



ASG Leverages the Power of Milestone and Axis to Develop Emergency Transport Notification Button

Challenge

Aronson Security Group (ASG) was approached by a medical transportation client and hospitals in the Pacific Northwest to create a new emergency transport notification button. The button is designed for use by hospital nurses when a medical transport is needed. The stakeholders are dedicated to improving patient outcomes by providing transport such as helicopter, fixed-wing, and ground ambulance support to seriously ill or injured patients in a safe and timely manner.

The buttons previously in use were unreliable for a number of reasons. When a nurse pressed one, there was no positive acknowledgement indicating that the order had been received. Often, the nurse would have to also call the medical transport to assure the order was received, which wasted valuable seconds in addition to the cost of monthly telephone charges and the need for a modem purchase. ASG's medical transport client wanted to dramatically improve patient outcomes and create something that would work for each partner's specific needs.

A Simple, Effective Solution

ASG has years of experience installing Milestone XProtect video management software (VMS) for a variety of clients. They knew that the Milestone rules engine would give the input/output (I/O) integration functionality that was necessary to create this solution. The open platform architecture of the VMS is designed just for such innovative integration of multiple sensor data.

"We came up with the idea to use the Milestone software rules for an input for the button and an output for a confirmation LED light," said Steve Lowrance, director of product management at ASG. "So when the button was pushed, positive acknowledgement could be confirmed by a light turning on. It's a simple but very effective solution."



The Milestone VMS uses the same sensor monitoring methodology for the button as it normally does for a video camera by indicating the performance of the camera back to the base system installed in the transport company's communications center. "We wanted to be able to send a visual confirmation of the request back to their command center," said Lowrance.

Nurses and doctors in the hospital now have clear directives. When the hospital needs medical transportation, a staff member hits the button. The button flashes red indicating it is sending, and turns green when it is received. The Milestone rules engine processes the request by automatically sending a message to the communications center, where it not only flashes on the big screen in the room but also gets reproduced to the communication center phones and email. Additionally, a separate communication goes to the regional director of the flight crew.

In this type of situation, every second matters. The transport company is communicating with everyone as they concurrently verify pickup with the hospital. Thus, hospitals have gained numerous benefits from instituting the new button system:



- The simplicity of a button initiates a life-saving medical transport. No manuals, phones, or costly monitoring service is required.
- Multicolored LEDs provide clear and precise confirmation that the request was properly sent and received, as separate tasks.
- The request process is reduced significantly from hospitals to the transport company, saving crucial time in the transport of patients in crisis.
- Elimination of phone lines at hospitals and dispatch centers provides a significant monthly recurring cost reduction for better return on investment (ROI) in the solution.
- The transport company is ultimately more valuable in their market by providing a service that is highly differentiated and helps save lives. ASG now offers the innovative solution to other medical transport companies, adding value for the entire industry.

Axis helps ASG to Institute Secondary Protocols

Lowrance and his team also discussed with hospitals what the best action was to indicate if the LED light did not go on at the nurses’ station. They decided an email to a distribution group would be the best solution. Through the Milestone software, Lowrance was able to set up an automatic email alert that goes out as soon as it is clear if the light has not gone on after hitting the button to summon the transport.

In addition, hospitals wanted to add a redundancy protocol in case their servers were down and email was unsuccessful. In this case, ASG turned to Axis Communications for a solution.

“Axis network video cameras have scripting capabilities included in the I/O module,” Lowrance said. “It allowed us to go into the camera unit itself and dictate that when the signal for the button was received, x and y tasks should be done. Now we have Milestone and Axis sending emails to ensure the system has multiple backups.”



Looking to the Future for More Integrations

The proof of concept (POC), originally designed for two hospitals, is now in 15-20 different locations. Requests are continuing to come in from hospitals around the country, and Lowrance sees more potential to this solution beyond the current iteration.

“Down the road as we develop it, this solution can be something we can sell to customers as an all-in-one,” Lowrance said. “They can request an IP network and we can plug it into that

network. Hopefully soon we’ll be able to build it into a self-enclosed 8x12 back panel at hospitals. It will be completely self-contained, needing only a power outlet and a network jack.”

Lowrance said ASG is also looking at extending the solution to airports where helicopter flight crews are stationed. Often the emergency transport notification button is pushed in the middle of the night when the crew is asleep.

“We’d like to be able to notify the crew of a call coming via an alarm or strobe,” Lowrance said. “We’re also in discussions with 911 to give them the capability of calling for a medical transport.”



The open platform company

Milestone Customer Case Study



Helicopters will keep blood and plasma on board for emergencies, each of which must be kept at certain temperatures. ASG would like to install a temperature probe in the refrigerators. If the temperature exceeds a certain threshold, an alarm would go off and Milestone can act as the monitoring system of this sensor, just like it does for the button. "This way, if a situation arises, on-board staff can take action and rectify the situation before it's too late," said Lowrance. "We're only beginning to scratch the surface of what we can do with this flexible integration solution."

About Milestone Systems

Milestone Systems is a global industry leader in open platform IP video management software, founded in 1998 and now operating as a stand-alone company in the Canon Group. Milestone technology is easy to manage, reliable and proven in thousands of customer installations, providing flexible choices in network hardware and integrations with other systems. Sold through partners in more than 100 countries, Milestone solutions help organizations to manage risks, protect people and assets, optimize processes and reduce costs. For more information, visit: www.milestonesys.com.

About Aronson Security Group (ASG)

Aronson Security Group (ASG) is the premier independent provider of Security Risk Management Services (SRMS). By creating a Global Security Network of partners, ASG provides services that drive value and mitigate risk through strategic consulting, technology solutions, and professional services. Building on a strong reputation for service for over 50 years, ASG provides engineering excellence, world-class service, and security expertise to premier regional, national, and global organizations. www.aronsonsecurity.com

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