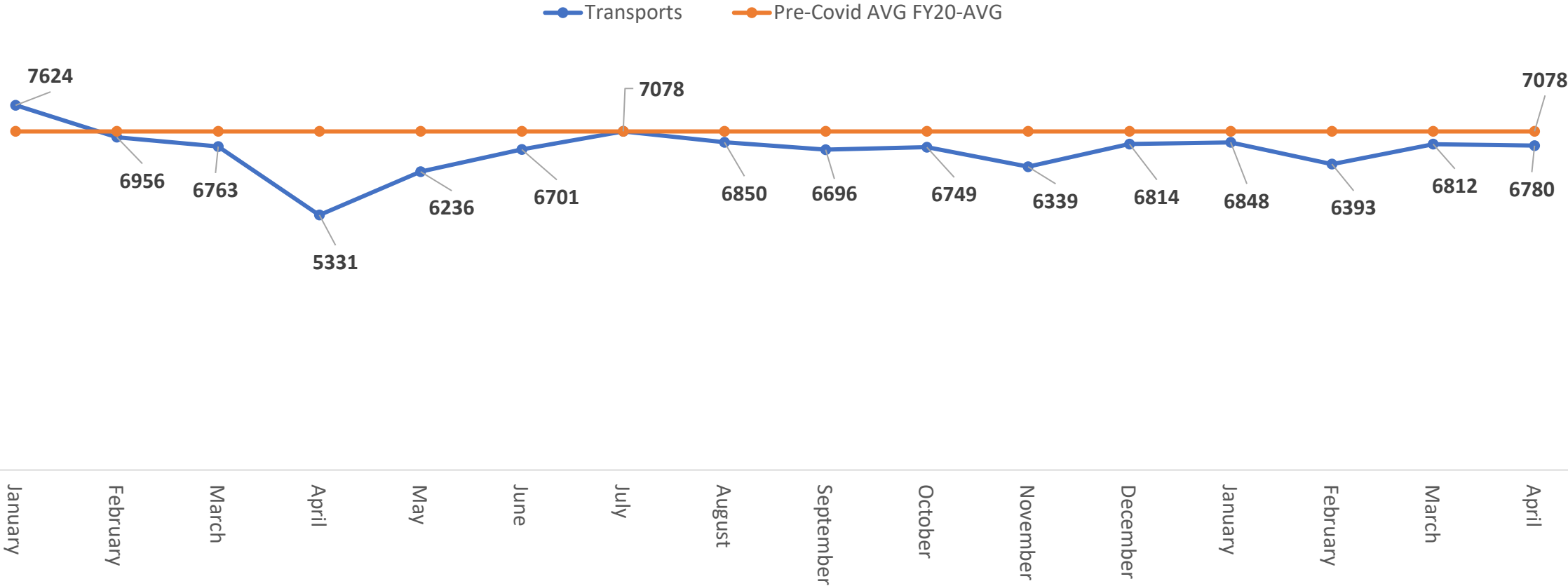
Angela McLain-Johnson, MA, RHIA
Chief Compliance/Revenue Officer



“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

Eastern Division Call Volume

Total Call Volume

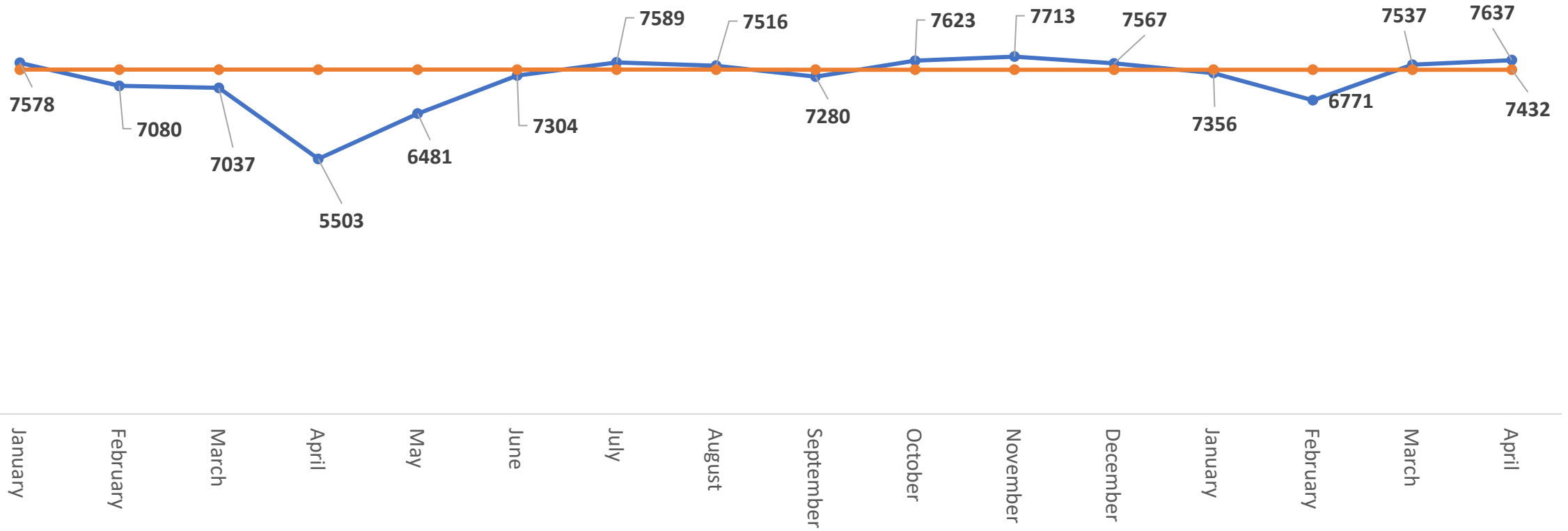


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Western Division Call Volume

Total Call Volume

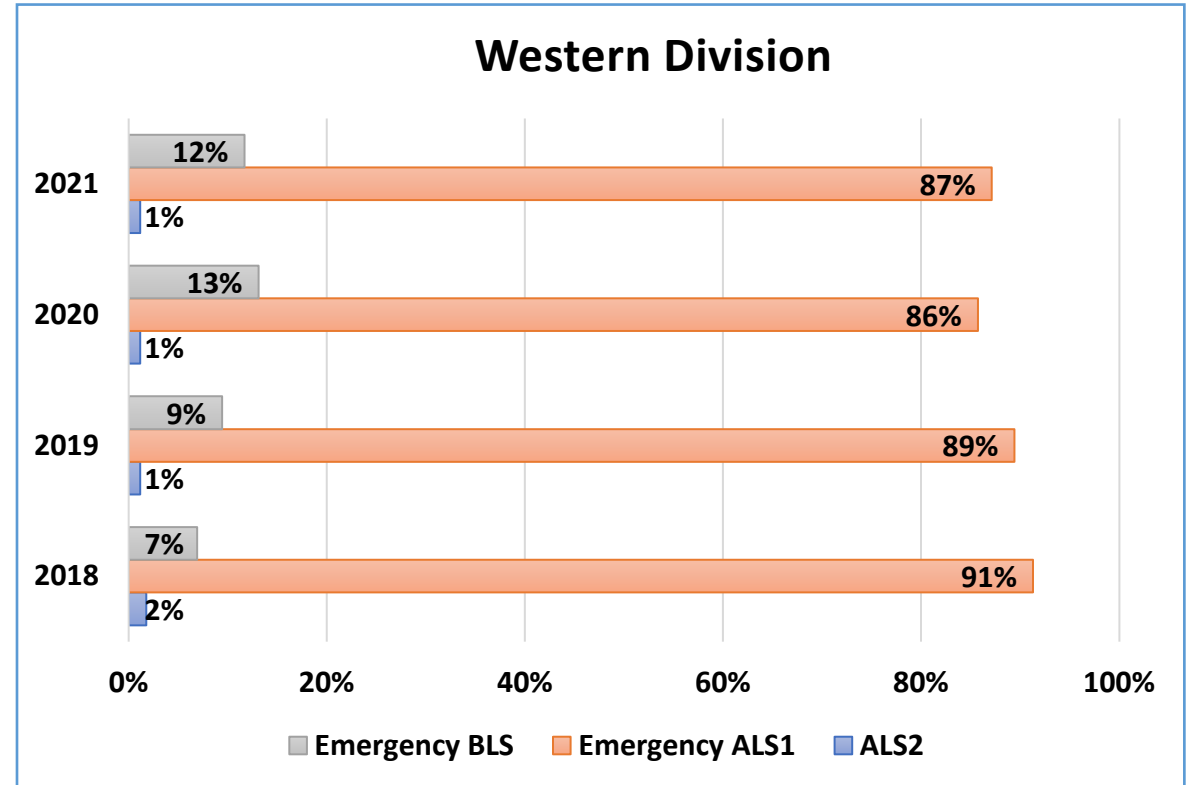
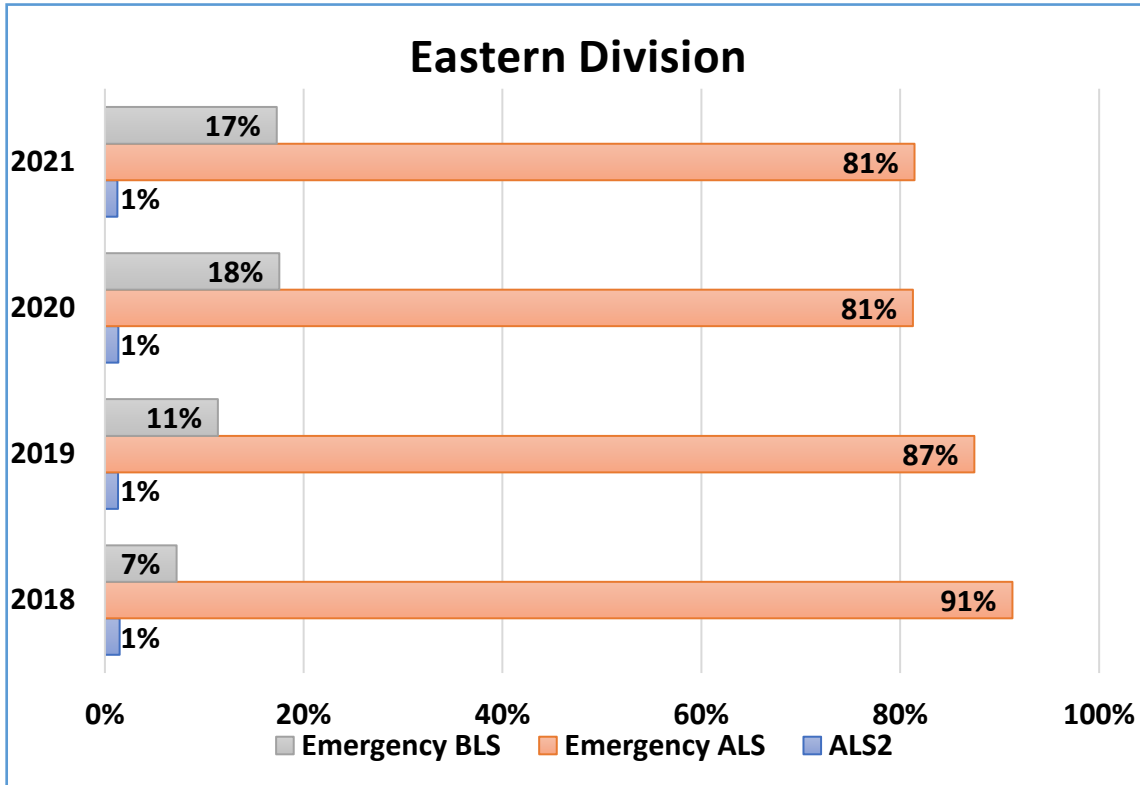
● Transports ● Pre-Covid AVG FY20-AVG



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EMERGENCY CALL TYPES

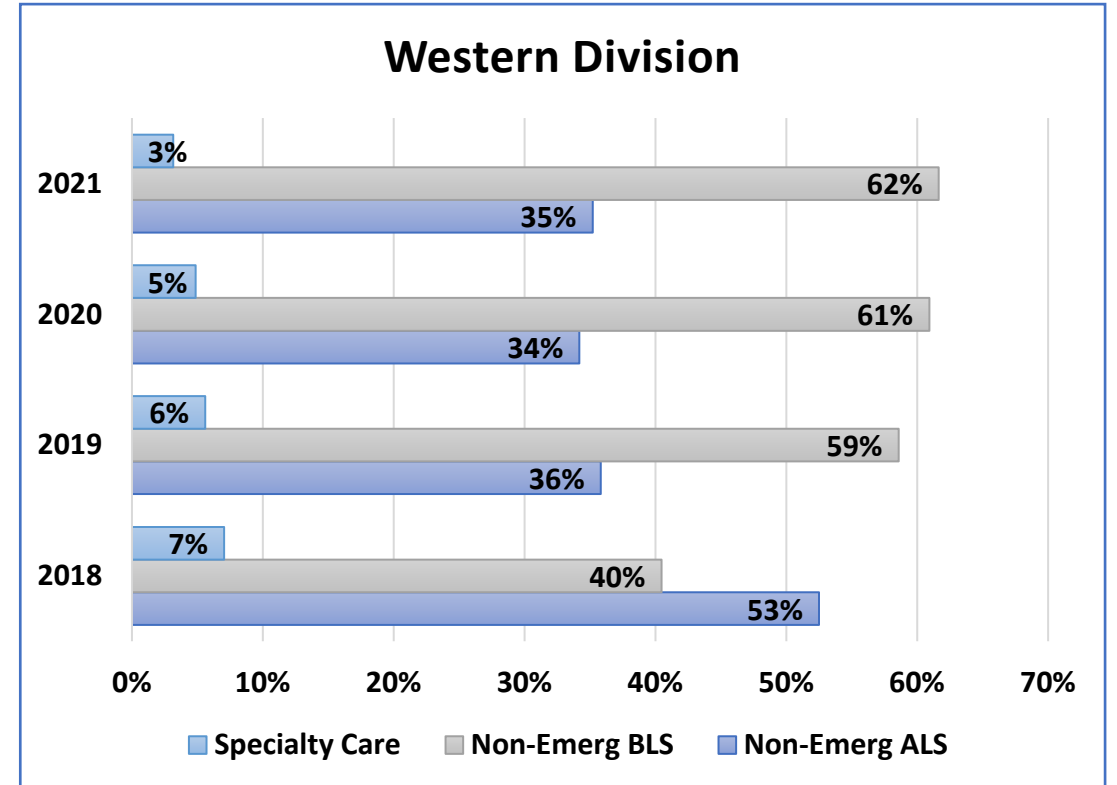
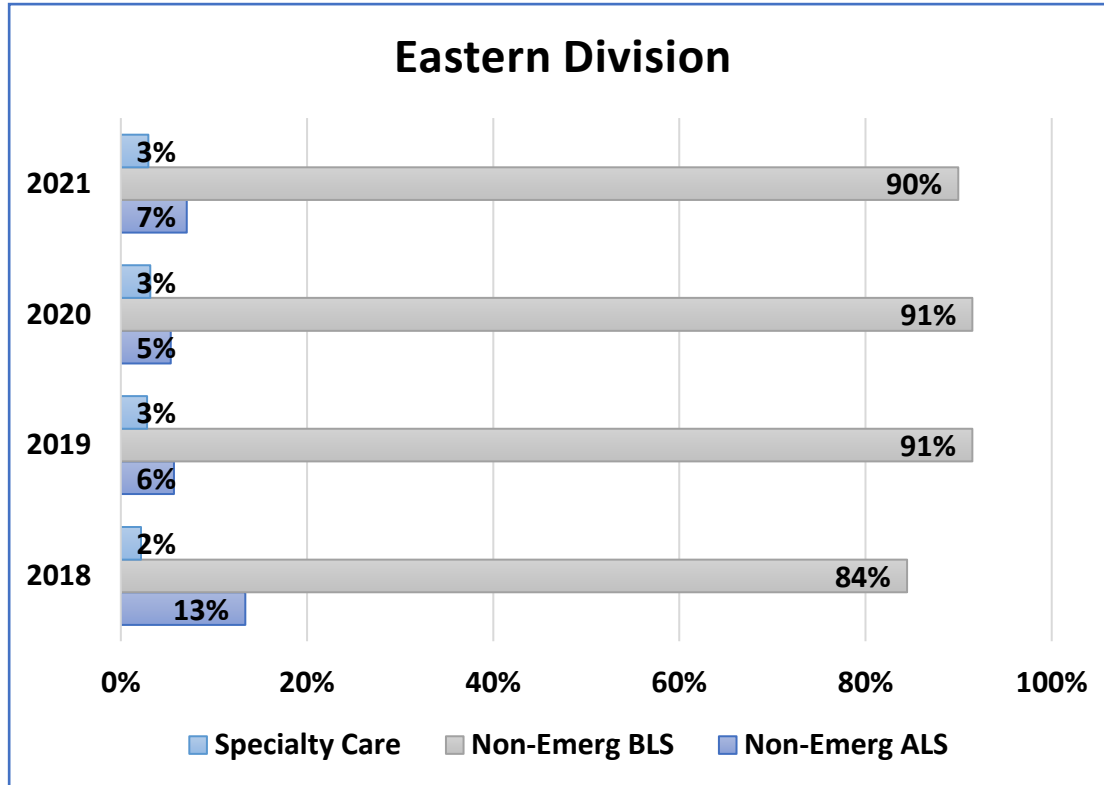
Eastern and Western Division



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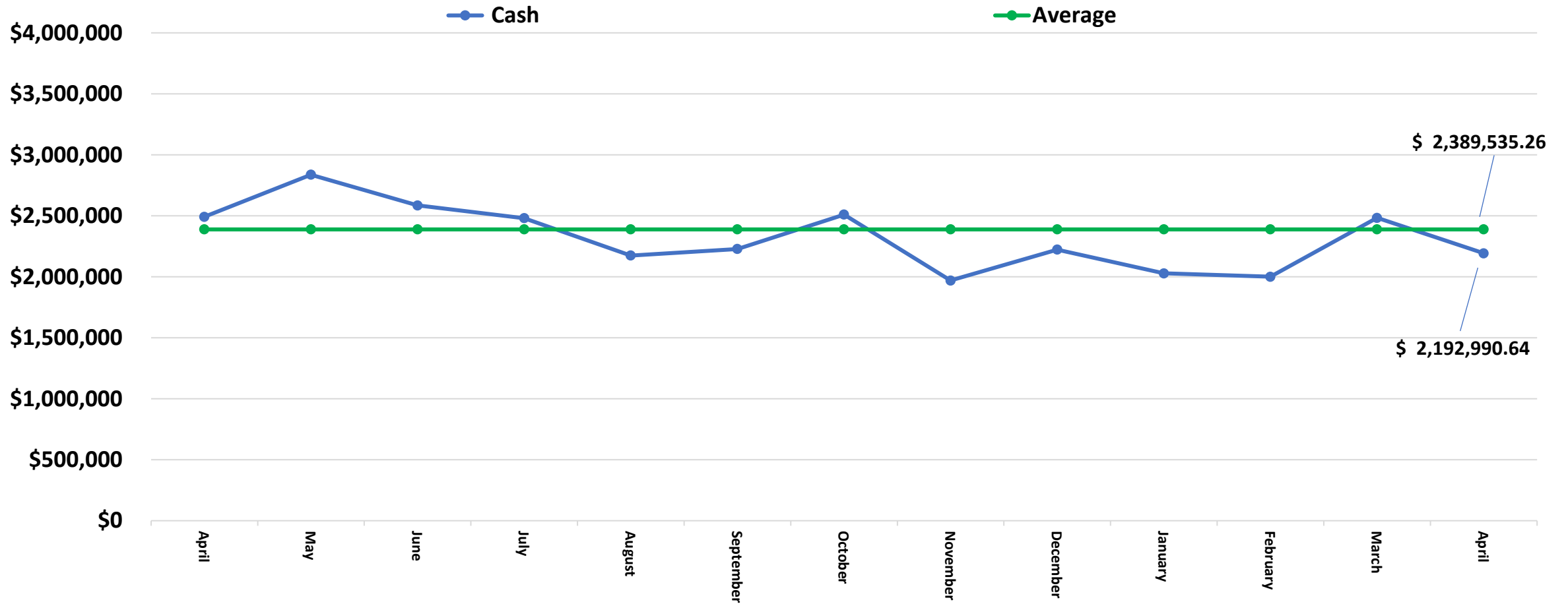
NON-EMERGENCY CALL TYPES

Eastern and Western Division



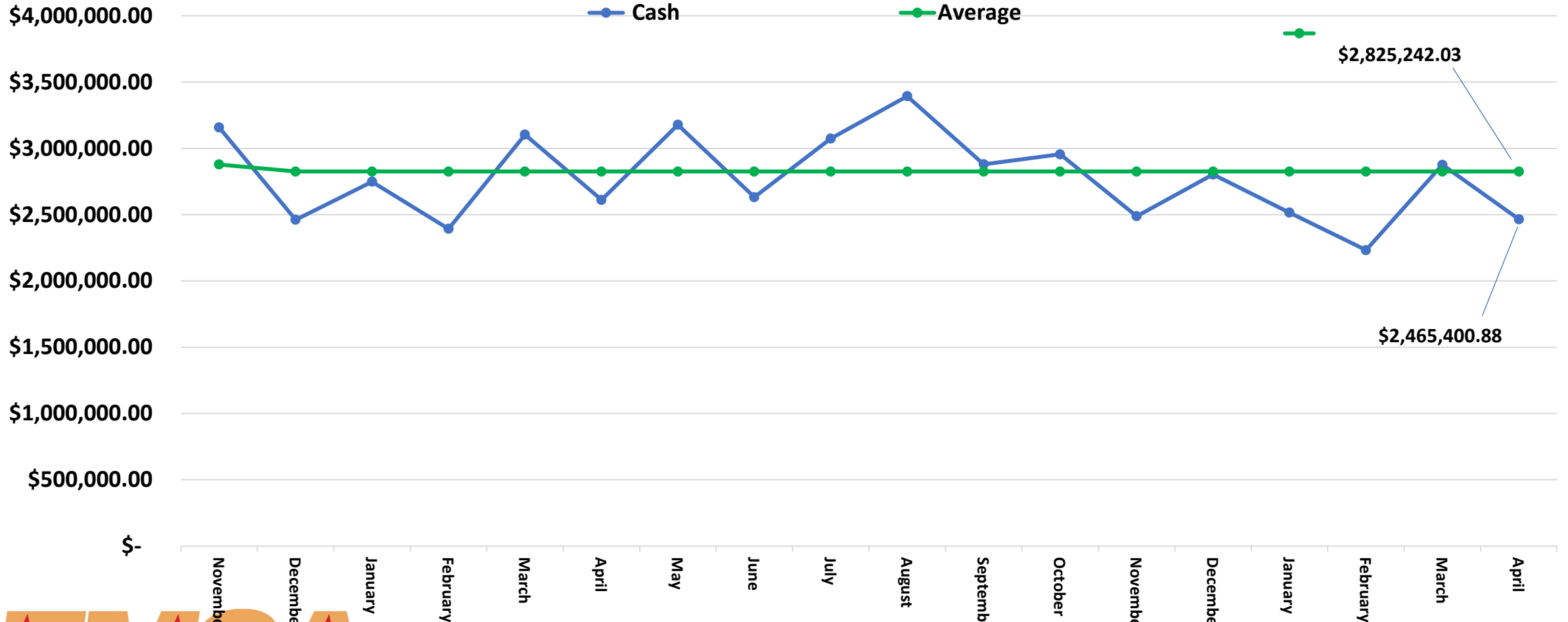
“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

Eastern Division Total Cash Collections



“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”

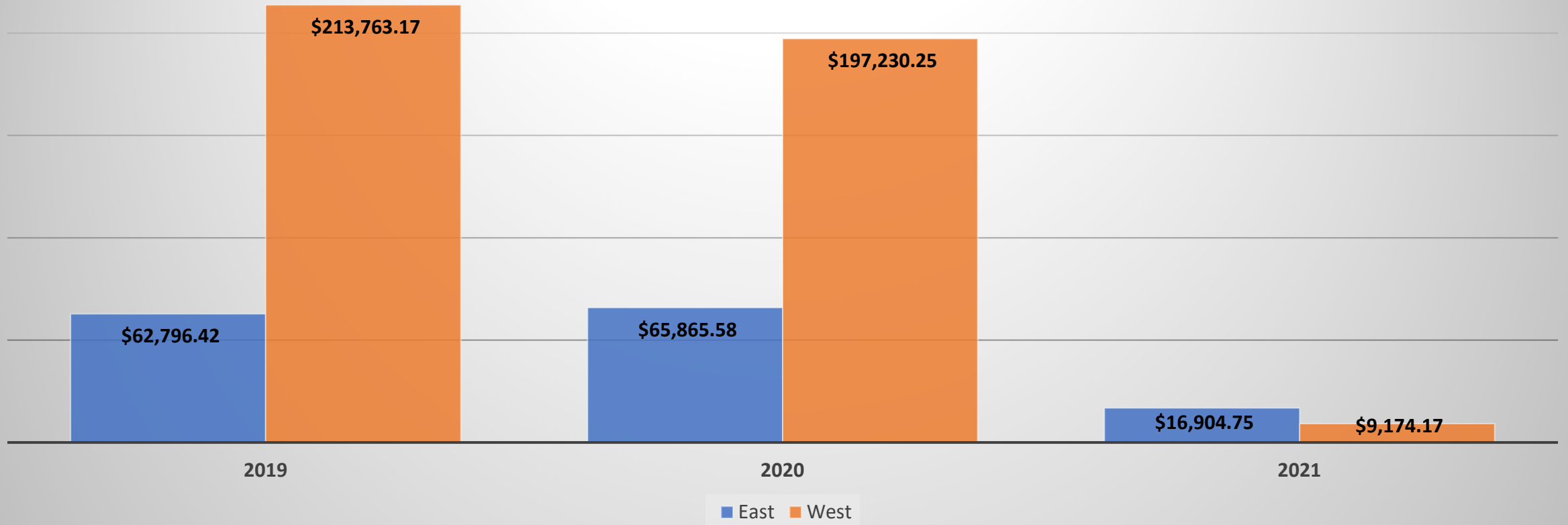
Western Division Total Cash Collections



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VA AVG PAYMENTS

Eastern and Western Division



“To serve our communities’ pre-hospital needs through value-driven, compassionate, and clinically superior care.”