



*A Newsletter  
From the Desk  
of  
Rick Martin*

# COMSTAR

## Ambulance Billing Service

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### Comstar Hires New IT Manager

Comstar is pleased to announce that Scott L'Abbe has joined our management team.

Scott brings over 20 years of ambulance service experience to Comstar.

Scott's experience includes: 14 years of ambulance service operations experience while serving as V.P. of Operations for a local ambulance service, 12 years experience as a fire fighter/paramedic for a local municipal ambulance service and 5 years experience as the Director of MIS for a local ambulance service.



**Scott L'Abbe**

Scott has over 15 years of experience working with Zoll Data Systems ePCR and billing software systems.

As the IT Manager of Comstar, Scott will direct the activities of 5 in-house IT professional, take a lead role in the deployment, training and support of Comstar web hosted Zoll ePCR service offering and act as liaison with our IT managed service partner, Focus Technologies.

The addition of Scott increases the depth of our IT department while bringing several years of ambulance service management skills and experience that will allow Comstar to further its commitment to continuous improvement in the service and results provided to our clients and their patients

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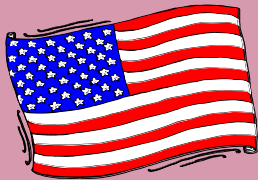
### COMSTAR Offers Credit Card & ACH Payment Options

Effective 8/1/11, patients of Comstar clients will have the option to pay any balance due from the patient using their credit card or via deduction from their designated bank account. Comstar will offer these options to all patients on any bill sent to a patient for a balance due.

Patients will be directed to Comstar's secure website, [www.ComstarBilling.com](http://www.ComstarBilling.com) where they may select the payment option button to pay their bill.

Funds collected via these options will be deposited in to Comstar's Client Trust Account. Checks will be cut to clients on a weekly basis.

All fees associated with this service will be paid by Comstar.



*America  
Land of the Free  
Home of the Brave*

BMM 9/11/2001

**COMSTAR  
AMBULANCE  
BILLING SERVICE**

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**We are on the web at  
[www.ComstarBilling.com](http://www.ComstarBilling.com)**

***It's never the  
wrong time to  
do the right  
thing.***

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## **“Comstar supports your operations as well as billing.....”**

Thank you for your continued business with Comstar Ambulance Billing Service. We appreciate the opportunity to provide services to you. As a company, Comstar strives to add value to all of our clients. We have the most robust array of service options, some of which you may not be aware of.

### **EMT Training Course -- Practical Consideration in Drafting the PCR Narrative**

This course 2 hr training course is provided to upon request to all clients. The objectives of this course are: To refresh and reinforce EMT's patient care report (PCR) writing training. To refresh and reinforce EMT's knowledge of the uses and importance of the PCR. To provide insights and guidance that will result in improvement in the quality and usefulness of the PCR. Note: Though applicable to EMT's in all states, this course is approved by the Commonwealth of Massachusetts Department of Public Health, Office of Emergency Medical Services. Massachusetts certified EMT's can earn 2 (two) credit hours of continuation credit toward their Basic, Intermediate, or paramedic certification by attending this course.

### **Software and Data Integration Support and Services**

Comstar has been using the Zoll Data Systems billing software as its billing platform since 2002. We send and receive data in an electronic and seamless manner with existing clients using Zoll's ePCR software. Comstar can also integrate seamlessly with other ePCR software vendors to the point where I guarantee that Comstar will integrate with any ePCR solution that a client may select to use. Comstar is very flexible in this manner, because we feel it is important for you, and every client to select an ePCR solution that you feel most comfortable with and best fits your needs. Our five person in-house IT staff has successfully integrated our Zoll software with the following nine (9) EPCR software solutions: AmbuPro, emsCharts, ESO Solutions, Firehouse, Healthware Solutions, ImageTrend, IMC Public Safety, PURVIS Public Safety, and Zoll Data Systems. Given Comstar's integration guarantee, this list will grow as clients select different ePCR products. In most cases, bridge programming is required to make such integration successful. Comstar's IT staff performs the bridge programming at no additional cost to Comstar's clients. They also will work with your chosen ePCR software vendor, as your technical advocate, should you have any issue with their product.

## **“Comstar provides a cost effective ePCR Solution.....”**

Comstar has an ePCR Partnership Agreement with Zoll Data Systems. Ambulance services that desire to use the Zoll ePCR solution but do not have the capital resources to fund the cost of deployment, server setup and license purchase now have a cost effective alternative through Comstar. For more information, please contact Jeff Tassi immediately at 800-488-4351 or [JTassi@comstarbilling.com](mailto:JTassi@comstarbilling.com). Jeff is prepared to demonstrate the Zoll ePCR product, discuss Comstar's capabilities to provide the web hosted solution, present a full service outline and discuss pricing.