



Medic (Mecklenburg EMS Agency) operates the busiest 9-1-1 Emergency Medical Services (EMS) agency in the state of North Carolina. Contrary to popular belief, Medic is more than just an ambulance service. From SWAT, medical research and the latest in prehospital medical training and equipment, Medic is among the nation's top 1% of EMS agencies in terms of positive outcomes for Cardiac Arrest victims.

Medic is proud to be one of the leading providers in prehospital medicine in the nation.

To save a life, hold a hand and be prepared to respond in our community when and where our patients need us.

Medic's, Mission is the driving factor behind everything that we do.

OUR PATIENTS. The reason why we exist; to save lives while providing compassionate care.

OUR PEOPLE. Medic's most important resource. Providing an environment where employees feel engaged, accountable and safe is how Medic invests in its people.

OUR STEWARDSHIP. Is how Medic fulfills its mission. By practicing efficiency and responsible resource allocation.



WHAT WE DO

Different from many EMS providers, Medic partners with Charlotte and local fire departments', first responder units. Independently operated under Mecklenburg County, Medic's service area span 544 square miles. With several professional sporting venues, multiple college campuses and universities, two major lakes, a busy international airport, several major business centers and corporations, two nuclear power plants and a population over 1,000,000 people, Mecklenburg County is a diverse and exciting environment that Medic is proud to be a part of.

537 EMPLOYEES

1,034,070 RESIDENTS AND VISITORS SERVED

10 EMERGENCY TRANSPORTS

139,214 CALLS FOR SERVICE

64% RATE MEDIC'S CUSTOMER SERVICE AS "EXCELLENT".

PRESS TWITTER

Medic created a closed press Twitter account to supply the media with timely and accurate information. From incident info to what's happening in the prehospital medicine industry, **medic911press** is your exclusive media outlet for all things Medic.

Simply ask to follow us: **@medic911press**. We'll verify your credentials and accept your request, accordingly.

FAQs

- Where do I find media after hours assistance?**
7 days a week, between the hours of 9pm and 7am, an incident related inquiry may be made into Medic's, 911 Call Center (CMED) at 704.943.6238, under the following guidelines:
- Because CMED Supervisors are likely to be coordinating the emergency response to a serious incident, **no media calls will be taken until 15 minutes after a call is dispatched.** Please respect this request and hold your team accountable for it. The patients and Medic crews are CMED's first responsibility. If the CMED Supervisor fails to pick up the Media hotline, please be patient and try back again in 5 or more minutes.
 - The exception to this would be in case of a major, mass casualty incident occurs in Mecklenburg County (such as a plane crash, bus crash, large scale multi-vehicle accident, natural disaster, act of terrorism, etc). During a large scale emergency event, Medic's, PR Team should be available via @medic911press twitter account, regardless of the time of day.
- When is the best time to do on-site interviews at Medic?**
Medic's PR team is available to help with any media interview held at Medic Mon - Fri, 8am - 5pm. To setup an appointment, contact Lester Oliva, Communications Specialist at lestero@medic911.com
- Where can I find Medic's logo, B Roll, still photography or other marketing material?**
For assistance marketing materials, logos, stills and other items, please contact Tiffany Archibald, Communications Specialist at tiffany@medic911.com.

WHO WE ARE

At Medic, it's all about Medical Excellence and Compassionate Care. Providing the best in prehospital care is not only a part of our mission, it's embedded in our work environment and our day to day culture.

Operating 24 hours a day, 7 days a week, Medic is there, "when and where our patients needs us". From dedicated standby service at local football games, partnering with Charlotte Fire to cover large events in Uptown and other local venues to talking someone through what may be one of the worst times of their lives via 911 Dispatch Center, Medic continues to be a national leader in prehospital medicine.

Medic has a long, proud history of doing great work in Mecklenburg County. This is something we're very proud of.

MEDIA CONTACTS

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Press Twitter: [@medic911press](https://twitter.com/medic911press).