

Appendix F -

- EMS Considerations for a 21st Century Emergency Communications Platform
 - Provides the public rapid access to the emergency response system by utilizing technology to receive, process, decide and dispatch first responders to ensure the public receives time sensitive and lifesaving interventions before arriving at a hospital facility
 - Efficient call answering and transfer of essential information to dispatchers to facilitate timely dispatch
 - The computer aided dispatch system evaluates the resources in close proximity to the call location and automatically presents the dispatcher with several appropriate units to choose from
 - Priority dispatching improves public and EMS practitioner safety by balancing the use of lights with the need to deliver time-sensitive pre-hospital medical care
 - Centralized coordination and monitoring of EMS resources across the system; efficient deployment & management of limited resources to meet 911 and interfacility transfer requests with the goal of maximizing efficiency and improve health outcomes
 - Efficiently utilizes limited resources such as critical care transport units to facilitate the movement of patients between healthcare facilities and timely access to hospital treatment
 - During peak loading times when most units are deployed, an up-to-the moment view of all resources and their status provides dispatchers the information they need to effectively handle the call volume
 - Vital information is electronically transmitted between dispatch and first responders, improving real-time situational awareness, and improving dispatcher and EMS practitioner workflow
 - Mobile data terminals (MDT) provide a real-time data link between the dispatch center and EMS unit, providing EMS practitioners with up-to-the moment information
 - The ability to share patient specific information in a secure way.
 - Timely and accurate information transfer improves situational awareness, reduces errors and unnecessary radio traffic
 - Employs technology to improve interoperability between dispatch and EMS electronic data systems to support emergency and non-emergency operations
 - Integrated systems identify the emergency and EMS unit location to determine the optimal travel route to the scene and transport to the hospital
 - Seamless and automated data transfer between systems improves data entry efficiency, accuracy, and completeness