



medixsafe

Narcotics Tracking

Sales Overview

Rev. 2026-07-22



Our most-recent **product spec sheet** can be accessed [here](#).

Close the door. That's the whole training manual.

Zero-friction compliance.

No scans, no forms, no forgetting. Automatic inventories after every access. 80% reduction in errors.

Nothing new to learn.

Medics don't change a thing. No login, no app, no special drug containers, no separate scanner. A brand-new medic is fully trained in minutes, not shifts.

Never goes dark.

Issues get resolved before your customer's crew ever sees them. Fully-redundant offline functionality, plus remote open, battery backup and 24/7 remote monitoring.



Five Reasons Agencies Choose MedixSafe

MedixSafe's narcotics-control safes combine physical security, fully-automated inventory, and tamper-resistant tracking into a single system built specifically for EMS and fire agencies.

1. BUILT FOR MEDICS: ZERO-FRICTION WORKFLOW

75% reduction in data-entry. Full reporting in 30 seconds. Transparent **Smart Tags** never cover a drug's name, concentration, or expiry date, work with the drug carriers crews already use, and add zero new steps to a medic's routine — open the safe, take what's needed, close the door. The system works identically online or offline. (Click [here](#) to learn more.)

2. CONTINUOUS COMPLIANCE & ADVANCED DIVERSION PROTECTION

MedixSafe replaces manual logs with automatic, vial-level inventory every time a safe door opens or closes, leaving no gaps. Reports are signed in under 30 seconds, and combined access-and-inventory data helps agencies spot unusual patterns before they become diversion incidents. Customers can choose their own authentication on a per-safe basis, using their existing access cards, PINs, and/or our FBI-certified fingerprint reader (1000x more-accurate than the competition). (Click [here](#) to learn more.)

3. RELIABILITY YOU CAN COUNT ON

Our safes are rated for extreme operating temperatures, backed by battery power, and contain nine layers of hardware and software redundancy. They remain fully functional — with zero degradation — when offline. MedixSafe monitors every device 24x7, and performs preventive maintenance remotely, so problems get caught before they become a crew's problem. (Click [here](#) to learn more.)

These carry additional weight for larger, multi-site agencies:

4. CENTRALIZED ADMINISTRATION ACROSS EVERY SITE

One cloud console manages every safe an agency owns — vehicle, station, and pharmacy — with a single enrollment per user. Multiple types of access cards can be used at the same time, if your customer has multi-building districts. Safes are designed for remote management, and come with unlimited support; MedixSafe support team has full access to remote logs and diagnostics. (Click [here](#) to learn more.)

5. ENTERPRISE-GRADE DATA & NETWORK SECURITY

We our patented technology offers the highest level of data security on the market, ensuring your data and your networks are safe. Every network connection uses enterprise-grade data encryption (TLS 1.2 with mutual certificate authentication), data is encrypted to US Government FIPS standards (AES-256 encryption with keys generated locally on-device), and our safes accept no inbound network connections at all. We have active protection against data breaches, malware and ransomware at every level of our software and hardware. (Click [here](#) to learn more.)

Difference that Matters.

MedixSafe has engineered one of the industry's most **secure** and **reliable** narcotics-tracking systems by combining state-of-the-art security controls with next-generation medical tracking technology – while keeping the user experience **exceptionally simple**.

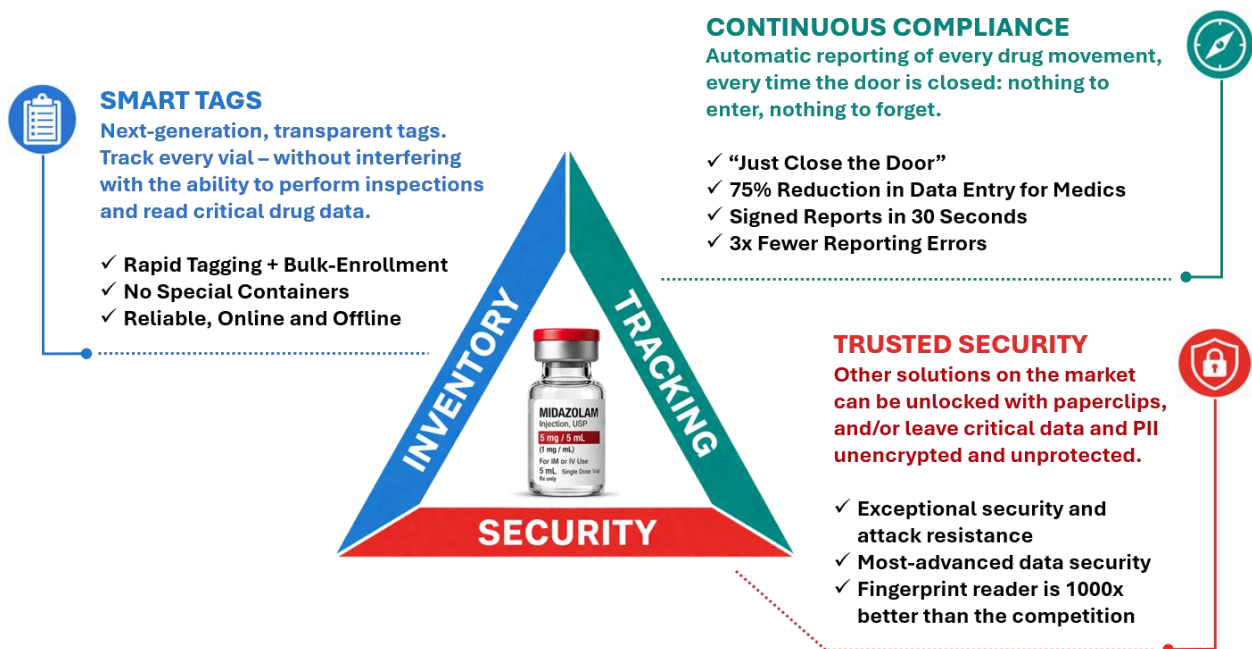
This simplicity drives everything we do: when systems are easy to use, they are used consistently, which directly improves inventory **accuracy**, strengthens **compliance**, and ensures that every transaction is properly captured.

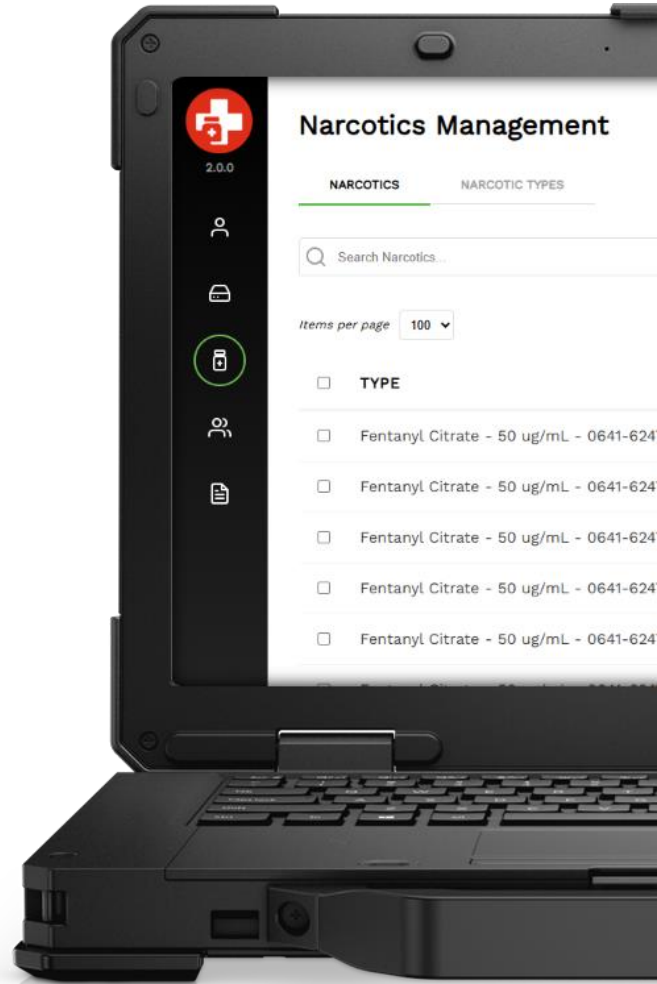
FOR MEDICS

For front-line crews, using the system is as effortless as **closing the door on the safe**; the technology operates automatically in the background, without adding friction to already time-critical workflows, and **reduces data-entry by 75%** over competing solutions.

FOR ADMINISTRATORS

At the leadership level, this translates into continuous, real-time visibility into how controlled substances move through an organization. Reporting is instant, and continuous. The result is a system that **enhances safety**, **reduces risk**, and delivers **dependable performance** day in and day out – quietly doing its job, so your customers can focus on theirs.





BUILT FOR MEDICS: ZERO-FRICTION WORKFLOW

A system that works the way crews already work — not one they have to be retrained around.

The Problem

For front-line crews, using the system is as effortless as closing the door on the safe; the technology operates automatically in the background, without adding friction to already time-critical workflows, and reduces data-entry by 75% over competing solutions.

Other competing RFID tracking solutions can put extra burden on medics: they have bulky RFID tags that obscure drug names / concentrations / expiry dates, or they require dedicated containers that have to be collected and managed.

Beyond the workflow friction, covering original manufacturer labeling with a replacement tag can run into FDA restrictions on relabeling prescription drugs (21 CFR §201, §207) — a real liability concern if the covered information is ever wrong.

How MedixSafe Solves It

MedixSafe's Smart Tags are the only fully-transparent narcotics-tracking tag on the market: medics can always read the original drug name, concentration, lot number, and expiry date directly off the manufacturer's label. Tags are single-use, maintenance-free, require no batteries, and are rated from -40°F to +185°F. They work with the carriers crews already use — Pelican, OtterBox, and Plano cases, and most foam or fabric carriers — so there's no new equipment to standardize on.

When new medication is received, it is enrolled in bulk: simply apply a tag to each vial, place all the vials in any tracking-enabled safe, and the system programs an entire batch — drug type, expiry, unique serial number — in seconds, pulling official DEA and FDA drug data automatically. Any tracking-enabled safe can also verify an item instantly: tap it against the back of the door for a “Tap-to-Scan” readout of drug name, expiry, and serial number, with no barcode reader or laptop required.

The system is designed to work identically online or offline. Safes retain a full offline log of up to 30,000 events and support over 10,000 enrolled users, syncing automatically the moment connectivity returns. For crews, the entire tracking workflow adds zero new steps: open the safe, take what's needed, close the door. Nothing to scan, no login, no separate device to carry, charge, or train on.



Smart Tags can be applied to vials, ampules, Carpuject® cartridges, or bulk containers — flexible enough to match how an agency actually carries medication.

Our most-recent User Guide can be accessed [here](#).

CONTINUOUS COMPLIANCE & ADVANCED DIVERSION PROTECTION

Fully-automated inventory and reporting, backed by security strong enough to withstand scrutiny.

The Regulatory Backdrop

EMS agencies must maintain accurate, ongoing accountability of controlled substances and fully document every receipt, administration, transfer, and disposal. Separately, the DEA now mandates that once a call ends, controlled substances be secured inside the ambulance in a locked, substantially-constructed cabinet, with access limited to authorized personnel.

The Problem

Paper logs depend on people remembering to fill them out correctly, during calls, under time pressure. Independent research found paper logs have data errors in roughly 8% of reports, with diversion running near 4% annually. Competing RFID systems narrow this only partially (see below), because medics still key in data manually and must remember to enter the reports.

How MedixSafe Solves It

Every time a MedixSafe safe door opens or closes, the system performs a full inventory automatically — no scanning, no forms. This “Electronic Witness” records who accessed the safe, how they authenticated, and exactly what moved in or out, down to each vial's serial number. Administration and wastage reports take under 30 seconds: tap the used vials, and both medics sign off using the credential they already use — card, PIN, or fingerprint — as their digital signature. Compared to CompX, NarcBox, and OperativeIQ, MedixSafe reduces the data medics must manually enter by 75%; this dramatically reduces errors rates (see below). Unusual patterns surface automatically, and automatic inventories give agencies a one-click record proving crews are returning drugs to secure storage between calls.

Agencies can combine multiple types of cards, PIN, and fingerprint into any multi-factor configuration, and apply two-person or supervisor-required access to higher-risk safes. Our fingerprint scanner is FBI-certified, with a False Acceptance Rate (the risk of misidentifying someone) better than 1 in 1,000,000; this is over 1000 times better than NarcBox's fingerprint hardware. Audited remote-open and electronic key override preserves the audit trail even during emergency bypass. This significantly reduces the risk of diversion.

System Type	Reporting Error Rate	Diversion Rate
Manual / paper logs	~8%	~4%
Competing RFID systems	~6%	~2.5%
MedixSafe	~1%	~0.5%

Manual and traditional-RFID figures: Van Ornum et al., J Am Pharm Assoc (2025); Hertig et al., Pharmacy (2025). Fingerprint FAR comparison per NarcBox's published manufacturer specifications for its fingerprint module.

RELIABILITY YOU CAN COUNT ON

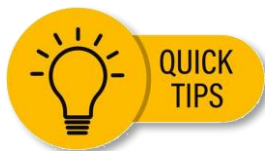
Engineered to keep working — through power loss, connectivity loss, and the wear of daily EMS use.

The Problem

If your narcotics-control system is unreliable, it isn't an inconvenience — it's a liability risk in the middle of a call. Agencies need hardware and software built for real field conditions: vehicle vibration, temperature swings, power interruptions, and the cellular dead zones every EMS system runs into.

How MedixSafe Solves It

- Works fully offline, by design: safes operate identically online or offline, recording every access and inventory movement locally — encrypted, with room for up to 30,000 offline events — and syncing automatically the instant connectivity returns. A dead cellular signal never means dead functionality.
- Battery backup keeps the safe secure and accessible through a power interruption, so a dead fuse in the apparatus never becomes a lockout.
- Nine layers of hardware and software redundancy — including remote open, battery backup, and redundant firmware and configuration memory — so a single fault doesn't take a safe out of service.
- Built for the truck, not the office: rated for -5°F to 125°F operating temperature (storage: -25°F to 180°F) and constructed of welded steel with a durable polyester tough-coat surface.
- Built to last: safes in the field for 10+ years are still supported today, with retrofit kits available to add new capabilities to existing hardware — a screwdriver and a few minutes, not a truck replacement.
- Fault-tolerant by design: three independent hardware watchdogs continuously monitor input voltage and software health, automatically rebooting the device if an error is detected. Failed configuration changes or firmware upgrades roll back automatically rather than leaving a safe in a broken state.
- Always watched: MedixSafe monitors every device 24x7 and performs preventive maintenance remotely, catching issues before they become a crew's problem, backed by a full warranty on all hardware and software components for active customers.



Our most-recent **product spec sheet** can be accessed [here](#).

CENTRALIZED ADMINISTRATION ACROSS EVERY SITE

Scale from a single station to a multi-site agency without multiplying the administrative burden.

The Problem

As an agency grows — more stations, more vehicles, districts formed through mergers with different legacy access-card systems — the administrative burden of managing users, credentials, and devices can grow just as fast, unless the underlying system was designed for it from the start.

How MedixSafe Solves It

Every MedixSafe device — vehicle safe, station safe, or pharmacy and clinic door — is managed from a single browser-based cloud console, with no client software to install or update on any workstation. Users enroll once, and that enrollment works across every safe in the system; there's no need to re-enroll staff as an agency adds vehicles or opens new stations.

The system accepts any standard access card and, unlike systems built around a single dedicated card format, can accept a mix of different legacy credentials simultaneously — directly relevant for agencies formed through mergers or that span multiple buildings with different existing access-control systems. Administrators can remotely enroll users, open a safe in an emergency, and configure or diagnose any device in the fleet without a truck roll. MedixSafe monitors every device 24x7 and performs preventive maintenance remotely, shifting day-to-day device health off the agency's own IT staff.

The product line scales physically as well: from compact vehicle safes, through Station Standard and Station Max units for headquarters-level stocking, to dedicated pharmacy and clinic safes with an antimicrobial coating — all part of the same system, with retrofit kits available to upgrade older safes in the field rather than replace them outright.

This architecture has been proven at real scale: agencies managing well over one hundred safes across dozens of stations run on the same unified system as a single-station department, with no reduction in per-safe capability.



Our most-recent **network configuration guide** can be accessed [here](#).

ENTERPRISE-GRADE DATA & NETWORK SECURITY

Concrete, verifiable answers to help pass any IT / PII security review.

The Problem

Larger and multi-site agencies are the ones most likely to run a formal IT, Privacy or security review as part of procurement — and the people conducting that review are rarely narcotics-compliance specialists. They need specific, checkable answers, not general reassurance.

How MedixSafe Solves It

- **Data minimization:** The system collects only the name, email, and (optionally) PIN or card number needed to operate it. Narcotics-tracking data is deliberately kept separate from any patient care record, so the system does not handle protected health information — while its technical safeguards for the data it does hold are built to exceed HIPAA Security Rule requirements (45 CFR §164.312).
- **Biometric handling:** MedixSafe never stores a fingerprint image — only an encrypted, cryptographically-signed template (per ISO 19794-2) that cannot be used to reconstruct a fingerprint. Biometric enrollment is optional; any user may use a PIN instead.
- **Hardened networking:** Devices accept no inbound connections on any port, and outbound connections are limited to a documented, restricted list — a materially smaller attack surface than a system requiring VPN tunnels or an on-premises server.
- **End-to-end transport security:** Every network communication uses TLS 1.2 at minimum, with mutual X.509 certificate authentication in both directions — there are no pre-shared keys or passwords anywhere in the system to leak or guess.
- **Fully-encrypted data:** All sensitive data is encrypted with AES-256, using keys generated locally on each device by a hardware true-random-number generator. MedixSafe itself cannot access these device keys; a second, per-customer key layer adds further protection to data in transit.
- **Device integrity:** Secure Boot and cryptographic code-signing prevent tampered firmware from running; independent hardware watchdogs monitor for faults and trigger an automatic reboot; failed configuration or firmware updates roll back automatically.



Our most-recent **security whitepaper** can be accessed [here](#).

Product and Pricing

Pricing Strategy:

- Every safe, regardless of model, requires 3-year (36 month) subscription paid at the time of initial purchase
- Narcotics Tracking Safes, regardless of model, are priced at a premium given the additional RFID tracking hardware within the safe
- The Narcotics Tracking monthly subscription price is also higher than standard subscription given additional functionality available within the software

Safe Models and Capabilities:

Standard Safes:

Our standard safe models offer all the capabilities of authentication choices and safe sizes. However, these safes are not equipped with Narcotics Tracking hardware.

“Standard” Safe Model	Authentication Type	
	Card / PIN Access	Card / PIN / Biometrics
Vehicle: Compact, Standard	•	•
Station: Compact, Standard, Max	•	•

Narcotics Tracking Safes:

All safe models can be ordered equipped with integrated RFID hardware. All capabilities available with our standard safes are available with Narcotics Tracking safes

“Narcotics Tracking” Safe Model	Authentication Type	
	Card / PIN Access	Card / PIN / Biometrics
Vehicle: Compact, Standard	•	•
Station: Compact, Standard, Max	•	•

Helpful Links:

- **Competitive Comparisons:** Highlighting the major differences of MedixSafe vs typical competitors: <https://medixsafe.com/comparison-guide>
- **Events:** access past webinar recordings to learn more about our Narcotics Tracking solution and recent DEA rule changes: <https://medixsafe.com/events>

Thank you for your partnership.

We value your partnership and are committed to supporting you and your customers. If you have any questions or if we can provide you with any support, please do not hesitate to contact us at **1-855-633-4972** or **sales@medixsafe.com**; we would be happy to help however we can.

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