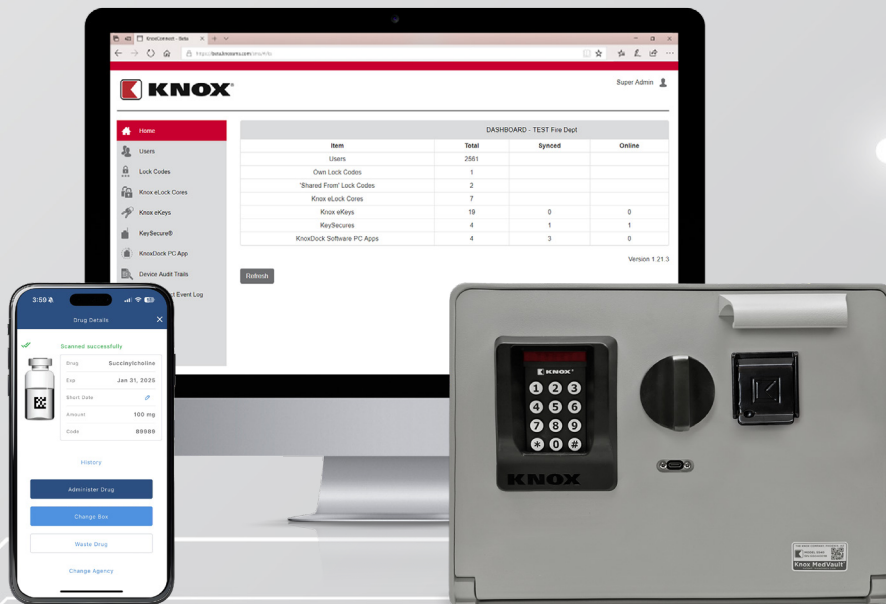




KNOX®

When seconds matter

A SMARTER APPROACH TO NARCOTICS SECURITY: HOW NEW WINDSOR EMS ACHIEVED FULL ACCOUNTABILITY



NARCOTICS SECURITY SOLUTIONS FOR EMS





HOW NEW WINDSOR EMS MADE COMPLIANCE EASIER AND NARCOTICS CONTROL STRONGER

This case study explores how New Windsor EMS eliminated manual narcotics logs and strengthened DEA compliance by integrating **Knox MedVault®** with **LogRX**. The unified system delivers secure storage, automated chain-of-custody reporting, and complete accountability across their fleet.



INDUSTRY:
EMS



DEPARTMENT NAME:
New Windsor Emergency
Medical Services



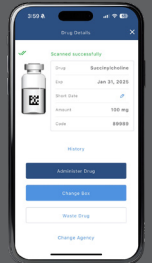
LOCATION:
New Windsor, NY



PRODUCTS:

Narcotics Control System:
Knox MedVault 2.75
KnoxConnect Cloud

**Narcotics Inventory
Control System:**
LogRX



CHALLENGE:

For years, New Windsor EMS depended on binders and paper logs to track narcotics. This manual process was time-consuming, prone to errors, and created a heavy administrative burden for staff to maintain accurate records. Preparing for audits added even more strain, requiring significant effort to reconcile documentation and verify accountability.

Although New Windsor EMS has relied on Knox MedVaults for over a decade to securely store controlled substances, the department sought to modernize narcotics control, eliminate manual recordkeeping, and gain greater transparency with clear visibility into vault access and narcotic movement.

SOLUTION:

New Windsor EMS has trusted Knox MedVaults for more than 10 years to securely store and control access to narcotics across their fleet. To further modernize operations, improve efficiency, and strengthen compliance, the department upgraded to the latest MedVault 2.75 with KnoxConnect Cloud. This upgrade introduced cloud-based administration and enabled automatic updates for user credentials, audit trails, and firmware. A key benefit of the upgrade was integration with LogRX, the department's preferred narcotics inventory management solution. LogRX replaces manual, paper-based recordkeeping with a simple, mobile-first platform that tracks medication usage, transactions, and inventory across the entire fleet.

By connecting MedVaults with LogRX, New Windsor EMS created a single, unified process where vault access events, daily checks, and narcotic transactions flow directly into their inventory tracking—delivering a complete and reliable chain of custody tracking and reporting.

SEE RESULTS ON NEXT PAGE →

OUTCOMES / WINS:

The combined solution enabled New Windsor EMS to:

- ✓ **Simplify audits and compliance** by automating narcotics chain of custody tracking and reporting.
- ✓ **Eliminate paper logs** with a digital system that reduces admin tasks and ensures accurate, current records with no manual reconciliation.
- ✓ **Provide real-time oversight** secure admin access, giving leadership and the medical control physician visibility into vault access, daily checks, and narcotic transactions anytime, anywhere.
- ✓ **Automate alerts for high-risk events** such as missed checks or open vaults, reducing diversion risk and reinforcing adherence to regulatory compliance.
- ✓ **Achieve and maintain 100% accountability** for ~400 vials of strengthening security and compliance across the fleet.

By upgrading to Knox MedVault 2.75 and leveraging KnoxConnect Cloud with LogRX, New Windsor EMS transformed a paper-heavy, time-consuming process into a secure, automated system. Manual recordkeeping was eliminated, audits were simplified, and complete accountability was achieved for every narcotic. With MedVaults tracking vault access and LogRX managing narcotics movement, the two systems now work seamlessly as a single, unified process. Vault access, daily checks, and narcotic transactions are automatically captured—giving leadership and the medical control physician real-time visibility, stronger regulatory compliance, and reduced risk of drug diversion.

“**We love the integration with Knox! We’re now able to seamlessly track all narcotic movement and usage. This system provides complete accountability from storage to administration, ensuring every transaction is logged and transparent. It strengthens compliance, improves security, and gives us real-time oversight of our controlled substances.**”

— Shannon Cohn, Paramedic, Assistant Chief of Operations

ABOUT KNOX COMPANY

Knox is a trusted leader in rapid access solutions for emergency service providers nationwide. With decades of proven performance, Knox offers EMS purpose-built narcotics storage vaults designed for both vehicles and stations. The Knox MedVault[®], MedVault[®] Mini, and StationVault[™] deliver secure, reliable storage and access control for schedule drugs in transit and at rest, supporting compliance, accountability, and operational readiness.

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ABOUT LOGRX

Founded by career Fire and EMS professionals, LogRx was built to simplify the chain of custody for controlled substances. The LogRx mobile app replaces traditional pen-and-paper tracking with a modern, affordable solution that requires no extra equipment or long-term contracts. Designed specifically for EMS, LogRx enables agencies to improve compliance, enhance oversight, and streamline narcotics inventory management in the field.

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