

Ambulance Providers

The chart below includes information regarding private ambulance companies that provide both advanced life support and basic life support services to the Itasca area.

Company Name	Number of Ambulances	ALS Capability?	BLS Capability?	Serves Itasca?
Elite Ambulance	130	Yes	Yes	Yes
Superior Ambulance	200	Yes	Yes	Yes
A-Tec Ambulance	35	Yes	Yes	Yes
ATI Ambulance	31	Yes	Yes	Yes
Vandenburg Ambulance	90	Yes	Yes	Yes
MedEx Ambulance	80	Yes	Yes	Yes



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Elite Testimonials



Our Focus Is You. Providing compassionate care—delivered reliably and efficiently, Elite Ambulance has emerged as a leading ambulance service in the Chicago area. Led by a management team with more than 130 years of ambulance and healthcare industry experience including prior ownership of the largest private ambulance service in Illinois, our mission is to provide a distinctive brand of “Elite Care” – reliable responsiveness, expert medical assistance, flexibility and extensive resources beyond the call delivered by a team of caring

professionals.

Elite offers a full range of services, including emergency, non-emergency, dialysis, and bariatric transport as well as special events ambulance to serve the needs of individuals, municipalities, hospitals, nursing facilities, and health plans. Our ambulance stations are strategically located throughout the area, based upon careful analysis of call volumes, in order to provide prompt responses and reliable on-time performance. Combining decades of experience, quality people and a keen focus client on satisfaction enables Elite to offer innovative approaches tailored to fit each customer’s needs.

At Elite, we live our company values daily. Our culture emphasizes empathy, integrity, teamwork, professionalism, efficiency, accountability, innovation, flexibility, and continuous improvement.

Our people lead the way to make Elite the ambulance service of choice. Whether you’re a patient in our care ... a concerned family member ... or a case manager looking for resources or information to assist with important patient education and decision-making ... “Our Focus Is You” and in providing you with outstanding customer experience.

Elite Ambulance performs extensive background/reference checks and interviews to ensure qualified people are enthusiastic to join our team and share our commitment to the care of each patient and our company values.

Elite encourages career development of all employees while requiring strict compliance with industry and company regulations and codes of conduct. We have ongoing in-house training and continuing education of our paramedics and EMTs. Our performance and procedures are reviewed through a comprehensive quality assurance program in a continuing effort to improve patient care and outcomes, customer and company results.

Elite invests in the latest technology in all aspects of our business to assure that we deliver top-level, timely care. All 130 ambulances in our fleet feature state-of-the-art life support equipment, communications systems, and GPS tracking. We have industry-leading software in place in our Patients Accounts Department to provide accurate billing while protecting patient privacy.

Elite Ambulance is committed to the communities we serve through volunteer efforts, donations, and active participation. We are proud of our people, values, processes and promise to serve. We thank you for visiting our website and welcome the opportunity to be of service and value to you when you need it most.



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Emergency Services

Elite's EMS professionals stand ready with emergency medical transportation services for individuals as well as communities and fire departments to ensure residents receive proper care when seconds count. Elite's paramedics and EMTs possess the advanced training necessary to administer care, coordinate with on-scene first responders, communicate with emergency room physicians and transport patients to the appropriate facility.

Elite's emergency service offerings include:

- Constant communication between its dispatchers and crews and fire/police dispatch centers throughout calls with our contracted 9-1-1 services.
- GPS tracking of all ambulances.
- State of the art equipment to enhance cardiac arrest survival rates and overall patient outcomes.

With Elite ambulance stations strategically located throughout the area based upon careful analysis of call volumes, Elite is best able to provide prompt responses and reliable on-time performance.

Contact Us



Chicago - [773.429.8880](tel:773.429.8880); Suburbs - [708.478.8880](tel:708.478.8880); 24 hours a day, seven days a week



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Elite Services Non-Emergency Medical Transportation



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Non-Emergency Medical Transportation

A fair number of our patients require ambulance transportation on a non-emergency basis for medically necessary reasons. Examples include pre-scheduled transfers between hospitals, other healthcare or treatment facilities, or between patient's homes and hospitals.

Demand for non-emergency medical transportation ambulance services has increased with the growing number of specialized treatment and out-patient facilities, nursing homes and home health care agencies.

Elite Ambulance offers a continuum of options provided in accordance with our patients' conditions and specific medical needs:

Basic Life Support

Basic Life Support (BLS) ambulances provide transport to patients who do not require extra support or cardiac monitoring. A BLS ambulance is staffed by two Emergency Medical Technicians (EMTs) who have training in basic emergency medical care such as basic airway management, use of an automated external defibrillator (AED) and basic drug administration. Examples of BLS transports include:

- Hospital discharges
- Psychiatric discharges
- Basic Life support emergencies such as lower extremity fractures
- Interfacility transfers
- Transport to dialysis
- Doctor's offices

Advanced Life Support

Specialty Care Transport

Critical Care Transport

Bariatric Services

Wheelchair Van (also known as Medicar)

Elite personnel are available 24 hours a day, seven days a week to arrange the most appropriate level of care and transportation for each patient. With this variety of transportation options, we efficiently transfer patients to the appropriate healthcare facilities.



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Elite Ambulance offers a continuum of options provided in accordance with our patients' conditions and specific medical needs:

Basic Life Support

Advanced Life Support

Advanced Life Support (ALS) ambulances transport patients who need a higher level of care during transport above those services provided by a BLS ambulance. The unit is staffed by two Paramedics who have over 1,000 hours of education and training and are qualified to render advanced life support to patients such as advanced airway management, drug administration and cardiac monitoring under the direction of a hospital. ALS can be thought of as providing service equivalent to your local 911 agency/fire department ambulance. Patients who typically require ALS transport include:

- Medical/surgical patients with a continuous IV
- Patients on a cardiac monitor
- Patients with potential airway compromise
- Any patient deemed to have a potential complication during transport when reported by the sending facility
- Life threatening medical emergencies (For example: respiratory distress, stroke, seizure, chest pains)

Specialty Care Transport

Critical Care Transport

Bariatric Services

Wheelchair Van (also known as Medicar)

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Superior Ambulance

The first private ambulance service in DuPage County, IL, Superior Air-Ground Ambulance Service, Inc. was named after the service level its founders intended to provide all patients. Fifty years later, Superior has grown to offer patients and municipalities many services within the EMS industry. Superior offers ground and air transport for a vast variety of patient needs, including but not limited to Advanced Life Support, Basic Life Support, Critical Care Transport and Bariatric Transport.

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About Us

Superior Air-Ground Ambulance Service, Inc. and its affiliates (Illinois Medi-Car, Inc.; Metro Paramedic Services, Inc.; Norcomm Public Safety Communications, Inc.; Air Med 1; Paramedic Billing Services, Inc.; and Municipal Management Services, Inc.) are headquartered in Elmhurst, Illinois with multiple locations in Illinois and Indiana. Superior Air-Ground Ambulance Service of Michigan, Inc. is headquartered and has several locations in the Detroit metropolitan area.

Since 1959, Superior has grown to be the largest independent, locally-owned and operated emergency medical services provider in the greater Chicagoland area. The Superior companies employ more than 1600 individuals, including more than 1000 licensed EMS personnel, and operate a fleet of more than 200 ambulances. A second-generation, family-owned and operated business, Superior integrates family values into its daily operations and corporate vision.

Superior has created a foundation of success that has led to partnerships with more than 100 renowned healthcare institutions in the Chicagoland area (25 throughout DuPage County), as well as in Northwest Indiana and Southeast Michigan.

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Air Rescue: A behind the scenes look at medical helicopters

Take a look at WGN's article in [behind the scenes for Superior Air Ambulance](#).

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WBBM Radio interviews David Hill III

Bernie Tafoya talks with David Hill III about Superior Ambulance and his family.

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- Advanced Life Support Ambulances (ALS)
- Basic Life Support Ambulances (BLS)
- Wheelchair Vans (Illinois Medi-Car)
- Courtesy Vans
- Zoll M Series / Defibrillator
- Bio Med Ventilators
- SP02 Monitoring
- Datascope 100i Intra-Aortic Balloon Pump
- Lifeline
- Alaris 3 Channel Pumps
- CPR Certification / Re-Certification training
- Multiple In-service Educational Classes
- Special Event Medical Stand-By Services

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What to Expect - Critical Care

The goal of the Critical Care Transport team is to continue providing patients high-quality specialized medical care during transport, comparable to that available in the inpatient setting.

Benefits

- Hospital staff may remain on the unit, allowing for continuation of all treatment modalities during transport
- Nursing care can be initiated during transport
- Specialized equipment is provided by Superior

A Specialized Ground Transport Unit

- Team consists of a Critical Care RN and 2 Critical Care EMT-Ps
- Fully staffed 24 hours a day
- CCT designated ambulances
- Providing sophisticated transport modalities
- Utilization of high tech equipment to stabilize and maintain the needs of the most critical patients

Providing service to Northern Illinois

Supported by the St. Francis EMS System and is IDPH approved

Critical Care Team Credentials

Critical Care Registered Nurse

- Minimum 2 years critical care experience
- ACLS certification
- ECRN or IDPH approved prehospital program
- Within 6 months of joining the team:
 - NRP
 - TNS/TNCC or equivalent
 - PEPP/PALS
 - IASP Datascope training
 - CEN/CCRN preferred

Critical Care EMT Paramedic

- Minimum 2 years EMT-P experience and good standing with the St. Francis EMSS
- Critical Care Emergency Transport Program (University of Maryland) Certification
- ACLS Certification
- PHTLS/BTLS Certification
- Within 6 months of joining the team:
 - NRP
 - IASP Datascope training

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Norcomm Public Safety Communication, Inc.

The founder of Illinois' first private 9-1-1 Call Center providing police, fire and emergency medical dispatch for municipalities and fire protection districts. Norcomm Public Safety Communications, Inc. also performs burglar and fire alarm monitoring and installation. Norcomm also provides highly-trained personnel, such as 9-1-1 & 3-1-1 dispatchers, police records clerks and other specialized administrative staff, to municipalities.

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Norcomm 9-1-1 Consolidated Dispatch Center

Public Safety Answering Point (PSAP)

Norcomm was established in 1994 as Illinois' first private 911 call center serving police, fire and emergency medical dispatch for villages and fire protection districts. Norcomm is proud of both its leadership in entering the industry as well as its leadership in providing the highest quality of emergency support services.

The current Norcomm 9-1-1 Center was constructed in 2005 in concert with the Leyden Fire Protection District at its new fire station. The dispatch center is located completely below ground, protected at all times from outside access by an elaborate series of physical barriers and security systems.

The Center has several operator positions. Norcomm provides state-of-the-art equipment and facilities designed to receive emergency 9-1-1 calls. When calls are received, Norcomm then dispatches first responders to the emergency and provides ongoing logistical support to responding personnel. Norcomm purchased all new equipment for the operation of the Center, with careful consideration given to future growth. The new equipment purchased for this center includes modern ergonomic dispatch consoles, radio systems, digital voice logging recorders, and other essential alarm monitoring and dispatch equipment. The consolidation of emergency communications services is cost-effective, providing the opportunity for communities to utilize new equipment and software applications which they may not be able to afford individually. Norcomm can function as either a primary or secondary Public Safety Answering Point (PSAP) for receiving trunk-to-trunk transfers of 9-1-1 calls. Alarms can also be received via direct tie lines from police or other public safety agencies. Norcomm is capable of receiving fire alarms transmitted via either wireless or direct connect systems. Modern computer-aided dispatch applications, redundant communication and power and support systems ensure uninterrupted 9-1-1 call-taking and dispatch service. Norcomm's 9-1-1 call center incorporates the blue light crime camera technology monitoring system, which aids local communities in crime prevention, detection and response.

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WELCOME TO A-TEC AMBULANCE

EMERGENCY MEDICAL & AMBULANCE SERVICE OF NORTHERN ILLINOIS

A-TEC Ambulance, Inc. is a private Chicago ambulance company that services ten major hospitals and over 100 nursing homes in the Chicagoland area. A-TEC has on average 35 vehicles on the road daily providing non-emergency and emergency ambulance services and transports. A-TEC has the ability to provide medical transport to people that can walk or those who are in in wheelchairs all the way to Critical Care requests.



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A-TEC Medical Services



Basic Life Support (BLS)

For patients returning from hospitals, skilled nursing facilities, treatment centers and doctors offices, our EMTs treat each call with the highest level patient care possible. Our crews understand that when a patient is transported, it can be a stressful experience. That's why our crews are committed to making every transport as stress free as possible.



Advanced Life Support (ALS)

When lives are on the line, A-TEC's advanced life-support ambulances are there to help. Staffed by a licensed paramedic equipped to stabilize and treat patients that require a higher level of care , A-TEC ALS Ambulances include: Stryker Power Cot, Stryker Pro Stair Chair and a 12- lead cardiac monitor.



Critical Care Transport (CCT) with or without Nurse

When medically necessary, A-TEC provides inter-facility transportation for critically ill or injured patients. When ongoing care must be provided by one or more health professionals, A-TEC has the resources and advanced skills to handle these complex situations including: pediatrics, obstetrics, stroke, sepsis, respiratory, and cardiovascular care. A-TEC's registered nurses have a critical care background. Combined with our CCT paramedics which have years of EMS field experience in addition to completing training in our university accredited 96 hour Critical Care Emergency Transport Program.

A-TEC Dispatch Center



24 Hour Dispatch

Whether you are a patient , hospital, or retirement home if you need to schedule a transport or have a question about your transport this is the place to call!

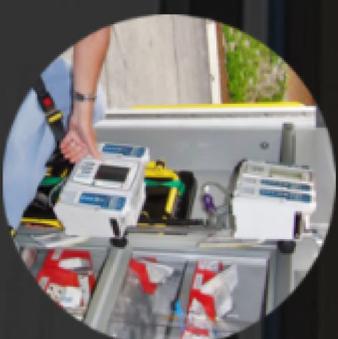
Dispatch personnel are on premise 24 hours a day to schedule all your emergency and non-emergency ambulance transportation needs. A-TEC's dispatch center functions off the Traumasoft's Computer Aided Dispatch (CAD) System. This CAD system assists the dispatcher in delivering the most accurate ETAs to any facility requesting our services.

1-800-729-2780



24 Hour Customer Care

Have a Question? need a pickup? Give our customer care center a call and they will point you in the right direction!



Trauma-Soft

The main feature of the CAD system is to isolate areas of high call volume and move vehicles and personnel to meet those needs in all of our service area. It highlights primary response areas for all Advance Life Support (ALS) transport, including the Critical Care Transporters (CCT).

The normal progression of emergency dispatch is to assign the appropriate level of care for each call received ensuring the best care for the patient. As dispatch assigns calls, the CAD system will track and predict the estimated length of the call. This will allow the CAD system to appropriately provide coverage of non-committed response vehicles while the emergency call is occurring. The staging of response vehicles is based upon scheduled calls and potential calls that may be received based on statistical data which is updated in real time based on any urgency that may arise.

Even with all this technology, A-TEC still makes it a point to review all policies and procedures to ensure that we are providing the highest quality of care, fleet management and performance evaluation.

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CONTACT INFO

2819 South Stewart
Chicago, IL 60616



Telephone: (708) 802-8101
FAX: (708) 802-8112

OUR HISTORY

Ambulance Transportation, Inc. (ATI), was founded and incorporated in 1997. Our commitment to excellent customer service fueled ATI's rapid growth from seven ambulances to its current size of thirty-one ambulances in just over two years.

After its first call on June 25, 1997, ATI quickly outgrew its small garage and moved to its current location at 2819 S. Stewart. The facility on Stewart was chosen due to its close proximity to the Dan Ryan expressway, which allows for rapid response times to many of the facilities serviced by ATI. Although ATI services many skilled nursing facilities and dialysis centers, its primary focus is providing all levels of ambulance transportation services to hospitals. Today we provide Basic Life Support (BLS), Advanced Life Support (ALS), Neonatal, Bariatric and Critical Care (CCT) services to more than twenty hospitals throughout the Chicagoland area.

ATI Ambulance is a wholly owned subsidiary of AMB Tran Group, Ltd., a leading provider of pre-hospital Emergency Medical Services in the entire Midwest. The company operates ninety ambulances in the Chicago marketplace and employs more than 700 licensed EMT's and support staff. In addition to ATI Ambulance, AMB Tran Group operates two other well known ambulance services in Chicago, Vandenberg Ambulance and Trace Ambulance. The company also operates Specialty Needs Transportation, a wheel chair van transportation provider. Together, the companies provide ambulance services to more than thirty hospitals and one hundred fifty nursing homes, transporting one hundred fifty thousand patients per year.

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OUR SERVICES



ATI Ambulance provides the following services:

ADVANCED LIFE SUPPORT

- Stable patients with no risk for deterioration (IVs)
- Stable patients with low risk for deterioration
- Stable patients with medium risk for deterioration
This would be a patient that has required some medical interventions and has responded to those interventions
- Stable patients with high risk of deterioration
- Trauma and OB patients not requiring an RN
- Patients with advanced-airway needs, such as patients on ventilators or requiring pacing
- Patients with CPAP
- Patients with tracheostomy
- Patients requiring suctioning
- Can start and maintain IVs without additives and that are not on pumps
- Can transport with RNs from hospitals, if necessary
- 12-lead cardiac monitoring functionality
- Patients with LVAD

BASIC LIFE SUPPORT

- Stable adult and pediatric patients
- Neonatal with team
- Patients on oxygen
- Patients with saline locks (not initiated pursuant to emergency care)
- Patients with tracheostomy
- Patients requiring suctioning
- Patients with behavioral emergencies
- Hospice patients
- Patients being discharged home and unable to ambulate/transport safely in wheelchair
- Interfacility transports for stable patients
- Bariatric services available

CRITICAL CARE TRANSPORT

- Unstable complex adult and pediatric patients
- Patients on IV drips with pumps and advanced pharmacology
- Patients with chest tubes

Critical Drug, Equipment and Supply List

- Infusions:
- Amiodorone
 - Dobutamine
 - Dopamine

- Heparin
- Insulin
- Levophed
- Lidocaine
- Lipid Emulsions
- Nitroglycerin
- Potassium Chloride
- TPN (Total Parental Nutrition)

- Additional Meds to Administer:
- Etomidate (drug assisted intubation)
 - Zofran (Nausea)

- Equipment:
- Chest tubes (transport)
 - Portable Ventilators (carry)
 - SMARTPUMP (carry)
 - Fiberoptic lighted laryngoscope handles (carry)
 - Boughie stylettes (carry)
 - Zoll 12 lead monitor with capnography (carry)

NURSE AND TEAM TRANSPORT

Nurse transports and Team transports are available upon request

SPECIAL EVENT SERVICES

We provide medical standbys for all of your special events. Please fill out the [Special Event Form](#) for more information.

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EVIDENCE BASED PRACTICES

Customer satisfaction is the foundation of ATI Ambulance. Customer satisfaction is delivering the highest quality of transportation services and working aggressively to continuously improve our customers' expectations.

There are true challenges facing us in the healthcare industry. While more Americans will receive better healthcare coverage, it will be the healthcare providers that will have to adapt and navigate thru rising healthcare costs coupled with reduced reimbursement. In order to continue to be leaders in the transportation industry, ATI Ambulance places a strong emphasis on aligning our cultural vision and practices with those of our healthcare partners. We align our industries' best practices with innovative methods and state-of-the-art technology to continuously improve patient and customer experiences.

In conducting focus groups and face-to-face interviews with our healthcare partners, ATI has been able to identify 5 key indicators that determine overall customer satisfaction with our services:

- Delivering quick and accurate response times;
- Courtesy and professionalism of our employees;
- Appearance and condition of ambulance and equipment being utilized by crew;
- Ability to integrate into the hospital community; and
- Being responsive and adaptive to the changing needs in the hospital setting.

ATI Ambulance is committed to exceeding your transportation expectations.

QUALITY IMPROVEMENT

ATI Ambulance plans, develops, and implements quality improvement initiatives. We perform quality improvement studies ranging from review of every Critical Care transport to basic documentation analysis. Additionally, ATI develops customized studies to assist allied health partners investigating specific key metrics and performance indicators.

ATI Ambulance facilitates and designs quality improvement monitors with input from representatives of other private ambulance providers and hospitals in the greater Chicago EMS systems. These monitors provide opportunities for continuous areas of improvement in patient care and overall enable private ambulance providers to expand their scope of practice to the communities in which they serve.

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CONTACT INFO

8400 W. 183rd Place
Tinley Park, IL 60487



Telephone: (708) 532-1613
FAX: (708) 633-1677

OUR HISTORY

Vandenberg Ambulance has been continuously operated by the Vandenberg family since before 1960.



Original Vandenberg Ambulance

The Vandenberg's have owned and operated funeral homes for four generations, and the ambulance service was created to fill an unmet need for emergency medical transportation. In the early days of EMS, Vandenberg Ambulance was the only option for communities located in the south suburbs of Chicago. The company responded to motor vehicle accidents in communities from Blue Island to Joliet, and over time, began serving hospitals and nursing homes. The services provided in the very beginning were only those of a first responder, and that was simply the transport of an injured patient to the closest hospital. Today, Vandenberg Ambulance is one of only a few companies in Illinois licensed as a Critical Care Transport provider. The highly trained Critical Care Paramedics are capable of transporting the most seriously ill patients with multiple IV drips, ventilators, chest tubes or other traumatic injuries. All of this is accomplished in a highly equipped Critical Care ambulance. As EMS continues to evolve in Illinois, Vandenberg Ambulance will continue to be the leader in pre-hospital care.

Vandenberg Ambulance is a wholly owned subsidiary of AMB Tran Group, Ltd., a leading provider of pre-hospital Emergency Medical Services in the entire Midwest. The company operates ninety ambulances in the Chicago marketplace and employs more than 700 licensed EMT's and support staff. In addition to Vandenberg Ambulance, AMB Tran Group operates two other well known ambulance services in Chicago, ATI Ambulance and Trace Ambulance. The company also operates Specialty Needs Transportation, a wheel chair van transportation provider. Together, the companies provide ambulance services to more than thirty hospitals and one hundred fifty nursing homes, transporting one hundred fifty thousand patients per year.

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OUR SERVICES



Vandenberg Ambulance provides the following services:

ADVANCED LIFE SUPPORT

- Stable patients with no risk for deterioration (IVs)
- Stable patients with low risk for deterioration
- Stable patients with medium risk for deterioration
This would be a patient that has required some medical interventions and has responded to those interventions
- Stable patients with high risk of deterioration
- Trauma and OB patients not requiring an RN
- Patients with advanced-airway needs, such as patients on ventilators or requiring pacing
- Patients with CPAP
- Patients with tracheostomy
- Patients requiring suctioning
- Can start and maintain IVs without additives and that are not on pumps
- Can transport with RNs from hospitals, if necessary
- 12-lead cardiac monitoring functionality
- Patients with LVAD

BASIC LIFE SUPPORT

- Stable adult and pediatric patients
- Neonatal with team
- Patients on oxygen
- Patients with saline locks (not initiated pursuant to emergency care)
- Patients with tracheostomy
- Patients requiring suctioning
- Patients with behavioral emergencies
- Hospice patients
- Patients being discharged home and unable to ambulate/transport safely in wheelchair
- Interfacility transports for stable patients
- Bariatric services available

CRITICAL CARE TRANSPORT

- Unstable complex adult and pediatric patients
- Patients on IV drips with pumps and advanced pharmacology
- Patients with chest tubes

Critical Drug, Equipment and Supply List

- Infusions:
- Amiodorone
 - Dobutamine
 - Dopamine

- Heparin
- Insulin
- Levophed
- Lidocaine
- Lipid Emulsions
- Nitroglycerin
- Potassium Chloride
- TPN (Total Parental Nutrition)

Additional Meds to Administer:
 Etomidate (drug assisted intubation)
 Zofran (Nausea)

Equipment:
 Chest tubes (transport)
 Portable Ventilators (carry)
 SMARTPUMP (carry)
 Fiberoptic lighted laryngoscope handles (carry)
 Bougie stylettes (carry)
 Zoll 12 lead monitor with capnography (carry)

NURSE AND TEAM TRANSPORT

Nurse transports and Team transports are available upon request

SPECIAL EVENT SERVICES

We provide medical standbys for all of your special events. Please fill out the [Special Event Form](#) for more information.

WHEELCHAIR TRANSPORT

- Curbside pickup from residences
- Bedside pickup from hospital
- Medical Appointments
- Dialysis appointments
- Must have a valid medical purpose

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Medical Express Ambulance
Service
5650 Howard St
Skokie, IL 60077

24 Hour Dispatch:

847 674-9111
773 725-9111

Administration:

847 673-6333

Fax:

847 673-4520

Email:

info@medexambulance.com

Or use our [contact form](#).

Share

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Ambulance Service, Inc.

In February 1998, Lauren Rubinson launched an ambulance service with a card table, a telephone and two ambulances parked outside a Chicago storefront. “We called it MedEx,” said Rubinson. “And we didn't even have our own garage.”

After 13 years working for other private ambulance providers, Rubinson believed there was a better way to provide customer service to patients, hospitals, nursing homes, and families, as well as a better culture for employees.

She knew the industry inside and out having held management positions in accounting, billing, sales and marketing at Reliable Ambulance, Tower Ambulance and AMR Ambulance.

“Believing you can do something better, and then giving your heart and soul to prove you’re right is what drives most entrepreneurs,” says Rubinson. “We worked 24/7 to make MedEx a success. The early days were pretty tough on me and our first group of employees, but we did it and I now call them *“the good old days.”*”

MedEx now employs more than 375 full-time and part-time emergency medical technicians, paramedics and administrative staff and operates a fleet of more than 80 vehicles.

MedEx offers medical transportation services including all levels of ground ambulance service, a state-of-the-art critical care program and air ambulance services to hundreds of healthcare facilities throughout the Chicagoland area including Lurie Children’s Hospital, University of Chicago Medicine, University of Illinois Hospital, Kindred Hospitals of Chicago, Tenet Healthcare Chicago and Swedish Covenant Hospital.

Take care of employees first

Right from the start, Rubinson wanted MedEx to be different from its competitors. Rather than focusing on trucks and equipment, she emphasized culture, employees and relationships. “It’s a high stress business,” said Rubinson, “To be successful, you have to take care of your employees, and in turn they’ll take care of your customers. And with a shortage of EMS professionals around the country, it's crucial for our company to be recognized as a great place to work.”

Recognition from a trusted partner

In 2013, Rubinson was recognized by Chase Bank for being an entrepreneur that represented the spirit of American business. A longtime Chase client, Rubinson was featured in Chase’s “Mission Main Street” multi-media advertising campaign that featured success stories from a business owner’s perspective. Nominated by bankers for their unique and compelling stories, Rubinson was among nine Chase clients

featured in the campaign out of more than four million middle market businesses across the country.

Appearing on television and radio commercials, as well as business and trade publications, was new to Rubinson. “I don’t want to tell you how many takes it took to create the TV spot,” said Rubinson. “Let’s just say the crew and Chase banker I worked with are very patient people.”

Technology first

One of the greatest benefits of the Chase campaign was that it exposed the MedEx story directly to consumers and other businesses. A key element of that story is that MedEx leads the ambulance service industry in cutting-edge technology and innovation. It was the first ambulance service in Chicago – and one of the first in the nation – to use Zoll’s computer-aided dispatch software, which integrates on-board computers, GPS/navigation and Zoll E-Series cardiac monitors.

In 2015, MedEx became the nation’s first ambulance service to use Google Glass to visually connect paramedics in the field directly with doctors. With Google Glass, MedEx can transmit live audio and video from the ambulance directly to a physician.

“I believe in staying ahead of the curve when it comes to equipping our ambulances with the latest innovations,” said Rubinson.

At the 2018 Chicago Auto Show, MedEx displayed a “Concept Ambulance” that includes a Lockheed Martin Indago unmanned aircraft system (UAS) – better known as a drone. At the previous year’s Chicago Auto Show, MedEx exhibited a high-tech ambulance created in partnership with the University of Chicago Aeromedical Network, or UCAN, which transports critical patients via ground and air. MedEx worked closely with UCAN staff to integrate aviation technology into their ambulance.

Beyond technology, Lauren has driven innovation for the EMS industry as well as her company. MedEx is a leading EMS practitioner of MIH (mobile integrated healthcare)—mobile services providing health care outside of the hospital. The goal is to improve patient health while preventing hospital readmissions.

Believing in yourself and your vision

In a recent Chase Bank newsletter, Rubinson explained that creating MedEx wasn’t something that she wanted to do. “Creating MedEx was something I needed to do,” she said. “And being a woman was never a disadvantage: If you can do a better job, it doesn’t matter if you’re a man or a woman.”

Rubinson likes to spread positive messages and believes in the power of positive thinking. “Even in those early days when we stared at the telephone praying for it to ring with a transport request, I told the team that our plan for MedEx will work.” That was twenty years ago,

when MedEx conducted three transports a day. Nearly two decades later, MedEx averages more than 200 transports a day.

Rubinson has served as a Board Member on the Swedish Covenant Hospital Foundation Board since its inception in 2007. She has also served on the Hospital's Women's Health Initiative Campaign Steering Committee and, along with her husband Glenn, chaired a successful 2013 gala for the Hospital raising more than \$800,000 for the Women's Health Initiative.

Rubinson was the recipient of the Swedish Covenant Hospital's "Spirit of Compassion" Award in 2015 in honor of the contributions she has made to the hospital and community. In 2016, Rubinson was recognized by EMS1 Magazine as one of fourteen of the most influential women in EMS throughout the world.

Rubinson is an active member of the American Ambulance Association (AAA) and the Illinois State Ambulance Association (ISAA) and serves on the AAA Nominating Committee.



MEDICAL EXPRESS AMBULANCE SERVICE

Chicagoland's Leading Provider of Ambulance Service

• *Basic Life Support*

• *Advanced Life Support*

• *Critical Care Transport*

• *Critical Care with RN*

• *Bariatric Services*

• *Specialized Equipment*

• *Medicar Transports*

• *Service Car Transports*

• *Courtesy Van Transports*

Medical Express Ambulance Service
5850 Howard St
Skokie, IL 60077

24 Hour Dispatch:

847 674-9111
773 725-9111

Administration:

847 673-6333

Fax:

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Email:

info@medexambulance.com

Basic Life Support (BLS) Ambulance

Staffing: Two Licensed Emergency Medical Technicians-Basics (EMT-Bs)

Capabilities:

- Oxygen Therapy
- Automated External Defibrillator (AED)
- Spinal Immobilization
- Blood Glucose Monitoring
- Albuterol Nebulizer
- Bleeding Control and splinting
- Combi-Tube Insertion



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Advanced Life Support (ALS) Ambulance

Staffing: Two Licensed Emergency Medical Technicians-Paramedics (EMT-Ps)

Capabilities:

- IV infusions (regulated by IV roller clamp)
 - D5W
 - D5 0.2NS
 - D5 0.45NS
 - D5 0.9NS
 - 0.45NS
 - 0.9NS
 - Lactated Ringer's
- Airway Management (includes BVM & intubation)
- Albuterol Nebulizer
- Ventilator Dependent Patients
 - Tracheostomy tube care provided
- Capnography
- 12 Lead Capability

Buretrols, Pulse Oximetry & Zoll Cardiac Monitors are standard equipment



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- *Specialized Equipment*
- *Medicar Transports*
- *Service Car Transports*
- *Courtesy Van Transports*

Critical Care Transports with RN

Staffing: Two CCEMT-Ps and an RN with ED/ICU experience

Capabilities:

- Additional IV medication infusions (regulated by IV infusion pump)
- Intra-Aortic Balloon Pump (IABP) transports
- Other Equipment as Required

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