



Next Generation Communications for Ambulance Dispatch

Background

AtlantiCare is a large healthcare system based in Atlantic County, serving southeastern New Jersey. As part of an integrated system of services, including AtlantiCare Regional Medical Center, the AtlantiCare Foundation, AtlantiCare Physician Group and AtlantiCare Health Solutions. AtlantiCare employs more than 5,000 staff members and 600 physicians in nearly 70 different locations.

AtlantiCare operates as a secondary Public Safety Answering Point (PSAP) by providing ambulance dispatch services for the surrounding counties. The AtlantiCare EMS group is responsible for:

- 9-1-1 calls transferred from surrounding counties
- Emergency and Non-emergency ambulance dispatch calls received directly from the public
- Non-emergency calls received directly from the public
- Dispatching ground and air ambulances

The AtlantiCare Patient Flow group is responsible for handling calls related to scheduling beds at local hospitals.

Challenge

As the Ambulance Dispatch center continued to grow and call handling became more complex, AtlantiCare found it increasingly difficult to manage the growing call volume. Citizen communications were evolving at a rapid pace while AtlantiCare's antiquated system could only handle traditional emergency and non-emergency calls.

AtlantiCare wanted a next gen system capable of leveraging their existing telephony infrastructure and support both their Emergency Management System (EMS) center for 9-1-1, emergency, and non-emergency calls and their Patient Flow calls. AtlantiCare's goal was to provide comprehensive response to an evolving population.



Solution

AtlantiCare turned to their telephony vendor, Atos/Unify, for a solution, and Atos reached out to MicroAutomation for a specialized next generation solution to address the need. MicroAutomation's flexible Next Generation 9-1-1 ready Omni911 product allowed for a single solution to support both the AtlantiCare EMS and Patient Flow groups.

MicroAutomation worked with Atos/Unify and AtlantiCare to leverage Unify's OpenScope IP switching platform to serve as the switching backbone for the Omni911 call handling system. Omni911 was deployed in a geo-diverse, redundant configuration to support a primary center, backup center, and a mobile EMS trailer. The mobile EMS trailer is used by AtlantiCare during summer months to provide onsite EMS call handling and care at beach locations.

The solution was configured to support 10 EMS positions and 8 Patient Flow positions distributed across the three centers. The combined solution would allow for the two groups to operate independently yet communicate via chat. Call handling and call monitoring for the two groups remains separate to allow for independent operation and reporting.

Results

With the new solution, AtlantiCare is able monitor and manage the call activity for both the EMS and Patient Flow groups independently while the AtlantiCare IT organization maintains a single infrastructure leveraging systems and applications they already have in place. Performance reports are generated separately for each group allowing each organization to manage their staff according to their unique requirements.

With Omni911's emphasis on open standards, the solution allows for AtlantiCare to supply and support all of the hardware for the solution, from the VMWare infrastructure for the server components, to the desktop PC workstations used to run the Omni911 SoftPhone for the operators.

For EMS, Emergency calls are received and routed to available operators using an Automatic Call Distribution (ACD) system. EMS operators are able handle non-emergency and administrative calls for different areas with dedicated lines.

Patient Flow operators are able to coordinate patient bed needs with the nearby hospitals quickly and easily using the

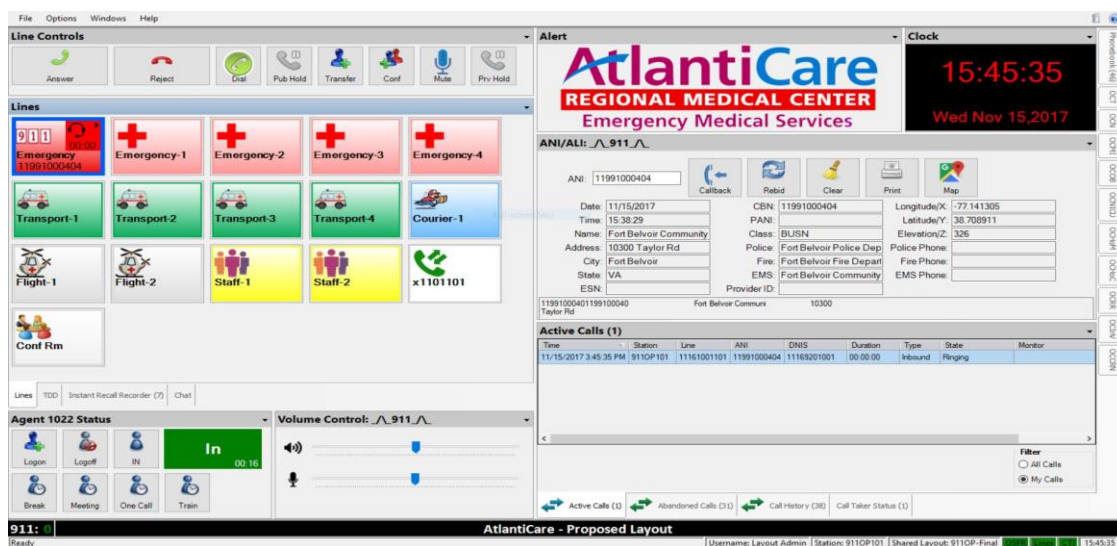
Summary of Results

- Fully redundant, geo-diverse solution
- Single solution for multiple organizations
- Integrated voice, text, and video communication
- Configurable screen layouts for independent groups

new system. Operators are now able to immediately conference in on-call doctors with a single button. Patient Flow and EMS operators can communicate using an easy-to-use chat capability or online bulletin board feature.

One of the most notable benefits of the new solution is the fact that the system is redundant across two sites that are geographically separated. Supervisors are able to staff one or both sites, as needed, to handle the call volume. During the Summer months, a mobile EMS trailer with laptops is used to staff operators at the beach for onsite support.

MicroAutomation's next generation communication solutions support the communications needs of today – and tomorrow.



About MicroAutomation

MicroAutomation is a full service integrator of call center solutions and provides a broad range of professional services and products. MicroAutomation solutions are based on creating an effortless caller experience through Speech-enabled Interactive Voice Response (IVR), improving live agent efficiency utilizing Computer Telephony Integration (CTI), and providing analytics tools to report, manage and refine each solution element to maximize the overall performance of your call center.

MicroAutomation also offers contact center products and professional services including:

- The Award Winning Call Center Millennium™ Solution Series
- Complete solution design
- Configurable and custom application development
- Turnkey implementation
- Comprehensive customer support
- GSA Advantage IT Schedule: GS-35F-0419L

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