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| **SYSTEM REQUIREMENT SPECIFICATIONS**    **1STOP MEDICAL COMMAND CENTRE (1CC) FOR KUALA LUMPUR 2017 (KL2017) 29TH SEA GAMES AND 9TH ASEAN PARA GAMES** |
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**DOCUMENT AUTHORISATION**

The System Requirement Specifications (SRS) Document for 1CC has been reviewed and accepted by the following:

**MINISTRY OF HEALTH**

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|  |  | |  |  |  | |
| MOH | | Ministry of Health Malaysia (MOH) | | | |  |
| TM | | MERS 999 Team | | | |  |

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**TABLE OF CONTENTS**

[1 INTRODUCTION 6](#_Toc482616147)

[1.1 SCOPE 6](#_Toc482616148)

[1.2 TARGET AUDIENCE 6](#_Toc482616149)

[1.3 ACRONYMS/TERMS 6](#_Toc482616150)

[2 SYSTEM REQUIREMENT SPECIFICATIONS 8](#_Toc482616151)

[2.1 1CC REQUIREMENT SPECIFICATIONS 8](#_Toc482616152)

[SIGN OFF. 19](#_Toc482616153)

# 1 INTRODUCTION

The document is prepared to provide a sign off document between Telekom Malaysia Berhad and Ministry of Health Malaysia for 1CC. The purpose of the sign off document is to finalize the 1CC which has been designed as per MOH requirement.

## SCOPE

This document shall detail out the User Requirement for MOH.

## TARGET AUDIENCE

This document meant for:

1. Ministry of Health Malaysia
2. Telekom Malaysia Berhad

## ACRONYMS/TERMS

This following are the acronyms/terms used throughout this document and their descriptions.

|  |  |
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| Acronym | Description |
| ALS | Advance Life Support (Human Resource) |
| AMB | Ambulance |
| AMS | Athlete Medical Service (Human Resource) |
| BLS | Basic Life Support (Human Resource) |
| GDC | Games Dispatch Centre |
| GMC | Games Medical Centre |
| GMOC | Games Medical Operation Centre |
| HKL | Hospital Kuala Lumpur |
| HSB | Hospital Sungai Buloh |
| ISN | Institut Sukan Negara |
| KKKL | Klinik Kesihatan Kuala Lumpur |
| MECC | Medical Emergency Coordinating Centre |
| MERS 999 | Malaysia Emergency Response Services 999 |
| MOH | Ministry of Health Malaysia |
| PABX | Private Automatic Branch Exchange |
| PED | Professional Emergency Dispatcher |
| PEO | Professional Emergency Officer |
| PSCC | Public Safety Command Centre |
| RC | Response Centre |
| TM | Telekom Malaysia |
| URS | User Requirement Specifications |

# 2 SYSTEM REQUIREMENT SPECIFICATIONS

## 1CC REQUIREMENT SPECIFICATIONS

|  |  |  |  |
| --- | --- | --- | --- |
| Req Number | Description | Details | Remarks |
| ITEM 1 – Call Handling | | | |
| SRS-001 | Calls received from 999 |  | 1. RC creates call card and save it using new temporary event code. 2. RC will verify the incident location manually based on validated address given by caller. 3. RC will give incident and caller information verbally to the agents at GDC. 4. RC will transfer call to backup MECCs if GDC is engaged. Priority 1 – Hospital Kuala Lumpur Priority 2 – Hospital Sungai Buloh 5. If the address is not validated, call and call card will be send to agencies. 6. PED at MECC will communicate with GDC via hotline number. |
| SRS-002 | Calls received from hotline number |  | 1. GDC verifies call received. 2. GDC creates call cards and dispatch available resources to incident location. 3. Refer to SRS-008 for detailed monitoring resources. |
| SRS-003 | Calls queue from hotline number |  | 1. Maximum number of call queue is 6 if both agents is busy. 2. Caller on queue will hear music on-hold. 3. No cut-off for call queue. |

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| --- | --- | --- | --- |
| SRS-004 | Calls overflow from 999 |  | 1. Time threshold for RC to pass the call to agencies is three (3) rings. 2. Backup call from RC to GDC is 3. HKL as primary 4. HSB as secondary   Notes :   1. if HSB is busy, call will be transferred back to GDC. 2. If call is landed at backup centre, PED will handle the case and communicate with GDC via hotline number. |
| ITEM 2 – Call Treatment | | | |
| SRS-005 | Getting information needed by GDC |  | 1. Salutation 2. Call taking procedure (Pusat Kawalan Perubatan Sukan SEA. Boleh saya bantu? Ada apa kecemasan?) 3. Calls differentiation:    1. By ~~caller~~ patient type:       1. Spectator       2. Athlete       3. Technical Staff    2. By event code:       1. ~~Life-threatening~~       2. ~~Local~~       3. ~~International~~       4. Priority 1       5. Priority 2       6. Priority 3       7. Priority 4    3. By event location:       1. Venue       2. Hotel       3. ~~Special events~~ 4. For similar call cards, RC will amend existing call cards. |
| SRS-006 | Create call card |  | 1. Agents ask information verbally from caller. |
| SRS-007 | Monitor call card |  | 1. Agents close and file the call card into the system. List of filing codes are as follows: 2. Transported to hospital (Emergency) 3. Transported to GMC KKKL 4. Transported to GMC ISN 5. Treat and discharge 6. Treat with referral (Emergency) 7. Treat with referral (Non-emergency) |
| ITEM 3 – Resource Management | | | |
| SRS-008 | Deployment Plan – Resource Activation |  | 1. Roles : Administration/Supervisor, Dispatcher and Mobile 2. Resource will be tagged according to :    1. Type of resource (with description)    2. Event venue    3. Availability (Resource Activity) 3. Notes :   a. MOH to share their call sign and resource scheduling  b. 1 resource tagged to more than 1 venue  4. Sample of Deployment Plan Screen :    5. Type of resources:  a. AMB = ambulance  b. AMS = Athlete Medical Service  c. ALS = Active Life Support  d. BLS = Basic Life Support |
| SRS-009 | Deployment Plan – Resource Update |  | 1. Role : Administration/Supervisor |
| SRS-010 | Deployment Plan – Resource Deactivation |  | 1. Role : Administration/Supervisor   DP deactivation bukan resource deactivation |
| SRS-011 | Dispatch Mechanism – Dispatch from web |  | 1. Roles : Dispatcher and Mobile 2. ALS/BLS/AMS will receive notification upon confirmation for the dispatch of human resource. |
| SRS-012 | Dispatch Mechanism – Dispatch status and resource process |  | 1. Roles : Dispatcher and Mobile 2. Ambulance Resource Status 3. Dispatched 4. En Route 5. At Scene 6. At Patient 7. Transporting 8. On way back 9. Finished 10. Mobile Resource Status 11. Acknowledged 12. En Route 13. At Scene 14. At Patient 15. Transporting 16. On way back 17. Finished |

# SIGN OFF

We declare that the 1CC for KL2017 29th SEA Games and 9th ASEAN PARA Games as defined in this document is executed to the full satisfaction of the customer.

The following representatives from the respective organization involved in this project are satisfied that MERS999 project team have captured full requirements as per discussion during the User Requirement Specifications session.

**On behalf of Telekom Malaysia Berhad (TM MERS 999):**

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| --- | --- |
| Name:  Designation :  Date: | Name:  Designation :  Date: |

**On behalf of MINISTRY OF HEALTH MALAYSIA:**

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| --- | --- |
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