



Specialized. Proven. Exceptional. **Guaranteed.**SM



PATIENT TRANSPORTATION

Hospitality and Patient Flow Solutions



You depend on efficient and professional delivery of patient flow solutions.



Improve patient flow and efficiency

Increase patient care focus

Reduce patient wait time & response times

Ensure timely transport requests

Increase clinical productivity

Raise patient and staff satisfaction

Enhance patient and staff safety

Reduce cost per trip

Maximize inpatient revenue

EXPERTISE

Your care team will have the advantage of our on-site leaders

who will be key members of your staff. Our experts know the secrets to maximizing patient flow. Their managerial expertise establishes transportation standards and benchmarks, ensures productivity, and diagnoses trip delays for ongoing improvements. Highly skilled coaches and motivators, they produce well-trained, customer-focused transport teams.

PATIENT FLOW

Crothall leads the industry in patient flow solutions. TeamThroughput provides a single point of contact for all support requests, coordinating a patient's multiple appointments and orchestrating trips in the most efficient way. In addition, TeamThroughput signals housekeeping for a discharge cleaning, enabling the swift accommodation of a waiting patient and a full nursing unit.

POSITIVE PATIENT EXPERIENCE

Your patients are in good hands. Our engaged and empathetic transporters understand the patient experience and the gift of compassion. Our managers educate and coach their teams to put patient safety and focus first, and our Foundations Development Program ensures professionalism and great customer service.

RESPONSIVENESS

You need it there, STAT! Our rapid response time of 11 minutes easily cuts the industry standard in half. Immediate response time creates a new standard for all transport requests in your hospital. Proficient staff and TeamThroughput technology join forces to ensure operations more efficient than clockwork.



ACCOUNTABILITY

Consistent performance—no excuses, no exceptions. We establish standards for specific task types and hold team members accountable for meeting them. Through our TeamThroughput system, we actively monitor trip status by transporter and diagnose reasons for delays in trip length and completion times. Continuous quality management provides feedback and real-time reporting based on daily supervisory inspection and key user/hospital surveys.

COST-EFFECTIVE SOLUTIONS

Crothall innovation will save you both time and money. Our managers apply proven operating standards and systems with dedicated Patient Transportation Corporate and Information Services team support, creating flow and throughput dashboards, customizing efficient schedules, maximizing your hospital's capacity, and increasing clinical productivity to drive patient and staff satisfaction scores.

CLINICAL SUPPORT RESOURCE

We want to be a support resource that your Nurses can count on.

Freeing clinical staff of time-consuming transportation tasks allows them to focus on patient care. Frequently honored as "Friends of Nursing," Crothall managers provide the assurance that patients will be transported through the maze of appointments necessary for best-in-class care. Lift and ambulatory teams free nurses from the fear of back injury by providing dedicated transporters trained in body mechanic techniques and equipped with the proper tools to prevent injury.

*Crothall enhances
your Patient
Transportation
program with these
key features.*

TeamThroughput bed tracking, patient flow, and task management

Nationwide network of expert specialists and resources

Solutions to improve organizational effectiveness for decentralized programs

Guaranteed operational and financial outcomes

Management Development Program

Patient-First hospitality training

Specialized corporate support dedicated to patient transportation support structure



Our dedicated patient flow and throughput solutions offer measurable improvements in both capacity and revenue. Managing patient transportation at your facility requires an expert leadership team that can impact satisfaction with this high-touch, high-visibility service.



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OUR MISSION

In the markets we serve, we will be recognized as the premier provider of the best quality, customer-focused support services.

OUR VALUES

INTEGRITY.

A commitment to forthright, honest communication in all of our encounters.

COLLABORATION.

An unyielding commitment to consistent teamwork in order to achieve collective goals.

ACCOUNTABILITY.

As a company and as individuals, we accept full responsibility for our actions and the associated outcomes.

PROFESSIONAL DEVELOPMENT.

Providing the right tools, training, and support for professional growth.

LEADERSHIP.

Displaying the passion to exceed expectations in all that we do.

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