



Health Emergency Coordination Center Management (PHE-M)

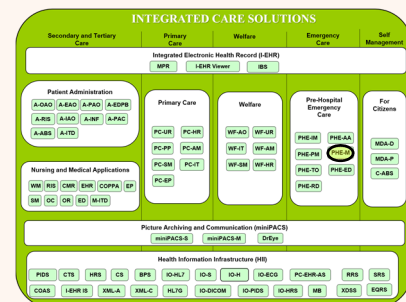
Overview

The **Health Emergency Coordination Center Management** application supports the whole process from the citizen's emergency call to the hospital. All the detailed information about the incident is recorded, and the episode is monitored from the time of dispatch until its arrival to the hospital. Among other functionalities, the use of triage protocols (special algorithms) for the operators / dispatchers is important for better estimation of the severity of the incident and the selection of the appropriate resources (e.g., ambulance, mobile unit) to be dispatched.

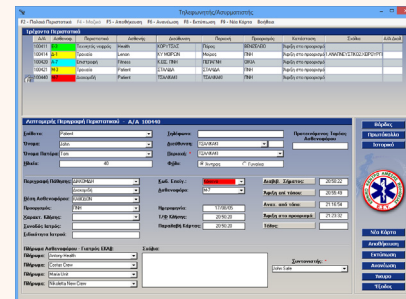
The **Health Emergency Coordination Center Management** application belongs to the pre-hospital emergency care family (ICS-E) of FORTH-ICS' Integrated Care Solutions suite. It is based upon an open, scalable and evolvable architecture that integrates distributed information and knowledge in a flexible manner, focusing on the timely and effective delivery of the appropriate information to all authorized users. Being the outcome of applied research, it encompasses both state of the art trends and real-world requirements for effective use.

The main characteristics of the **Health Emergency Coordination Center Management** application are:

- It is fully configurable and adaptable to any institution's workflows using intuitive user-friendly interfaces.
- It is a subsystem of an integrated solution. It can be installed either as stand-alone system or in combination with other ICS or 3rd party applications.
- It supports automation of business processes both within and between healthcare facilities.
- It can electronically interface with eGovernment services, 3rd party applications and open devices. All interfaces are based on standards such as HL7, FHIR, DICOM, XML, and web services.
- It is customizable and scalable according to the needs of each institution.
- It supports role based access control.



PHE-M is Part of the Integrated Care Solutions (ICS) Software Suite Covering the Areas of Primary Care, Secondary and Tertiary Care, Emergency Care, Welfare and Citizen self-management



Health Emergency Incident Card



Health Emergency Coordination Center Management Application in use

Target Domains

The application is suitable for pre-hospital health emergency coordination centers.

Description

Main Functionalities

The supported functionalities of the **Health Emergency Coordination Center Management** application include:

- Creation and filling of an electronic “Incident Card” (e.g., demographics, incident details).
- Severity estimation of an incident by means of triage protocols.
- Selection of domains to coordinate.
- Creation of crew shifts for ambulances and mobile units.
- Support for mass accidents.
- Electronic health record of chronic patients’ history, and history of patients (transferred patients) already in the system’s database.

State-of-the-art Technology

The **Health Emergency Coordination Center Management** is a robust and reliable application that delivers state-of-the-art performance using 64-bit architecture and web technologies. It is compatible with major database management systems and with the latest versions of all popular web browsers.



ICS Installations in Greece since 2005



FORTH-ICS products and services have been certified according to the requirements set by ISO 9001:2008 and ISO 27001:2013

Additional Information

The ICS suite follows high quality international trends regarding both the structure of the Electronic Health Record (EHR), as well as integration with third party systems through the use of internationally acclaimed communication standards and protocols (like HL7, DICOM, etc.). This system has been deployed at the Pre-hospital Emergency Coordination Center (EKAB) of Crete and has already recorded more than 500.000 incidents since 1996.

Other products of the pre-hospital emergency care family (ICS-E) of ICS include applications for the Telephone Operator (PHE-TO), the Radio Dispatcher (PHE-RD), Incident Monitoring (Coordination Center part) (PHE-IM), Incident Monitoring (Ambulance part) (PHE-AA), Automated External Defibrillator Network Management (PHE-ED), and Pre-Hospital Emergency Care Protocol Management (PHE-PM).



CeHA web site

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