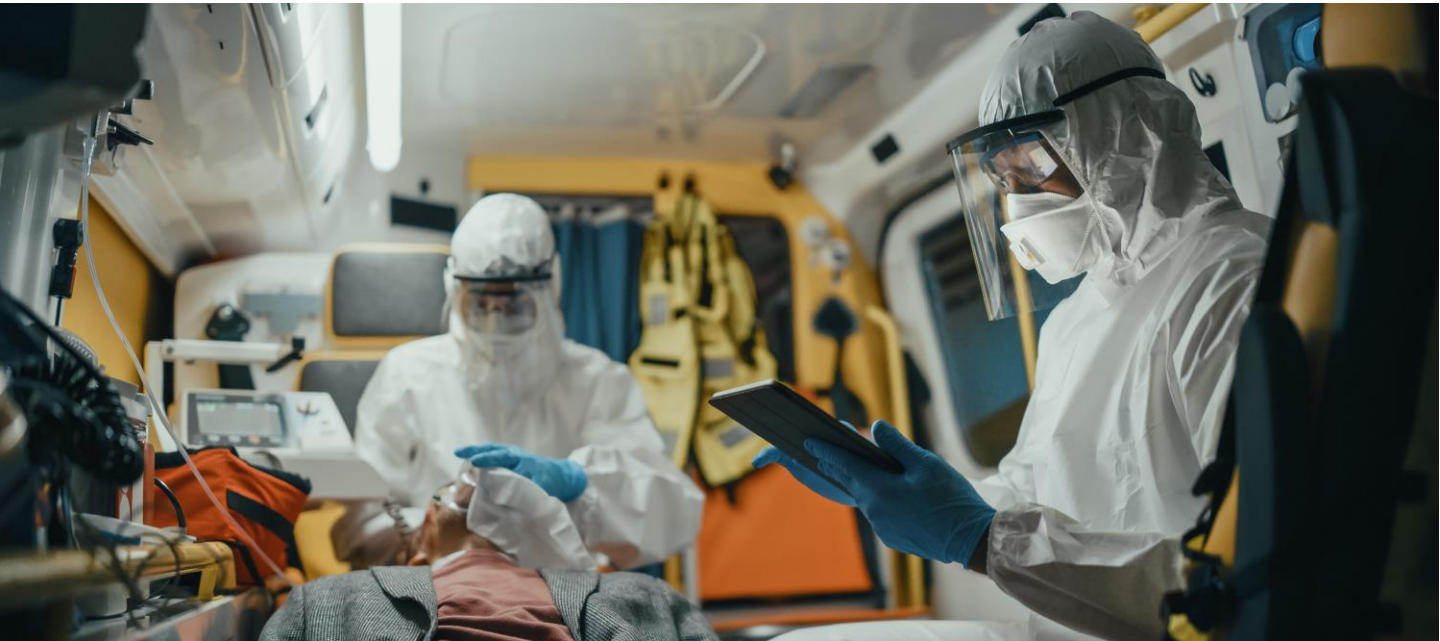# Ambulance Triage System

AGIL

A New Digital Platform for Paramedics and Hospitals to share Patient Data in Real-time

Overview

Ambulance Triage System (ATS) is a digital platform that links Emergency Medical Services (EMS) agencies and hospitals, allowing them to view, document, and share patient data in real-time for Pre-hospital Emergency Care (PEC). This reduces the Door-to-Treatment time and preserving the Golden Hour for better patient outcomes.

Since its launch in August 2021 in Singapore, the ATS has transformed the way emergency medical services are delivered, enabling EMS and Hospitals' Emergency Departments (EDs) to work together in an integrated manner for speedy and better patient care, and ultimately, saving more lives.

Who will benefit from this system?

This system will be made accessible to the ED nurses and doctors as well as the ambulance paramedics. The necessary devices will be deployed, a dashboard, which will be placed at the hospitals' emergency department and a mobile device which will be deployed to the paramedics.

Our Features

Enhanced
Clinical Information

Access to selected patient medical records to enable paramedics to share the patient's vital signs in real time with the ED
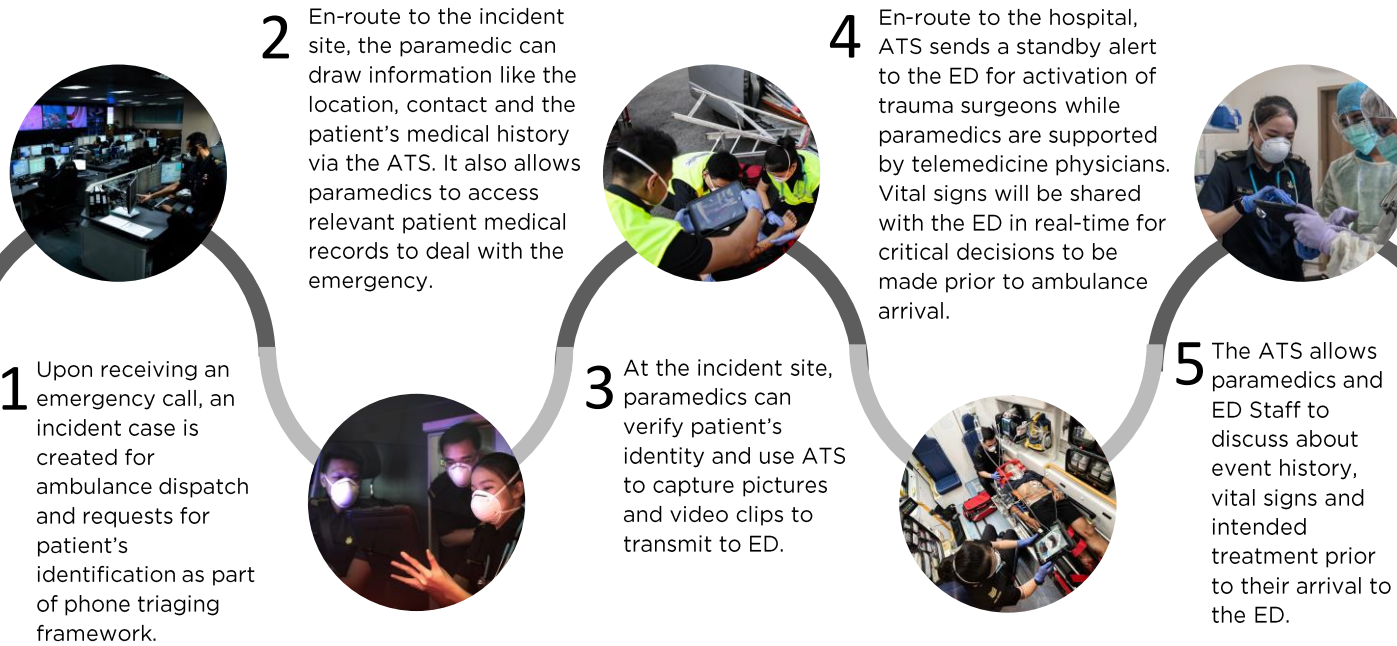

Enhanced
Operational Efficiency

Allow pre-registration of the patient and access to the Electronic Patient Case Record

Improves
Patient Outcome

Allow paramedics to provide better clinical treatment with the assistance of telemedicine via text and video

How does it work?

2 En-route to the incident site, the paramedic can draw information like the location, contact and the patient's medical history via the ATS. It also allows paramedics to access relevant patient medical records to deal with the emergency.

4 En-route to the hospital, ATS sends a standby alert to the ED for activation of trauma surgeons while paramedics are supported by telemedicine physicians. Vital signs will be shared with the ED in real-time for critical decisions to be made prior to ambulance arrival.

1 Upon receiving an emergency call, an incident case is created for ambulance dispatch and requests for patient's identification as part of phone triaging framework.

3 At the incident site, paramedics can verify patient's identity and use ATS to capture pictures and video clips to transmit to ED.

5 The ATS allows paramedics and ED Staff to discuss about event history, vital signs and intended treatment prior to their arrival to the ED.

Photos: Singapore Civil Defence Force

Challenges

Delayed Response
- Filing up of hardcopy Ambulance Case Records and transcribing digitally thereafter – This can be time consuming

Lack of Information Sharing
- Limited structured information sharing
- No access to patient's past medical records in the field

No integration between paramedics and ED systems, especially in real time sharing
- Paramedics find it challenging to seek medical guidance or share information to the ED's en-route
- Lack of various data sharing like images and vital signs in real-time

Benefits

Timely and Efficient Emergency Response
- Paperless Records
- Pre-registration of Patient
- Medications and imaging procedures ready for immediate deployment

Access to Medical Records On-hand
- More methods of Identity verification
- Seamless integration of clinical records
- Accessible throughout patient's continuum of care

Seamless Integration through Healthcare Technology
- Empowered field operations and enhanced situational awareness
- Telemedicine and sharing of Vital Signs en-route to the hospital
- Accurate handing over of the Patient from EMS to ED

ST Engineering