



Protected by

ProCare[®]

Mutual Aid Ambulance Service

A legacy of readiness

Mutual Aid Ambulance Service has been a cornerstone of care in Greensburg, Pennsylvania, since 1968. It began when a group of dedicated community members united with one goal: to provide reliable, around-the-clock emergency medical service for their neighbors.

What began as a grassroots effort has grown into one of the region's largest and most trusted providers of pre-hospital care. Today, Mutual Aid operates a fleet of 24 modern ambulances, quick-response vehicles and transport units—including a specialized UTV for hard-to-reach areas—and responds to more than 75,000 calls each year. The 280-member team stands ready to deliver expert support when it matters most, serving their community with skill and steadfast commitment.

Leading through innovation

In the fast-moving pre-hospital environment, confidence matters. Crews need to be able to trust their skills—and their equipment—to perform under pressure.

Mutual Aid has long partnered with Stryker to strengthen that confidence, often serving as an early adopter of new technology. Their willingness to innovate has consistently helped set the standard for care in the region.

Being among the first in the country to adopt Power-PRO 2 cots from Stryker was both exciting and challenging for Mutual Aid. The team was eager to modernize their fleet and strengthen safety for crews and patients alike, but as with any new technology, there were growing pains. Early on, implementation challenges surfaced that tested the team's patience and daily operations.



That's when the partnership with ProCare truly made the difference. ProCare Services took the time to understand the cause, collaborate closely with Mutual Aid and see the process through until reinforcing their confidence in Stryker products. As Field Service Representative Brett Bowser described, ProCare "wrapped their arms around them in that time to show them this is how it's going to be," demonstrating the commitment and follow-through that set ProCare apart.

“ ProCare has made our operations smoother for our people. We know that the equipment is going to work at all times—and it's a well put-together product. ”

- **Ryan Mates**
Director of Operations

“ I can't do anything without being able to get my patient either into an ambulance or out of the ambulance and into the hospital. ”

- **Delanie Wilson**
Station Supervisor



“ Whenever we are making a decision on a piece of equipment, durability is paramount. ”

- Dave Whipkey
Director of Logistics

Built for performance, backed by partnership

For a private ambulance organization like Mutual Aid, each purchase is a long-term investment.

That focus on durability naturally connects ProCare Services with every capital purchase decision. The two go hand in hand—reliability supported by protection.

ProCare’s collaboration begins well before installation, with sales and service teams working together to align on customer needs and ensure seamless support after delivery. Sales Representative Jimmy Taylor noted that the ProCare team “keeps a pulse on the account more than we do because they’re in there taking care of our customer,” underscoring the importance of partnership.

That ongoing presence builds trust and continuity—something Angelo Mirando, from Stryker, describes as

being “the tip of the spear,” a daily connection point that keeps communication strong and the relationship moving forward.

The ProCare response

Differentiating through service is a powerful strategy—one that ProCare has fully embraced. With more than 350 field-based representatives across the United States and Canada, ProCare is structured to respond quickly when a need arises, supporting customers in keeping their equipment ready for use.

The strength of that network helps streamline response times and shorten the turnaround to return equipment to service. Each technician has direct access to OEM parts and shared regional resources, which can help many issues be resolved in a single visit. This combination of expertise, reach and responsiveness helps organizations like Mutual Aid stay focused on their mission and maintain confidence in their equipment.

The ProCare difference

Downtime is a familiar challenge across healthcare and can carry significant cost. In the pre-hospital environment, those stakes can feel even higher. For Mutual Aid, partnering with ProCare underscored how important it is to serve their community with as little interruption as possible.

Director of Logistics Dave Whipkey shared, “ProCare has absolutely reduced our operational risks. Just the fact of how quick they can get here—our downtime for cots is basically zero.” While results vary by customer, many organizations find that proactive service and rapid support help them return to operation more quickly than before.





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- Dave Whipkey
Director of Logistics

“ Every one of us is dedicated. I want my customers to look at me as a part of their team. I’m going to meet their crew, talk about how they use the equipment, talk about their needs, and we’ll find a ProCare system that’s the right fit. ”

- Brett Bowser
Stryker ProCare
Field Service
Representative

A partnership with purpose

Serving more than 75,000 calls a year, Mutual Aid knows reliability isn't optional—it's essential. Through ProCare, they've gained not just a service contract but a true partner dedicated to their readiness and success.

Together, Mutual Aid Ambulance Service and ProCare work toward the same goal: to stay ready, so others may live.



This document is intended solely for the use of healthcare professionals. The information presented is intended to demonstrate the breadth of Stryker's ProCare Services. Service plans will be subject to the terms and conditions outlined in the service contract. Products represented throughout may not be available in all markets because product availability is subject to the regulatory and/or medical practices in individual markets.

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3800 E. Centre Avenue
Portage, MI 49002 USA
t: 269 329 2100
toll free: 800 327 0770

stryker.com