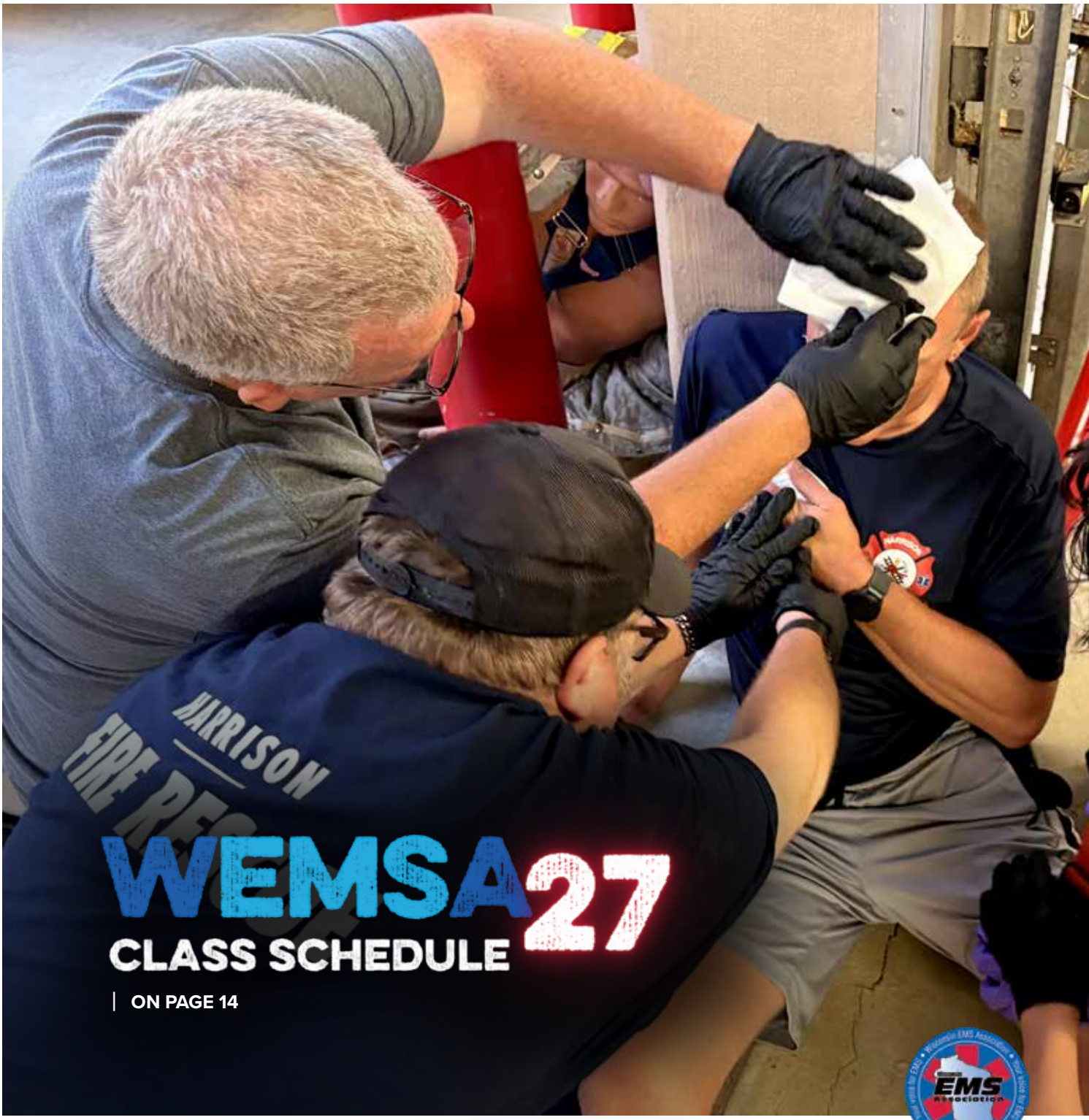
EMS Professionals

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Get to Know Clive Savacool, Co-Founder & CEO of LogRx



Q: YOU SPENT MORE THAN 25 YEARS IN EMS AND THE FIRE SERVICE. WHAT FIRST DREW YOU TO EMERGENCY SERVICES?

A: My path into emergency services started as a reserve firefighter in the San Francisco Bay Area, and then I got an EMT job with Falcon Critical Care Transport while I was in paramedic school. I was actually one of their first employees just after they were founded.

Upon graduating from paramedic school, I applied to AMR (American Medical Response) but had to wait a few months to be hired as I wasn't yet 21 (a requirement with AMR's insurance). I spent about five years there. I was hired as a firefighter about six months into my job with AMR but continued to work there for four and a half more years because I truly enjoyed being a paramedic.

From there, my career progressed steadily – engineer, captain, union vice president, battalion chief, training chief, and eventually fire chief. It wasn't really a goal I set out to reach. It was more that I kept seeing challenges I felt like I could help solve, and one thing led to the next.

Q: WAS THERE A SPECIFIC INCIDENT OR EXPERIENCE THAT LED TO THE CREATION OF LOGRX?

A: There wasn't one defining moment – it was something I noticed early on and watched play out again and again over the years. We were tracking drugs controlled by the DEA and FDA, drugs that are essentially lethal in the wrong hands, using a simple pen-and-paper log that sat on a counter in the office. Nobody really took it seriously, because the tool itself didn't feel serious. Over my career, I saw two cases of diversion – when drugs go missing — and that stuck with me. There had to be a better way. Around the same time, other fire chiefs started asking me if I'd seen anything good out there for tracking narcotics digitally. I hadn't, and the more I heard that question, the more I found myself thinking through what a solution could look like.

> "At the end of the day, this isn't about paperwork – it's about making sure nobody gets harmed by these drugs, whether that's a patient, a provider, or the public."

Q: WHAT RISKS DO AGENCIES FACE WHEN RELYING ON PAPER-BASED TRACKING SYSTEMS?

A: We worked backward from every challenge an agency could realistically face – DEA fines, loss of drugs through theft or complacency, poor record-keeping. Any one of those, or all of them combined, can put an agency's ability to carry narcotics at risk. Lose your narcotics license with the DEA, and you lose part of your ability to serve the public. Paper logs also send a message: if leadership hands a crew a paper log to track lethal drugs, that sets the tone that it isn't being taken seriously. Agencies need a system that reflects how seriously these substances should be handled.

Q: WHAT ROLE DOES TECHNOLOGY PLAY IN HELPING AGENCIES REMAIN COMPLIANT?

A: Technology takes the guesswork out of compliance. LogRx replaces pen-and-paper tracking with a mobile-first system that runs on the devices crews already carry – no extra hardware, no scanner to buy – and it works even without cellular service in the field, syncing once you're back in range. On the back end, administrators get real-time visibility into inventory and usage, plus reporting that's audit-ready instead of something they have to reconstruct after the fact. The goal from day one was to build something that makes the field user's job easier, gives management real confidence in

their oversight, and if an agency is ever audited, makes the DEA happy too.

It's built by people who've actually done this job. Between our founding team, we have close to 100 years of combined experience as paramedics. That shows up in the product: it runs on the iOS and Android devices agencies already own, it doesn't require an electronic vault or lockbox to work (though it supports one if you have it), and it's built for two different users – the field provider who needs something fast and simple, and the administrator who needs oversight, reporting, and audit-ready documentation. We didn't build LogRx to sell software. We built it because we lived the problem.

Q: HOW IMPORTANT WAS GUIDANCE FROM A DEA DIVERSION INVESTIGATOR DURING DEVELOPMENT?

A: It's been essential, and it's one of the things I'm proudest of. We work closely with Dennis Wichern, a retired DEA Special Agent who spent 30 years with the agency and retired in 2018 as the Special Agent in Charge of the Chicago Field Division. In that role, he personally directed criminal enforcement and diversion control operations across Illinois, Indiana, Wisconsin, Minnesota, and North Dakota – so Wisconsin agencies were literally part of his territory. Dennis now runs Prescription Drug Consulting, focused on DEA compliance and opioid risk mitigation for healthcare organizations nationwide. Having someone with his level of real-world diversion investigation experience stress-test what we're building gives agencies real confidence that LogRx reflects how DEA auditors and investigators actually think, not just how software engineers think.

Q: CAN YOU SHARE A SUCCESS STORY THAT DEMONSTRATES THE IMPACT LOGRX HAS HAD ON AN AGENCY?

A: One thing I hear again and again from customers is how much LogRx simplifies their world – audits that used to take hours now take minutes, and managers finally have real confidence in their numbers instead of hoping the paper logs add up. That feedback, especially from agencies who were skeptical going in, tells us we're solving a real problem.

Q: YOU'VE DESCRIBED A "FEWER CLIENTS, MORE ATTENTION" PHILOSOPHY. HOW HAS THAT SHAPED THE COMPANY?

A: From the beginning, we took what I'd call the Jerry Maguire approach – fewer clients and more attention would build a better business than chasing scale for its own sake. We've stayed close to our customers, to the point that we're on a first-name basis with many of them still and very rarely have had a customer leave. They stay not just because the product works, but because they know that if they call us, a real person who understands their world picks up. From the beginning, as we developed and grew our program, we'd have a handful of our customers beta test along the way, so we have the benefit of their honest feedback and their real-time experience in the field while the product was still a work in progress. Those conversations really helped shape LogRx. The best solutions aren't built in isolation by founders – they're built together with the people who are actually going to use them.



Q: WHAT EXCITES YOU MOST ABOUT THE FUTURE OF THE PROFESSION?

A: Our team comes from healthcare and emergency services backgrounds, and we didn't start LogRx to get rich – we started it because we believed we could solve a real problem for people in the field. What excites me is seeing how far that reaches now: supporting prehospital blood programs, helping ski patrols, wildlife veterinarians, and clinics manage controlled substances safely, making sure critical supplies are there when they're needed. Every time our software gives a provider back time to focus on patient care instead of paperwork, that's the win – more rewarding than any financial milestone.

Q: WHAT WOULD YOU LIKE EMS LEADERS AND PROVIDERS TO KNOW ABOUT NARCOTICS ACCOUNTABILITY THAT OFTEN GETS OVERLOOKED?

A: At the end of the day, this isn't about paperwork – it's about making sure nobody gets harmed by these drugs, whether that's a patient, a provider, or the public. We track hundreds of thousands of narcotics across our platform, and we've never had one go missing. We've also helped countless agencies pass audits easily and without stress. That's the whole point. Strong accountability isn't a burden that agencies have to carry; it's what protects the people you serve and the people on your crew.