

## CASE STUDY

# Halton Paramedic Services Reduce Costs by 50% Through Strategic Partnership with HealthPRO Canada



## Background

Halton Paramedic Services delivers life-saving emergency care 24/7 across Burlington, Halton Hills, Milton, and Oakville. With call volumes projected to double to 100,000 annually by 2034, Halton Paramedic Services is preparing for major growth with new hubs opening in Oakville (2028) and Halton Hills (2029).

### At a glance:



**50,000+**  
Annual calls



**30,000**  
People transported  
annually



**15**  
Stations



**300**  
Paramedics



**55**  
Emergency Vehicles

*"We needed HealthPRO Canada because call volumes will double to 100,000 annually by 2034, and our purchasing agreements with local hospitals had wrapped up. With HealthPRO Canada, we'll be ready for that massive growth and new hubs in Oakville and Halton Hills in 2028 and 2029. Without them, we'd have immediately added at least one full-time logistics employee to handle the growth."*

— Randy McDougall

Superintendent of Logistics, Halton Paramedic Services

## The Challenge

Halton Paramedic Services faced a pivotal shift when long-standing hospital purchasing agreements ended. To prepare for growth, the team needed to manage rising costs, shortages, and logistical inefficiencies while building independent procurement capabilities.

### Key challenges:

- Transition from hospital-based to independent procurement
- Rising equipment and medication costs
- Limited visibility into supply disruptions
- Inefficient pickup and delivery logistics

## The Solution

Halton Paramedic Services partnered with HealthPRO Canada to access national purchasing power, standardized processes, and expert support. The partnership provided immediate relief from supply chain pressures and ensured paramedics had access to the products they trust.

### What HealthPRO Canada delivered:

- ✓ Cost savings on equipment and medication
- ✓ Streamlined logistics and inventory processes
- ✓ Real-time updates on shortages, recalls, and packaging
- ✓ Reliable delivery and supplier support
- ✓ Dedicated Member Success Manager for onboarding and ongoing guidance

*"We really appreciate HealthPRO Canada's due diligence and updates, because in the past, shortages have caught us by surprise and we've had to borrow from other organizations."*

— Andrew Dobson

Logistics Officer, Halton Paramedic Services





# The Results

## Significant Cost & Time Savings

Transitioning to HealthPRO Canada has delivered up to 50% savings in both costs and staff time.

- ✓ Up to 50% savings on equipment and medication
- ✓ Time spent on sourcing, contracts, and recalls reduced by 50%
- ✓ Recovered credits from expired medications

“HealthPRO Canada’s pricing is phenomenal and because they know which products work for its members, those products are under contract so our paramedics get the products they’re familiar with which is critical for our paramedics and their patients.”

— **Randy McDougall**  
Superintendent of Logistics, Halton Paramedic Services

## Improved Supply Chain Resilience & Insights

HealthPRO Canada’s proactive communication and supplier connections ensure Halton Paramedic Services stays ahead of shortages and recalls.

- ✓ Proactive updates via member portal, reports, newsletters and buyer calls
- ✓ Weekly Drug Shortages Report and contracting updates
- ✓ Critical alerts shared immediately by email
- ✓ Guidance on substitutions and product comparisons and packaging updates to support rapid response in emergencies

“HealthPRO Canada is on top of it and takes responsibility, so we no longer have to visit Health Canada’s website to track the drug shortages and recalls ourselves.”

— **Andrew Dobson**  
Logistics Officer, Halton Paramedic Services

## Enhanced Inventory Efficiency & Delivery Reliability

HealthPRO Canada’s supplier network and guidance drive reduced waste and stronger cash flow.

- ✓ Recovered value from expired stock
- ✓ Improved cash flow and reduced need for excess inventory
- ✓ Proper medication handling through professional delivery services

“Because we trust HealthPRO Canada’s deliveries, which are typically the next day, we carry less inventory which means fewer expired medications and better cash flow.”

— **Randy McDougall**  
Superintendent of Logistics, Halton Paramedic Services

By transitioning procurement to HealthPRO Canada, Halton Paramedic Services achieved up to 50% savings in costs and staff time, improved inventory management, and gained peace of mind knowing critical medications and equipment are available when needed.

To others considering HealthPRO Canada, Randy offers simple advice:

“Take full advantage of HealthPRO Canada and just ask the question. In my experience, their response is almost always ‘Yes, our system can do that and yes, we can help you!’”

Learn more on partnering with HealthPRO Canada for your healthcare procurement needs at: