



SUCCESS STORY

Amery (WI) Area EMS: Customer Profile

The old whiteboard where Amery Area Ambulance members once discovered their monthly schedules still hangs on the wall above the station computer, but the names were erased 10 years ago when AAEMS signed on with Aladtec.

Schedules were actually jotted on a clipboard, then transferred to the whiteboard. "We passed the monthly calendar around at our meetings," said Director Nicole Gullickson. Members indicated their shift preferences and a leader distilled the info to a written document, which staff were responsible for recording on their personal calendars.

Gullickson laughs when she recalls AAEMS' transition to the digital era. If anyone complained, she wasn't around to hear it.

The first shoe to drop was implementation of an electronic patient reporting platform right when Gullickson departed to deliver her first child. Then service leaders were training for the Aladtec migration in 2009 when Gullickson began labor with her second child. "When we switched over, it was a fairly smooth transition. The few challenges (members) had were those without internet access." Although connectivity in the region has improved a lot since then, a few members still don't have smart phones, but "they're still able to get text messages," Gullickson said.

Aladtec has continued to serve Amery EMS as they've shifted from part time volunteer to a paid 24/7 service.



"I've had people say, 'I didn't sign up for that!'," implying that someone else had obligated them to a shift. "It has been very nice to be able to go back, see who logged in, see who signed up, and the time that it occurred."

— Nicole Gullickson, Director Amery Area Ambulance



DEPARTMENT INFO

ROSTER

21 sworn and civilian employees

CALLS

About 1,300 in 2017

SERVICE AREA

10,500 residents, about 200 sq. miles

APPARATUS

3 ALS ambulances, housed with sleeping quarters, kitchen and lounge

FEATURES

Community located in rural farm & lake country, 60 miles northeast of Minneapolis-St. Paul

SPECIAL CHALLENGES

Significant spike in lakes-area population during summer months, three youth camps, Apple River with various tributaries, extensive elderly housing

Aladtec users since 2009

www.ameryareaeems.com



Nicole Gullickson

She joined Amery Area EMS as a volunteer in 1998, going full-time in 2000, and has been the director since 2004. She's currently completing paramedic training at Wisconsin Indianhead Technical College, New Richmond, while her husband, Dan, is a former chief at Dresser-Osceola-Garfield Fire Assoc's Garfield branch and also an EMT-A at AAEMS.





Aladtec®



Neighboring Agencies also using Aladtec

Clear Lake, Osceola, New Richmond-, Baldwin- area ambulance services; Northland Municipal Ambulance, Luck; Boyceville Community Ambulance Service; Lakeview Hospital EMS, Stillwater, MN; Washington Co. Sheriff's Dept., Stillwater, MN; North Memorial Air Crew, Forest Lake, MN; Hudson Police Dept., Hudson; St. Croix EMS & Rescue, Hudson; Rice Lake Police Dept., Rice Lake; River Falls Area Ambulance & River Falls Police Dept., River Falls; White Bear Lake Fire Dept., WBL, MN; Spring Valley Area Ambulance, Spring Valley; Oakdale Fire & Oakdale Police depts., Oakdale, MN; Serving Hands LTC, Hudson; and Animal Emergency & Referral Ctr., St. Paul.

"I like the fact that over the years, we've changed the dynamics of how we schedule. We've gone from advanced-level service to paramedic service, and we've had to make changes there. We've gone from a twoperson staff to a three-person staff to a two-person staff, then back to having a float, then to staffing two trucks. Next up is two trucks with 24/7 staffing."

"Having the flexibility to just go in and make those changes is nice," said Gullickson.

She has called Aladtec support on occasion for assistance when she's forgotten some nuances of the program. "Everybody's always so good. They have great service."

Beyond providing members with real time schedule information, Gullickson appreciates Aladtec's text and e-mail capabilities. "I think it has just opened the communications big-time, because you can get messages out very quickly," she said.

Late one night in February, 2018, a seal on a large pipe within the City's water system failed, causing the contents of Amery's two water towers to drain into

the nearby Apple River. By dawn, schools and some businesses announced closures. The local hospital went on divert. Some patients were sent home while all others had to be transferred to area hospitals.

Gullickson jumped onto Aladtec and alerted her members. Within an hour, she had three fully-staffed trucks ready to roll.

She also uses the platform to remind members of required meetings, and uses the Events feature to advise of upcoming stand-bys for community gatherings.

Gullickson likes the ability to check Aladtec's activity log and verify when an action was taken.

"I've had people say, 'I didn't sign up for that!'," implying that someone else had obligated them to a shift. "It has been very nice to be able to go back, see who logged in, see who signed up, and the time that it occurred."



Want to learn more? Let's talk.

800.749.8463 | www.tcpsoftware.com

Get Time Right, Every Time.

© 2023 TimeClock Plus, LLC (TCP Software). All rights reserved.