

customer service experience



Medusa's customer service team is there when you need them; however, they are working hard to make sure you need them less and less. Medusa Customer Support can contribute to your organization's success by educating your IT staff and by providing them with problem solving resources. We have introduced tools in addition to traditional telephone-based support to help your staff quickly resolve problems .

Customer Service Offerings

Infrastructure Training

Medusa Customer Service conducts a three-day Infrastructure training course for your technical team to take prior to deploying Siren. This course will teach your IT staff to implement your Siren ePCR Suite in an environment suitable for Siren to operate. After completing this course, your staff will be familiar with the required hardware and software. They will also gain the skills necessary to operate, maintain, and test your ePCR system. Following this course, your infrastructure can be operational within as little as two days.

Standardized Infrastructure and Environment

We are strongly committed to providing you with a solid foundation upon which to build your ePCR solution. Accordingly, Medusa Customer Service will begin your deployment by helping you establish an infrastructure and an environment that is consistent with our past successes. Standardized infrastructure and environments will ensure you run your ePCR solution in a manner that has a proven history of optimum results. Guilford County has a model Siren solution. With Customer Service's support, Guilford's IT administrator had their test environment operational within 48 hours of taking infrastructure training.

High Availability Architecture Planning

When initiating a Siren deployment, Medusa Customer Service can help you design a high-availability solution with redundant servers, multiple fail-over environments, and disaster recovery options. A high-availability solution is achieved by using Siren technology, which allows servers to be horizontally scaled. Scaling horizontally eliminates single points of failure within the server system. This results in an ePCR solution that is less susceptible to downtime and more conducive to your organization's growth.

Wireless Communication Options

There are many ways to transmit data from a tablet to a server. Data transmission technologies include, but are not limited to: WiFi, CDMA, GPRS, WiMesh, and satellite. Medusa Customer Service can work with you to evaluate which are your best options. They can also advise on using technology such as NetMotion. NetMotion minimizes transmission costs by selecting the best medium at any given time and by providing seamless switching to that best option.

System Integration

The Siren ePCR Suite is more than just a software application; it is an active and integral part of a process designed to improve pre-hospital emergency medicine. For that reason, Medusa Customer Service puts high importance on maintaining integration points with existing systems, such as billing and CAD. This helps you maximize the utility and value of your ePCR solution.

"I would like to give a big shout of thanks to Matte Stevenson who put in a marathon night. His help and fortitude were appreciated."

- James W. Davis, IT Specialist, EMSA, Tulsa, OK

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Building from Best Practices

At Medusa, we know the best ePCR deployments build from the successes of previous deployments. For this reason, Medusa Customer Service can put you in touch with customers who have already deployed Siren.

24/7 Customer Service

Medusa Customer Service is available from anywhere in the world, 24 hours a day, seven days a week, by phone or by e-mail.

Customer Service Portal

Working from the mantra that education is the key to our customers' successes, we created a web portal to help customers help themselves. With access to the support and troubleshooting information that the portal provides, you can remedy many Siren issues yourself. Customer self-sufficiency helps us focus resources to provide better and faster overall support.

Web-based Service Requests

The Portal also enables your case creation and submission to be quicker than ever. Medusa Customer Service requires three pieces of information to begin a triage of your issue: the level of severity, a brief summary of the issue's nature, and a detailed account of the issue or behavior you are experiencing. All of this information can be submitted through the Portal. Medusa Customer Service is notified as soon as you submit your case. After submitting the case, you can then use the Portal to monitor and track the case's progress towards a solution.

Knowledge Base

The knowledge base is a powerful tool to help you become self-sufficient in servicing your ePCR issues. We continually update the knowledge base with articles of solutions to issues. If your issue has been already reported and solved, you will find the solution documented in the knowledge base. .

On-line User Forum

The on-line user forum is a community-based support system where users help each other with Siren issues. One of the forum's more notable features is its capacity to help you improve more than just how you use Siren. In addition to posting and answering questions regarding effective use of Siren, you can also discuss other operational issues and best practices. Medusa is committed to proactively helping customers deliver world-class pre-hospital emergency medicine.

"Thanks for last night. You went beyond what was expected of you... you actually got up in the middle of the night and met up with [our] ambulances!"

- email from EHS Systems Administrator, Jason LeForte

About Medusa Medical

Incorporated in 1998, Medusa develops information technology solutions that improve pre-hospital emergency data capture. Our flagship product, the Siren ePCR™ Suite, increases emergency medical staff effectiveness in patient care encounters and ultimately leads to better pre-hospital emergency treatment protocols. In order to meet market needs, Medusa collaborates with clinicians and field paramedics worldwide, ensuring the quality and effectiveness of our leading electronic patient care reporting system remain second-to-none.

About the Siren ePCR Suite

The Siren ePCR Suite is a secure electronic patient care reporting system that improves the speed and accuracy with which paramedics can record patient information. Designed for use on-scene or in ambulances en route to hospital, the Siren ePCR™ software and complementary hardware employ an easy-to-use, touch-screen interface to provide paramedics with more efficient data capture tools. With the system, patient data recording is quicker and more accurate than with pencil and paper. Ultimately, the Siren ePCR Suite allows paramedics to spend less time documenting patients' ailments – and more time treating them.

Contact Medusa Customer Service

Business Hours: Monday to Friday, 9am – 5pm Atlantic Time
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