

Foxit PhantomPDF to the Rescue

A PDF Solution for Staff Who aren't Tech Savvy

LifeMed Alaska's Director of Flight Operations, Tim Nixon, wears a lot of hats. One of his many duties is acting as the in-house IT liaison. Unfortunately, he inherited "a legacy of bad decisions", as he puts it.

Those decisions resulted in a collection of inadequate and outdated spare parts from multiple PDF software providers that required a lot of maintenance. "I was easily losing three hours a week on it", says Nixon. So, he finally began searching for a solution, but that proved harder than he anticipated.

"The problem right now," says Nixon, "is that we have a lot of frontline workers and education, logistics, and administration staff that are not tech-savvy. I needed to find something simple for them." Then a fortuitous recommendation came his way. One of LifeMed Alaska's main software vendors told him to check out Foxit.

From Modest Needs to Paperless Workflows

"I needed to replace all our PDF software with one application," says Nixon, "so we revisited Adobe, but it was just too expensive." He says he wanted a workflow PDF solution that wasn't going to completely reinvent the wheel. Other PDF software applications he researched were too difficult to configure and use or too expensive for their modest needs. He says that PhantomPDF was the perfect combination of price and simplicity and that the staff had no trouble finding everything they needed easily and quickly.

"A lot of the documents that we have, our position certification statement and consent to treat and transport, is paperwork that needs to be completed at the time of service," says Nixon. "We've made some push towards getting the consent form electronically, and Foxit is going to be a part of that later this year." He says that other forms

that their nurses and paramedics use must be edited quarterly, and while they are great at their jobs, they're not fluent in tech software applications. "Being able to easily edit a document, print it, fill it out, scan it, and drop it into our workflow is going to be a huge benefit for us. And I have dreams of doing electronic captures for these forms, too."

The Minimal Training Time with PhantomPDF Saves the Day

Nixon says that PhantomPDF is extremely intuitive. He told his staff that if they had any questions, they could call him. "But I didn't get many calls," says Nixon. "And that's a good thing."

He says that the lack of feedback should definitely be considered positive feedback. "If the masses aren't saying anything about it," says Nixon, "it means that it's working."

He added that the only problem he had with PhantomPDF was trying to configure it and that these problems were on his end. "We got great support from the Foxit staff," says Nixon. "I called and they got me sorted out quickly. They have truly been a life-saver."

(sidebar)

LifeMed Alaska, LLC provides 24/7 critical care air ambulance services throughout Alaska. As one of the largest aerial ambulance providers in Alaska with a staff of around 200 employees, they have eight bases in Anchorage, Fairbanks, Soldotna, Bethel, Palmer, Juneau, Dutch Harbor, and Kodiak.

When Director of Flight Operations and de facto IT liaison Tim Nixon reached his breaking point trying to juggle a myriad of outdated PDF software applications, he had two goals in mind: Make it simple for his staff and find a solution at a price tag that LifeMed Alaska could live with. He achieved both with Foxit's PhantomPDF.