

CASE STUDY



Emergency Medical Services: Supporting Rural and Urban Care Through Accurate Billing with MyHealth Access Network

THE CHALLENGE

Pafford EMS serves communities across Oklahoma, with a strong presence in rural areas and select urban centers. Like many emergency medical service providers, Pafford frequently receives ambulance run information that is incomplete or inaccurate, sometimes limited to a name, phone number, or partial address. These gaps make it difficult to quickly and confidently verify insurance coverage after transport.

In rural settings, these challenges are amplified. EMS crews often serve large geographic areas, transport patients across county lines, and encounter individuals with limited prior records available at the point of care. After transport, verification teams must confirm patient demographics, locations, and chief complaints, a process that previously relied on delayed paper face sheets and manual record scanning. Without complete and timely information, billing staff were forced to search multiple insurance systems individually, increasing administrative burden, delaying claims, and creating financial uncertainty for EMS agencies serving rural communities.

AT A GLANCE

Challenge

Limited or inaccurate run ticket information made it difficult to verify insurance, increasing the risk of billing patients incorrectly and putting added pressure on EMS workers.

Solution

MyHealth provides immediate access to accurate encounters and current insurance plans, ensuring correct billing and reducing field documentation requirements.

Impact

Faster, more accurate claims, reduced financial stress for patients, higher productivity, and stronger sustainability for EMS services serving rural and underserved communities.



"I am a huge supporter of MyHealth—it is the best tool that we have! I cannot work without it!"

Chentelle Rustan

Billing Manager,
Pafford Emergency Medical Services

THE SOLUTION

MyHealth gives Pafford EMS billing teams immediate access to accurate patient encounters and current insurance coverage, allowing them to quickly verify the right patient and the right plan without searching multiple databases. By filling gaps left by incomplete run tickets, MyHealth enables faster, more accurate claims while reducing the need for extensive billing documentation in the field.

For rural EMS providers, this access is especially critical. MyHealth ensures consistent, reliable information even when patients are transported across long distances or service areas, helping EMS teams remain focused on patient care while supporting operational stability.

THE IMPACT

MyHealth has significantly improved billing accuracy for Pafford EMS, reducing errors, delays, and financial stress for patients and their families. Billing teams can now confidently bill the right payer the first time, strengthening productivity and efficiency across operations.

By reducing administrative burden and improving financial reliability, MyHealth also supports the sustainability of EMS services in rural and underserved communities, helping ensure continued access to emergency care across Oklahoma, including the urban areas Pafford EMS serves.

COMMUNITIES SERVED

