



## Technology helps ambulance respond faster

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HIGHLAND | If an ambulance from Prompt Ambulance Service seems in the right place at the right time, it's thanks to science.

The ambulance service has a program, installed in the new communications center in February, that uses data from the past five years for its predictions, which are based on statistics.

The data is laid out on a screen that looks similar to a weather radar and is updated about every three minutes. Using the data and GPS, dispatchers can see in real time where the crews are located.

"It's a scientific approach to where the next call will come from," said Ron Donahue, Prompt communications manager.

The prediction program is just one piece of a newly updated system that allows Prompt to better serve customers.

Vehicles used by Prompt are outfitted with WiFi stations, equipped with In Motion Technology's onBoard Mobile Gateway. The technology contains a GPS system to let dispatchers know of the location of each ambulance at all times.

Steve Schroers, Prompt mobile data administrator, said equipment in the vehicles also provides the first responders with information about the patient's condition as they travel to the scene.

Schroers said even with the \$2 million update earlier this year, Prompt doesn't plan to stop investing in technology. A program called Link is being considered by the FDA, and Schroers said if it is approved the program would allow ambulances to communicate with hospitals. For example, a hospital would be able to see in real time the heart monitor of a patient who was hooked up to the device while in the ambulance en route to the hospital.