



## City of Peoria Fire-Medical Department

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8401 West Monroe Street, Peoria, Arizona 85345  
Phone: 623-773-7279 Fax: 623-773-7295

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To Whom It May Concern:

On the behalf of the Peoria Fire – Medical Department, I can confidently recommend the Zoi ePCR system and the staff at Starwest Tech. We have just recently transferred to the Zoi product from another ePCR software vendor which we had been utilizing for the past 6 years. This will be our third ePCR product and by far has been the easiest and smoothest transition and implementation. The ease of use and work flow of the system has led to quick acceptance by our field providers. They find that they are able to devote less time to ePCR chart completion and more time to patient care. The orientation and training time on the Zoi system on average has been less than one shift, which in our opinion has been phenomenal.

The data management side is robust, easy to navigate and configure. The data and reporting features fulfill all of our needs, including the billing function for ambulance services.

The support we have received from the Zoi staff has been excellent. They are quick to respond, willingly work to implement requested changes quickly and have offered outstanding communication and feedback.

We are very pleased with the Zoi system and look forward to continued use, development, and working with the Zoi team.

Please feel free to contact me if you need any additional information.

Sincerely,

Jim Bratcher  
Deputy Chief – Medical Services  
Peoria Fire-Medical Department  
623-773-7908  
Jim.bratcher@peoriaaz.gov

