



From Denmark to the United States

Integrated Dispatch & Billing Symposium



March 22 & 23, 2018

MedStar Mobile Healthcare, Fort Worth, TX

Medstar Mobile Healthcare, [Copenhagen EMS](#) and [Logis Solutions](#) invite you to a **2 day symposium** to present and discuss the opportunities and challenges of creating an integrated dispatch and billing system focused on the safe, effective and efficient **navigation of patients through the healthcare system**.

During this symposium you will learn first-hand how, based on the EMS Model in Copenhagen, MedStar is transforming its service line and economic model from simply “you call, we haul” to a full-service, patient-centered model of care delivery, using our 9-1-1 call center as the hub of operations and billing.

Who Should Attend:

- EMS & Public Safety dispatch, billing and operations leaders
- EMS Billing Agencies
- Independent Practice Associations
- Managed Care Organizations
- Hospital ED, Case Management and Care Transitions Leaders
- Home Health & Hospice Agencies
- Post-Acute Care Management Agencies
- Accountable Care Organizations

Bringing together EMS, hospital, urgent care, home health, hospice, primary and specialty care clinics, physician group practices and healthcare payers, the **Integrated Dispatch & Billing Symposium** aims to build partnerships and provide opportunities for share learnings, challenges and opportunities for perplexing issues such as:

- Developing and implementing an integrated Computer Aided Dispatch (CAD) solution
- Effective methods for enhancing CAD integration/interoperability between agencies and systems
- The role of emergency and non-emergency transport in supporting patient navigation
- Transitioning from an address-based to a patient-centered call taking and dispatching process
- Providing in-house nurse triage and nurse advice
- Mechanisms to enhance inter-facility transfer requests
- New billing processes to effectively manage services not billed as traditional fee for transport

Attendance is free, but program is limited to 80 attendees. Lunch and light refreshments will be provided both days.

RSVP to MZavadsky@medstar911.org

Agenda – Day 1

Thursday, March 22nd

- 09:00 – 09:30 Welcome and Introduction by Medstar
- 09:30 – 10:00 Introduction to Copenhagen EMS and how it was in 2009
- 10:00 – 10:30 Coffee break
- 10:30 – 12:00 The path to integrated outpatient health
- 12:00 – 13:30 Lunch
- 13:30 – 15:00 Copenhagen EMS now and future
- 15:00 – 15:30 Coffee break
- 15:30 – 17:00 Discussions & MedStar Facility Tours



Agenda – Day 2

Friday March 23rd

09:00 – 11:00	Visit the Medstar center and discussions
11:00 – 12:00	Logis Solutions IDS part I
12:00 – 13:30	Lunch
13:30 – 15:00	Logis Solutions IDS part II
15:00 – 15:30	Coffee break
15:30 – 17:00	Logis Solutions Roadmap and discussions



Background:

Many American healthcare experts reference best practices in Europe as models for care delivery. As U.S. health systems and EMS agencies continue the transformation of service delivery from volume to value, integrated models of care are making great strides in achieving the Triple Aim.

Dr. Jan Noertved, the Chief Technology Officer of Copenhagen EMS, will present how they managed in a relatively short timeframe to convert a disparate outpatient health system into a single point of entry, and fully coordinated outpatient solution.

About Copenhagen EMS

The Copenhagen EMS service not only provides the typical services, but also includes Nurse Triage Hotline, home visits by physicians and a single point of contact between citizens and the Health system. The dispatch center in Copenhagen currently handles more than 1 million calls per year and is the navigation hub for Hospitals. The call center not only receives and dispatches EMS calls, but can arrange clinic or ER visits, as well as admit patients to hospitals. Using this model to streamline healthcare in Copenhagen, they now have the shortest wait times ever in the emergency rooms. In addition they manage 40% of all emergency and non-emergency calls in Denmark through their fully integrated EMS service.

About Logis Solutions

Logis IDS is an intelligent multi-agency and multi-jurisdictional computer aided dispatch (CAD) solution. Logis IDS operates as a stand-alone solution or integrates with other CAD systems and can be used in a single-or multiple-agency scenario. Logis IDS manages the full operational process from call registration and triage to provision of the services. These services are not only limited to the dispatching of emergency or non-emergency patient transports, but also include services provided directly in the call center such as medical advice, referral to healthcare facilities and the provision of mobile integrated healthcare services. To achieve this, Logis IDS uses advanced technology to automate scheduling, recommend units and optimize activities in real-time.

Additionally, Logis is developing a revolutionary new billing platform that supports not only traditional EMS services, but economic models based on population-based payments, patient enrollment fees and patient contact fees for community paramedicine service lines.

Preferred Hotel Accommodations:

LaQuinta Inn & Suites, 7310 Calmont Avenue, Fort Worth, TX 76116

817-244-4777

<http://www.laquintafortworthwest.com/>

