



E Dispatch

Intelligent incident management



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About the application

The Management of Electronic Dispatch Incident System application has been in operation since 2008. Hundreds of ambulances and millions of citizens are served by the system today. The application is divided into 4 parts, each corresponding to different types of operations as follows:

1. Answering Service
2. Radio Operator Service
3. Ambulance Management
4. System Administration

Each type of operation has access to:

- a different user interface
- different data
- different access rights

The task of the system is to do as much as possible, as fast as possible by:

- invoking automated call handling
- reducing user intervention

Particular emphasis has been placed on the simultaneous access by many Operators while ensuring synchronization.







Call Operator

The Call Operator Display is configured to:

- register incidents quickly
- display information that is required immediately
- minimize mouse use
- increase speed of incident registration





Surveillance Image of the fleet

The Radio operators have a comprehensive Surveillance Image of the fleet and the status of the ambulances on a local WGS84 type map as well as Google Earth.

Admin

The admin interface contains all those settings that the application needs. It specifies users, ambulances, available hospitals. It has the ability to see full change history for each incident, when and by whom each change took place and the current condition of the ambulances.

Data

It is possible to:

- View the current status of ambulances
- View a complete change history for each incident, when and by whom Searchable incidents based on search criteria such as date, surname, age etc

The admin interface consists of the menus and one icon bar containing shortcuts for the most frequently performed actions. The main menus are: Data, Prints, Parameters and Statistics.

Parameters

It is possible to:

- View the current status of ambulances
- View a complete change history for each incident, when and by whom Searchable incidents based on search criteria such as date, surname, age etc

Prints

It is possible to:

- View the current status of ambulances View a complete change history for each incident, when and by whom

Statistics

It is possible to:

- View the current status of ambulances
- View a complete change history for each incident, when and by whom Searchable incidents based on search criteria such as date, surname, age etc





Main benefits of the program

- Faster response time for both the ambulance service and information the public
- Gives the ability to command and control both visually and graphically the fleet of the organization
- Assigns the nearest free ambulance to the incident
- Visually representation of the complete operation status of each of the ambulance and detail description of the incident per ambulance
- Assigns the nearest hospital for fastest response time
- The crew of the ambulance has the ability to receive the e-card of the incident and make critical changes depending of the progression of the incident
- The crew of the ambulance has the ability to receive the location of the incident and to navigate themselves through traffic with the fastest route possible
- Integration with TETRA and Push to Talk over GSM for secure and uninterrupted voice communications
- The hospital automatically receives the details of the incidents that will arrive to them and time estimation of the arrival
- Statistical analysis and Data mining of the incidents for better allocations of resources
- Statistical analysis and Data mining of the incidents with graphical representation to GIS give the ability to accidents prevention, crime prevention etc
- Total integration with third party services like Police , Coast Guard , Fire Rescue
- Ability to work both as dispatcher and telephone operator from the same application
- API for integration of the database of the incidents and the GIS telematics to third party systems



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