

Excellence - Engagement - Readiness

Armstrong is proud to be considered as a future partner with Merrimack Health to deliver a modern, proactive EMS system built on clinical excellence, strong community engagement, and unwavering operational readiness. Armstrong recognizes that emergency medical demand is constantly shifting, and Armstrong’s mission is to stay ahead of those changes rather than simply respond to them. Through real-time system awareness, flexible deployment strategies, and deep collaboration with hospital and public safety partners, Armstrong will deliver a dependable, fully integrated EMS system that ensures the right level of care reaches both hospital-based and community-based patients precisely when it is needed. Through coordinated dispatch, clinically aligned resource deployment, and disciplined operational oversight, Armstrong will provide timely, appropriate, and seamless patient movement across the continuum of care.

Community Initiatives

School Programs

- CPR instruction for all high school seniors -
- CPR certification for Teachers, School Bus Drivers, Coaches, Sports Trainers, Crossing Guards, Custodial and Lunchroom Staff
- Clinical based and administrative based internships
- EMT Scholarships
- Creation of an EMT program taught on site in the
- Lawrence School system

Senior Citizen Programs

- What to Expect when calling 911
- File of Life™
- Falls prevention
- Safety education
- Blood pressure clinics

Community Programs

- Heart Safe Community
- Public Access AED
- Blood Drive
- Clothing Drive
- Holiday Toy Drives
- Hands-only CPR
- Choke saver



Inter-agency Training

Armstrong Ambulance is committed to providing training and continuing education opportunities to healthcare partners. These training courses include continuing education for EMTs and Paramedics in accordance with NCCR requirements as well as AHA and NAEMT courses. Some of these courses include:

- Cold Water Rescue/hypothermia
- NCCR refresher training for EMT Basic and Paramedic through Prodigy EMS
- First Responder training
- M&M Rounds with Case Reviews
- AHA Basic Cardiac Life Support (BCLS)
- AHA Advanced Cardiac Life Support (ACLS)
- AHA Pediatric Advanced Life Support (PALS)
- Fire Fighter Down CPR
- ASHER
- Narcan Training
- Pediatric Advanced Emergency Assessment, Recognition and Stabilization (PEARS)
- Rescue Task Force Training
- Stop the Bleed
- ALS/BLS Interface

Armstrong provides healthcare facilities with comprehensive support in disaster preparedness and coordinated emergency training, ensuring hospitals and partner agencies are fully equipped to respond to any large-scale incident. Through structured planning, scenario-based exercises, and seamless collaboration with public safety partners, Armstrong helps facilities strengthen their readiness, refine response protocols, and build the confidence needed to protect patients, staff, and the community during critical events.

Clinical Initiatives

Armstrong prioritizes proactive clinical initiatives to ensure alignment with the most current practices and emerging technologies shaping prehospital medicine. By continually updating policies, investing in advanced training, and integrating evidence-based practices, Armstrong delivers care that is safer, more efficient, and more clinically sophisticated. This commitment to innovation not only elevates patient outcomes but also strengthens the company's credibility and positions Armstrong as a dynamic, forward-thinking EMS agency.

- LUCAS 3™ CPR
- 12 Lead EKG Transmissions
- CO monitoring
- CYANOKIT®
- Advanced Certifications- All ALS clinicians are required to have PALS, BLS clinicians required to have PEARS to be assigned to a 911 or PB unit.
- Zoll X Series monitors
- Zoll Ventilators
- IV Tylenol
- EZ Glide
- AI assisted quality improvement through the use of Huly.
- Data collection through Power BI, allowing Armstrong to provide bio surveillance information to local public health officials', offering real-time data collection, early outbreak detection, and situational awareness to help communities respond faster and smarter.

Software Solutions

Incorporating modern software solutions into an EMS system is essential for improving efficiency, accuracy, and overall quality of care. Tools such as electronic patient care reporting platforms, computer-aided dispatch systems, and data analytics programs streamline communication, reduce errors, and support faster, more informed decision-making. These technologies also enhance compliance, strengthen quality improvement efforts, and allow agencies to track trends that guide training, resource allocation, and community health initiatives.

- **Zoll Navigator™** - EMS mapping, workflow and analytics platform designed to help EMS agencies manage, review, and improve their clinical and operational performance.
- **Zoll Online™** Cloud-based platform that connects and manages information, giving agencies a centralized way to handle data.
- **Zoll DispatchPro™** -Used to enter calls, dispatch ambulances and monitor GPS location of all vehicles.
- **Zoll Billing-** ZOLL's cloud-based EMS revenue cycle management platform, designed to streamline how agencies process claims, manage documentation, and capture revenue from both emergency and non-emergency transports.
- **Comtech Nextgen** -Advanced, integrated tools that improve call-taking, triage, and resource coordination for secondary PSAP and Emergency Medical Dispatch.
- **Samsara Fleet Cameras-** Fleet management and safety platform that gives organizations real-time visibility into their vehicles, equipment, and mobile operations.
- **Huly-** Integrated AI software is used to analyze patient care data and provide quality improvement reports.
- **Power BI-** Data visualization and business intelligence platform that allows organizations to connect to data, analyze it, and turn it into clear, actionable insights. It enables users to build dashboards, reports, and analytics models that help leaders make informed.
- **Bryx 911-** Integrated 911 field communication tool that allows crews to see addresses and information pertaining to a call.
- **ALL DATA-** Automotive repair information platform used by mechanics, fleet managers, and service departments to access OEM-accurate technical data.
- **Enrollware-** Training management and class-registration platform.

- **Operative IQ-** Operations-management platform that gives EMS agencies real-time visibility into their equipment, supplies, fleet, and narcotics management.
- **Prodigy EMS-** Modern, accredited online EMS education and recertification platform designed for individual clinicians, training officers, and full EMS organizations.
- **ProQA-** Advanced, protocol driven EMD platform that supports dispatchers during 911 medical calls by presenting structured questions, response determinants, and pre arrival instructions in real time.
- **Pulsara EMS-** Real-time communication and care-coordination platform built specifically for EMS, hospitals, and regional emergency response networks.
- **Traumasoft-** Comprehensive, all-in-one EMS management platform designed to run every operational, clinical, and administrative function of an EMS agency.
- **Vector Care-** Online care logistics and patient-movement platform used by hospitals, case managers, and EMS agencies to coordinate non-emergency transports, interfacility transfers, and hospital discharges.
- **Weave Communications-** Unified customer-communication and engagement platform that brings together phone systems, texting, scheduling, payments, and customer-relationship tools into one integrated workspace.
- **Blink-** Frontline employee app that brings together communication, resources, and workflow tools into a single mobile-first platform. It's built to give field staff the same access to information and organizational culture that office-based employees typically enjoy.

For more information on Armstrong's Software Solutions, click below:

[Software Solutions](#)

Dispatch/Communications

Armstrong's integrated dispatch and communications system will provide seamless coordination across the entire emergency care continuum, beginning with 911 call processing and Emergency Medical Dispatch (EMD) protocols through secondary PSAP operations.

As a fully capable secondary PSAP, all emergency medical calls will be managed by trained dispatchers who follow nationally recognized EMD standards to triage incidents, assign appropriate response levels, and deliver pre-arrival instructions that support patient care before crews arrive. Armstrong will ensure rapid call transfer, real-time incident updates, and continuous communication with field units, fire departments, and hospital partners. Throughout each incident, dispatch will maintain situational awareness, monitors unit availability, and coordinates resource movement to preserve system readiness.

In coordination with the on-site EMS Facilitator, Armstrong's dispatch center will receive and processes hospital discharge information, enabling accurate patient record completion, quality assurance review, and improved continuity of care. This unified communications model ensures that every call from the first ring to final hospital disposition is managed with precision, clarity, and a commitment to delivering the highest standard of service.

Armstrong's dispatch center uses state-of-the-art dispatch software to efficiently assign and coordinate EMS resources across the system.

Those software solutions include:

- Zoll Dispatch Pro
- Comtech Next Gen
- Pro QA
- Bryx 911
- Vector Care

Professional Involvement

EMS agencies play a vital role in community health, and their involvement with broader healthcare programs, emergency management, and local health initiatives strengthen coordination, preparedness, and public health outcomes. By partnering with hospitals, public health departments, and emergency management agencies, EMS can align protocols, share data, and support prevention-focused efforts that improve community resilience. Engagement with national advocacy groups such as the American Ambulance Association, further amplifies EMS's voice in shaping policy, funding, and standards that support high-quality emergency care. Some of the organizations and programs Armstrong is involved in include:

- FBI Field Training
- Middlesex Opioid Taskforce
- NEMLEC Tactical Paramedics
- Mystic Regional LEPC
- Waltham LEPC
- Boston Healthcare Preparedness Coalition
- Massachusetts Ambulance Task Force
- American Ambulance Association
- Massachusetts Ambulance Association
- National Association of EMT's
- Massport Aviation Emergency Response

Special Operations

Disasters can strike at any time, and Armstrong is fully prepared to respond to any major event. With a robust emergency response framework, pre-positioned resources, and scalable staffing, Armstrong can rapidly deploy the personnel, vehicles, and equipment necessary to meet critical EMS needs. Armstrong's approach assures that communities receive timely, coordinated, and effective care, even in the most challenging and unpredictable situations

- Emergency Support
- Tactical EMS
- Rehabilitation and Medical Monitoring
- Mass Casualty Incidents
- Special Events EMS Coverage

Rehabilitation & Responder Support Services

Armstrong provides structured Rehabilitation (Rehab) and responder support services during prolonged or high-intensity incidents to protect the health, safety, and operational readiness of first responders.

Rehab operations are conducted in partnership with municipal agencies and integrated within the Incident Command System (ICS). Services are designed to support physiological recovery, responder accountability, and safe return-to-duty decision-making during extended operational periods.

- Structure fires
- Multi-alarm incidents
- Mass casualty events
- Extended search operations
- Hazardous materials responses
- Tactical operations
- Severe weather deployments
- Community events requiring sustained staffing

Rehab Operations

Extended emergency operations place significant physiological and cognitive stress on responders. Armstrong's rehab services ensure:

- Early recognition of heat-related illness or environmental exposure
- Monitoring of vital signs and stress indicators
- Structured rest and recovery intervals
- Hydration and cooling or warming interventions
- Identification of responders requiring medical evaluation

This structured process reduces preventable responder injury and supports sustained operational effectiveness.

Scope of Services

During Rehab operations, Armstrong personnel provide:

- Pre- and post-activity vital sign monitoring
- Core temperature assessment when indicated
- Cardiac monitoring as appropriate
- Oxygen saturation evaluation
- Hydration and electrolyte replacement guidance
- Cooling or warming measures based on environmental conditions
- Medical evaluation and documentation
- Escalation to transport if required

All findings are documented and communicated directly with Incident Command and designated safety officers.

Integration with Incident Command

Armstrong integrates seamlessly within ICS during extended incidents. Rehab operations are coordinated with:

- Incident Command
- Safety Officers
- Accountability Officers
- Operations leadership

This ensures:

- Clear return-to-duty criteria
- Defined medical escalation pathways
- Continuous situational awareness
- Efficient transition if transport is required

Joint Training & Preparedness

Armstrong collaborates with partner agencies to ensure Rehab operations are anticipated and operationally integrated.

Joint preparedness efforts include:

- Multi-agency drills
- Mass rehab simulations
- Environmental exposure planning
- Operational resource deployment coordination

Strategic Value

Providing structured Rehab support during long-duration events strengthens:

- Responder health and safety
- Operational endurance
- Early identification of medical compromise
- Interagency coordination
- Risk management and liability mitigation

Armstrong views Rehab services as a critical operational safeguard during sustained emergency operations, ensuring responders remain safe, supported, and mission-ready.

Incident Support

Armstrong will provide incident support for planned or unplanned events. Armstrong will also provide specialized equipment including Masimo Rad-57 carbon monoxide monitors and Cyanokits for the treatment of suspected cyanide poisoning. In addition, extra medical supplies and oxygen will be available to support any MCI or major incident.

MCI and Event Management

Armstrong works closely with local communities, facilities and stakeholders to ensure that all entities are prepared for planned events and unexpected incidents. Armstrong is well poised to provide ambulance coverage for any large event that takes place and will participate in community-based, multi-agency training exercises ensuring preparedness.

Armstrong partners with communities via the following methods to provide the highest level of preparedness:

- Command Staff- All staff is trained in NIMS and ICS
- Mobile Communications-On site dispatch
- Logistics Coordination- Bike teams, EMS Gators
- Development of Emergency Action Plans
- Utilizing FEMA ICS forms

Tactical EMS

The proliferation of high-profile active shooter/hostile environment events nationwide has shifted the way public safety forces plan, train and respond to incidents of violence.

Armstrong works closely with partner communities to ensure a fully integrated response across EMS, Fire, and Police agencies. Armstrong plans and train side by side with public-safety partners to support the deployment of multidiscipline active-shooter rescue task forces, the establishment of casualty collection points, and coordinated on-scene operations through ICS Unified Command. This collaborative approach ensures seamless communication, shared situational awareness, and a unified strategy during high-risk, complex incidents.

Since 2017, Armstrong has served as the exclusive Tactical EMS provider for the Northeastern Massachusetts Law Enforcement Council (NEMLEC). Armstrong maintains a select group of specially trained and equipped tactical paramedics available 24/7 who respond to every NEMLEC SWAT callout. Armstrong tactical paramedics are fully embedded with SWAT team officers and participate jointly in all facets of tactical planning, training, and operational deployments, ensuring integrated medical support in high-risk environments.

In addition, Armstrong serves as the designated FBI clinical support site for the Northeast region, further demonstrating Armstrong's advanced clinical capabilities and trusted partnerships at the federal level. This designation reflects Armstrong's ability to meet rigorous operational, training, and readiness standards while delivering specialized medical support in complex and mission-critical settings.

Armstrong will work closely with contracted public safety partners to develop a comprehensive plan to prepare, train and respond to active shooter and hostile events. Highlights include:

- Utilization of TECC Certified Tactical Paramedics
- Provision of K9 medicine
- Participation in Rescue Task Forces
- Implementation of Stop the Bleed training and awareness