

Computer Aided Dispatch News



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In this Issue

- C3 Nexus – Major Upgrade to C3
- Electronic Staff Record Integration
- DCAZ – Major Incident and Event Management
- CTI – Advanced Computer Telephony Integration

C3 Nexus - Rollout

The Alert C3 Command and Control System is undisputedly the most comprehensive Ambulance Dispatch system available today, and it continues to be the most widely deployed system both in the UK and Ireland. Since its first implementation in Baltimore (USA), and its subsequent deployment throughout much of the UK and Ireland the system has continued to evolve in line with our customer's needs.

A major development throughout the UK is the regionalisation of Ambulance Services, resulting in fewer, much larger, services with a need for significantly enhanced scalability and unprecedented levels of system availability. To meet these criteria we have undertaken a full review of the C3 Command and Control System.

This major undertaking took many months and involved changes and improvements throughout the application. The resulting release is known as C3 Nexus which has been developed to be cleaner, faster, more reliable, highly scalable and provide a new structure which will provide a solid platform for the next 10 years of Ambulance Service operations.

We are very pleased to announce that All of the UK installations of Alert C3 in the UK have now been upgraded to C3 Nexus.

Electronic Staff Record (ESR) Interface

Now available for C3 Nexus is the NHS ESR (Electronic Staff Record) Interface. The interface provides a automated import facility to ensure that the Command and Control System is always up to date with the latest situation regarding Staff, including Personal Identification Numbers (PINS) and qualification's etc.

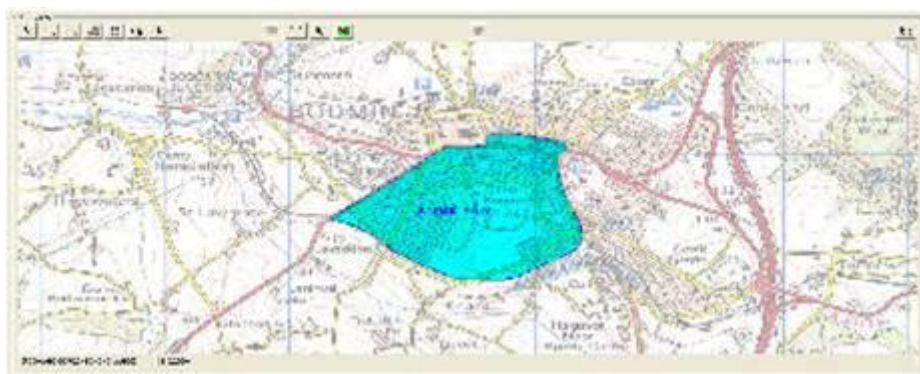
For further details please contact MIS directly.

DCAZ (Dynamically Controlled Access Zones)

When the pressure is on you need the tools to reconfigure and react. When a major incident is declared or a perceived threat is identified the Ambulance Service Control Centre needs to be able to isolate the area for specific management without delay. DCAZ for C3 Nexus has been developed specifically for this purpose.

Designed as a no-nonsense, easy to use, drag and drop tool for real-time use by the duty Control Manager (or Gold Controller), DCAZ allows any area to be ring-fenced and operated in isolation from the general domestic operation.

Working seamlessly with normal Operational Divisional segregation, when a DCAZ is defined, either by the user, or by direct import from another Emergency Service, such as Police or Fire, the area immediately becomes a New Operational Division, allowing this area to be managed directly, and in isolation from normal operational activity.



Dynamic means just that, once a DCAZ is activated, any existing incidents within the area are immediately updated to the new Division, as are any new calls coming in to the Control Centre. Of course the situation on the ground can be very fluid with new information coming in from a variety of sources; therefore any DCAZ can be edited, simply by dragging its boundaries on the map, or in the case of a circle changing the radius. The update may even come in the form of an email from another service; DCAS supports polygon import via the open GML (Geographic Mark-up Language) Standard.

DCAZ will be an essential tool in Major Incident planning and management.

Advanced Computer Telephony Integration (CTI)

The time critical nature of EMS operations means that systems need to work together in close harmony to ensure that the Control Room staffs have immediate and unencumbered access to a wide range of technologies, including Clinical Triage, Vehicle Location, Mobile Data and Telephony. C3 Nexus leads the field in such integration; this lead has been further extended by full CTI integration throughout the application.

Both the Call Taker and Dispatcher spend considerable time using telephony, from the initial contact with the caller, call back for further information, using Mobile Telephony to talk to 3rd parties, First Responder, and in some instances, Crews

Developed to take full advantage of Call Visions[©] Call Control API[©] this new module provides totally seamless telephone integration. Wherever a telephone number is available on the system the user can simply click on the associated Icon to establish a call to that person or facility. Example areas are;

- To call back the caller on an Emergency call
- To call back the booking agent on an HCP call

- To contact a crew mobile (in the event of radio problems etc.)
- To contact a first responder
- To call a receiving Hospital/Department
- To contact a patients GP

For further information on C3 Nexus Advanced CTI please contact MIS directly.

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