1984 REPORT TO MEMBERS / One of our greatest challenges is maintaining the level of service which we are dedicated to providing our members, while keeping our rates low enough that they do not pose a hardship for anyone. This year, we are very happy to report that we have arrived at a method of continuing and upgrading service — without an increase in the membership fee.

It gives us great pleasure to announce this.

The way in which we will achieve this was arrived at after much study and deliberation. The year ending has been only marginally successful, and without the institution of what is called Third Party Reimbursement, we could not maintain services without instituting higher charges.

The decline in the economy along the Louisiana Gulf Coast has impacted our operations severely. As an example, joblessness among the residents of our service area has resulted in the expensive loss of over a million dollars in bad debts.

The slowdown in business and industry has reduced our revenues in other ways. With fewer people at work, there is less need for our services at industrial sites.

While we have worked closely with the program to combat drunken driving and commend it for the reduction in accidents and injuries, we also have felt the financial effect of a reduction in the number of calls for our ambulances.

The problem then is that the fiscal year has ended well below our projections; however, through the institution of a program now working smoothly in other states, we will be able to continue upgrading services without increasing rates.

Third Party Reimbursement simply involves billing your insurance company — if you have insurance — whenever you use the service. Whatever the insurance company pays — even though it might not cover the total charges — will be accepted as payment in full. You will owe nothing. Members without medical benefits coverage for the services rendered will be billed a minimum mileage charge for trips to a destination other than a hospital.

Before deciding on this plan, we employed one of the best research organizations in the nation to conduct a poll in our membership area, to see if our people would prefer this to an increase in rates. Those who were contacted were overwhelmingly in favor of Third Party Reimbursement.

With this program, and with another successful membership campaign, we will continue to provide you and your loved ones with the service that has gained us national recognition.
MEMBERSHIP PROGRAM
A family or individual membership is $45.00. Family members consist of husband and/or wife and unmarried children under 21 living at home.

MEMBERSHIP APPLICATION
I hereby apply for membership with Acadian Ambulance Service, Inc. for me and my family members as defined and listed on this application. Acceptance by AAS of the enclosed membership fee entitles me to use the ground transportation services of AAS at no cost to me for medical emergency trips to a hospital within the State of Louisiana and at a reduced rate to destinations other than a hospital.

I understand that AAS will send the bill for services rendered at non-member rates, directly to my medical benefit provider for payment. This membership permits AAS to collect payment for services rendered directly from my insurer or other medical benefit provider at no charge to me. Out-of-state ground transportation and emergency helicopter services may be provided to members at a discounted rate. The availability and amount of such discounts will be determined at the time services are requested.

Emergency requests have first priority. Physician authorization may be required for non-emergency transfers. Dispatching and transporting decisions will be made by the staff of AAS.

This membership is non-refundable and non-transferable. Membership takes effect Sept. 1, 1984, and will expire Aug. 31, 1985.

MEMBER RATES
- Emergency ground transportation by Acadian Ambulance to a hospital within the State of Louisiana, as many times as necessary during the membership year, at no cost to the member.
- Ground transportation to destinations other than a hospital at 50% of the non-member mileage rate ($10.00 minimum).
- This membership permits AAS to collect payment for services rendered at non-member rates, directly from the member’s insurer or other medical benefit provider at no charge to member.
- Out-of-state ground transportation and emergency helicopter services provided at a discounted rate.

NON-MEMBER RATES
- $250 for advanced life support emergency ground transportation plus $3.00/mile.
- $170 for basic life support emergency ground transportation plus $3.00/mile.
- $12.00/mile for non-emergency ground transportation plus $3.00/mile.
- There are additional charges for the use of oxygen, cardiac monitor, i.v.’s, medications, and right trips.

1984 STATISTICS
- Employees: 247
- Ambulances: 46
- Substations: 25
- Memberships: 111,225
- Population Served: 3,200,000
- Average Patients Per Day: 154
- Squad/Mission: 3,000
- Emergency Medical Tech (EMT): 50
- EMT Intermediate (EMT-I): 50
- EMT Paramedics: 50

SCOPE OF SERVICE
The membership concept has proven to be a viable way to maintain the highest standards of Emergency Medical Services for the residents of South Louisiana, because of the success of the membership program... Everyday... We save lives.

EDUCATION
Our personnel’s commitment to excellence is reflected not only in the care of their patients, but in their continuing efforts to upgrade their skills through exhaustive training.

COMMUNICATIONS
Formalized clinical control of ambulances is essential to the effective deployment of our fleet of ambulances strategically located throughout our coverage area.

AIR MED
Helicopter — a program which involves a 24 hour fully-equipped, specially-converted, helicopter ambulance staffed with Paramedics. The membership covers ground transportation only.

Fixed Wing — selection of appropriate fixed wing aircraft, professional medical personnel, air medical equipment and ground transportation are coordinated with family and physicians to provide the highest quality of air medical transportation both domestically and internationally.

COMMUNITY SERVICE
Acadian Ambulance Service is actively involved in each community that we serve by standing by at festivals, celebrations, and special events and teaching first aid classes to interested groups.
Acadian Ambulance Service is dedicated to providing emergency medical care of the highest quality. Improvements are continually being undertaken. If you have a suggestion that will make our service more valuable to you and your family, we invite you to mail it to:

Acadian Ambulance Service, Inc.
P.O. Box 52888 • Lafayette, Louisiana 70505-2888
Business (318) 261-1522 / Emergency 261-1511 or 1-800-252-5522