the principles of management and interaction between involved medical staff. The information system uses LAN technique to collect information at the scene of accident and Mobitex® and the Internet to send the information to management groups and/or emergency wards. A prerequisite of an information system in a major incident is that the principles of how a situation like this should be managed is well-known and accepted in the organization, and that the technique used is the same as that used in the daily routine. This video describes how the information system supports the medical management in a situation with several injured people. You can follow how the first ambulance on-scene reports digitally to the incident management, and how this information, combined with information of available resources, is used to ensure that the patients are conveyed to the most appropriate medical facility. The video also presents how IS SWEDE can be used during a major incident, to spread information within the Medicare system, and how patient information can be sent from ambulances on their way to a hospital.

Computer-Aided Dispatch Systems and Their Application in Coordination and Control Situations

Jeff Hescott
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This presentation will demonstrate the technologies already in place within the New South Wales (NSW) Ambulance Service, and will highlight some examples in which the technologies offer so much in the way of control and coordination.

Future emergency medical services (EMS) systems must be tested and proven in their intended field of operations. The systems for EMS agencies must have the ability to use closely aligned technologies such as Geographical Information Systems, automatic resource locating using satellite communications, and emergency incident messaging using mobile data and wireless personal devices. Together, these technologies can prove to be effective and efficient in resource allocation and deployment. For instance, geographical mapping systems can plot available agency resources, and, if data sharing is available, also can display inter-agency resources. This ability ensures that the right response is allocated in the right time frame — no over-resourcing or under-resourcing occurs!

With computer aided dispatch systems and automatic vehicle locating — emergency service managers and disaster planners can plan more efficiently. A greater visual analysis assists the manager or planner in deploying resources to the incident. The computer-aided dispatch environment offers the agency the ability to see the "bigger picture". Emerging technologies, such as personal device assistants (PDAs), now enable the field supervisor/manager with the ability to visualize his or her resources. It enables two-way communication from the control centre. With greater planning ability, these new technologies offer the disaster situation greater control and coordination.

Major Incident Command and Control: "Communications: The Key to an Effective Response"

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In recent years, Bedfordshire and Hertfordshire Ambulance Service, in line with most UK medical agencies, has managed numerous Major Incidents involving significant loss of life. Resulting studies have indicated: (1) Communications at the incident site and between there and Emergency Dispatch centre; and (2) Emergency Dispatch to Strategic (Gold) Control, have been critical to the effective management of the incident.

For example, following the Potters Bar train derailment in May 2002, the Service reviewed its communication links and moved to update incident communications as a priority. Therefore, effective communications, which regularly are used and tested, are integral to sound disaster management.

The UK Government recommendations indicate that all emergency services and supporting agencies must have robust communication links, and, indeed, the UK now is introducing a single national radio system for emergency services, which will be inter-operable. Following the 9/11 terrorist attacks, weight and urgency have been given to communications between agencies following significant shortfalls identified after the event. Therefore, all medical agencies responding to the disasters should ensure that:
1. All personnel have hand-held communication systems capable of contacting each other and central control. (These should be systems in regular use);
2. Central control has robust links with other agencies that are regularly tested;
3. Identification of all medical personnel on site is essential.

These recommendations, while appearing simple and understated, if not acted upon (and maintained in a high state of readiness), potentially will cause increased loss of life and increased potential for associated litigious actions.

Using Self-Made Software for Managing a Medical Post

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Introduction: Using data processing in the forward medical post helps to save information and time, but purchasing such specific software may seem costly for hospital chief buyers, especially in areas in which disasters are extremely rare. Therefore, we created and tested our own forward medical post (FMP) program.
Methods: This FMP program is of a customer-server type, using by Access, in a computer permanently settled in a