

TBS Michael, Bob,
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Madeline Island Ambulance Service Report

December 3, 2021

In November we had just one run which was a transport. Our new members have gotten a lot of good experience the last few months. The rigs are ready for winter. We will switch around to the four-wheel drive ambulance when the weather dictates that we should. Ben and Ray took the Mercedes to the cities for its mechanical recalls that were needed. They did all of the regular maintenance that was needed. It had a few recalls that were also addressed. The rig is still under warranty.

The budget was approved this week and I really appreciate the town board's understanding of our needs. I also want to thank the community for their support. We have a great solid crew at this time. It could always be larger and if you know of anyone.

I believe that I have found a very good option for a new billing company for the service. I will be spending a lot of time working on improving our revenue stream and look forward to working closely with a company that will be more responsive to my questions about issues like intercept billings, Medicare/Medicaid, insurance information needed and timely reporting. We will ask for Requests for Proposals soon.

We have started training meetings in addition to our regular monthly meetings. We have a pretty full line up of equipment to train on and refresh. This is not a refresher year for the service. We will be re-certifying our CPR this winter.

We need to get the three departments together and go over building needs and issues that we have with the builders before our warranty lapses. I am hoping we can meet in December to address these issues. Each department head has been building a punch list of items to be addressed.

Respectfully Submitted,

Cynthia Dalzell

Madeline Island Ambulance Service

