

ZOLEO Provides TEAAM With a Critical Communications Lifeline



OVERVIEW

With a mission to provide “patient care anywhere”, not-for-profit Technical Evacuation Advanced Aero Medical (TEAAM) offers pre-hospital care and transport to those beyond the reach of traditional ambulances. Its staff of more than 100 paramedics, physicians, nurses and technical rescue specialists operate from four bases in British Columbia.

CHALLENGE

When responding to calls in remote areas, effective communication can be the difference between life and death. The success of each mission depends on having a reliable means of communication, whether to confirm crews landed safely or to relay critical details about the patient.

“We tried two-way radios but they weren’t reliable in the mountainous areas we operate in. It was a massive safety

concern not having a stable connection,” explains Miles Randell, President of TEAAM. The team also tried a satellite messaging device but messages were limited to 160 characters and the interface was hard to use. “When providing critical patient care, condensing messages or skipping details is not an option,” says Jordan Lawrence, Vice-President of TEAAM. **“We need communication to be crystal clear in order to provide the appropriate level of care.”**

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We do our best to make responding to missions less stressful for our crews. ZOLEO does just that. Knowing our team is connected wherever they go provides peace of mind for us and their loved ones.

– Miles Randell, President of TEAAM

SOLUTION

After hearing about ZOLEO, Miles and Jordan put it to the test. "In addition to being far more intuitive to use, the ability to send messages of up to 950 characters and share devices among staff was a game changer," says Miles. TEAAM made the decision to deploy ZOLEO at each of its bases.

Today, TEAAM has **ZOLEO devices ready to go at any given time**. Whoever is responding to a call simply connects with the ZOLEO device before getting on the helicopter. Staff can check in with a press of the built-in button and sending

lengthier updates is as easy as texting, thanks to the familiar messaging experience on the ZOLEO app.

"Training was a breeze," says Miles. YouTube videos published by ZOLEO offered staff step-by-step directions on how to connect to the ZOLEO device, send messages and more. The experience has been so good that many staff members who are outdoor enthusiasts themselves switched to it from other satellite devices for their own personal use. "That's how much we all love ZOLEO," says Miles.



OUTCOME

TEAAM no longer has any communication gaps when its staff are deployed on missions that are beyond the reach of traditional networks. **ZOLEO helps TEAAM keep its crews safe** and ensures that it can provide patients with the care they need. "Responding to emergency calls is a high-stakes job," says Miles. "It is comforting to know that with ZOLEO our team has their own lifeline too."



For more information on how ZOLEO can go to work for your business, please contact our master distributor in North America, Roadpost Inc.:

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