The new platform for the management of activities of Emergency Medical Dispatch Centers

> COMPLETE

> FLEXIBLE

> INNOVATIVE

Compatible with 112 Unique Number (NUE112)

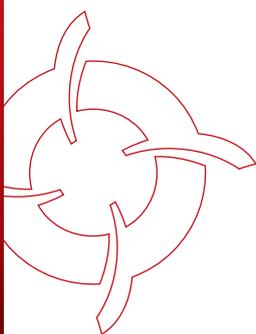SaveOnLine **5** SUITE

http://saveonline.regola.it

Designed for modern Response Centers

SaveOnLine® Suite 5 is a new milestone in activity processing for Emergency Medical Dispatch Centers: part of the latest generation of CAD applications developed by Regola, it introduces a model expressly designed for modern dispatch centers.

SaveOnLine® Suite 5 does not only digitally manage all typical dispatch activities, like in the past, but it provides all elements of the chain of activity with the tools of an integrated and modern system: from event planning to resource management, from coordination between different offices to the new integration activities of the new 112 emergency number.

> **As an example, SaveOnLine® works specifically with advanced planning and provisioning tools on primary and secondary events, organ transport, the planning and management of maxi-emergencies, the simulation and preparation of big events.**

Designed to make the difference

The operational core of previous versions of **SaveOnLine®** has been extended with newly designed mapping modules and new integration functions. The new operational flow engine guarantees previously impossible reaction and intervention times.

The user interface as well has been completely redesigned to allow operators to interact with all suite modules fluidly, without having to worry about context change.

With **SaveOnLine®** the usability level and accessibility of information on the central software reach even higher levels, completely new on the Italian market.

From event management to decision support

With **SaveOnLine®** version 5 dispatch centre software moves from a simple event management tool to a full decision support tool.
The suite does not only manage data input and information, but it is based on an active support philosophy for its users. This way the operator can access scenarios that the system prepares, aggregated data and alerts for possible developing issues. This innovation will dramatically improve the activities and results of any dispatch centre.

More than 10 years' experience

SaveOnLine® is a leading product in the field of Italian emergency medical services.

For more than 10 years it has been supporting the 118 emergency number of Regione Piemonte, which manages more than 2 million calls a year.

Already in its version 4 the Suite received wide international praise for its modern structure and for its approach, complete but adaptable to any system.

SaveOnLine® was also the official management platform for the emergency services put in place during the 2006 Winter Olympics in Turin; in that occasion the main focus was on the integration of different emergency services (Medical Services, Police, Civil Protection, etc.)

5

reasons to choose SaveOnLine® Suite 5

THE MOST COMPLETE SUITE ON THE MARKET

SaveOnLine® Suite 5 offers the widest range on the market of integrated modules for 118 Emergencies. Next to the traditional CAD tools, **SaveOnLine®** provides its users with dedicated tools for interacting with hospital systems and for administrative activities; it also offers on-board applications for vehicles, hospital software and tools showing real-time availability and waiting times, distance consulting modules, web tools, content management systems and widescreen software.

INNOVATIVE AND BRAND-NEW TOOLS

The new version of **SaveOnLine®** introduces many new features in the medical emergency field. Powerful data aggregators and intelligent search functions extract potentially relevant information with astonishing results.

It offers highly advanced functions like previsioning during the simulation phase. All the suite's tools are full of innovations previously unseen on the national market.

EASY TO USE

Despite being extremely specialized, the new version of **SaveOnLine®** is even easier to use than its predecessors and minimizes the possibility of user mistakes. The workspace can be personalized for every user and the completely renewed graphics ensure maximum comfort and precision in every activity.

RELIABLE AND SAFE

All data relating to an emergency case is immediately saved and can be fully retrieved even in case of system fault. The entire evaluation process is memorized and saved at all stages and with all details.

STANDARD AND INTEGRATED

The Suite conforms to international standards that allow it to integrate with the main existing platforms. Moreover, **SaveOnLine®** pcan recover data from databases and other sources – including the web – and exchange information with the main hospital systems.

The platform is already adapted for the scenarios of 112 Unique Emergency Number.

Who it is for:

Dispatch Center operators

The new dispatch engine offers operators at 118 Centers an extraordinary array of information and suggestions, offered as support without distracting the operator. Version 5 of Suite SaveOnLine® offers brand-new tools to protect the operators' activity and dramatically reduce errors.

Dispatch Center Directors

It is possible to either equip an entire Center with the suite or to integrate existing systems with a few chosen modules to strengthen them. SaveOnLine® gives also the possibility to connect the Center with other locations – vehicles' home locations and vehicles themselves, and external structures such as hospitals and other Centers: it is thus possible to create a complete emergency network.

Legal personnel

The entire operation flow and all related information is automatically stored and can be retrieved to examine the situation, the choices made and the reasons behind them. This protects the Center in case of legal controversies and allows full control over the accuracy of the activities carried out.

Administrative personnel

SaveOnLine® Suite 5 includes a vast module exclusively designed for the Center's administrative activities, which is fully integrated with the Suite's functionalities.

Operators of other Centers

The new Suite is not only designed for 118 Centers. It also offers benefits and functions that can improve the activity of other locations, rescue vehicles and even hospitals, in a perspective of efficiency and optimization of resources and costs.

CAD

SaveOnLine® Suite 5' s evaluation and management module acts on Events: it approaches the emergency as a complex event. It is however always possible to switch to a Mission mode, and even to alternate between the two.

In both cases, **SaveOnLine®** will synthesize available information, highlight possible ambiguities and select useful data, all while automatically adapting to the main details input during the procedure. All intervention decisions are for the user to make: the system has a purely support function that never diminishes or replaces the operator's judgment

INFOBOX

InfoBox is the new decision support technology available to SaveOnLine® Suite Version 5. Based on information becoming available on the ongoing emergency, InfoBox extracts related information that might be useful for the operator and displays them on the screen. For example, InfoBox can display other calls from the same place and the interventions carried out, or highlight ambiguities in addresses and/or names. It can also display real-time information on the A&E facilities potentially involved and possible issues with hospital resources. All this information is displayed without hindering the operator's activity.

Cartography

SaveOnLine® Suite 5 is equipped with a completely renewed cartography system with revolutionary performances.

- LESS THAN 0.1 SECONDS TO CALCULATE THE ROUTING ON THE WHOLE REGIONAL GRID
- EXCLUSIVE LINEAR VIEW OF ROUTES: CLEARLY SHOWS THE TARGET INTERVENTION LOCATION EVEN WITHOUT STREET SIGNS OR GEOGRAPHICAL COORDINATES.
- DATA ACQUISITION FROM EXTERNAL DATABASES AND ONLINE SOURCES
- SIMULATION MODE FOR EVENT PLANNING

Messaging

Glyfo® is the messaging system installed on the latest versions of the Suite. Its new version includes a new interface, perfectly integrated with the rest of the platform. The system allows rapid access to instant messages, broadcast and point-to-point communication, notifications and document exchange.

Phone and Radio communication

Phone.M.A® and **E.Ra®** are modules that support all modern analog and digital communication technologies to connect the Center with the outside world and the vehicles. They also make use of the specific functions of Tetra radio system.

All emergency calls are recorded, and the audio files are processed by **SaveOnLine® Playback**: the module organizes the files and matches them with the related intervention reports.

Non-emergencies

SaveOnLine® is also suitable for processing non-emergency cases and can transfer any event to the non-emergency platform **LowCode™**. This lightens the Center's workload and triggers a specialized processing for the low priority event.

Conversely, an event initially classified and processed as non-emergency can be exported from **LowCode™** to **SaveOnLine®** at any moment.

SaveOnLine
SaveOnBoard®

SaveOnBoard®

Thanks to **SaveOnLine®** Suite 5, the teams on board rescue vehicles have a complete range of modules to support their activity and the digital management of the *ambulance report*.

Next to the traditional automated functions for communications between Dispatch Center and vehicle, **SaveOnBoard®** offers advanced modalities for the use of wireless hotspots created on-site. This makes it possible, among others, for the vehicle to interact with mobile devices or operators' tools such as badge readers, cameras and medical equipment.

SaveOnLine
HS

Hospital modules

SaveOnLine® HS is a module that allows the Emergency System to interact live with hospitals for a consult on the emergency site. It is an exclusive feature of **SaveOnLine®** Suite that allows the teams carrying out an emergency intervention to request a consult from connected hospitals. The Suite also allows a high degree of interaction between Dispatch Centers and hospitals. All these functions, from the real-time notification of the availability of beds to A&E warning by the Dispatch Center, are unique and totally new for the Italian system.

SaveOnLine
**OUTLINE
SHAREVIEW**

Overviews and Maxiscreens

SaveOnLine® Outline is a multiscreen overview management module that operates with video matrix to compose detailed overviews of ongoing activities.

The module can be configured to recover information from different areas on the **SaveOnLine®** platform or from external structures and organizations that are interfaced with the system. It then aggregates and/or filters the information according to necessity.

SaveOnLine
OFFICE

Administration

SaveOnOffice extends the emergency processing to all necessary administration activities. These are treated internally and totally integrated with the rest of the Suite.

Thanks to **SaveOnOffice** it is possible to elaborate *invoices, agreements, payments, supplies and consumables* with information derived directly from the event processing system. For example, the module can acquire automatically from intervention reports all information on vehicle activity and equipment usage.

SaveOnLine
STADERA®

Document Libraries and CMS

Stadera® is a content management system that can support the operators at the Center and on site in all their document and content needs. It guarantees a persistent recording of materials, a quick retrieval via search engine (allowing metatag and keyword search), along with team functions like discussions and consultation workflows. The contents can also be accessed remotely, in particular for the creation of Press Rooms and areas for media and official bodies.

FlagMii
online emergency

Apps e Mobile

FlagMii® is one of the innovations included in the Suite, based on the latest tendencies in the mobile sector and the growing popularity of smartphones. **FlagMii®** is an **App** for latest-generation phones that allows citizens to access emergency services such *as localization and automatic target identification*.

Web-based emergency tools

SaveOnLine® Suite 5 innovates the processing of Medical Emergencies with a new range of Web-available tools for activities outside the Dispatch Centers.
Rather than independent modules, it is a full operating mode of the Suite itself, with all the advantages and potentiality of remote access.

SaveOnLine® WebAccess makes it possible to carry out essential activities such as:

- CLOSURE OF INTERVENTIONS, WHICH CAN BE CARRIED OUT DIGITALLY FROM THE VEHICLES' HOME LOCATION

- PERSONNEL AND EQUIPMENT CHECKLISTS, ALSO ACCESSIBLE FROM HOME LOCATION AND ESSENTIAL TO OPTIMIZE THE CHOICE OF THE MOST SUITABLE VEHICLE

- PRODUCTION OF SPECIFIC DOCUMENTS – FOR EXAMPLE FOR CAR CRASHES OF SEVERE ALLERGIC REACTIONS – THAT WILL BE ATTACHED TO THE INTERVENTION REPORT IN ALL CASES WHERE ADDITIONAL DETAILS ARE REQUIRED. THIS ALLOWS FOR TARGET RESEARCH, LIKE THE ONES CARRIED OUT DURING THE 2006 TURIN WINTER OLYMPICS

- CHECKLISTS OF EMERGENCY RESOURCES – FOR EXAMPLE, AVAILABLE BEDS OR CLINICAL EQUIPMENT (AVAILABILITY AND OPERATIVITY). THESE CAN BE GENERATED AUTOMATICALLY THANKS TO THE INTERFACE WITH THE HOSPITALS' IT SERVICES AND THE USE OF STANDARD PROTOCOLS

- EVALUATION OF E&A SATURATION LEVELS THANKS TO THE AUTOMATIC REPORT OF TRIAGE WAITING LISTS AND THE USE OF CONFIGURABLE ALERT LEVELS

- EXCHANGE OF MESSAGES AND DOCUMENT BETWEEN DIFFERENT ORGANIZATIONS

- MANAGEMENT OF STOCKS AND ON-BOARD CONSUMABLES AND AUTOMATED RESTOCKING

Maxi-emergencies

SaveOnLine® Suite processes maxi-emergencies with a specific protocol that runs parallel to the regular operations of the Centre. It is a versatile operating mode designed to adapt to the different procedures each Dispatch Center puts in place in such an event. All the Suite's main modules are involved in processing the emergency, including the on-board modules on the vehicles that operate in a dedicated modality. Specific functions report to the Catastrophe Medical Director all ongoing triage processes and survey patients. Other tools are dedicated to the automated management of fluxes to and from the Advanced Medical Station put up for the event.
All information concerning the maxi-emergency is gathered, organized and classified to allow a precise analysis of the event and the response to it.

Safety and Legal Protection

TRACEABILITY: everything that happens inside **SaveOnLine®** during an Event is recorded and unalterable. The system can archive and recover a complete and detailed image of every single step of the intervention. This is a durable guarantee in case of legal disputes or for a statistic evaluation of the activity.

FAULT-RECOVERY: in case of a fault or an anomaly during an event, all activities already carried out are correctly recorded and saved and no information on actions already carried out is lost. This ensures the highest continuity of operations and the possibility of a complete recovery of pending actions.

AUTENTICATION: the use of authentication and user profiling standards like WS-trust and WS-Security guarantees the highest compatibility with the most disparate systems, and the reliability of tested safety systems.

SaveOnLine SUITE 5

Ready for the Unique Emergency Number 112

SaveOnLine® Suite 5 is already fully setup for the coming operational scenarios of the European Unique Emergency Number (NUE 112).

The Centers that employ **SaveOnLine®** will be rapidly configured for this important evolution and will be able to take charge from other structures of the new interventions in their range, using the platform's integrated digital information exchange system.

Compliant with the Ministry's NSIS Project "Mattoni del SSN"

SaveOnLine® Suite 5 is fully compliant with Brick 11 of the Ministerial project "Mattoni del SSN" (Bricks of the National Health Service). The platform allows the exchange of information on the interventions and evaluations at regional and national level.

Certifications:

SaveOnLine® was the first CAD system in Italy to receive the prestigious **ProQA™** certification from **Priority Dispatch™** US leader in emergency dispatch systems.

The Suite's Version 5 can be equipped with the ProQATM module for an automated evaluation of the severity of the intervention. Should the Center use a different CAD system, SaveOnLine® can be used to interface the existing platform with the ProQATM module.

The Suite is the only platform in Italy that integrates PriorityDispatchTM's LowCodeTM system to process non-emergency interventions.

Medical Priority

LOW CΩDE

Regola:

For over 15 years REGOLA has developed systems and applications for the medical and emergency sectors. SaveOnLine® has made it for over 10 years the main provider of technological solutions for the Piedmontese emergency services, developed with institutions and directors of 118's emergency centers. It is a founding member of MOSAICO, a new consortium grouping ICT companies in Piedmont working in the public and medical sectors. MOSAICO includes over 1000 direct members in 8 Italian regions and international locations.

frequently asked questions

MY CENTER ALREADY USES A CAD SYSTEM: HOW IS SaveOnLine® USEFUL FOR US??

The main modules of **SaveOnLine®** Suite can be used individually: for example, you can choose Cartography or the on-board modules and include them in your own CAD system. Many features of **SaveOnLine®** are exclusive and revolutionary: even by using them individually it is possible to change completely the quality of emergency interventions delivered through your own CAD system.

HOW CAN I PROTECT MYSELF AGAINST LEGAL DISPUTES ON THE CENTER'S ACTIVITIES?

Version 5 of **SaveOnLine®** Suite pays a lot of attention to support in case of legal controversies. All activities carried out by the operators are precisely recorded and registered together with the Center's general situation: in this way it is always possible to evaluate the quality of the choices that have been made. The system is also ready to integrate digital signatures and legal filing of the Center's data into its processes.

IN ADDITION TO EMERGENCIES, MY CENTER CARRIES OUT MANY DIFFERENT ON–SITE ACTIONS: CAN SaveOnLine® SUPPORT US?

Certainly. **SaveOnLine®** Suite 5 is expressly designed to go beyond the classic emergency scenario and support the Dispatch Center in all its activities – including organ transports, primary and secondary events, management of agreements and contracts and non-emergency interventions. The best way to define **SaveOnLine®** is as a digital system that sustains a modern 118 Center every step of the way.

I NEED TO INTEGRATE THE CENTER'S ACTIVITIES WITH HOSPITALS, OTHER SEATS AND EXTERNAL ORGANIZATIONS: IS THERE A SOLUTION FOR ME?

The Suite offers modules expressly dedicated to the active cooperation between the Operating Center and the other organizations and structures involved in an intervention. Some examples are the **SaveOnLine®** HS module allowing vehicles, Centers and hospitals to communicate and consult, and the **SaveOnLine®** Web Access range of modules for the activity of Bases and clinical organizations. The module dedicated to Emergency Resources can gather and provide at any moment up-to-date information on hospital resources (available beds, ward activity, etc.) and perfectly illustrates the Suite's capability to realize a fruitful synergy between different structures.

IS IT POSSIBLE TO CARRY OUT PLANNING AND SIMULATION ACTIVITIES IN THE SUITE, IN ADDITION TO THE REGULAR INTERVENTIONS?

One of the advantages of **SaveOnLine®** Suite is that all that a modern 118 Operating Center needs is included in the platform: version 5 also includes simulation modes and the possibility to plan activities like major events. The system will provide precise feedback on the success rate of the proposed solutions.