

“ The cost of the Xora service for the year was recovered in the first six months from savings on drivers' hours alone. Xora has turned out to be one of our best investments. ”

— Daniel Rojas, General Manager of Midway Care Medical Transportation

Midway Care Medical Transportation



Benefits

- ▶ Greater visibility of real-time information to better manage drivers
- ▶ Capture accurate data for audit and payroll purposes
- ▶ Meet the critical needs of patients in the event of an emergency

Daniel Rojas, the General Manager, has a team of 24 drivers who perform between 13 and 20 pick-ups and deliveries per day. To maximize the efficiency of this operation, Daniel decided to track his drivers using a location-based solution. The system turned out to be very expensive, but also was less than practical; because the solution was physically attached to Daniel's vans, the system was tracking the vehicles, not his drivers.

Among the information the audits require is data regarding where and when patients were picked up and dropped off. If an auditor has questions about the veracity of a paper log, Daniel can quickly call-up the location-based data captured by Xora to substantiate his claims. While the services provided by Midway are considered "non-emergency," there are still times when Daniel has to react in a hurry. If a patient who is receiving dialysis treatment begins to "clot," the patient needs to be transported to a hospital right away. In this case, Daniel can use the Xora system to locate the driver who is nearest to that patient, and dispatch him accordingly.

Challenge

Gain visibility of fleet to maximize driver productivity, respond to patient emergencies, improve safety and easily respond to state audits.

Solution

Daniel implemented Xora TimeTrack™ and had his drivers use the phones to clock in and out, at the beginning and end of their shifts. Back at the office, Daniel is able to access web-based maps and reports that show the location and status of drivers in real-time. Daniel's drivers still use paper logs to keep track of their time, but now he has a way to verify the accuracy of those records.

Keeping an accurate record of driver hours and activities is important for a number of reasons, one of which being the need to support the company when audited.

Situation

Midway Care Medical Transportation provides non-emergency transportation services to elderly patients and services more than 350 patients in a 110 km radius. Most of the company's customers have suffered kidney failure, are receiving dialysis treatment, and are therefore unable to drive.

Results

- ▶ Reduced payroll by 30 minutes per day for each of his drivers, which equates to \$795 per week, or \$41,000 per year
- ▶ Captured accurate information for audit and payroll purposes