Tri-County EMS

CASE STUDY

ANNOUNCING
STATION NUMBER TWO

Tri-County EMS has long pursued the mission of opening a second station, a goal achieved through a strong partnership and open communication with EMERGICON.

Executive Director
Carrie De Leon
Tri-County EMS

FROM IN-HOUSE TO OUTSOURCE

Since 1978, Tri-County EMS has served citizens of Aransas Pass, Ingleside, and Ingleside on the Bay. Responding to 911 calls north of Corpus Christi and west of Port Aransas, TriCo EMS handles emergency services for approximately 25,000 residents, along with many tourists traveling to nearby beach destinations. The agency now manages around 3,100 EMS calls annually—a growth of 3,000% since its early days.

Executive Director Carrie De Leon leads the 24-member team that operates TriCo's four ambulance units. Until 2018, she also managed the agency's billing processes. "I was originally a full-time biller with part-time help. When my assistant left and our office manager retired, I found myself juggling both roles, but I realized I couldn't handle it alone." Recognizing that EMS billing is a specialized field and finding qualified talent in a rural area would be difficult, TriCo EMS opted to outsource its billing, bringing EMERGICON on board.

The efficiency of EMERGICON's billing process was a key reason for the partnership. "When I handled the billing, everything was manual. **EMERGICON introduced us to automation solutions that were highly productive and efficient."**

However, the transition from in-house billing to outsourcing posed some initial challenges. "After switching, our revenue dropped, which neither of us expected. It was a learning process with frequent meetings and phone calls. We had to learn and adjust. But EMERGICON provided excellent support, responding to every inquiry and easing our concerns."

Despite early setbacks, De Leon appreciated EMERGICON's persistence and dedication to improving the process. "We weren't going to give up. EMERGICON's professionalism and open communication met our expectations, and we were committed to making the partnership work." Over time, this vote of confidence paid off.

CLIENT SINCE 2018

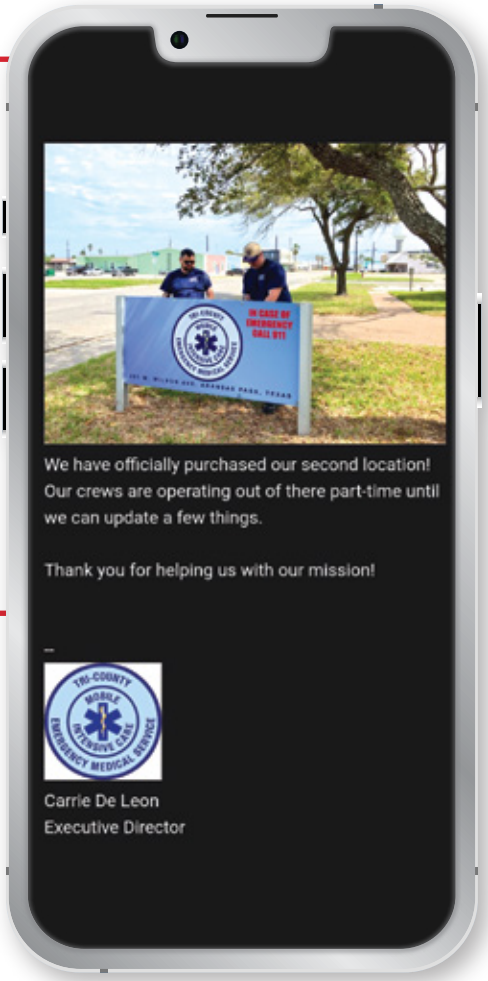
FIRST EXPERIENCE WITH OUTSOURCED EMS BILLING

2ND STATION PURCHASED THANKS TO CONSISTENT REVENUE GROWTH

TRANSFORMING TO TRIUMPH

De Leon highlights communication as the turning point in the partnership's success. “Although we faced challenges, open communication made the difference. I told the team, 'Here's our goal, and we need your help to reach it.'”

Through streamlined reporting and automation, EMERGICON empowered Tri-County EMS to monitor their progress with ease and efficiency. By transitioning from manual processes to modern solutions, EMERGICON strategically supported their growth and long-term goals, enabling TriCo to focus on serving their community. EMERGICON understands the need to manage, measure, and monitor progress to meet and exceed high standards. Tri-County EMS and EMERGICON share this drive to success. **“EMERGICON understood our needs, communicated clearly, and helped us align all processes. And it worked. Now, I’m incredibly satisfied with the experience.”**



MISSION ACCOMPLISHED

In April 2024, Tri-County EMS purchased its second station. **“We have officially purchased our second location! Thank you for helping us with our mission!”** De Leon wrote in an email to an EMERGICON representative. The public announcement followed a month later on the agency's Facebook page, receiving positive feedback from the community.

In addition to its original station in Ingleside, Tri-County EMS now operates out of Aransas Pass. Station #2, a long-time goal for the agency, was established to reduce response times and better serve the community. “Our call volume in Aransas Pass is 2.5 times higher than the rest of our service area. We wanted to increase ambulance availability and reduce the need for mutual aid. It was a strategic decision, and we're seeing the expected results.”

De Leon credits consistent revenue growth with making the expansion possible. “It wasn't just program fees that helped. We had additional subsidies by adding another ambulance, which was helpful, but we couldn't have done it without reliable reimbursement. The consistent growth in revenue from EMERGICON's efforts gave us the confidence to move forward with the second station.”

LOOKING AHEAD

De Leon is excited about what the future holds for the partnership. “I've got goals. How do you move forward without them? A remodel here, a rebuild there. I'm confident we can achieve these through our partnership with EMERGICON.”

“EMERGICON has been instrumental in providing complemental services and educational opportunities, especially for new medics adjusting to our documentation requirements. Their training and support have been valuable not only for our new staff but also for the overall success of our organization.”

Photos credit: ***Tri-County EMS***