Global Medical Response

INTELEX TRANSITION FAQ

What is Intelex and why are we transitioning to it?

Intelex is an advanced environmental, health, safety and quality management software (EHSQ). We are transitioning to Intelex to replace our existing Baldwin System as part of our ongoing commitment to enhancing our safety culture, improving overall efficiency and expanding our ability to manage risk across the GMR footprint.

What are the benefits of using Intelex?

- **Enhanced User Experience:** Simplified safety reporting to facilitate end-user reporting of safety concerns.
- **Streamline Processes:** Standardization of safety and risk management workflows across air, ground and clinical operations, reducing administrative load and creating efficiencies.
- **Improved Data Accuracy**: More accurate, reliable and meaningful data reporting for better decision making.

What is the timeline for the Intelex Implementation?

The implementation of Intelex began in January 2025 and will continue through the end of June 2025. During this period, we have been building and customizing the system to meet our specific needs. The system is scheduled to go live in July 2025.

Will there be any changes to our current processes during the implementation period?

No changes will be made to your current processes within the Baldwin system during the implementation period. You will continue to use the Baldwin system until Intelex goes live in July. The transition to Intelex will be seamless, with little to no disruption.

What are the different user types in Intelex and their roles?

There are three main user types in Intelex:

- **System Administrators:** There are five system administrators who have full access to customize the system, manage user permissions and oversee the overall functionality of Intelex. These administrators are responsible for ensuring the system meets the organization's requirements.
- **Full Access Users:** Approximately 1,400 employees in management positions (supervisors and higher-level leaders) are responsible for entering data, maintaining critical data inputs into the system, following and investigating reports, creating and completing tasks, generating new reports and conducting audits and inspections. They will have editing capabilities for all reports assigned to them and deletion capabilities for any reports initiated by them. Training will be provided by the safety department in June. Although system functionality will differ slightly from the Baldwin System, the responsibilities of Full Access Users in both systems will be similar in nature.
- **Standard (Concurrent) Users**: All GMR employees will have concurrent user status, enabling them to submit safety and clinical reports, view progress, complete task assignments and access documents.

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What kind of training will be provided for Intelex?

Comprehensive training will be provided for each user group in June to ensure everyone is adept and confident in using Intelex before it goes live in July. Training will include short-form video tutorials and instructional 'how-to' documents, addressing various aspects and features of the new system. Additionally, we will release a micro training curriculum that will include a podcast, infographic and video overview. Those materials will be available in early July. All training materials will be available on our Learning Management System (LMS), Cornerstone, and on the Intelex Resources Teams site, which is accessible to all employees. You're encouraged to join this site now in preparation for the transition.

What should I do if I have questions or need support during the transition?

A dedicated support team will be available to assist you with any questions or issues that you may have during the transition. More Information on this team and how to submit a support ticket for the Intelex System will be shared soon.

How will we be informed about the progress of the Intelex implementation?

Regular updates will be provided to stakeholders through progress reports, monthly safety roundtable meetings and real-time notifications of key milestones via email. Leaders and all employees will also receive periodic updates. For questions during the implementation phase, please contact your safety team representative.

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