

HOSPITAL & CLINICAL SOLUTIONS

TRANSFORMING CLINICIANS INTO **HEALTHCARE PARTNERS**

OneResponse

THE CHALLENGE OF CAPTURING DATA DIGITALLY AT THE POINT OF CARE

An ambulance trust serves millions of people, across thousands of square miles. They are required to respond to over a million emergency incidents each year utilising a fleet of over 1,000 emergency and non-emergency vehicles operating at each trust.

Paramedics are the NHS' frontline in any emergency. Prior to the implementation of OneResponse, a paramedic would have been required to complete an A3 double sided paper record (including a carbon copy) for each patient at an incident. This paper record was then handed over to the Emergency Department. The ambulance trust audited the data collected on the carbon copy manually and scanned each individually to create a digital copy. It could be months before this digital copy was available for analysis.

Ambulance trusts require an Electronic Patient Record (EPR) to provide an easy and reliable method of capturing data digitally. This data must be secure and available to the paramedic regardless of internet connectivity at the incident location and must be highly usable, enabling the paramedic to focus on the patient in front of them whilst capturing critical clinical data. It must minimise duplication of processes, prevent data loss and improve the quality and completeness of data collected.



FUNCTIONALLY RICH AND SECURE ELECTRONIC PATIENT RECORD FOR AMBULANCE SERVICES

OneResponse is Dedalus' mobile EPR for ambulance services. The OneResponse Mobile Application provides the paramedic with a simple, secure, and reliable solution to allow them to complete a patient report at the site of an incident.

The OneResponse Management System provides the user with a portal to view and analyse collected incident report information. It is available to the hospitals and other receiving locations to view the relevant information about the patients that are inbound in ambulances, as well as see those patient's clinical records in real-time. This means emergency department staff are aware of a patient's condition and status before arrival into the department.

The patient incident report is stored locally in real-time to the paramedic's device and synchronised to a cloud platform for secure storage when a connection is available. The OneResponse Emergency Care Solution is built upon Microsoft Azure's Platform as a Service (PaaS) cloud technology and takes advantage of Microsoft mobile sync libraries which are ideally suited to the Ambulance service.

By capturing data in real time, OneResponse can be used by users to review incidents post event and to learn from them for continuous improvement purposes. OneResponse also supports real-time clinical audit.



DESIGNED WITH PARAMEDICS TO IMPROVE PATIENT CARE

MOBILE APPLICATION

- A configurable user interface tailored to the organisation's requirements.
- UX designed for ease of use within an ambulance environment.
- Integration with a Computer Aided Dispatch (CAD) system.
- Clinical documentation – allows access to both locally stored and web available documentation.
- Past patient retrieval – allows a user to view a previously completed CAD patient record.
- Integration with LifePak ECG equipment – the ECG and any drugs administered from the LifePak can be transferred across to the OneResponse application by Bluetooth for storing digitally.
- Structured patient assessments supporting all patient incident types, and capture of structured clinical assessments, such as NEWS and GCS scores.

- Medication administration recording.
- Collect observations and auto calculate.
- Photo, video and audio capture.
- Diagnosis of death data capture and automatically sent to the coroner.
- Patient report transfer between devices. (sent via Cloud or Bluetooth).
- Full online / offline working capabilities.
- Learning zone – training videos and user guide in the app.
- Integration with Azure Active Directory for authentication.
- Self-service password reset.



PROVIDING EMERGENCY DEPARTMENT STAFF WITH REAL-TIME INFORMATION

MANAGEMENT SYSTEM

- Within the receiving Emergency Department, the Management System provides a view of all patients created in the last 72 hours and their location, and enables:
 - The processing of patients through incoming, arrived, processed within the ED.
 - Viewing the SBAR, report, notes, media, and ECGs.
 - Securely transferring a record back to a crew/user for amendment.
 - Viewing transfer history.
 - Review photo, video and audio.
 - View diagnosis of death.
- Patient search provides a view of all patients created.
- Print ePR and diagnosis of death to PDF.
- Reference data management.
- Integration with Azure Active Directory for authentication.
- System administration of the App and users.
- Self-service password reset.



MAKING A PARAMEDIC'S JOB EASIER

OneResponse is a mobile application that enables ambulance service paramedics to move away from paper-based patient report forms (PRFs), and instead capture patient data through the application.

OneResponse:

- Enables the Emergency Department to view incoming patient data, ECGs and media in real-time which can lead to lifesaving decisions.
- Improves data quality through data validation, auto-calculation and mandatory data capture.
- Streamlines the ambulance to Emergency Department handover process as data is available ahead of arrival.
- Reduces the risk of human and process error due to the application workflow and digitised data entry.
- Integration with the regional coroner's office, removing the necessity to handover paper to the police.
- Provides a strong audit trail of all paramedic actions throughout the application.

STRENGTHS

- Designed collaboratively with senior paramedics.
- Clinical safety approval by NHS.
- GDPR compliant.
- Built for Microsoft Azure Cloud.
 - ISO27001 / ISO27002 certified.
 - ISO27018 certified (cloud equivalent of ISO27001).
- Simple UI allowing rapid training of users.
- Lightweight application which can be deployed via Mobile Device Management software or app store.





Dedalus

www.dedalus.com

About Dedalus

Dedalus is the leading healthcare and diagnostic software provider in Europe and one of the largest in the world. With its innovative framework of comprehensive and process-oriented solutions, Dedalus enables a revolutionary digital transformation of country-wide Healthcare Systems fully supporting the patient digital journey. Dedalus serves more than 6,100 private and public hospitals across 40 countries, through more than 5,500 highly specialized resources, of which 2000 are dedicated to R&D activities. We aim to help caregivers and healthcare professionals to deliver better care to the communities they serve and for this reason we are very proud of doing a special job, working with healthcare organisations to improve healthcare outcomes for patients.

Life flows through our software.

For more information, visit www.dedalus.com