

April 11, 2023**For Immediate Release****Contact:** JoAnn Cavanaugh, Director, Public Relations**Office:** (716) 706-2061 | **Cell:** (716) 228-4886 | **Email:** jcav@chsbuffalo.org

Catholic Health among First in NYS to Use EHR Technology For Online Ordering of Patient Transport

Epic Electronic Health Record (EHR) Integrated With American Medical Response (AMR) Ambulance Online Ordering System

Buffalo, NY—April 11, 2023: Catholic Health has become among the first health systems in New York State and first in the Western New York region to integrate their electronic health record (EHR) with American Medical Response’s (AMR) OnLine Ordering System (OLOS) for both emergent and non-emergent patient transport. This new feature will expedite and streamline the process of transferring patients to other area hospitals and healthcare facilities based on the medical needs of the patient.

The interface between Catholic Health’s EHR system, which is operated by Epic, and AMR’s OLOS System allows hospital staff to submit an online request for an AMR ambulance with the touch of a button versus the traditional phone-ordering system that includes a handwritten transport request form. In addition, Catholic Health staff will have real-time access to expected times of arrival for transport to help aid in patient throughput, while at the same time, AMR will be automatically informed of the level of service the patient requires which directs staffing and equipment needs of the ambulance. The system also generates an electronic PCS (physician’s certification statement) and related documentation for automatic submission to insurance.

“All Catholic Health staff who are responsible for arranging transport for patients are able to use OLOS. This level of integration is a ‘game changer’ for patient throughput throughout the system,” said Gloria Pirowski, System Director of Patient Logistics, and Epic-AMR Integration Project Lead. “The system improves communication between the ambulance and hospital providers, increases accuracy for hospital and emergency medical services (EMS) staff, and may also reduce wait times for patients. Most important, this new online ordering capability enhances our ongoing efforts to get the right care to our patients at the right location and at the right time.”

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“AMR is proud to partner with Catholic Health in this innovative, Epic-integrated application for medical transportation. Our health system partners will not only revolutionize how transportation is currently being ordered, but their patients will benefit from improved throughput management and efficiency. Our system not only eliminates time spent on the phone ordering transportation, but it ensures that the patient is receiving the right level of service to meet their medical needs,” said Katherine Annese, Senior Business Analyst- Hospital System Solutions of Global Medical Response, parent company of AMR.

The integration has been targeted to assist with post-discharge and regional transfer transportation. All Catholic Health hospitals, Mercy Hospital of Buffalo, Sisters of Charity Hospital and its St. Joseph Campus, Kenmore Mercy Hospital and Mount St. Mary’s Hospital in Lewiston are utilizing this new online ordering system for medical transport with AMR.

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