

A Mobitex Success Story - Public Safety

Ambulance Services

Saving lives in Australia

In Queensland, Australia the ambulance dispatch center knows exactly where the ambulances are located. Alarms are sent directly to the ambulance nearest the emergency giving a shortened response time and a higher life saving ratio as a benefit.

The ambulance staff are enabled to send ECGs and real time patient data to the hospital for decision support and to prepare the hospital. The patients benefit from this with earlier diagnosis and treatment.

These are two examples of wireless communication and access that Mobitex makes possible today. Many public safety companies have already implemented wireless communication in their business with impressive results. When will your business join in and help to shape the new wireless world?

The Challenge

Responding to some 450,000 calls per year, Queensland Ambulance Service (QAS) knows the value of providing a rapid, efficient, and accurate emergency service. QAS operates a fleet of 950 ambulances, with 240 response locations, and 2000 staff - a massive logisti-

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cal operation that demands the very best support. QAS identified a need for a reliable and secure system to locate ambulances closest to emergencies and to be able to send data wirelessly between the vehicle and the hospitals. QAS required a system with high capacity and reliability for it's mission critical operations. They also demanded a private network operating on the 400

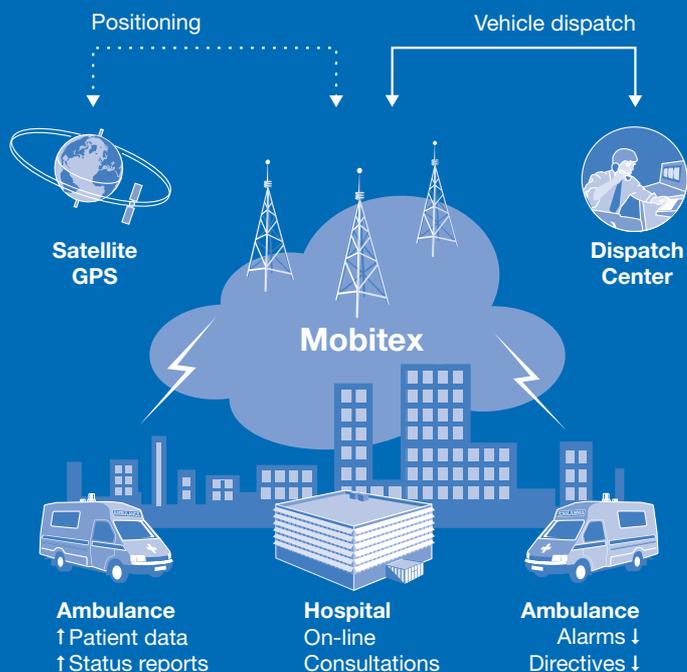


MHz frequency band for security reasons. QAS identified a combined technical and service solution in Ericsson's Mobitex product, one of the most successful wireless technologies for dedicated packet data networks.

The Solution

The QAS dispatch center knows where the ambulances are located at all times through GPS (Global Positioning System). Alarms can therefore be transmitted directly to the ambulance nearest to the accident. The ambulance staff send status reports frequently during a response to an alarm. This is now done through pre-defined status codes transmitted wirelessly to the dispatch center. The ambulance staff send real time patient data to the hospital so that the hospital can mobilize necessary expertise and resources, making them available the moment the patient arrives. The staff can also consult with specialists online for decision-making support to be able to provide earlier diagnostics and treatment.

The total solution consist of network, installation and maintenance and operation training from Ericsson and application software and gateway solution from



Ericsson's partner Technisyst Computer. The QAS solution is scalable and easy to expand with respect to coverage and capacity. The operational cost is low due to the ease of network operations and maintenance.

The communication is based on Internet Protocol (IP), micro links and X25 as well as built-in redundancy functions such as alternative pathway

The Benefits

Enhanced vehicle dispatch with faster, more accurate and more reliable communication than voice radio.

Improved level of dispatch information providing location information and ability to direct ambulances to the most appropriate hospital.

More effective use of resources as the hospital can mobilize necessary expertise and resources, making them available the moment the patient arrives

Shorter response time through instant location of ambulance nearest the emergency

Higher life saving ratio through pre-hospital care providing earlier diagnosis and treatment of patients

Totally reliable communications with high reliability and built-in redundancy functions such as alternative pathways

Scalable solution which is easy to expand with respect to coverage and capacity

User-friendly system that is easy to use for all ambulance and hospital staff

Short training time on network operation and network maintenance

Up and running extremely fast

Why Mobitex

The network in Queensland is an excellent example of how Mobitex can be used for custom applications in a private network. The demand for reliability and security in their service is vital and this is one of the key benefits of Mobitex networks. "We chose the system from Ericsson because it has significant capacity to grow and to meet our needs," says Bill Delaney, Project Manager, QAS.

In Australia, Ericsson Mobitex has an excellent and long-standing relationship with Technisyst Computing, an integrator that has been recognized as one of Australia's Fast 50 technology companies.

Facts about Mobitex

Mobitex is a leading international open standard for dedicated wireless data for public safety organizations and other professional users. Mobitex offers immediately useable solutions and services on powerful yet tiny handheld devices that delivers real value to users.

Mobitex has a number of key advantages. It provides a highly secure environment, fast data delivery in seconds, the highest level of reliability, the longest battery life in the wireless industry, true always-on and push functionality and extensive seamless coverage.

Mobitex continues to expand around the world. Now, there are more than 30 public and private networks providing coverage on six continents. Over the

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past three years, Mobitex has gained more users than any other dedicated wireless data service in the world with more than doubled subscriber base and a quadrupled increase in data traffic.

This success story is intended to provide inspiration and to give you an idea of how innovative services and solutions are enabled by Mobitex.