FOXIT PDF EDITOR RESCUES LIFEMED ALASKA FROM LEGACY PDF SOFTWARE

LifeMed ALASKA

Tim Nixon is no stranger to challenges. Under his current title of Director of Flight Operations at LifeMed Alaska, he has a background in computer science and has also been a paramedic for 25 years and a registered nurse for 10 years. One of his handful of primary duties is that he's also the in-house IT liaison.

For a growing organization of about 225 staff, that means IT issues fall squarely on Tim's plate. "We're in that phase where we're large enough to have big needs, but not quite large enough to have the people in-house to deal with it all," he says. They have a vendor that handles most of the heavy technology lifting, but doing statistical analysis to determine requirements falls to Tim.

When it comes to PDF software, Tim inherited, as he puts it, a legacy of old decisions. "We had everything from Acrobat versions that came on a CD circa 2008 to different keyboard versions that people had acquired over the years. And then for our admin staff, there were outdated full versions of Acrobat, assorted licenses for Acrobat DC, and an array of non-solutions that people just found online and downloaded."

On top of it all, LifeMed Alaska also had some kind of PDF software that had cost a mere $25 to install, but as Tim puts it, you get what you pay for. "After about a year, it started dropping licenses. They'd just disappear, and we'd have to reinstall them again, one by one. When I tried using the same key, it wouldn't work, and it would be days before customer service got back to me. I wanted to replace all PDF software with one solution, so we revisited Adobe, but it was just too expensive."

Then LifeMed Alaska's main software vendors told him to check out Foxit.

LifeMed Alaska, LLC provides 24/7 critical care air ambulance services throughout Alaska. As one of the largest air ambulance providers with a staff of around 225 employees, they have eight bases in Anchorage, Fairbanks, Soldotna, Bethel, Palmer, Juneau, Dutch Harbor, and Kodiak.

When Director of Flight Operations and de facto IT liaison Tim Nixon had had enough of juggling myriad outdated PDF software applications, he had two goals in mind: make it simple for his staff and find a solution at a price tag that LifeMed Alaska could live with. He achieved both with Foxit PDF Editor.

Foxit PDF Editor fit the bill

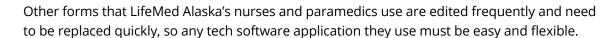Foxit PDF Editor was the perfect combination of price and simplicity.

Once it was rolled out to the organization, Tim told his staff that if they had any questions, they could call him, but the staff had no trouble finding everything they needed quickly and easily "I didn't get many calls," says Tim. "The lack of feedback is positive feedback. If the masses aren't saying anything about it, it means that it's working."

He had a few challenges configuring Foxit PDF Editor on his end, but Foxit Support took care of him right away. "We got great support from the Foxit staff," says Tim. "I called and they got me sorted out quickly. They have truly been a life-saver."

Looking ahead to paper-less and streamlined workflows

With their day-to-day PDF editor needs now covered with Foxit PDF Editor, Tim looks forward to moving to more paperless workflows.

"Our physician certification statements and consent to treat and transport documents are paper-based and need to be completed at the time of service," says Tim.

Other forms that LifeMed Alaska's nurses and paramedics use are edited frequently and need to be replaced quickly, so any tech software application they use must be easy and flexible.

"Being able to easily edit a document, print it, fill it out, scan it, and drop it into our workflow is going to be a huge benefit for us," adds Tim. "I'd like to have a tablet at each base doing electronic captures that can replace a clipboard full of paper forms. We're pushing towards getting the consent form electronically and Foxit is going to be a part of that later this year."