

## Ambulance Management Solution

Ambulance services organisations face a series of challenges. Mobilising ever-stretched resources to meet response targets and improve patient outcomes, you are attempting to balance the safety of staff against the requirement to rapidly make decisions on how resources should be deployed. Communications is the key to this puzzle. Communicating key information to all stakeholders reduces misunderstandings, delivers visibility, improves safety and improves patient outcomes.

Corvanta's ambulance management solution gives all ambulance service stakeholders access to the critical information they need at all times. It helps you improve patient response times by directing drivers and keeping vehicles better maintained and able to get to patients quicker. It helps you enhance patient outcomes, by giving access to more patient information and letting you manage your KPIs. It also helps ensure paramedics' safety, by forewarning them of dangers and providing various distress alert options.

### HOW CORVANTA HELPS KEY STAKEHOLDERS

1



**1. Dispatch centre agents**  
know where vehicles are in real-time and dispatch the closest and most suitable ambulance quickly

2



**2. Paramedics**  
Get to patients quicker, are more informed, with safer patient visits and the optimal route to the right hospital

3



**3. Clinical managers**  
Analyse statistics and trends to improve service, identify training needs and know how you are doing against targets

4



**4. Fleet managers**  
Keep fleets available and minimise downtime by knowing diagnostic information and issues as soon as they happen

5



**5. Executive management**  
Help the service succeed by providing more insight into KPIs to ensure paramedic safety and improved patient outcomes

6



**6. Hospitals**  
Have more information about a patient before they arrive at the hospital, helping the hospital prepare better and further improving patient outcomes



# CORVANTA

Corvanta's reliable, robust solution helps ambulance services collect and deliver vital information to all stakeholders, ensuring:

**Fleet visibility and efficiency:** Allows the Computer Aided Dispatch system (CAD) to select the closest appropriate ambulance. Mobile data and satellite data communications ensure maximum possible vehicle coverage and deliver critical communications.



**Highly informed crew journey:** Guides crews to the job, with the information they need about the patient and situation, delivered across multiple channels. Connect all stakeholders during the journey, including hospitals



**Patient and crew safety on site:** With multi-layer safety monitoring and communication systems that deliver alerts and better information for paramedics



**Optimal hospitals and routes:** Helping guide paramedics to the best hospital for the patient, based on an optimised route, with the right patient information delivered ahead of arrival



**Improved maintenance:** Knowing detailed information about each vehicle and its time on road allows you to maximise your available fleet

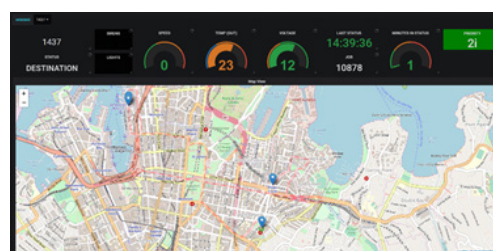


**Analysis and improvement:** Know all key information relating to response times and more, so you can see where the issues are and address them.

## DISPATCH CENTRE AGENTS

Agents in the dispatch centre need visibility of ambulances, showing location, status and health, in order to dispatch the right vehicle. Our ambulance management solution helps agents see where vehicles are and their current status in real time.

Agents can monitor the average time for vehicles to arrive at the scene and see a full history of their location and communication history.



Trapeze's management dashboards: seeing your vehicles in real time helps you make the right decisions

## PARAMEDICS

Paramedics need to manage lots of critical information in a volatile environment and know as much as possible about the situation they are about to arrive at. Ensuring their safety is paramount at all times.

The solution helps paramedics get to patients quicker and with greater situational awareness, with a robust device that has simple buttons to route to the scene, as well as update status. It sends them details of the job (in writing – to reduce ambiguity) and optimises routes both to the patient and then to the best hospital, based on the patient's needs. Visual and audible alerts prevent paramedics missing critical updates or changes and inform them of key medical information for the patient.



Viewing key information reduces ambiguity

Visits to patients are safer, as paramedics receive warnings relevant to a particular location and can use a distress function when they need more help. Once back in the vehicle, they can see clinical patient code information. They can also see how many vehicles have recently visited different hospitals and pick the less busy option.

# CORVANTA



## FLEET MANAGERS

Managing the many vehicles in the fleet and knowing immediately of any issues that affect usability is a challenge for fleet managers. Corvanta helps optimise on-going maintenance and keeps vehicles on the road. By informing managers of issues as they happen, the fleet manager can fix the issue before a patient is in the ambulance and minimise downtime of the vehicle. They can receive real-time updates of current and historical faults and insights into vehicle capacity and utilisation patterns – for example knowing how far the vehicle has travelled, how much travel time is spent moving, what is the current speed and more.



Real time vehicle performance lets you address issues before they are problems

## CLINICAL MANAGERS

Gaining key insights to improve overall performance can be hard to come by. But clinical managers can understand expected outcomes and know whether things were completed in a timely manner, or whether they could be done differently by analysing information from the Corvanta Solution. From this knowledge, targeted training can be identified and clinical managers can see how they are doing against key goals.



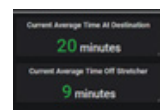
Gain insight into response times and much more

## IT DEPARTMENTS

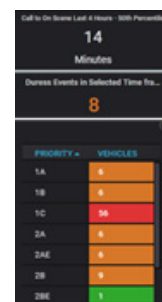
Ensuring system reliability and efficacy, as well as managing the different solutions being used, is a challenge for IT departments.

Corvanta simplifies delivery by providing a managed service for its ambulance management solution, including all user equipment, hosting the system, freeing IT up to support the emergency services.

At the same time, we provide real-time visibility of system usage, such as network connections and the number of messages used. Your IT group can be confident of the solution's scalability, as it's already used by the 3rd and 4th biggest ambulance providers in the world – Queensland and New South Wales.



Access key KPIs



## EXECUTIVE MANAGEMENT

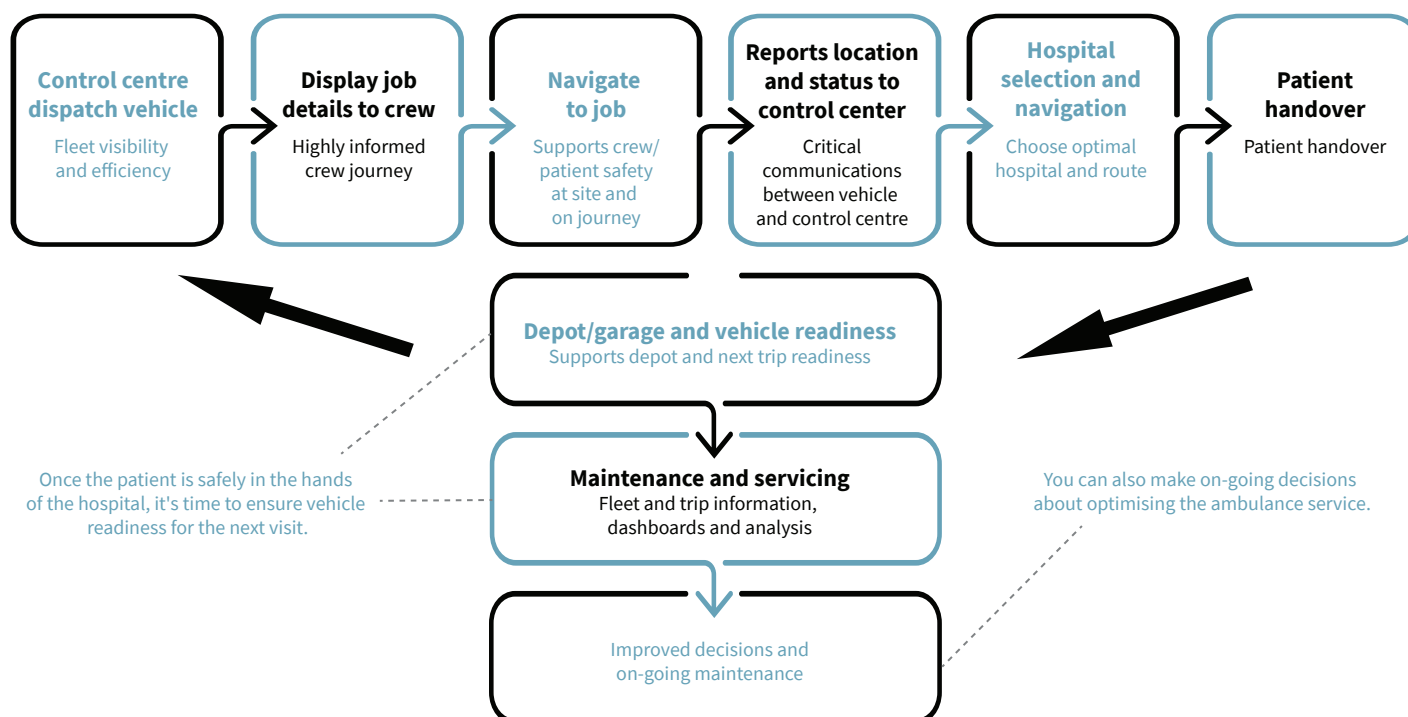
Management need to know at a high level how well the service is operating. They also want to ensure paramedic safety and be confident that the solution will work in challenging environments. Corvanta's Ambulance solution provides managers with real-time views of their KPIs across the business – knowing how things are in the present, as well as historically. They can be confident that everything is being done to ensure paramedic safety and that this solution is proven and used in large ambulance service organisations. We provide extensive coverage across difficult terrain in remote areas by combining both satellite and multiple mobile carriers.

## HOSPITALS

The more a hospital knows about a patient that is arriving, the better prepared they can be. Using the Corvanta solution, hospital staff can be provided with information on what types of cases are en-route, details on the patient and their condition, on-board medical equipment updates and arrival times. Hospitals can then ensure they have the right people and equipment ready for when they arrive.



## CONNECTING COMMUNICATIONS ACROSS THE AMBULANCE JOURNEY



## WHAT YOU GET FROM CORVANTA'S AMBULANCE SOLUTION?



**More coverage:** You get multiple networks and satellite, so that in remote areas you have more coverage time. We'll leverage and optimise all available communication methods in your jurisdiction.



**Proven:** Relax knowing your system is already proven in the 2 biggest fleets in Australia – Queensland and NSW and have extensive experience of over 20 years in this space.



**Guaranteed uptime:** We promise reliability and excellent service levels.



**Fully integrated solution as a service:** You focus on your core business and we'll manage everything – from technology to support.



**Product agnostic:** We are an independent mobile supplier and will integrate with other products to get the right solution.