







roundtrip



The  
Essential Guide to  
**CAD INTEGRATIONS**

Enhance operational efficiency by streamlining processes with real-time status updates and automated data flow from your CAD to Roundtrip.



# INTRODUCTION

Integrating Computer-Aided Dispatch (or CAD) software with a ride-ordering platform is a game-changer for transportation companies and in-house fleets aiming to elevate their operations. These powerful integrations allow ride bookers and dispatchers to streamline processes, enhance communication, and gain better oversight of their workflows, unlocking superior service and satisfied patients.



In this guide, we will explore how pairing CAD integrations with Roundtrip can transform your operations and redefine the way you manage ride booking and dispatching.

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## CHAPTER 1

# CAD Integration Basics

In the fast-paced transportation industry, efficiency and accuracy are crucial. For ride bookers and dispatchers alike, managing pickup times, tracking ride progress, and maintaining clear communication between drivers, care coordination teams, and patients are key to smooth operations.

CAD (Computer-Aided Dispatch) integrations have transformed how transportation companies handle these tasks, streamlining operations and ensuring timely updates for everyone involved.

When you integrate Roundtrip with your preferred CAD software, you make it even easier to view and manage rides. The same Roundtrip rides you are used to seeing in the dispatcher portal can now get automatically pulled into your CAD, so that dispatchers can assign runs to specific vehicles, saving your team time, and status updates from your CAD will automatically populate in Roundtrip – keeping the entire care team invested in the ride on the same page, without a phone call.



## WHAT IS A CAD?

CAD is a common abbreviation for a Computer-Aided Dispatch software platform. CADs help public safety organizations, emergency response agencies, and transportation providers manage and dispatch resources in response to calls for service.

CAD systems are used by dispatchers, call takers, and 911 operators to prioritize and record calls, interface with vehicle location services, and dispatch personnel to efficiently manage resources.

## CHAPTER 2

# The Benefits of a CAD Integration

There are a host of benefits to integrating your CAD with Roundtrip, for both healthcare providers and their transportation partners. Here are just a few.

## THE BENEFITS FOR HEALTHCARE PROVIDERS



### ENHANCED REAL-TIME STATUS UPDATES

Ride requestors and care managers can easily monitor the patient's ride with up-to-date ride status updates.



### IMPROVED RIDE DETAIL VISIBILITY

Vehicle map tracking keeps you informed of vehicle locations\* and shows specific driver details, including first and last name.



### SYSTEMATIC TIMELINESS DATA CAPTURE

Care managers no longer need to manually track pickup and drop-off times. Actual ride status timestamps track timeliness and ensure SLAs are met.



### INCREASE RESPONSE RATE TO RIDE REQUESTS

Our integration enhances CAD systems with automatic planning functionality, making it easier for transport providers to accept more rides.

*\*This is dependent upon the transportation company's vehicle locator/GPS technology.*

## CHAPTER 2

# The Benefits of a CAD Integration

## THE BENEFITS FOR TRANSPORTATION PROVIDERS



### SIMPLE, EFFICIENT WORKFLOW

Say goodbye to copy & pasting - integrations can follow current workflows within the CAD, reducing manual effort.



### CENTRALIZATION OF ALL RIDES

Keep track of all your rides across multiple facilities and decrease distracting phone-in requests to dispatch.



### INFORMATION AT YOUR FINGERTIPS

Medical necessity and physician certification statements are sent directly to the CAD, and more accurate patient data leads to easier billing .



### LESS HUMAN ERROR

Patient information is pulled directly from the hospital EHR and automatically sent to the CAD, removing the need for manual input.



### EASILY MANAGE FLEET OPERATIONS

Assign and reassign rides to your fleet with the click of a button, maximizing fleet productivity.

## CHAPTER 3

# How Our Integration Works

CAD integrations are the best way to get accurate pickup times, status updates, and performance metrics through Roundtrip.

### 01



#### RIDE REQUESTED

Roundtrip ride is requested directly from the health system EHR.

### 02



#### DISPATCHER NOTIFIED

Dispatchers can now view the ride, accept the ride and submit an ETA, or decline the ride in Roundtrip.

### 03



#### RIDE AWARDED

Once awarded to a transportation company, the ride details flow into the relevant fields within the CAD, including payer information, locations, clinical notes, PCS form, etc. The dispatcher can then assign a specific vehicle.\*

### 04



#### STATUS UPDATES

As dispatchers update ride statuses within the CAD, they automatically update in Roundtrip for the ride requestor to track.

### 05



#### TRANSPARENT REPORTING

By tracking all time stamps associated with a ride, Roundtrip allows for transparent audits of SLAs like timeliness and engagement.

*\*Unless the CAD uses autoplan functionality, which prompts the ride to schedule automatically.*

## CHAPTER 3

# How Our Integration Works

By continuing your existing workflow of updating statuses in your CAD for each ride, dispatchers will eliminate multiple phone calls with the ride requestor.

The Roundtrip platform will automatically notify the ride requestor of status changes and update on the trip dashboard. Providing full transparency of a ride status helps all parties by eliminating the mystery of where a transport is and providing accurate expectations.

### Status flow for CAD-integrated rides:

Claimed → To Pickup → At Pickup → To Destination → At Destination → Completed



## ACCOMMODATING BUSINESS LOGIC

Roundtrip's Community Logic, our proprietary rules engine configured to the needs of an organization to manage an organization's preferred community model, is a cornerstone of our product.

Our CAD integrations support the same models used by Community Logic, including auto-assigning to specific transportation partners, supporting preferred status relationships, and a free marketplace.

Learn more about community models in our eBook, [\*\*Build and Optimize a Transportation Network.\*\*](#)

## CHAPTER 4

# Getting Started

Setting up a CAD integration with Roundtrip is an easy process, that does not require a huge lift from your team. With just a few key team members and data points, you'll be ready to start the integration process.

### ASSEMBLE YOUR TEAM

There are a few key team members needed to run the project.

- **Ambulance Operations/Dispatch Lead**

This is an internal champion to lead the integration effort and serves as main point of contact to help move integration forward and meet deadlines. This individual would also oversee training and implementation activities with the dispatchers and manage communications about the CAD integration launch to the internal team. Hint – if you are reading this guide, this might be a perfect role for you!

- **Ambulance IT Resources Lead**

This IT representative would set up authentication and connectivity between Roundtrip and the CAD instance being integrated. This person would also partner with Roundtrip to completed all necessary testing ahead of go-live.

### DETERMINE NECESSARY DATA ELEMENTS

Since each CAD is different, the Roundtrip team will guide you in making sure we have secured all the necessary data elements needed to populate the integration, including rider data and needs, pickup and drop-off locations, mapping status updates, etc. It is helpful to ask your team if your CAD instance is cloud-hosted by the CAD, or if this is an internal On Prem Instance. Finally, make sure you have the external facing URL handy for your kickoff call.

### IDENTIFY KPIS

When kicking-off an integration, it's important to identify some key performance indicators (or KPIs) to measure the success of the project. For example, is the goal to streamline billing by having more accurate patient data? Maybe you're integrating to save your dispatchers time on task and reduce the need for manual entry. Another great goal would be to increase customer satisfaction through the integration, since the live status updates would keep care teams in the know.

You can use any of these samples as a jumping off point. Don't be afraid to set some clear KPIs before the integration starts so you can demonstrate clear impact afterwards.



## CHAPTER 5

# The Implementation Process

Since every CAD has its own technical needs, there is no consistent timeline for implementation, but we can launch some integrations in as little as 2 – 4 weeks. The Roundtrip team will be there every step of the way to ensure the success of the integration. Regardless of which CAD you are integrating, each implementation will include:

### **+** YOUR DEDICATED ROUNDRIP SOLUTIONS ARCHITECT

Our Solutions Architect manages the project plan for integration effort, monitors risks and dependencies, and will act as your main point of contact for the project. They will map Roundtrip call types and statuses to the appropriate CAD statuses and lead user training for ambulance dispatchers. The Solutions Architect will also liaise between the Roundtrip & customer tech team to ensure the success of the project.

### **+** A CLEAR & TRANSPARENT PROJECT PLAN

The Solutions Architect will also be the owner of the project plan, a detailed document used to align stakeholders, set expectations, and keep everyone on deadline. With our battle-tested project plan, Roundtrip can navigate any last-minute challenges, minimize disruptions, and navigate the implementation with confidence.

### **+** A ROBUST TESTING & TRAINING PERIOD

The Roundtrip team and customer Ambulance IT Resource lead will have ample time to test the integration ahead of go-live. Typically, we complete rounds of testing after each step of the project to ensure the smoothest possible launch. Roundtrip will also take the lead on training dispatchers on the new workflow, so there's one less task for your team.

### **+** POST-IMPLEMENTATION SUPPORT

The Roundtrip team and Solutions Architect are dedicated to the success of your integration. Once you go-live, we will check-in to ensure that the integration is working as it should, and to circle back on the KPIs you identified at the beginning of the project.

## CHAPTER 6

# Popular CAD Integrations with Roundtrip

With a wide variety of CAD systems available in the market, we recognize that every organization's needs are unique. While we may not integrate with every CAD platform just yet, our commitment to expanding our integration offerings is driven by our customers' needs. Our team is dedicated to continuously growing our list of compatible CADs to ensure seamless operations for our users.

Here is a short list of our most popular CAD integrations.

## ZOLL™ Dispatch

ZOLL Dispatch is an intelligent call taking and computer-aided dispatch (CAD) solution that enables your team to respond quickly and communicate effectively so you can deliver more quality outcomes.



When Roundtrip is integrated into your ZOLL Dispatch instance, newly awarded rides will appear in either MCC Review or Open Work, configurable according to your workflow.

PCS forms filled out in Roundtrip will also be available as an attachment on the run. During the implementation process, Roundtrip will map data elements including timestamps, call types, and transport priorities to reduce manual call taking activity as much as possible.

Roundtrip will also attempt to match pickup and drop-off locations to your list of existing facilities, ensuring that Roundtrip rides fit both your workflow and your reporting. In collaboration with ZOLL, Roundtrip can have an integration to your Zoll Dispatch instance live in as little as 4 weeks.

## CHAPTER 6

# Popular CAD Integrations with Roundtrip

## Traumasoft

Improve resource utilization and on-time performance with Traumasoft's state-of-the-art grid view EMS CAD system. Includes intuitive driver app available on iOS and Android, shift swapping, vehicle tracking, and more.

The logo for Traumasoft, featuring the word "TRAUMA" in black and "soft" in green.

When Roundtrip is integrated into your Traumasoft instance, newly awarded rides will appear in either Incoming Pool or the CAD Grid, configurable according to your workflow. PCS forms filled out in Roundtrip will also be available as an attachment in the run data. During the implementation process, we will work with Traumasoft to establish connectivity. Once completed, you'll map Roundtrip vehicle types to your active call types within Traumasoft. Roundtrip will attempt to match pickup and drop-off locations to your list of existing facilities, ensuring that Roundtrip rides fit both your workflow and reporting. An integration to Traumasoft can be live in as little as 2 weeks.

## Logis Solutions

Logis Solutions, powered by ESO, offers state-of-the-art CAD and billing solutions to 911, fire and EMS organizations, including non-emergency transport and homecare services. The robust and customizable products efficiently share data improving workflows.

The logo for Logis Solutions, featuring a blue arrow icon pointing right, followed by the word "LOGIS" in large black letters and "SOLUTIONS" in smaller black letters below it.

Roundtrip's integration to Logis is configurable to fit Logis's powerful AI logic. During our implementation process, we will work closely with you and Logis to understand the business rules you have in place and the data mapping that needs to occur to power that business logic. Roundtrip can receive Logis's Autoplan result back as an ETA submission, empowering a fully hands-free process to accept rides in Roundtrip. In addition, PCS forms filled out in Roundtrip will be available as an attachment in the run data.

## CHAPTER 7

# Next Steps

Integrating CAD software with Roundtrip’s platform is more than just a technical enhancement—it’s a transformative step towards greater operational efficiency, communication, and patient care.

By automating workflows and centralizing critical dispatch information, CAD integrations enable your team to enhance efficiency, improve communication, and deliver an elevated level of service to both transportation providers and patients alike. The manual processes of assigning rides, tracking vehicle locations, and providing timely status updates are simplified, allowing your team to focus on what truly matters: ensuring smooth, responsive, and patient-centered care.

The result is a more cohesive, agile operation that reduces friction in ride coordination and boosts satisfaction for everyone involved.



## READY TO TALK?

*Ready to see how a CAD integration can elevate your operations?*

*Our team is here to guide you every step of the way!*

*Reach out today to schedule a personalized consultation and learn how you can experience the full benefits of seamless ride booking and dispatching.*

*Email us at [sales@roundtriphealth.com](mailto:sales@roundtriphealth.com) to get started.*