

LIFENET

EMERGENCY MEDICAL SERVICES



**RIGHT CARE.
RIGHT PLACE.
RIGHT TIME.**

About LifeNet

Today, nearly 350,000 people depend on LifeNet for Emergency Medical service across Northeast Texas, Southwest Arkansas, and portions of Oklahoma. LifeNet now operates as an independent, non-profit company incorporated in the state of Arkansas and is overseen by a 15-member board of directors. 2023 marked 30 years of patient care in Texas, and this October we are celebrating 20 years in Hot Springs, Arkansas. LifeNet is celebrating the past and looking towards the future as we continue to better ourselves as a company, an EMS provider, but ultimately as healthcare providers, serving our communities each day.



LifeNet Service Areas



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AIR MEDICAL SERVICES

LifeNet Medical Air Transport provides critical care through interfacility transfers, scene flights, and urgent medical calls. As the oldest operating air medical helicopter service in Arkansas, we partner with Air Methods to deliver life-saving care across our three-state region and beyond.

LifeNet Air operates out of three bases:

- Helicopter and fixed-wing in Texarkana, TX
- Helicopter in Daingerfield, TX
- Helicopter in Hot Springs, AR

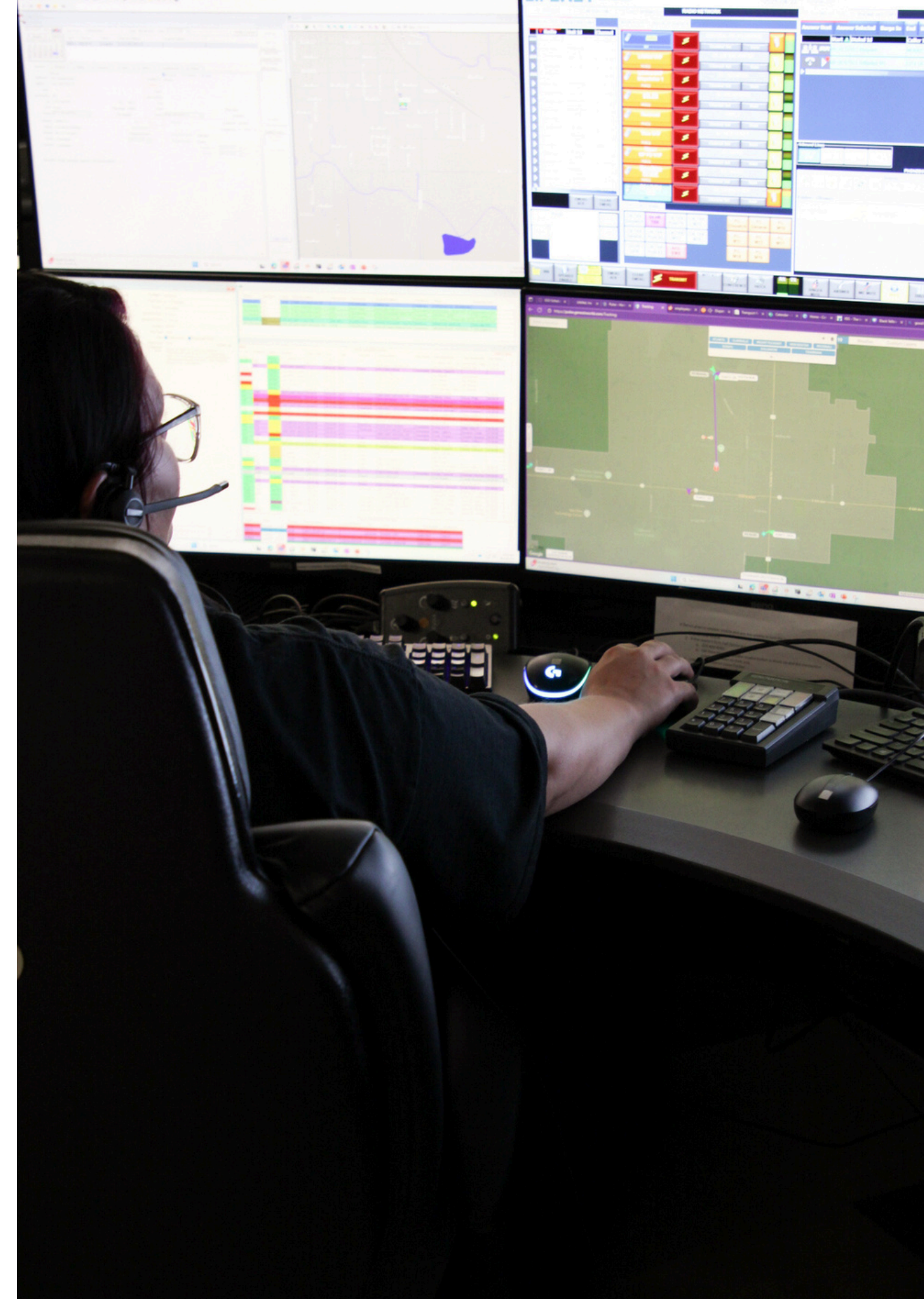
We respond to local scenes and cross-country transports, committed to timely, high-quality care.



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COMMUNICATIONS

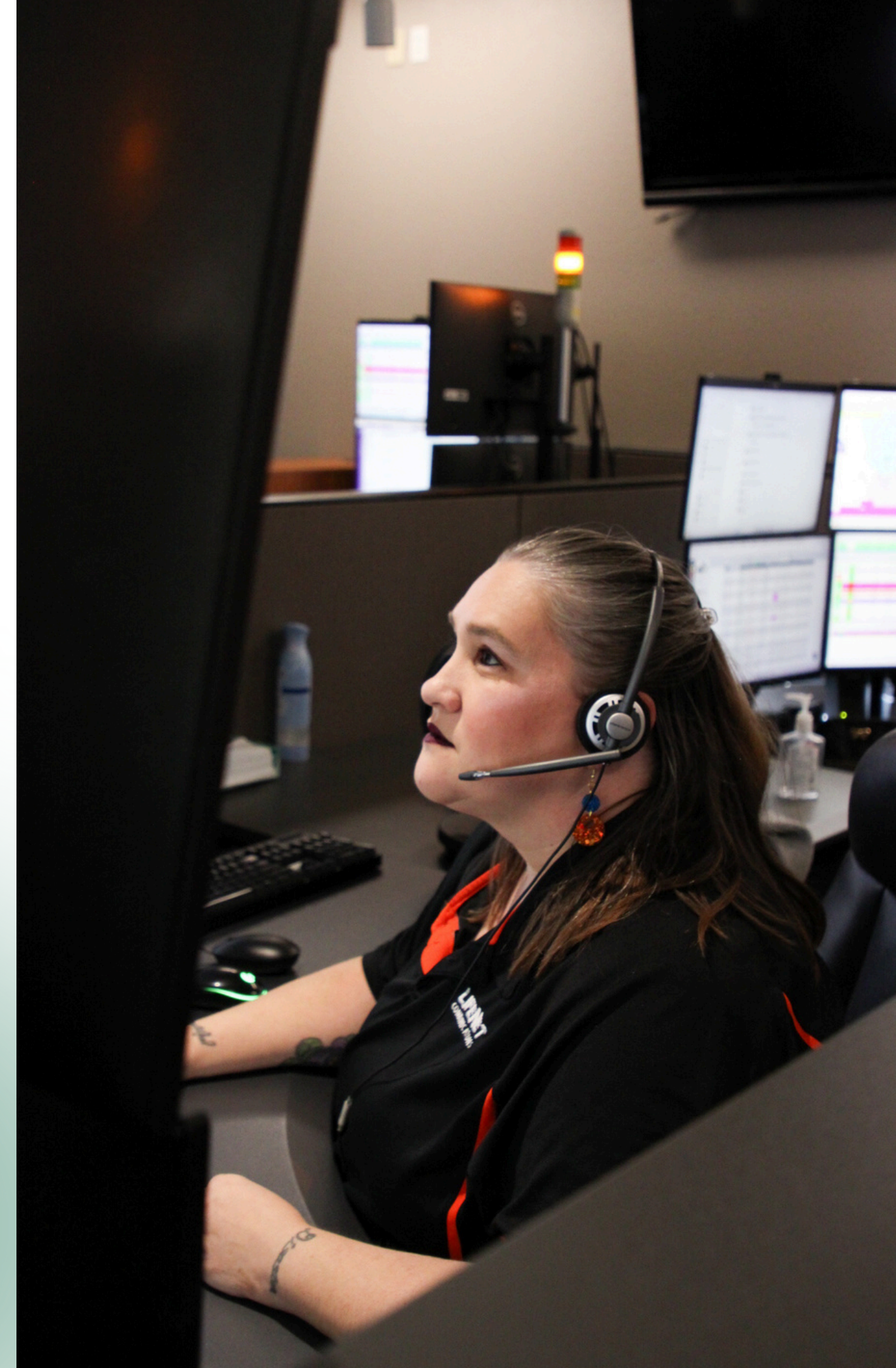
- LifeNet's combined communication centers dispatch for 7 LifeNet counties, contract out for 2 other counties, and 1 Fire Department in 3 states.
- LifeNet employs up to 38 full time dispatchers.
- LifeNet handles roughly 110k calls a year.
- TX/AR centers are recognized as secondary PSAPs (Public safety answering point). LifeNet is one of very few EMS agencies allowed PSAP distinction in Texas. This distinction has allowed us to access the VESTA system (an integrated 911 answering service that connects to ANI/ALI data) and run text to 911 services.



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COMMUNICATIONS

- LifeNet trains and runs emergency medical dispatcher protocols through the International Academy of Emergency Dispatch. (IAED)
- We also require the Basic Telecommunicators Course certification through APCO and BLS level CPR for each Telecommunicator that is employed with us.
- We have 3 certified APCO instructors at LifeNet.
- Last year LifeNet was recognized through Arkansas APCO and NENA conference for Director of the Year.



LifeNet Employees

LifeNet is committed to taking care of our employees by providing top-of-the-line benefits, opportunities for continuing education, and access to advanced clinical training. When we invest in our people, they gain the skills and confidence needed to provide lifesaving care with excellence.



Mobile Healthcare Excellence

- CAAS Accreditation
 - Top 1% of ambulance providers
- Bridging the Pre-Hospital Healthcare Gap
 - Rapid Sequence Intubation (RSI) capabilities especially in rural areas
 - Blood availability on rotor and fixed wing for critical patients
 - Enhanced Clinical Education & Skills
 - Evidence Based Care with Community Health Paramedicine



Community Partner

LifeNet is dedicated to educating our communities and building strong local relationships.

- Emergency Training Programs:
 - Stroke Awareness
 - Stop the Bleed
 - Narcan Use
 - Drowning Prevention
 - 9-1-1 Response
 - Free Bystander CPR & AED Classes to improve cardiac arrest survival
- Community Engagement:
 - Local sponsorships
 - School career days
 - Career fairs





Challenges

- Funding
 - AR among the lowest reimbursements for healthcare services.
 - Little to no funding for treat in place, non-transports, or cost of readiness.
 - Rural areas with no tax or subsidy funding.
- System Abuse
 - Frequent non 911 calls such as lift assists.
- Hospital Closures

Contact
Us

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LifeNet, Inc



LifeNet EMS