

Emergency operation center management



By using the system provided by SISGRAPH we boosted our service level to the population and reduced the response time as well as abusive hazing we received every day at the operation center”.

Coordination of Samu Operations Center of São Paulo

SAMU from the city of São Paulo uses Hexagon

The Mobile Emergency Care Service (SAMU) is a program that aims to provide care service to the population. Today, SAMU attends 2,921 municipalities and a population of more than 149 million people. SAMU operation center in São Paulo handles over 9,000 calls daily.

The medical care starts with some questions made by the call taker to determine the victims condition. Based on these answers the doctors that work on the central can decide what type of ambulance will be send to the event place. Today there ambulances for basic support – with two nursing assistants – as well as ambulances for advanced support – featuring a doctor and a nurse. After the calling SAMU 192, field teams take an average of 10 minutes to reach the event place. SAMU counts on 73 bases scattered around the city.

The main difference of SAMU to the other care services is the use of the ProQA software. ProQA provides medical protocols to the call takers needed to every type of emergency besides useful information to actions after

and before the arrival of the ambulance. These protocols are kept stored, updated and audited by the National Academies of Emergency Dispatch, and meet the 2048/GM ordinance from the Ministry of Health whose goal is to regulate the service to emergencies.

To manage and streamline this effort, SAMU from the city of São Paulo implemented a care, regulation and dispatch system provided by Hexagon and customized to meet specific demands.

The system implemented by Hexagon is used in the whole operational workflow from SAMU. Based on SAMU's medical protocol the requisitions are prioritized according to its severity, streamlining and rationalising the dispatch of resources and decision making by the regulatory doctors that can perform advanced classification before dispatching an ambulance. The dispatchers are responsible for controlling SAMU's ambulances and have condition to identify the nearest or more appropriate vehicles available to an specific event.

