

# Computer Aided Dispatch News

NEXUS

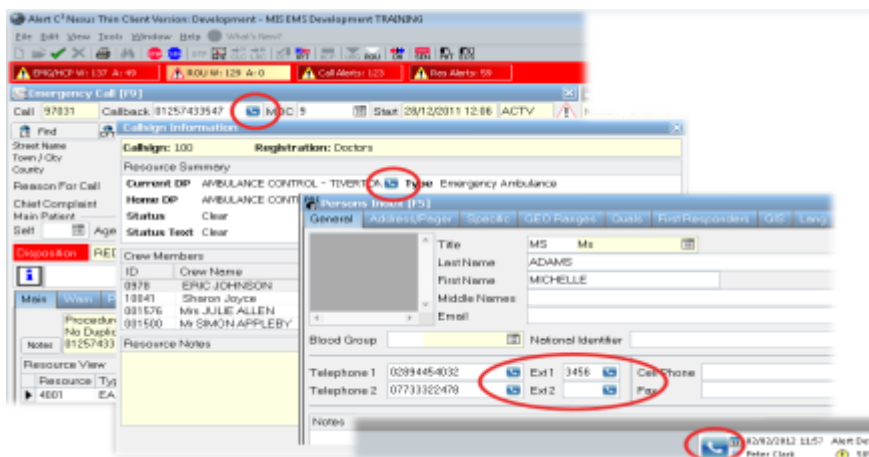


## February 2012 Communications Special

Communications are central to the Command and Control environment and two new initiatives within C3 Nexus ensure that access to your key systems is both optimal and intuitive. These developments maintain C3's position as the leading Ambulance CAD in use in the UK and Ireland.

### CTI (Computer Telephony Integration)

Telephony, both fixed and mobile, is a fundamental part of your service delivery. From the initial call, patient call-back, liaising with crew, hospitals, GP's and a host of other 3rd parties, telephony needs to be instantly accessible and the process of establishing a call should be as easy as a single click of a mouse. C3 Telephony provides exactly that. Wherever a telephone number is available on the system, whether as part of the underlying database (first responders, Hospitals/Wards, or individuals etc.), or has been logged as part of a new incident (via the CLI facility or manually entered), calling the number back is as simple as clicking on the associated telephone icon.



C3 Telephony, is much more than simply a quick means of calling a number, it fully supports concepts such as 'call the extension of the user that just allocated that resource' or 'call the call-taker for that call'.

C3 Telephony is fully integrated with Call-Visions™ Call-Control™.

## **ICCS (DS2000 & Airwave Integration)**

In addition to these ground breaking developments in telephony, C3 Nexus has broken the mould with direct DS2000 (ICCS) integration. This interface offers comprehensive communications between the Airwave Network and the Command and Control System. Key features include, single logon (automatic log on of ICCS position, including site selection, on CAD logon), fleet map synchronisation, which simplifies the maintenance of Airwave devices such as vehicle terminals and hand-portable equipment, and most importantly of all, the ability, directly within CAD, to establish a point to point call with a resource or crew member.

Working together C3 Telephony and C3 ICCS Integration provide the single most comprehensive system integration solution available on any CAD system today. For further details contact MIS directly.

## **C3 Nexus – TomTom Integration**

An exciting addition to the extensive list of mobile data systems C3 Nexus currently integrates to is the TomTom Work job dispatch system. In cab functionality is provided by the well known TomTom sat-nav units, with additional 'work' functionality, combined with mobile communications providing a two-way data flow between your C3 Nexus PTS system and the crew. Currently implemented at South Devon Healthcare's PTS operation in Torbay, the system provides the crews with patient pickup/drop off information, status & time updates, messaging and vehicle tracking. The C3 Nexus PTS system acts as a central hub for this data flow and is seamless in the way it transmits additional work allocated to crews, as well as allowing the controller to see the status of vehicle activity.



## **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.

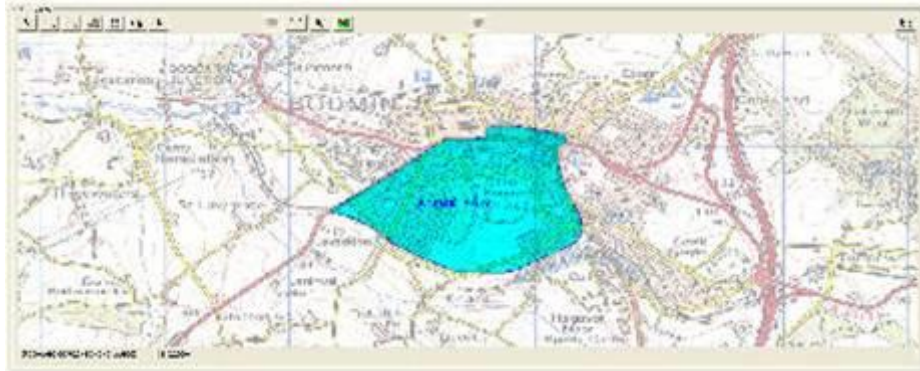
For further details please contact MIS directly.

## **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 Markup Language) Standard.

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

## **111 Pilots (NHS Interoperability)**

The pilot phase of the 111 service is well underway in England. From the Ambulance Command and Control perspective C3 Nexus is leading the way with this national initiative. A number of major sites have now implemented the V1.4 interface between C3 and 111 and work is due to begin (as soon as the standard is ratified by the DoH) to develop the NHS Interoperability interface which will provide virtually open access to 3rd party NHS systems for CAD integration. Watch this space for further updates as they occur.

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