



INNOVATIVE  
**HEALTHCARE**  
SOLUTIONS

ELITE ON DEMAND | SERVICES OVERVIEW



# Contents

Thank you for taking the time to learn about Elite On Demand and our innovative healthcare solutions. Powered by Visionary Healthcare Solutions, we are here to meet the evolving healthcare needs of Florida communities - now and in the years ahead.

03	Introduction
04	A Different Kind of Provider
08	Patient Navigation & Mobile Healthcare
10	EMReLINK Medical Solutions
12	Elite Hydration
13	Medical Security Services
14	Hospice Support Services
16	Event Medical Standby
17	Why Elite On Demand?
19	Looking Forward





# Introduction: Part of the Solution

**The healthcare and EMS environment continues to face challenges like hurricanes, rural coverage gaps, new legislation, and a growing, aging population. These factors impact patient care and healthcare costs, requiring new solutions and flexible providers. That's where we come in.**

At Elite Medical Response, our On-Demand services have been designed to be your partner and a complete solution for a wide range of healthcare needs. **Far more than an ambulance provider**, we focus on innovative and personalized approaches that extend beyond our primary offerings.

Whether you require specialized medical services or customized healthcare solutions, our team is committed to assessing your unique needs and working together to develop the best options for you. Our program works for everyone, supporting patients with chronic conditions, those who are medically frail, and individuals who are homebound or in long-term care facilities.

**Instead of a one-size-fits-all approach, we offer a flexible menu of services that can be tailored to fit your specific needs.**

The services outlined here are high-level options designed to be part of the solution. From emergency dispatch and mobile integrated health to IV therapy and security services, we can create a package that works for you. Let's partner together to deliver quality care, reduce costs, and support your community.

# A Different Kind of Provider

**Elite On Demand was created to meet the unique challenges of today's healthcare landscape. Our goal is to offer responsive, transparent, and innovative solutions to support communities, hospitals, and individuals across Florida.**

## Purpose Built

Founded by professionals with decades of experience in hospitals, ambulance services, hospice, long-term care, and first response, our organization is dedicated to improving access to quality care. Powered by Visionary Healthcare Solutions, we provide a wide range of emergency and healthcare services.

**Elite On Demand is the innovation and service arm of Elite Medical Response.**

**Elite Medical Response** handles traditional ambulance services, including Basic Life Support (BLS), Advanced Life Support (ALS), Critical Care Transport (CCT), and specialized bariatric and organ transport. We provide emergency and non-emergency ambulance services to 11 Florida counties and are actively growing, working in partnership with EMS systems and public safety organizations across the state.

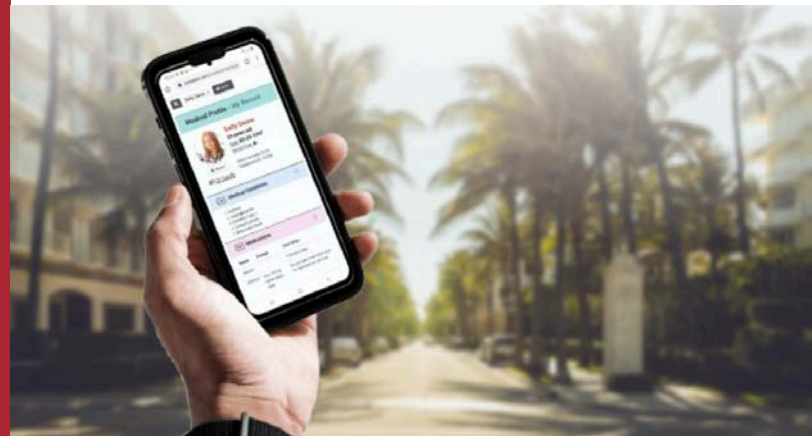
**Elite On Demand** offers the next generation of mobile and remote healthcare solutions, such as EMD dispatch, IV/hydration therapy, security services, remote monitoring, hospice support, and more.

With the ability to serve **all of Florida**, these services help streamline, support, or even reduce the need for traditional 911 response and ambulance transport.

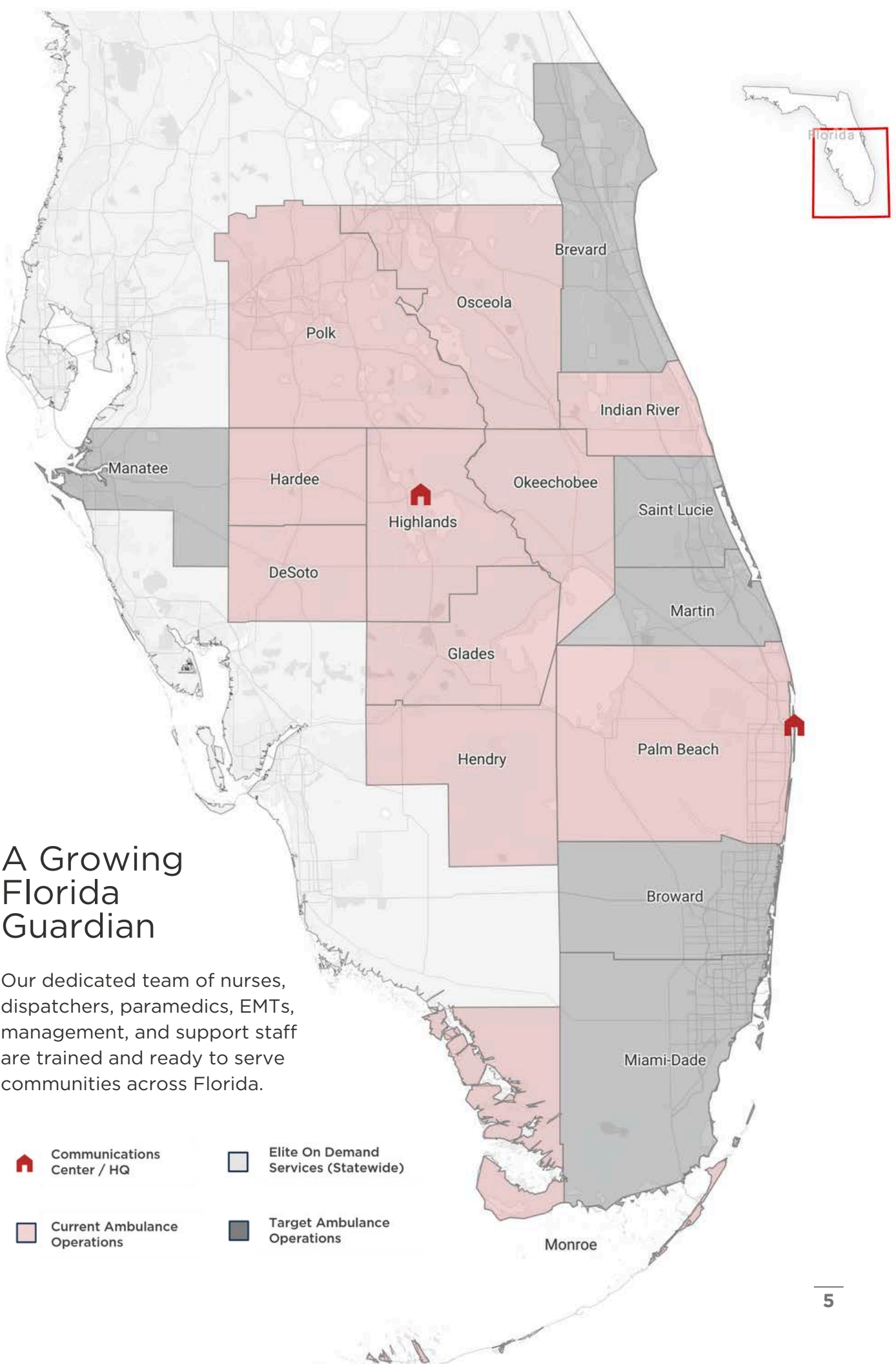
## Future Focused

Together, our organization works to provide complete, flexible healthcare solutions. Elite On Demand leads the way with modern, adaptable services, backed by the proven experience of Elite Medical Response.

In the years ahead, we will continue to raise the ceiling of healthcare delivery to meet the evolving needs of our communities and customers.







## A Growing Florida Guardian

Our dedicated team of nurses, dispatchers, paramedics, EMTs, management, and support staff are trained and ready to serve communities across Florida.



Communications Center / HQ



Elite On Demand Services (Statewide)



Current Ambulance Operations



Target Ambulance Operations



# Our Mission & Vision

**Our mission is to revolutionize emergency medical services by being true healthcare partners and strong advocates for our employees.** Across Florida, we are committed to providing compassionate care while improving the future of healthcare with new ideas and smarter solutions. Through teamwork and trust, we support the patients and communities we serve.

## ORGANIZATIONAL OBJECTIVES

- **Improve Emergency Medical Services:** We rethink how emergency care works, using technology, data, and proven methods to improve response times and patient care and stay ready for the needs of tomorrow.
- **Be True Healthcare Partners:** Far beyond transportation, we work side-by-side with hospitals, doctors, and others to make sure patients get smooth, continuous care. Together, we help communities stay healthier.
- **Provide Compassionate Care:** We treat every patient with kindness, skill, and respect. We understand the stress of medical emergencies and make care as calm and supportive as possible.
- **Encourage Innovation & Teamwork:** We ask for input from our team and partners and are open to new ways of doing things. Together, we find better answers to meet the needs of our patients and communities.
- **Support Our Communities:** We join local events, partner with organizations, and share resources to promote safety and health. As a trusted partner, we work to make a real, lasting difference in the lives of those we serve.
- **Support Our Employees:** Our team is our foundation. We care about their well-being, growth, and balance in life. By creating a positive workplace, we build a strong team of skilled, caring professionals.



# Our Suite of Services

**Elite On Demand offers a flexible suite of services designed to meet your healthcare and safety needs. From mobile healthcare to IV therapy and security, choose the solutions that best fit your community, event, or organization.**



## PATIENT NAVIGATION & MOBILE HEALTH

24/7 redundant communication centers with medical direction from emergency physicians, remote patient monitoring, mobile health, and more.



## EMR ELINK MEDICAL SOLUTIONS

Unique partnership with eLINK for next-gen communication between patients and responders using text, video, GPS and alerting devices.



## ELITE HYDRATION & IV THERAPY

Personalized hydration/IV therapy for a range of needs, including both on-site and mobile provider access for individuals and events.



## MEDICAL SECURITY SERVICES

Unique combination of traditional security services with EMS trained staff, ideal for high-risk settings.



## HOSPICE SUPPORT SERVICES

Compassionate end-of-life support for hospice patients and centers, with call center and device integration.



## EVENT MEDICAL SERVICES

Staffing, training, transport, and reporting for events, gatherings, businesses and other functions.



# Patient Navigation & Mobile Health

**Our Patient Navigation Centers are the cornerstone of all Elite On Demand programs, combining Emergency Medical Dispatch (EMD) and Mobile Integrated Health (MIH) solutions to provide comprehensive, patient-centered care.**

**Our centers operate 24/7/365 and provide rapid and appropriate healthcare evaluation using Medical Priority Dispatch System (MPDS) protocols, connecting callers with the right resources at the right time.**



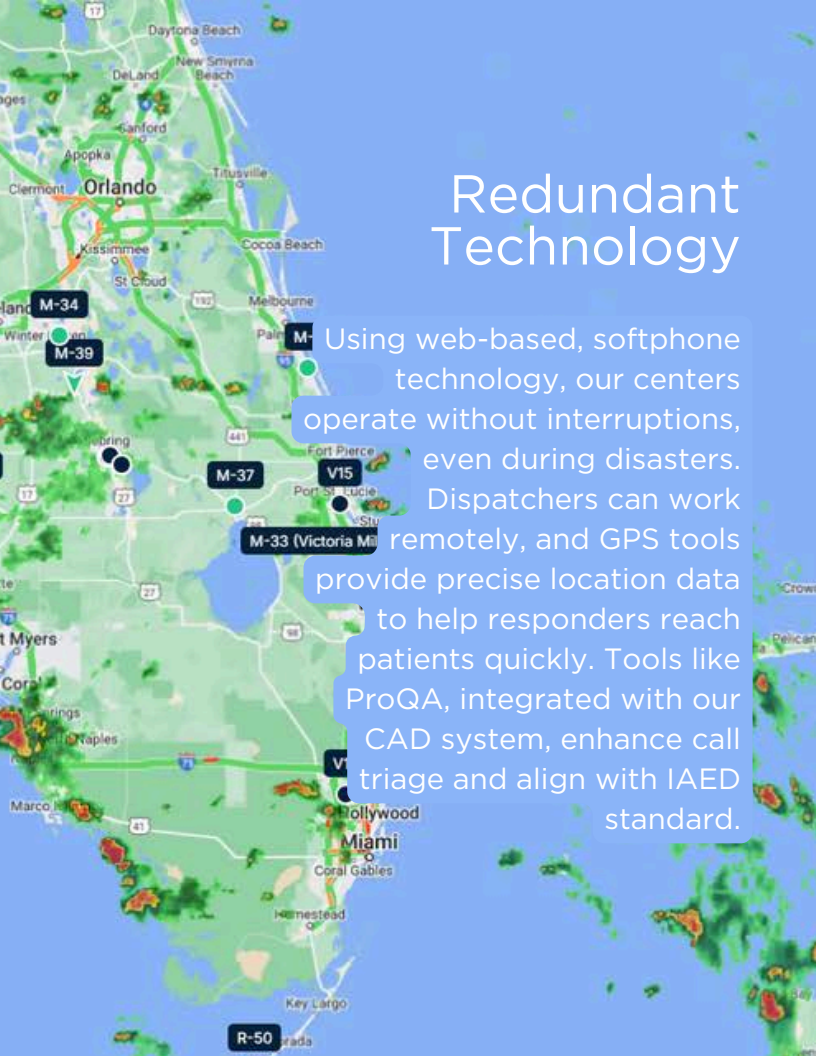
## Hometown Excellence

We have two Florida centers, one in Palm Beach and one in Sebring. Each is currently working toward becoming an Accredited Center of Excellence (ACE) through the International Academies of Emergency Dispatch (IAED).

## Certified Expert Staff

We staff centers with EMD-certified paramedics, nurses, and other professionals under 24/7 licensed medical direction. New hires must complete EMD certification within their first three months. This team evaluates needs and treatment options and connects callers to the most appropriate care.





## Redundant Technology

Using web-based, softphone technology, our centers operate without interruptions, even during disasters. Dispatchers can work remotely, and GPS tools provide precise location data to help responders reach patients quickly. Tools like ProQA, integrated with our CAD system, enhance call triage and align with IAED standard.

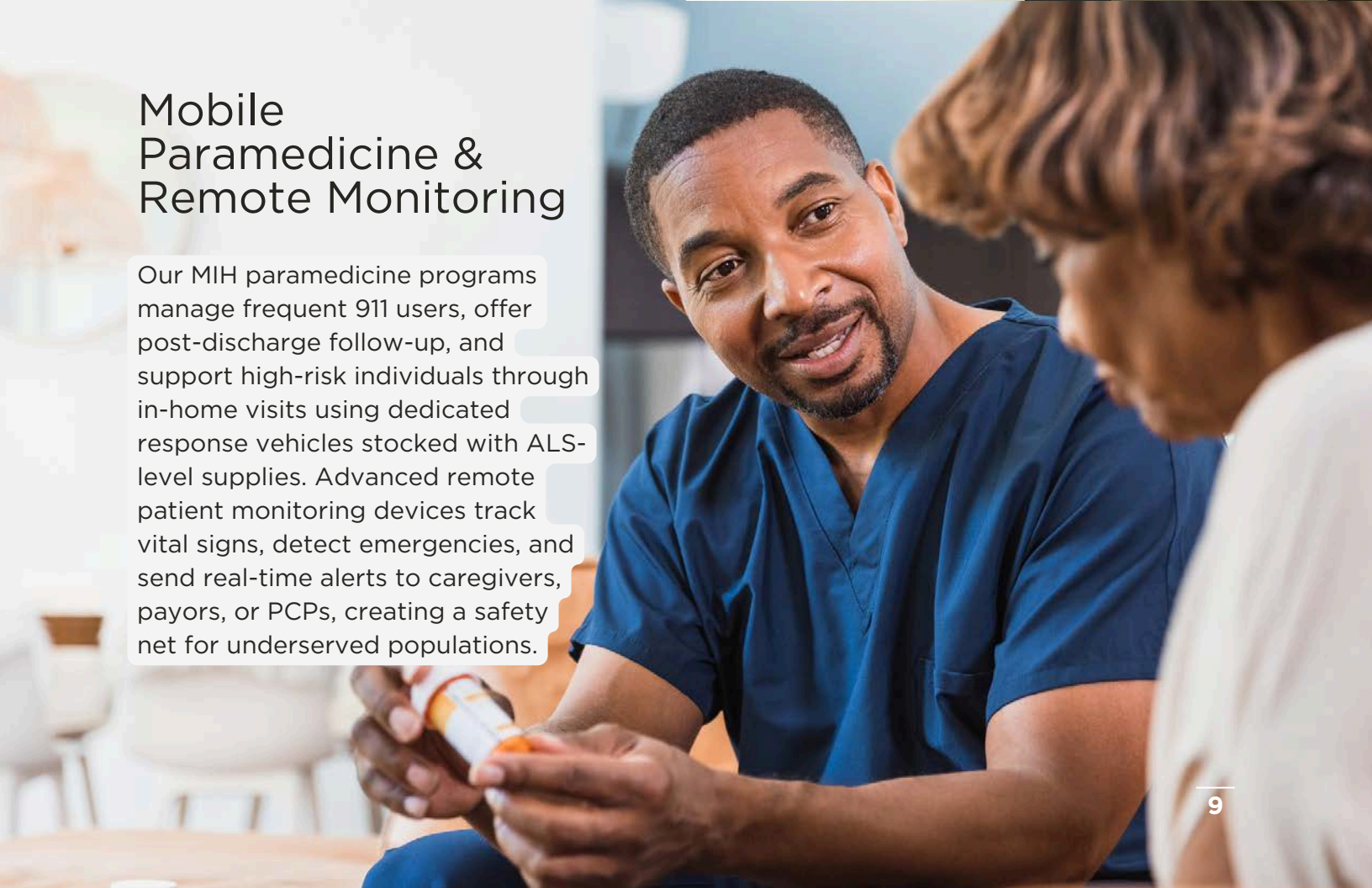
## Coordinated, Flexible Care

We divert non-emergency calls from 911, connecting patients to telehealth, scheduled appointments, or transportation. Patients and providers have 24/7 access to medical guidance, reducing system strain and providing timely, tailored care for every patient situation.



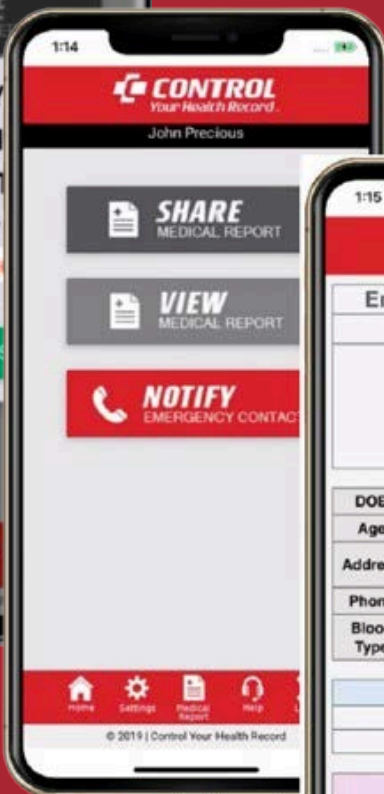
## Mobile Paramedicine & Remote Monitoring

Our MIH paramedicine programs manage frequent 911 users, offer post-discharge follow-up, and support high-risk individuals through in-home visits using dedicated response vehicles stocked with ALS-level supplies. Advanced remote patient monitoring devices track vital signs, detect emergencies, and send real-time alerts to caregivers, payors, or PCPs, creating a safety net for underserved populations.



# Strategic Alignment with EMReLINK

The EMReLINK platform is an integrated suite of products and tools that provide a user-friendly way to collect, track, manage, and share health information. Through this unique partnership, Elite On Demand gives you the ability to store and share emergency information, consult remotely with doctors in real-time, notify contacts with location details, provide access to emergency personnel, and more.



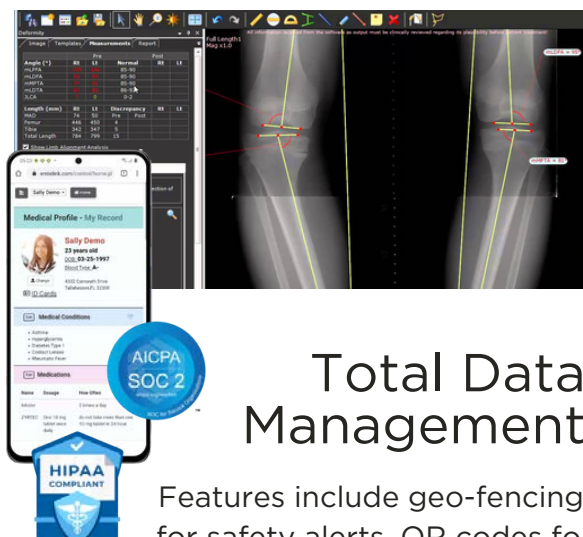
Our **personal safety button** includes fall detection, real-time GPS tracking, two-way communication, geo-fencing, and text notifications to emergency contacts with location details. It supports waterproofing, movement alerts, and remote GPS requests, keeping users connected around the clock.





## Next Generation Communication

EMReLINK enables two-way communication between patients, responders, and stakeholders via text, video calls, and GPS tracking. Users can press an SOS button to trigger immediate responses, including secure data sharing with emergency contacts and medical providers.



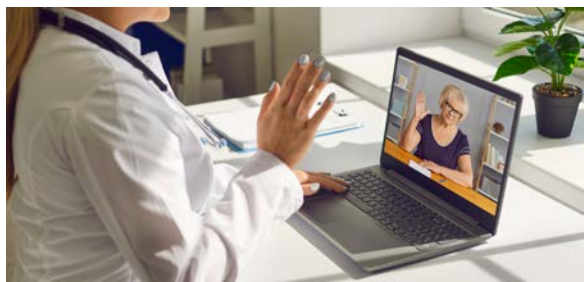
## Total Data Management

Features include geo-fencing for safety alerts, QR codes for accessing emergency medical information, and integration with CAD systems for real-time dispatch coordination. This ensures faster response times and better patient outcomes.



## Video & SMS Capable

Dispatchers can create live video feeds with patients or caregivers, enabling on-the-spot diagnostics and treatment guidance. Ambulance services can integrate the EMReLINK Video SDK with telemedicine platforms to provide comprehensive care, including video consultations and follow-up appointments.



## User-Friendly Patient Portal

Our digital health record app lets patients manage all their health information in one portal, including conditions, medications, allergies, insurance, and emergency contacts. They can upload and view files, request records via fax or email, and share records securely through a secure link, giving patients and providers rapid access at all times.



# Elite Hydration

Elite Hydration offers personalized IV therapy to help patients feel better, faster. Whether you need to recover from overindulgence, boost your immune system, or rehydrate after a long day, Elite On Demand brings the care to you.

Our mobile services make it easy to get professional IV therapy at home, in the office, and at events.



## Personalized IV Therapy

Designed for a range of needs, from on-demand recovery to immune system boosts, Elite Hydration offers high-quality intravenous therapy directly to patients wherever they are.



## Skilled & Caring Staff

Services are provided by trained paramedics or nurses, guaranteeing safe, professional care at all times and making the experience quick, comfortable, and effective for patients.



## Mobile Access

In addition to hydration stations at each Elite location, we also bring the care to patients. Our mobile units and staff guarantee accessible, convenient, and professional care.



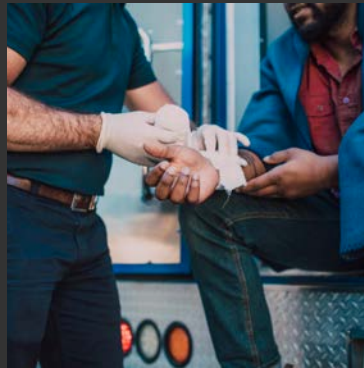
# Medical Security Services with Elite On-Guard

Elite On-Guard provides security services with the added benefit of EMS-trained personnel. Our teams are ready to respond to both security threats and medical emergencies, combining safety and care in one professional solution.



## 24/7 Response & Protection

We offer around-the-clock security watch services for continuous safety and peace of mind. Our teams use first-response vehicles with advanced medical gear, including cardiac monitors and state-regulated ALS and BLS equipment.



## Integrated Medical & Security

Our security officers are also state-certified EMTs and paramedics. In a medical emergency, our teams can start care within minutes, providing basic and advanced life support while waiting for an ambulance to arrive.



## Ideal for High-Risk Settings

From gated communities and racetracks to casinos and large event venues, this service is perfect for environments requiring both safety oversight and medical readiness. With statewide licensure, we can deploy teams wherever needed.

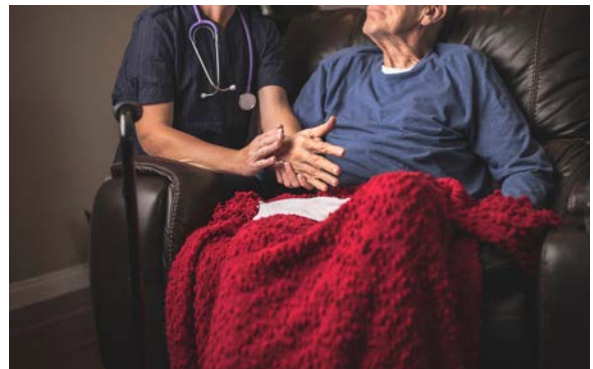
# Hospice Support Services

We also provide an innovative program to assist our hospice partners and patients receiving in-home hospice care. This includes specially trained caregivers combined with a one-touch access point for patients to directly connect with their hospice provider and our 24/7 communications center.



## Extensive Training

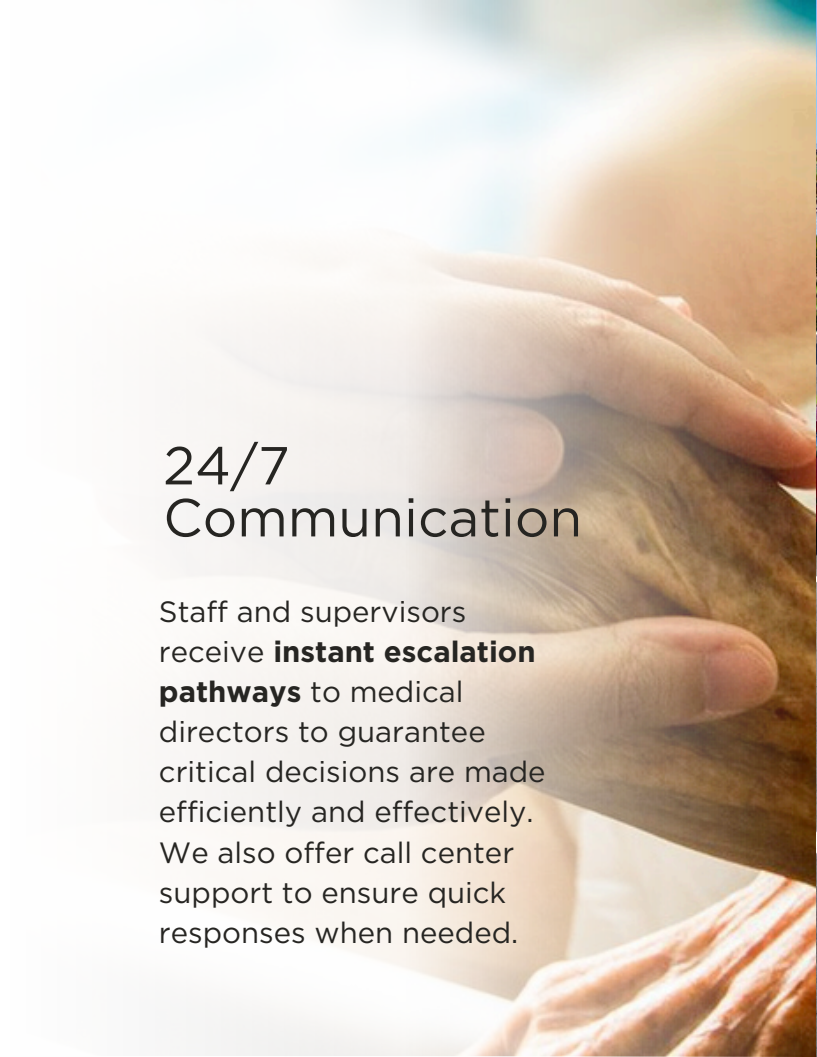
We understand the sensitive nature of hospice care. Our teams are trained to handle end-of-life scenarios with compassion and professionalism. Staff undergo specific training at hiring and receive ongoing education to meet the unique demands of hospice care. We are also open to **customer-specific protocols and training** to best meet your needs.



## Rapid Response

Our providers rapidly respond to stabilize acute situations at home or in an assisted living / skilled care facility until care can be transferred to the hospice nurse, buying time for RN arrival or easing demand during simultaneous events. Our leadership team has years of experience serving major hospice partners across South Florida.





## 24/7 Communication

Staff and supervisors receive **instant escalation pathways** to medical directors to guarantee critical decisions are made efficiently and effectively. We also offer call center support to ensure quick responses when needed.



## Unique Support

The Elite On Demand Hospice program can also include ancillary services, such as escorted Wish Visits for sentimental purposes, **wellness checks** during hurricanes or natural disasters, or a transition-to-home “tuck-in” service when it is not possible for a nurse to be present when new patients first come home.



## ER Diversion

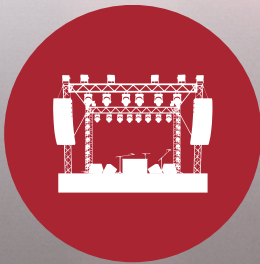
Many families are unsure what to do during end-of-life emergencies. Our program includes compassionate call-takers who guide families through the process, helping them avoid unnecessary 911 calls or hospital visits.

We assist with diversion protocols, provide advice on what's normal, ensure DNR orders are available, and contact the police if needed. This **reduces strain on hospice resources** while offering calm and informed support during a family's most difficult moments.



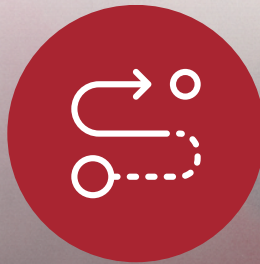
# Event Medical Standby

Elite On Demand also has the resources available to seamlessly handle all the intricacies of event medical standby, including staffing, equipment, training, and communications. Let us help you safeguard your venue or event.



## Event-Specific EMS

Elite On Demand provides tailored standby services for events, including community gatherings, concerts, and corporate functions. Our team handles all aspects, from staffing and training to real-time communication and post-event reporting.



## Custom Solutions

Each deployment is planned based on the event and/or location's specific needs, ensuring the right personnel, equipment, and protocols are in place. Our management and field personnel have experience with a wide range of mass gathering standby events across South Florida.



## Specialized Training

Staff assigned to event medical operations are extensively trained in customer service, extrication techniques, performance in large crowds, drug and alcohol intoxication, and other helpful topics, in addition to their standard continuing education.





# Why Elite On Demand?

Elite On Demand is an emerging leader in mobile healthcare and medical transportation in Florida. We offer flexible, innovative, and reliable services backed by the expertise of Visionary Healthcare Solutions.

Here's are five highlights that set us apart from ordinary ambulance providers . . .



## 1 Highly Trained & Reliable Staff

Our clinicians and team members are highly trained professionals who receive continuous education. While staffing shortages challenge the industry, we focus on retention and reliability, providing ongoing training, career growth opportunities, and support perks at our home office.

This helps us maintain a strong, committed workforce you can depend on, with an extensive range of skills and experience. From EMTs and dispatchers to paramedics, nurses, and beyond - we invest heavily in staying staffed with dedicated, elite professionals.





## 2 Transparent Operations

Our communications center, patient care reports, and EMReLINK system provide ongoing reports and insights, using key metrics and performance indicators that matter to you. Our patients can also manage their health records, view documents, sign forms, and more through the EMReLINK patient portal.



## 3 Disaster Readiness

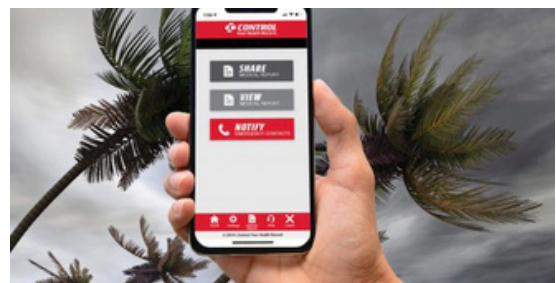
We reliably support our customers in emergency situations and natural disasters, as seen during 2024 Hurricanes Helene and Milton. We are backed by redundant call centers with remote dispatching capabilities, and field employee completes FEMA Incident Command Structure (ICS) levels 100, 200, 700, and 800 training/certification.

## 4 Organizational Support

Our organization also has deep experience in patient care and medical transport. With a large fleet of ambulances, we handle everything from basic to high-acuity transports, including BLS, ALS, SCT, CCT, MICU, and bariatric services. Our leadership team has decades of success in South Florida and continues to evolve and grow with the industry.

## 5 Flexibility & Customization

No two customers are the same. As a Florida-based, homegrown organization, we offer a flexible suite of services that are highly integrated but can also stand alone. We pledge to work with you to create a solution that fits your specific needs, always giving you the right level of care and support.







# Looking Forward

We'd love to connect and explore how Elite On Demand can support your community or organization. Our flexible, customizable services are designed to fit your unique needs. Whether you need one service or a full package, we're ready to build a solution that works for you.

## Contact Us Today!

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## On the Web



[www.emresponse.com](http://www.emresponse.com)



[www.emtelink.com](http://www.emtelink.com)



## Not your average ambulance provider.

Patient Navigation & Mobile Healthcare | Remote Monitoring & Telehealth |  
Video & SMS Integration | Hydration & IV Therapy | Medical Security | Hospice  
Support | Event Medical Standby | Custom Solutions

