



# NORWEGIAN EMERGENCY HEALTH SERVICE'S OPERATING ORGANIZATION (HDO HF), NORWAY

The Norwegian emergency health service's operating organization for Nødnett, Helsetjenestens Driftsorganisasjon for Nødnett HF (HDO HF), is responsible for the operation and management of control room solutions and radio communication terminals connected to emergency networks within Norway. The agency enables essential emergency communication between citizens and their health services and mobile radio communication for the health service.

## CHALLENGE

During large scale events, health services face extreme pressure and need to communicate and coordinate their response with other emergency services, hospitals and authorities. The agency needed a way to unify its workflows across its data and communications systems to provide timely and reliable emergency services for citizens.

## SOLUTION

The agency will upgrade its control room with cloud-based software to support virtual control rooms, unify its data sources and streamline the management of the systems.

The solution will provide greater collaboration for emergency teams and give them greater flexibility to manage emergency health situations as they arise.

## BENEFITS

The advanced control room solution will support the vital work of the Norwegian Health Emergency Services across all medical centers and external outpatient treatment centres. It will increase efficiency and collaboration for staff, regional health authorities and the emergency medical communication centres. The solution can also help to increase cooperation between emergency and broader healthcare organizations.



*"The new control room solution allows for significant improvements to efficiency and scalability, providing the much-needed flexibility between mission-critical teams. These needs have long been in critical demand for the healthcare system and this solution will greatly improve our ability to respond to emergency calls."*

**Lars Erik Tandsæther**

CEO

Helsetjenestens Driftsorganisasjon for Nødnett HF (HDO HF)



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