

## Nature Coast EMS



Michael Hall, CEO

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## Key Control and Accountability

### Challenge: Finding a Low Cost Access Control Solution

Nature Coast EMS, located in Lecanto, Florida, is Citrus County's exclusive not-for-profit Advanced Life Support emergency responder and medical transportation provider. Nationally accredited by the Commission on Accreditation of Ambulance Services (CAAS), Nature Coast averages 21,000 calls per year and has served the Citrus County community for over a decade. Michael Hall, CEO of Nature Coast EMS, says, "We have our own EMT and paramedic school and enjoy teaching innovative life saving technologies. For example, we are the first ambulance service to provide Induced Cooling (ICE) to post cardiac arrest patients. The results have been nothing short of miraculous and it is now recognized as standard care by the American Heart Association."

In the summer of 2008, Nature Coast EMS built a new 8,500 square foot administration and education facility. Michael Hall shares, "During the design phase, it was our intention to move away from a mechanical key system because we had so many employees and keys to manage. Upon looking into card access and other systems, we were discouraged by the costs. Then, an architect told me about CyberLock."

### Solution: CyberLock

Hall continues, "The cost of the CyberLock system not only fit our budget but it offered all the features we were looking for. CyberLock is very adaptable and easy to grow. Once the system was installed at our new facility, we expanded it to include all nine Nature Coast EMS facilities in Citrus County. Everyone is on the system. Each employee carries an electronic key that is programmed with their individual access permissions. We no longer have to re-key if someone misplaces their key. We can just deactivate it."

Today, Nature Coast EMS uses CyberLock to secure access to their buildings, offices, equipment supply rooms, and scheduled narcotics. They also use CyberLock to manage access to the Patient Records room which helps them meet HIPAA requirements. Hall says, "We have a CyberLock installed on the narcotics storage box in each of our 21 ambulances so we can track access to our Class 2 narcotics. We see it as preventive security and a way to remove temptation. Our experience with CyberLock has been very positive."