



***Metro*Atlanta**
Ambulance Service



If you're reading this you are probably considering a new career in the Emergency Services industry or possibly looking to relocate to the Atlanta area or simply looking to see what's new, exciting and available in EMS. Whatever your reason, we hope you consider joining our team at MetroAtlanta Ambulance Service.

Our company was founded on the premise that no citizen be denied access to responsive, high quality emergency care, rehabilitation or wellness services due to a lack of transportation. We set out to design a medical transportation system to meet the emergency and non-emergency transportation needs of our community and provide win-win solutions to local hospitals needing to get patients moved in and out of their facilities without placing an undue financial burden on the facilities or on the patients being served. We hired the best Medics in the business and began working with facility leadership to identify their needs based on patient conditions. We then designed a specific plan to meet those needs and provided the most appropriate modes of transportation.

What differentiates us from competitors is that in addition to providing ambulance services, we designed our company with a focus on preserving and continually enhancing the quality of life for our employees and the communities we serve. It is just as important to us to preserve a life, as it is to save one and to that end we remain actively involved in the business and leadership of our community.

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About Metro Atlanta Ambulance Service

Incorporated in 2001, with a staff of 10 personnel and a fleet of 2 vehicles we have grown to a medical staff of more than 195 licensed personnel, 45 support staff, a state-of-the-art communications center and fleet maintenance facility with a fleet of 90 vehicles. The management team at MAAS has a combined experience of more than 100 years in providing medical transportation and prehospital care services in Georgia. We provide 9-1-1 emergency ambulance services to the residents of Cobb County including the cities of Acworth, Kennesaw, Marietta and Smyrna. We also provide non-emergency van, wheelchair, non-ambulance stretcher services, basic life support ambulance, advanced life support ambulance, specialty care ambulance, out of town/state ambulance transfers, special event medical services and we coordinate fixed wing and companion air flights for contract facilities throughout the greater-Atlanta area as well as Bartow, Coweta, Cherokee, Gilmer, Pickens and Paulding Counties.

Today, MAAS is the largest privately owned ambulance provider in the state and recognized as one of the premier ambulance providers in the Southeast. The company has been recognized by the Cobb Chamber of Commerce as one of the top 5 Small Businesses in Cobb County for the past seven years, recognized by the Georgia Office of EMS & Trauma as the EMS Service of the Year and is one of only 135 ambulance services in the nation to receive Accreditation by the Commission on Accreditation of Ambulance Service. We are well respected by the local Firefighters and Healthcare industry for working together and maintaining high quality clinical standards and for delivering on commitments to efficiently manage patient transportation services.

Some of our most proud accomplishments include being the first EMS Services in Georgia to provide online education and training courses for our employees and the first to successfully implement a prehospital STEMI Alert program in Georgia decreasing door to balloon time averages from 90 to less than 60 minutes. Our Medics are well trained and confident in what they do, which relates into aggressive and competent care for our patients when they are counting on us to deliver. Check us out and let us know if you're ready to take your career to the next level.

PROVIDING EXCELLENCE IN PATIENT CARE AND CUSTOMER SERVICE



Operations

MetroAtlanta Ambulance is the largest privately owned ambulance company in Georgia providing care and transportation to the citizens and visitors of the greater-Atlanta area. Our system offers the services needed to fulfill our vision of ensuring no citizen be denied access to responsive, high quality emergency care, rehabilitation or wellness services due to a lack of transportation. Our professional medical and support staff working 24, 12 and 9 hour shifts with a fleet of more than 60 ambulances, 20 non-emergency transport vehicles and a state-of-the-art fleet maintenance facility and communications center gives us the capabilities we need to provide the following services.

Non-Emergency Wheelchair/Van and Non Ambulance Stretcher Transportation

We provide NET services for patients requiring transportation to or from a medical facility or appointment that do not require medical monitoring by an EMT. These vans can accommodate patients that are ambulatory or patients requiring a wheelchair or stretcher for transport. All vans are equipped with a safety screen, first aid kit and automatic external defibrillators in case of an unforeseen medical emergency while enroute. Drivers are trained in First Aid, CPR and each NET van has direct communication with the MetroAtlanta Ambulance Emergency Communications Center.

Behavioral Health Non Emergency Transportation

We provide Behavioral Health transfers for patients requiring transportation to or from a mental health and addiction treatment center or outpatient appointment that does not require medical monitoring proved by an EMT. All vans are equipped with a safety screen, first aid kit and automatic external defibrillators in case of an unforeseen medical emergency while enroute. Drivers are trained in First Aid, CPR and sensitivity training. All NET vans have direct communication with the MetroAtlanta Ambulance Emergency Communications Center.

Interfacility Transfers

When most people think of “ambulance service” they think of flashing red lights and a life-threatening situation. In reality, a large portion of what we do includes providing pre-scheduled basic life support and advanced life support ambulance transportation of patients between hospitals and other healthcare facilities. These trips, commonly referred to as interfacility transfers, are an important part of delivering world class healthcare to a community. MetroAtlanta Ambulance Service (MAAS) is currently contracted with facilities throughout the greater-Atlanta area and north Georgia to provide interfacility transfers. The MAAS Communications Center provides a single call source for hospitals, nursing homes and other healthcare facilities needing to make interfacility transfer arrangements. An interfacility transfer can be an emergency or non-emergency in nature and can be a transfer across town or to a facility out of state.

Basic Life Support Ambulance Service

We provide BLS Ambulance Services for patients requiring a basic level of medical care or monitoring. Patient care is provided by an Emergency Medical Technician Intermediate (EMT-I) and may include maintaining IV Solutions and oxygen therapy.

Advanced Life Support Ambulance Service

We provide ALS Ambulance Service for patients requiring an advanced level of medical care or monitoring. Patient care is provided by an Emergency Medical Technician Paramedic and may include cardiac monitoring, maintaining IV Solutions with medications and oxygen therapy.





Operations (cont'd)

9-1-1 Emergency Ambulance Services

MetroAtlanta Ambulance is the state designated ambulance provider responding to 9-1-1 Emergency requests for Cobb County, Georgia including the cities of Acworth, Kennesaw, Marietta and Smyrna.

Medical Dispatch Services

MetroAtlanta Ambulance operates a 24-hour state of the art medical dispatch center staffed with EMT-Intermediates, EMT-Paramedics and EMD (Emergency Medical Dispatch) trained personnel. The center serves as the nucleus of the operation receiving calls from local 9-1-1 public safety-answering centers, hospitals and other contract accounts as well as private request for transportation.

Critical Care Ambulance Service

We provide SCT-Ambulance Service for patients requiring equipment and/or medical care or monitoring beyond that normally provided by the ALS Ambulance. Specialty Care Transport Units are used to transfer patients requiring ventilator support or patients on multiple medications that require close monitoring during the transfer. Most SCT transports originate in the Emergency Department or hospital ICU, CCU or other intensive care units within the facility.

Specialized Bariatric Ambulance Service

We provide Bariatric Ambulance Service for obese patients requiring transport. These patients usually weigh more than 600 lbs. MAAS utilizes an ambulance designed and equipped to handle large patients and to ensure their comfort, safety and dignity as well as the safety of the Medics. Specially trained medics will accompany the patient during transfer.



Licensing/Certification Requirements

MetroAtlanta Ambulance hires licensed Georgia Medics at the EMT-Intermediate and Paramedic level. All medics certified or licensed in other states must apply for reciprocity in order to become licensed in Georgia.

For an EMT-I or EMT-P license application and complete information on the Individual Certification/Licensing procedures for the State of Georgia go to: <http://ems.ga.gov/programs/ems/policy.asp>

Staffing

MetroAtlanta Ambulance staffs all 9-1-1 ambulance units with a minimum of one Georgia licensed EMT-Intermediate and One EMT-Paramedic.

- Specialty Care Ambulance Units are staffed with an EMT-I and an EMT-P or Critical Care Paramedic.
- BLS ambulances are used for interfacility transfers and staffed with a minimum of two Georgia Licensed EMT-Intermediates.
- MAAS Dispatchers are licensed EMT-I or EMT-P and must be EMD certified by the National Academies of Emergency Dispatch. MAAS provides EMD Training to qualified applicants.

Note: All MAAS Paramedics hold minimum certifications in Basic and Advance Cardiac Life Support, Advanced Pediatric Life Support and GEMS-Geriatric Education for Emergency Medical Services Certification. All medics must also pass courses required by the National Incident Management System (NIMS).

Pre-Employment Screening

Applicants for employment are required to provide an application and detailed resume including prior work experience, seven-year motor vehicle report, medical training and certification records. References are requested and followed-up on to assure the employee's credentials meet Metro Atlanta's employment requirements. Prior to all job offers, EMTs and Paramedics must score 85 percent or higher on a written and practical skill evaluation test issued during the pre-employment screening process. All EMT and Paramedic applicants must also pass a physical agility test administered by an outside agency. Background checks are performed on applicants for all positions. No employment offer is made until an acceptable background check is complete and negative drug screen is received.

New Employee Orientation

All new employees complete an orientation and training program prior to taking assignment. Our Human Resource department, along with the MAAS Education and Training department, conducts a six day orientation program covering in detail all company standards, rules, policies, procedures, clinical protocols, driver training, use of equipment, customer service expectations and service area/contract orientation. At the completion of the orientation program, Medics ride for a minimum of three shifts with a MAAS Field Training Officer, who are all state certified EMS preceptors. The FTO will monitor and report on the employee's ability to respond, assess and treat patients, and provide exceptional customer service among other duties. After three days, the FTO will determine if the new hire is ready to release to full duty or requires additional ride time with an FTO.



Compensation & Benefits

At MetroAtlanta Ambulance, taking care of our employees is a priority and we offer a comprehensive compensation package with a number of benefit options designed to give you peace of mind and help ensure your financial security.

In addition to a competitive annual salary, MetroAtlanta Ambulance offers the following benefits:

- Medical, Dental and Vision Care
- 401(k) Retirement Plan with a Company Match
- Company Profit Sharing
- Company Paid Uniform
- Paid Continuing Education and Training
- Leadership Development
- Direct Bank Deposit
- Basic and Supplemental Employee Life Insurance
- Supplemental Spouse and Dependent Life Insurance
- Basic and Supplemental Accidental Death and Dismemberment Insurance
- Short-Term and Long-Term Disability
- Employee Assistance Program
- Tuition discounts
- Paid Time Off
- Holiday Pay

Continuing Medical Education & Training

Clinical Education and Training begins with a comprehensive new employee orientation and continues throughout employment. All employees receive mandatory in-service training and continuing education classes covering various topics outlined in the Department of Transportation curriculum for EMTs and Paramedics, National Registry Continuing Education curriculum as well as medical protocols, policies and procedures specific to MetroAtlanta Ambulance Service. MetroAtlanta Ambulance Service conducts bi-monthly skill and knowledge evaluation check-offs in areas of equipment application, patient assessment, IV and Drug Therapy, etc. We conduct classroom instruction and utilize web based didactic training through Ninth Brain, an EMS knowledge based training curriculum. Pre- and post-testing is conducted to provide specific accountability for both the educator and the medics. Appropriate certifications, including but not limited to ACLS, PLS, PHTLS, Geriatric EMS and CPR, are maintained as a part of the continuing education program.

The clinical performance of each medic and the services provided as a whole are continuously monitored through a comprehensive Clinical Quality Control program. If a weakness is detected, either with a specific medic or the service, immediate remedial education and training is instituted to ensure that high standards are met. Individual medics receive a completed audit of their compliance with company patient care standards on a monthly basis.





Quality Care

Under the direction of Physician Medical Director Jon Morris, M.D., we have established standards, guidelines, policies, procedures and medical protocols to guide employees in providing the most advance patient care available in the pre hospital environment. According to the Commission on Accreditation of Ambulance Services, our standards meet the highest quality standards in the EMS industry. We have also implemented stringent pre employment hiring, orientation and training processes, which are followed with continuing education and training programs to ensure we employ professional and clinically competent medics.

Our Clinical Quality Improvement program is a tool used to assess and continually monitor individual employees as well as overall system performance in meeting our objectives. The CQI program requires us to document our ability to follow approved clinical protocols and appropriately document care provided. It allows us to assess our ability to appropriately determine patient conditions based on signs and symptoms, stabilize life threatening situations and treat appropriately according to approved protocols.

The information gathered through the CQI process is used to make recommendations for change and to take appropriate actions that will continually improve the performance of our medics as well as the delivery of our services as a company.

If a weakness is detected, either with a specific medic or the service at large, immediate remedial education and training is instituted to ensure that high standards continue to be met. Individual medics receive a complete audit of their compliance with company standards on a monthly basis.



About the Area

LOCATION-LOCATION-LOCATION

MetroAtlanta Ambulance's Corporate Office is located just 15 miles northwest of Atlanta and just south of the North Georgia Mountains in the city of Marietta, Georgia. The City of Marietta serves as the county seat in the center of Cobb County, Georgia and there is easy access to all points throughout the greater-Atlanta area thanks to interstate 75, U.S. Highway 41 and many state roadways. In addition, we have satellite station facilities in Bartow, Cherokee, Cobb, DeKalb and Fulton Counties.

Quality Of Life

Georgia's affordable cost of living lets you maintain higher standards for the way you want to live, work and play. The state's excellent location, hospitable people, and warm climate, as well as world-class health care, education and career opportunities have made Georgia a destination for employment.

Climate

Georgia's moderate climate makes it an ideal place to live and work. If you like the idea of living in the sunny South but want to see breathtaking fall foliage and an occasional snowfall, Georgia is the place to be. Summers are warm; autumns are brisk and sunny. Winters are mild and give way quickly to exhilarating springs with legendary dogwoods and azaleas. Georgia's temperatures vary widely because of its wonderfully diverse topography. Extreme conditions can be found in the northernmost and southernmost parts of the state, but overall the state's climate is moderate. Statewide, summer temperatures average below 90 degrees and the lowest winter temperatures rarely drop below freezing.

Education

Georgia's University system is the fourth-largest in the country, totaling 13 state universities, four research universities, seven state colleges, two regional universities, nine two-year universities, plus an integrated network of 34 technical colleges with multiple campuses. To help ease tuition costs, Georgia sponsors the groundbreaking HOPE Scholarship program for its deserving students.

Cobb County's two public school systems employ highly trained teachers. Involved parents and a supportive community makes Cobb County's educational system one of the finest in the state of Georgia. Along with a number of private and Christian schools, our educational system is among the best in the nation.

Healthcare

MetroAtlanta Ambulance operates in the Region III EMS District which handles more than 50% of all EMS calls in the state of Georgia. There are 19 Hospitals in the greater-Atlanta area and 188 hospitals statewide, including specialized facilities; 29,000 physicians; and more than 5,000 dentists, Level 1,2 & 3 Trauma Centers, Open Heart Surgery programs, Brain and Spine Injury and Cancer programs are among the specialty services available in Cobb or within a 30 mile radius of Cobb County. Cobb County is home to Emory Adventist Hospital and the WellStar Health System's Kennestone Hospital and Cobb Hospital.





About the Area

Local Entertainment and Attractions

If you enjoy the water, motor boating, sailing, fishing, tubing or just relaxing by the lake, there are numerous lakes, ponds and streams to choose from. If golf is your passion, there are hundreds of courses to choose from. Atlanta is home to the Atlanta Lawn Tennis Association comprised of thousands of weekend competitive tennis enthusiasts and a competitive local league of the United States Tennis Association. If you enjoy professional sports, we have the Atlanta Falcons, Atlanta Braves, Atlanta Thrashers, Atlanta Hawks, Atlanta Dream and the Atlanta Beat. The Atlanta area is also home to several other professional sporting events including the PGA Tour Championship, Peachtree Road Race, ING Marathon, U.S. 10K Classic and the Collegiate Chick Fil-A Bowl just to name a few.

Professional Sports

Atlanta Braves Baseball
Atlanta Falcons Football
Atlanta Thrashers Hockey
Atlanta Hawks Basketball
Atlanta Dream Womens' Basketball
Atlanta Beat Women's Soccer
Collegiate Sports: Football, Basketball, Baseball, Track and Field,
Softball, Golf & Tennis
Georgia Institute of Technology
Georgia State University
Kennesaw State University
Southern Polytechnic State University

Museums

Woodruff Arts Center / The High Museum of Art
Margaret Mitchell House and Museum
Martin Luther King, Jr. National Historical Site
Marietta Museum of History and Aviation
The Southern Museum of Civil War and Locomotive History

Attractions

Six Flags Over Georgia
Six Flags White Water
The Georgia Aquarium
World of Coca-Cola
CNN Center Behind the Scenes Tour
Centennial Olympic Park
Kennesaw Battlefield National Park
Underground Atlanta
Stone Mountain Park
Fernbank Science Center

Arts and Entertainment

The Fox Theatre
Cobb Energy Performing Arts Centre
Alliance Theatre
Earl Smith Strand Theatre
Atlanta Symphony Orchestra
Cobb Symphony Orchestra
Atlanta Ballet



We take our 9-1-1 response responsibility seriously and we have the most highly trained and skilled professionals responding and providing compassionate life sustaining care to our citizens in need. We also volunteer time and money to support non-profit organizations working to eradicate diseases, prevent accidents and illnesses or care for citizens in need. We work with others in the community to enhance the quality and safety of life in Cobb County while providing solutions to local healthcare systems for getting patients, requiring specialized treatment, from one facility to another.

We take care of each other and work in a culture of people where words such as integrity, compassion, caring, loyalty, courteous and cheerful would best describe us. We are looking for the best and most motivated professionals in the EMS industry to join our team.

Call us if you have any questions or we welcome you to come by and visit. If you're ready to make a change and you meet the minimum requirements, go online at www.maas911.com and begin the application process. We look forward to meeting you.

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