



## Dispatch App

iPad

### Overview

London's Air Ambulance has been serving the capital for 26 years and has treated over 32,000 critically ill patients.

Out of the 5,000 emergency 999 calls that the London Ambulance Service emergency operations centre receives each day, a paramedic dispatches London's Air Ambulance advanced trauma teams to around 2,000 patients every year. The trauma team responds using a helicopter by day and rapid response cars by night or in adverse weather.

For the past 18 months, London's Air Ambulance and EE have been working together, developing new ways of using 4G to boost efficiencies and helping to save the lives of Londoners and visitors to the capital.

As part of EE's Customised Apps partnership, Mubaloo worked with London's Air Ambulance to study and understand the dispatch process in detail.

### Objective

Mubaloo's partnership with EE is in place to build bespoke, intuitive apps that integrate with businesses' existing systems to improve efficiencies and business performance.

By reviewing how data from 999 calls is processed, the on-board requirements of the helicopter response team and the navigation challenges the London's Air Ambulance road response teams face, Mubaloo worked alongside London's Air Ambulance and EE to improve its dispatch process.

Mubaloo created a first of its kind app, which was developed and optimised to run on EE's 4G network, to help save the lives of hundreds of critically injured patients across the capital each year. Details of incidents are now transmitted directly over 4G to trauma teams via the app. This includes incident information, navigation details with real-time flight and route data; allowing doctors and paramedics to focus on getting to the patients as quickly and safely as possible.

### Result

The app, which runs on 4G iPads, has reduced the time it takes for London's Air Ambulance to dispatch trauma teams by up to two minutes, with rapid response cars now being dispatched in as little as 10 seconds, with all crucial incident and navigation data in hand.

The app increases emergency dispatch efficiency by automatically providing key incident data, real-time navigation and a connection to the London Ambulance Service emergency operations centre, via EE 4G, to London's Air Ambulance teams on the move.







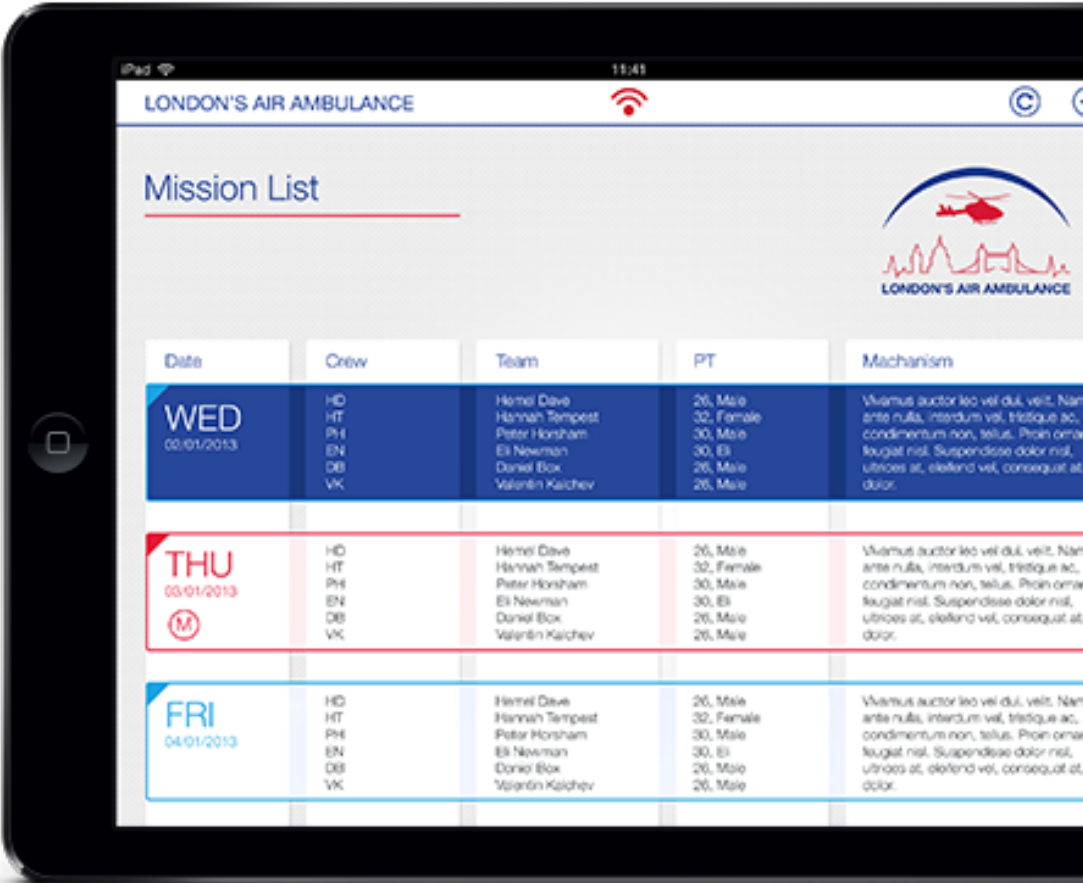
### Quote

**Dr Gareth Grier, London's Air Ambulance, said:**

"Out of the 5,000 emergency calls that are received by the London Ambulance Service every day, we typically see six patients whose injuries are so critical that they need additional specialist treatment on-scene before they get to hospital. Even reducing the time we take to get to our patients by 10 seconds could, in some instances, mean the difference between life and death."

### Technical

- Bespoke iPad app and design for London's Air Ambulance
- Creation of backend APIs to communicate with EOC systems
- Streaming through the TCP socket for live updates, made seamless thanks to EE's 4G network



Date	Crew	Team	PT	Mechanism
<b>WED</b> 03/01/2013	HD HT PH EN DB VK	Hemel Dave Hannah Tempest Peter Horsham Eli Newman Daniel Blok Valentin Kalchev	26, Male 32, Female 30, Male 30, El 26, Male 26, Male	Vivamus auctor leo vel dui, velit. Nam ante nulla, interdum vel, tristique ac, condimentum non, tellus. Proin ornare feugiat nisl. Suspendisse dolor nisl, ultrices at, eleifend vel, consequat at, dolor.
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<b>FRI</b> 04/01/2013	HD HT PH EN DB VK	Hemel Dave Hannah Tempest Peter Horsham Eli Newman Daniel Blok Valentin Kalchev	26, Male 32, Female 30, Male 30, El 26, Male 26, Male	Vivamus auctor leo vel dui, velit. Nam ante nulla, interdum vel, tristique ac, condimentum non, tellus. Proin ornare feugiat nisl. Suspendisse dolor nisl, ultrices at, eleifend vel, consequat at, dolor.