



Improving response and patient care for ambulance agencies

In the U.S. alone, there are more than 18,200 EMS agencies that respond to around 28.5 million 911 dispatches for medical emergencies and injuries each year. Grand View Research recently cited that rising cases of chronic disorders, an increase in the global geriatric population and higher numbers of traumatic accidents are the key driving factors for the ambulance services market around the world.

The men and women who work in ambulance and EMS services provide specialized emergency medical care and triage in a fast-paced environment, before and during transportation of patients to hospitals and other medical facilities.

The problem is many ambulance and EMS agencies face staffing shortages and digital transformation hurdles and are saddled with inflexible legacy systems that make their jobs more difficult.

Modern ambulance and EMS agencies require solutions that help them coordinate seamlessly with hospitals and other facilities while adhering to standards and coordinating resources efficiently. They need technology that allows them to stage ambulance services, integrate with triage services, schedule patient transports and support alternative response models.

The answer is a **next-generation public safety platform** – one not only equipped with emergency dispatching capabilities, but that also features powerful analytics and mobile tools and emphasizes real-time collaboration and interoperability, along with pre-built interfaces to advantageous third-party solutions.



With Hexagon tech, **Nurse Navigator** enables 911 call-takers to direct emergency requests to nurses who assess if immediate assistance is required, provide over-the-phone guidance and care or arrange follow-up appointments with other medical professionals.

READ: Technology helps short-staffed EMS keep up fast pace

Benefits of Hexagon's public safety platform

- **Strategic response recommendations:** Receive expert recommendations on unit deployment and action plans, optimizing response times and patient care
- **Seamless integration with triage services:** Integrate seamlessly with leading medical triage services like ProQA and NHS Pathways, enhancing decision-making and streamlining patient care processes

- **Comprehensive incident management:** Transition easily from real-time incident management to long-running incidents, ensuring continuity of care and operational efficiency
- **Powerful visual evidence:** Leverage unit playback capabilities and get powerful visuals crucial for investigations and post-incident analysis, enhancing transparency and accountability
- **Remote clinical support:** Route triage calls to off-site clinicians for expert medical guidance, enhancing patient care and outcomes
- **Flexible mobile capabilities:** Stay connected and responsive with mobile capabilities, enabling personnel tracking and facilitating on-the-go decision-making
- **Unmatched experience and global reach:** Rely on a partner with a rich history, extensive experience and vast worldwide customer base, with a proven track record for reliability and excellence

Components of Hexagon’s public safety platform – available on-premises or in the cloud – for ambulance and EMS agencies include:

HxGN OnCall Dispatch

HxGN OnCall Dispatch provides superior incident management capabilities in the public safety answering point (PSAP), emergency control room, station, unit or anywhere first responders need to go. Streamlined workflows reduce operator workload, increase productivity and boost capacity. Situational awareness and coordination keep responders safe and let teams take effective action sooner for better response and outcomes.

Recommend Unit

The Recommend Unit module in OnCall Dispatch uses a combination of provider, location and configured business logic to give a real-time recommendation of available units that best meet specified criteria. For every event created in the system, a real-time recommendation is performed by the Recommend Unit server, allowing a dispatcher to accept the suggested units with a single click or modify recommended units prior to dispatch.

Pre-built interfaces

Hexagon offers ambulance and EMS agencies pre-built interfaces, ensuring seamless integration with hospital systems and medical triage services.

HxGN OnCall field mobility solutions

HxGN OnCall field mobility solutions enhance safety, performance and productivity by connecting emergency responders with dispatch wherever they are. With browser-based clients for in-vehicle devices and mobile apps for hand-held tablets and smartphones, HxGN OnCall mobile solutions offer clear information display and fast, accurate user interaction.

HxGN OnCall Dispatch | Smart Advisor

HxGN OnCall Dispatch | Smart Advisor allows users to leverage assistive AI to fill operational blind spots in complex, unfolding emergencies. It supports continual, autonomous assessment and gives users richer, actionable insights that would otherwise go unseen.

HxGN OnCall Analytics

HxGN OnCall Analytics unleashes the full potential of data by providing comprehensive analytics, allowing agencies to gain actionable insights for continuous improvement and optimizing resource allocation and operational strategies.

HxGN Connect

HxGN Connect is a cloud-native, real-time incident center as a service solution that facilitates seamless collaboration and data sharing by extending workflows across the public safety ecosystem and beyond. It is a catalyst for safer operations, promoting synergy among various entities involved in public safety.

Discover how your ambulance and EMS agency can go beyond with Hexagon

Hexagon is the global leader in digital reality solutions, combining sensor, software and autonomous technologies. We are putting data to work to boost efficiency, productivity, quality and safety across industrial, manufacturing, infrastructure, public sector, and mobility applications. Our technologies are shaping production and people-related ecosystems to become increasingly connected and autonomous – ensuring a scalable, sustainable future.

Hexagon’s Safety, Infrastructure & Geospatial division improves the resilience and sustainability of the world’s critical services and infrastructure. Our solutions turn complex data about people, places and assets into meaningful information and capabilities for better, faster decision-making in public safety, utilities, defense, transportation and government. Learn more at hexagon.com and follow us [@HexagonAB](https://twitter.com/HexagonAB).