

Maine EMS leverages highly reliable cellular for statewide connectivity project



BACKGROUND

Maine Emergency Medical Services (EMS) launched a federally grant-funded connectivity project to equip every licensed EMS vehicle in the state with high-speed Internet, on-scene Wi-Fi capabilities, emergency vehicle alerting to other motorists, and positioning support for computer-aided dispatch (CAD) integration. The proposed solution covers all aspects of modernizing emergency vehicles with the right equipment, professionally installed and supported by industry experts. The Maine EMS Connectivity project addressed the evolving needs of a people-centric EMS system.

THE CHALLENGE

The state of Maine was in need of connectivity and technology upgrades for their emergency medical services and finding funds to support the program.

Challenges without these upgrades caused communication problems for Maine EMS in rural areas. Therefore, they sought out connectivity upgrades for all licensed EMS vehicles in the state of Maine.

“ This is such an exciting project, our team at Maine EMS is very pleased with the progress that has been made so far. Improved connectivity enhances our ability to deliver the best in pre-hospital care, and it is a key component of our 2035 Plan for a Sustainable EMS System in the state of Maine.”

- Wil O'Neal, Maine EMS Director

CUSTOMER PROFILE

Maine EMS is a bureau within the Department of Public Safety and holds contracts with regional partners in the six defined Maine EMS regions, to help oversee training, quality assurance, medical direction and EMS system operations.

INDUSTRY

Public Safety, Emergency Medical Services, Community Paramedicine, First Responders

CHALLENGES

- Connectivity for better and faster patient care in rural area
- Effective communication from first responders to medical facilities while patients are being transported
- Run reports and upload information, transmit data and increase the amount of information to the next level of caregivers
- Fleet modernization needed to improve efficiency for mutual aid and to have access to real-time information

[Maine EMS
Connectivity Project
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SOLUTION

NEWCOM will support Maine EMS in procurement, design, deployment, integration, and installation of a turn-key connected solution for emergency vehicles. This project seeks to connect all licensed EMS vehicles in the state of Maine to high-speed Internet using a rugged vehicle router with Wi-Fi, high-gain roof-mounted antenna, and FirstNet service by AT&T. The project has a rugged vehicle router with wireless WAN for secure, reliable, cellular connectivity. The Ericsson Cradlepoint router plays a crucial role in gathering and transmitting vital data before, during, and after service calls, ensuring seamless communication and coordination.

Safety Cloud® by HAAS Alert is being used for the project. The advanced warning system sends real-time digital alerts that prevent collisions by informing drivers and other public safety agencies of an ambulance's presence. The project uses Forward Thinking Systems' IntelliHub fleet management platform to perform GPS tracking to capture vehicle location, movements, and status in real-time. Along with Brigade 360° cameras, forward-facing dash cameras and backup alarms have been approved for the use on EMS vehicles to improve safety and security of all roadway users.

Technology
Solutions

for Today

With Tomorrow

in Mind

TECHNICAL SPECIFICATIONS

Safety Cloud alerts motorists of a nearby or approaching emergency vehicle through leading navigation apps like Waze or Apple Maps and through compatible in-vehicle infotainment centers, such as 2018 and newer models of Chrysler, Dodge, Jeep, and Ram vehicles. The next phase of this project will have roadway messaging signs across the state of Maine alerting drivers about an ambulance responding on the side of the road up ahead. Digital alerting services like Safety Cloud have been proven to reduce the risk of collision by up to 90 percent, which has the potential to drastically improve the safety of EMS calls that require clinicians to operate on or near the roadway.

NEWCOM, the statewide contractor, with bonded and insured dedicated installers is responsible for installing these devices in EMS vehicles across the state.

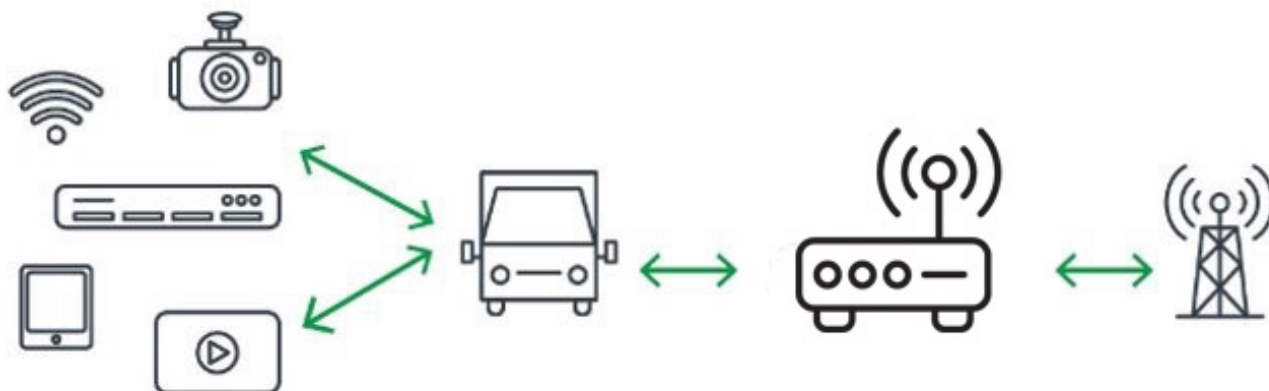
“The 360° cameras have allowed us to increase safety by decreasing accidents and collisions. We have a driver's safety course for our ambulance drivers and it has been hard to teach [new] drivers the size of the ambulance and where it exists spatially. This new technology enables us to improve our driver's training into an even more robust program,” said UVAC Chief of Service, Aiden Koplovsky.

RESULTS

This project will connect all licensed EMS vehicles in the state of Maine to high-speed Internet using a high-gain roof-mounted antenna and FirstNet service by AT&T. This capability will support the ability for ambulances to broadcast a Wi-Fi signal in and around the ambulance, including in homes (depending on distance and construction materials), that will facilitate greater access to online medical control, telemedicine, and the Internet.

Maine EMS's grant funding approved to purchase and installation of the following items:

- Ericsson Cradlepoint Router
- High-Gain, Roof-Mounted Antenna
- FirstNet service by AT&T
- Safety Cloud
- Forward Thinking IntelliHub fleet management platform
- Supplies necessary for installation



Wi-Fi, tablets, laptops, video,
safety alerts

CONCLUSION

The advanced modernization of technology for emergency medical services (EMS) in the state of Maine through Maine EMS Connectivity project leverages cutting-edge connectivity solutions. EMS teams will be empowered with real-time access to critical information and resources, enabling them to deliver more efficient and effective care to those in need. The Maine EMS Connectivity project consists of 550 EMS vehicles across 309 agencies. The technology improvements increase pedestrian safety, and also reduce the amount of damage to ambulance bays and other property.