

OUR COMMUNITY.

OUR PRIORITY.



PRIORITY
AMBULANCE®



GROWING FAMILY OF COMPANIES

Priority Ambulance was founded in 2014 with the goal of raising the national standard of pre-hospital medical care to communities across the country. Today, Priority Ambulance operates in nine states with more than 2,000 employees and 400 emergency vehicles.

Priority Ambulance puts into action its motto: "Our Community. Our Priority." Priority Ambulance believes in hiring local managers, EMTs and paramedics who are deeply rooted.

Unlike many national companies who acquire companies and remove their identity, our local trusted brands operate with local leadership and local autonomy. We believe decisions are made in the best interest of the community when they are made by those who live there.

Priority Ambulance is a dynamic, rapidly growing company. Priority Ambulance is supported by a private equity firm focused exclusively on investing in the health care industry.



PRIORITY
AMBULANCE®

Puckett
EMS



 **BAPTIST**



OUR PHILOSOPHY

Priority's mission is to provide a higher caliber of emergency medical services to the communities it serves with integrity and expertise. We hold every employee from EMT to CEO to the same high standards of conduct and clinical care. That's how we keep our communities "S.A.F.E."

Trust built with communities, medical facility partners, patients and employees is at the heart of our company. We build that trust by infusing into every aspect our core values of S.A.F.E – Safe. Accountable. Friendly. Efficient. These fundamental principles drive our commitment to delivering personalized ambulance solutions to each community or customer; professional, courteous service; and unfailingly high standards of clinical care across all companies and communities in the Priority Ambulance family.

We believe all four core values should be in balance, as neither is more important than another – with one notable exception. Safe is a core value by itself, and we purposely selected words to convey these values, which spell the acronym S.A.F.E., because safety is supreme.

When we deliver on our core values, our customers experience the key attributes of service and quality care that present as our employees being professional, courteous and on-time. The consistent delivery of this service over time builds the trust of our community members and customers that is essential to the success of Priority Ambulance as a public service agency.

OUR ACTIONS ARE...

SAFE

Our actions are safe for ourselves, our colleagues, other professionals and the public.

ACCOUNTABLE

Our actions in private honestly match our publicly stated values and promise.

S.A.F.E.

FRIENDLY

Our actions are kind and pleasant; our teams strive for open, respectful communication.

EFFICIENT

Our actions improve through constant, collaborative fine-tuning and produce results that fit the resources invested by our customers, employees and financial stakeholders.

OUR CUSTOMERS EXPERIENCE...

CUSTOMER SERVICE

Professional. Courteous. On-Time.

CONSISTENT DELIVERY CREATES...

COMMUNITY TRUST