Getac

EMS & PUBLIC SAFETY

COVID-19 GIVES RETIREMENT-READY-GETACS NEW LEASE ON LIFE
Monroe Ambulance V110s keep racking up miles and lowering TCO

/ Challenge /

Monroe County Ambulance services 1,200 + square miles of New York State second and third largest cities. Connectivity was a must for especially in the rural areas they serve for real-time communication and access to patient records and medical histories. When an emergency comes in dispatch also needs to quickly locate the closest ems team and send them directly to the scene. Their devices must also be lightweight, highly portable and rugged.

/ Solution /

Getac V110 fully rugged notebook with 11.6" widescreen display with Lumibond 2.0 touchscreen technology.

/ Benefits /

Thanks to Getac's technology Monroe County Ambulance can stay fully connected and operational on every emergency and call. Thanks in part to Getac's LTE circuitry.

/ Monroe Ambulance /

"We're a small customer – 30 units every three years or so. We know we're small and they know we're small, but they treat us the way some other rugged-computer makers only treat volume buyers whose 'refresher' orders are in the thousands rather than the tens." – John Cummings, Monroe County Ambulance IT Manager.

Getac V110
Fully Rugged Comvertible

/ Challenge /

Monroe Ambulance, a private company which fields calls through its own dispatch center, Monroe County Emergency Communication Department (911), Orleans County 911, and Wyoming County 911. In addition to emergency response, Monroe has agreements with area hospitals to provide discharge service as well as interfacility transfers for higher-level patient. All of this equates to a 1200+ square mile service area that ranges from New York state's second - and third-largest cities – Rochester and Buffalo – to endless country backroads in the southern tier of New York.

"Simply put, our service area is big.", Monroe IT Manager John Cummings says. - Prior to COVID, we saw an average of 90 trips a day with spikes into the low 110's on busy days, extrapolated, this equates to an annual call volume of over 30,000 transports. Much of the area we service in the southern tier is very rural, lacking ready access to hospitals or urgent-care centers. With that in mind, many of our transports are long-distance and why the reliability of our fleet of V110s critical." - **Monroe IT Manager John Cummings**

/ Solution /

John continued to say - "Using the technologies, we have in the ambulance we can monitor and chart almost anything … 12-lead EKG, blood-oxygen saturation level, respiration rate, all the usual vital signs, there's all kinds of different testing and interventions we are able do while the transport is in progress. Those data stacks are collected for the receiving agency, so by the time the patient arrives they have a comprehensive package from where to initiate their care plan."

"With our territory being what it is, we leverage all the Getac's connectivity options on a regular basis, Cummings notes. We utilize Getac's dedicated GPS census data to position our fleet and that's been terrific. The units' signals stay clear of each other and we've never gotten any bounce-back."

"We also have WiFi access points on each ambulance, but that doesn't always mean anything out in the boonies, so we rely a lot on the built-in LTE circuitry which has been phenomenal. Just for fun, I tested the Getac against a high-end, top-three-manufacturer's box one time and there were places where I'd pick up signals on my Getac a hundred yards further out from a cell site. A good clean signal, while the other unit was still searching. Adding just a bit of extra emphasis to that "phenomenal," Monroe Ambulance uses its V110s without any external antennas."

/ Benefits /

- LTE connectivity deemed 'phenomenal'
- No critical failures in 4 yrs. of 'hard, sometimes brutal' use
- Ext. antennas unneeded even in rural areas
- Almost anything' can be charted while enroute
- LumiBond® 2.0 screen ideal for bicycling EMTs
- Getac GPS rated 'bounce back' free

/ About Monroe Ambulance /

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