



AMBULANCE VICTORIA, AUSTRALIA



Ambulance Victoria (AV) provides emergency medical response to more than 6 million people throughout an Australian state spanning more than 227,000 square kilometres. The Emergency Management Unit coordinates AV's response to major incidents across the state including heatwaves, bushfires and floods.

Ambulance Victoria is an emergency service accustomed to performing under high degrees of pressure and scrutiny. The ambulance service is measured against numerous benchmarks for its response times as well as how its clinical interventions affect patients.

In an environment where expectations for fast and effective service delivery and the protection of citizens' private data are both high, AV believes technology innovation and patient care have now become inseparable. It uses a combination of technologies including secure, private voice and data communications to manage its workflows and satellite services to navigate the most direct route to a scene.

AV also aspires to centralize more data and communication across its entire service and is pursuing a vision to convert all of its ambulances into digital data hubs with "connected paramedics" also having access to reliable and seamless tools that work easily and integrate different technology types.

"We don't want our paramedics walking around like Robocop with 50,000 things hanging from their belts," says Anthony Carlyon, AV's Executive Director Operational Communications. "We want them to have the smartest tools at their disposal that allow them to focus on what matters most - delivering outstanding patient care without putting themselves or their patients at risk."

Like other emergency medical services in this report, the pandemic placed significant demands and pressures on AV. This has included new risks for paramedics and periods of extreme demand for ambulances while creating even greater volumes of data for the agency to manage.

Mark Rogers, Ambulance Victoria's Chief Operating Officer, said the increased adoption of telehealth services in Australia had helped to alleviate some of the pressure.



"Telehealth wasn't really a thing in Australia just over 12 months ago. Doctors weren't really using telehealth to treat their patients before, but after experiencing the pandemic, I don't think things will ever go back to the way they were. The increased use of public telehealth services has had a direct impact on increasing our availability to attend higher priority calls, especially in rural communities."

Mark Rogers
Chief Operating Officer
Ambulance Victoria

