

Tele-emergency doctor

medDV

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Dispatch center. Emergency medical service. Clinic.



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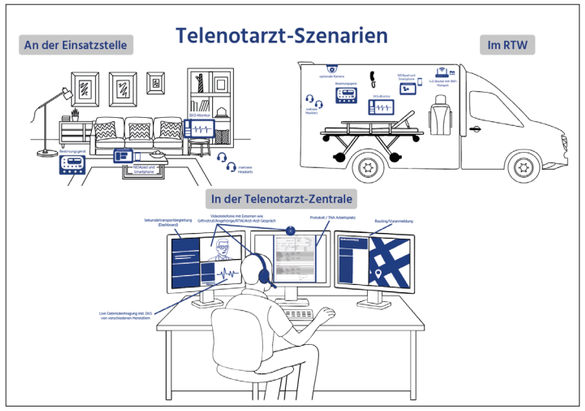
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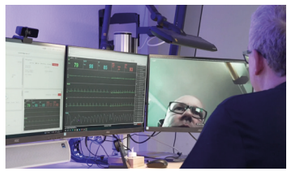
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SCENARIOS

The various scenarios for using the telemedicine service can be found on **pages 6-7**

TELE-DOCTOR IN FOCUS



The tele-emergencydoctor from the perspective of the emergency medical services and from the perspective of the doctor. **More on page 8**

WRITTEN DELEGATIONS



The added bonus of security in communication. **More on page 12**

FACTS

...on the tele-emergency doctor on **pages 22-23**



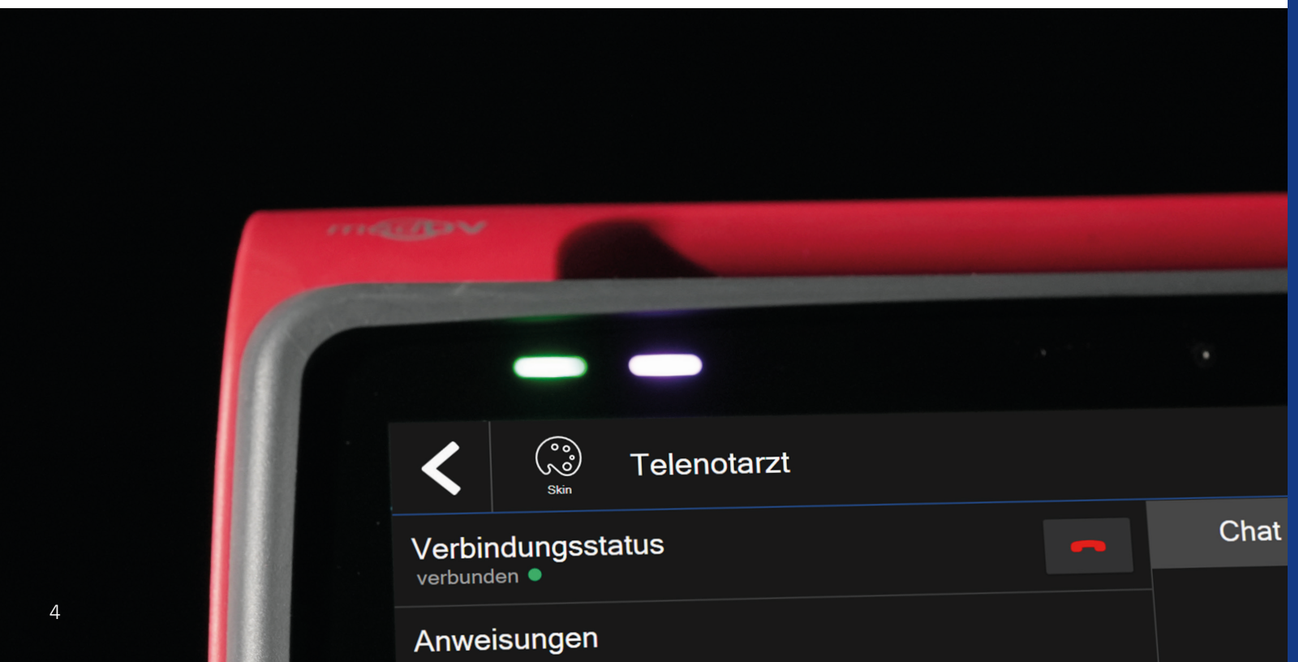
The medDV tele-emergency doctor

Medical assistance - digitally available everywhere

The tele-emergency doctor is an independent product from medDV and was specially developed to provide fast and efficient emergency care support regardless of location. The tele-emergency doctor can be integrated directly into an operation remotely via audio and video conferencing and live streaming – whether from the scene of the emergency or from a vehicle. This saves valuable time, as there is no need to travel to the scene and medical expertise is still immediately available.

All data already collected at the scene – such as vital signs, ECG, medical history, or images – is immediately available to the Telenotarzt, enabling a well-founded assessment of the situation. The solution is completely independent of the medical devices, ECG manufacturers, or documentation systems used. Smooth data transmission of live values, instructions, and feedback ensures reliable communication between the tele-emergency doctor and the emergency medical services.

The medDV tele-emergency doctor solution reveals its full potential when combined with our mobile emergency documentation system, NIDAmobile. Data that has already been collected is seamlessly transferred, and the tele-emergency physician can be optimally integrated into the documentation and treatment process – for modern, networked emergency care around the clock.

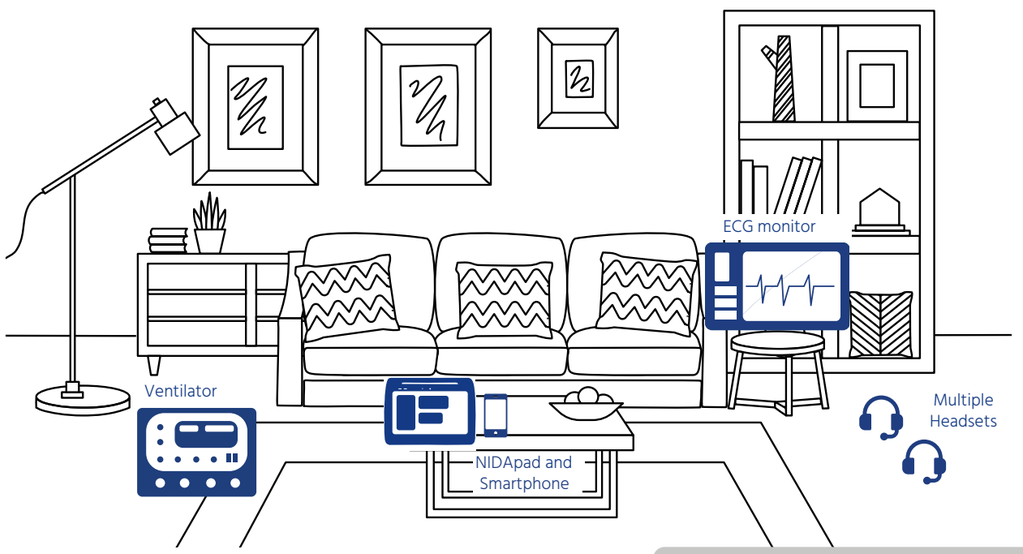


The most important functions at a glance

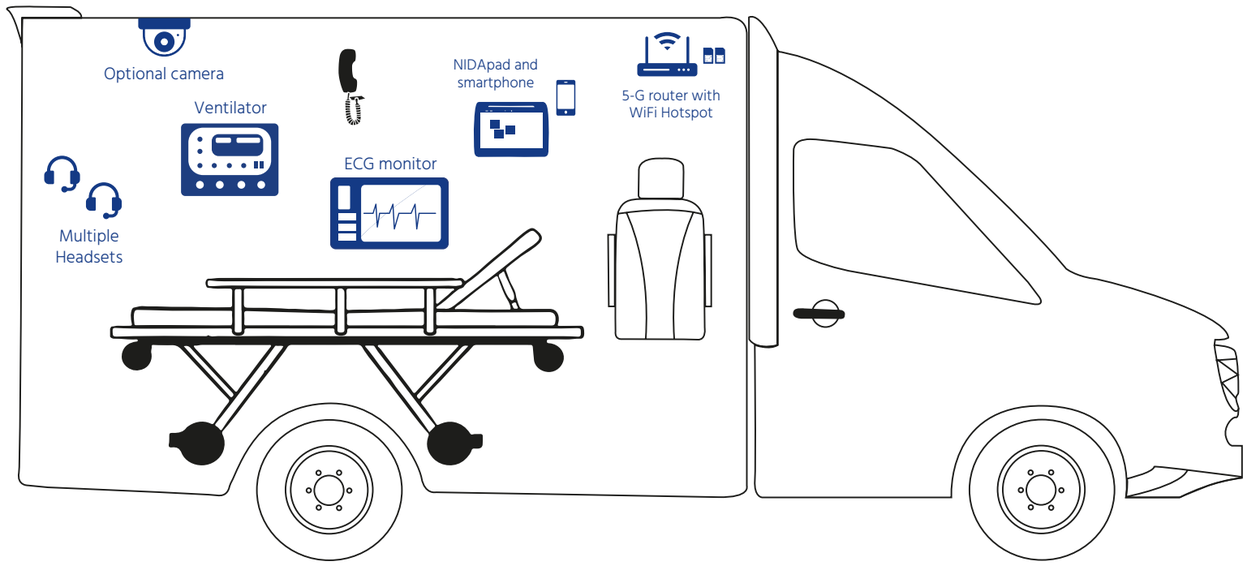
- Written delegations for increased security and fast, accurate documentation
- 2-way synchronization for collaborative documentation
- Secondary transport management for further use of the tele-emergency doctor resource
- Audio and video conferencing with unlimited participants, including guest function
- Use via a standalone smartphone app or as a tele-emergency doctor module directly in NIDAmobile
- Dashboard for a complete overview
- Manufacturer-independent and flexible
- Quality assurance and improvement at the core of the system

Tele-emergency doctor scenarios

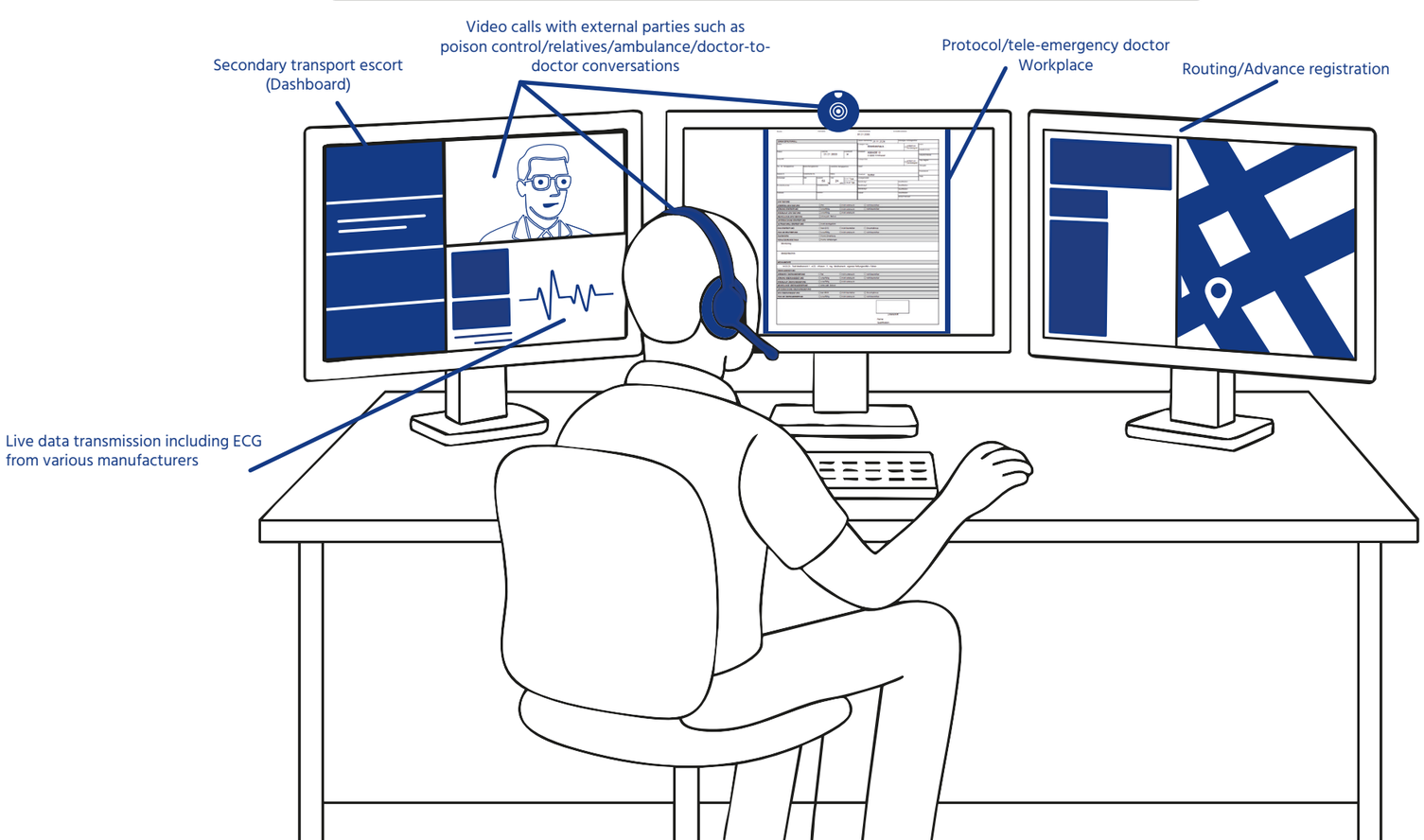
At the site of operation



In the ambulance



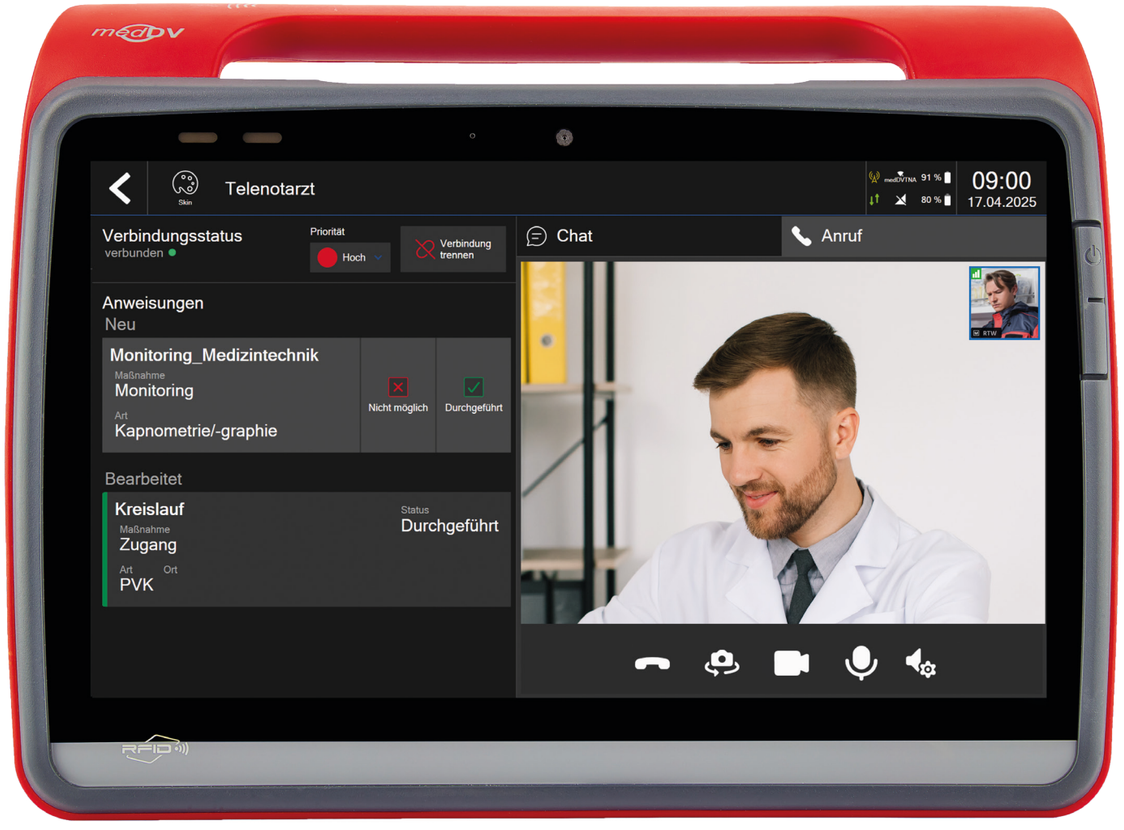
At the tele-emergency doctor center



Tele-emergency doctor from the perspective of emergency medical services

Our tele-emergency doctor system enables emergency medical services to provide legally compliant assistance at any time at the touch of a button in NIDAmobile or the smartphone app. The tele-emergency doctor can monitor and support the operation in real time via audio and video communication. Written delegations ensure safe treatment instructions, and synchronization of the protocol allows full focus on the patient.



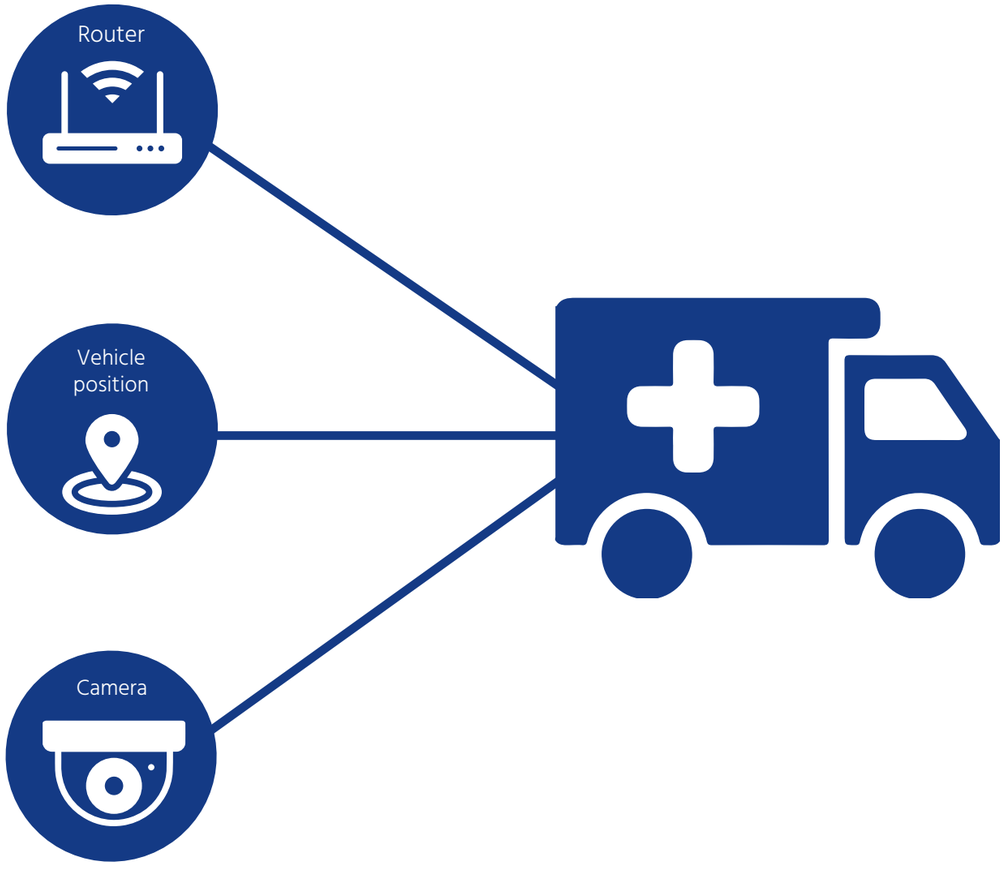


Connected anytime, anywhere

Our tele-emergency doctor system is modular in design – the scope can be adapted to your needs. We also integrate your existing communication hardware.

A vehicle router ensures a stable and reliable connection to the telemedicine system, even in challenging environments.

In addition, a camera can be used for live streaming directly from the vehicle, for example when accompanying secondary transports.



The system from the perspective of the tele-emergency doctor

As soon as the emergency medical services request a tele-emergency docor, the tele-emergency doctor is alerted by an acoustic and visual signal – there is also the option of a parallel telephone alert.

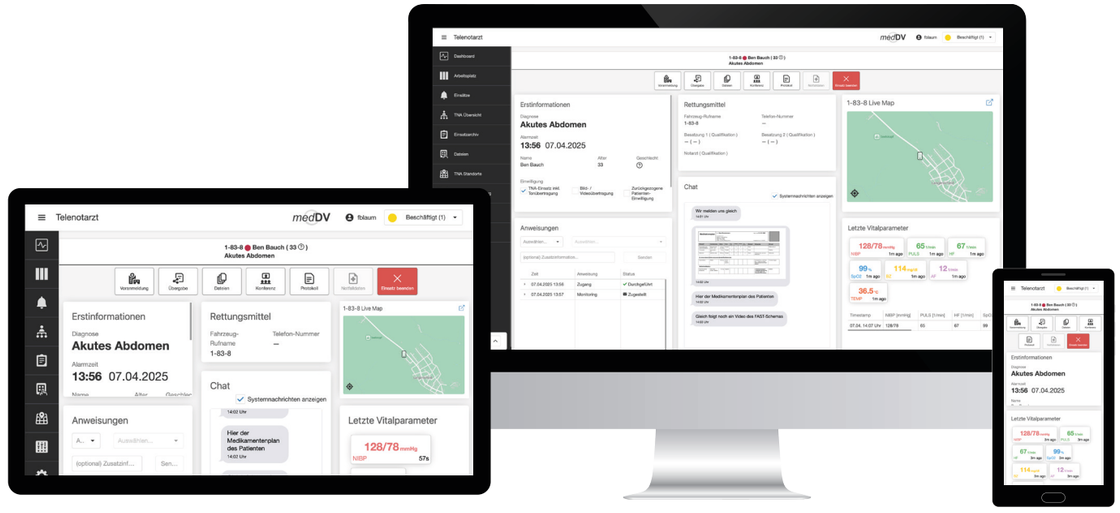
From the tele-emergency doctor's point of view, our system offers efficient and clear mission control. After taking on an assignment, they immediately receive all relevant information, including vital signs, resting ECG, and medical history, as well as images, audio, or video recordings upon request. A modern assignment log with optional two-way synchronization facilitates joint documentation. Thanks to our intuitive dashboard, the tele-emergency doctor can keep track of all ongoing assignments and switch between them seamlessly.

Platform-independent working with single and multi-screen workstations

The medDV tele-emergency doctor enables platform-independent working and adapts flexibly to different working environments. Thanks to its web-based software, our system can be used anywhere. Its responsive design allows it to function seamlessly from smartphones to multi-screen workstations.

In addition, the workstation can be customized by flexibly adjusting the position and size of individual elements to suit your own needs.



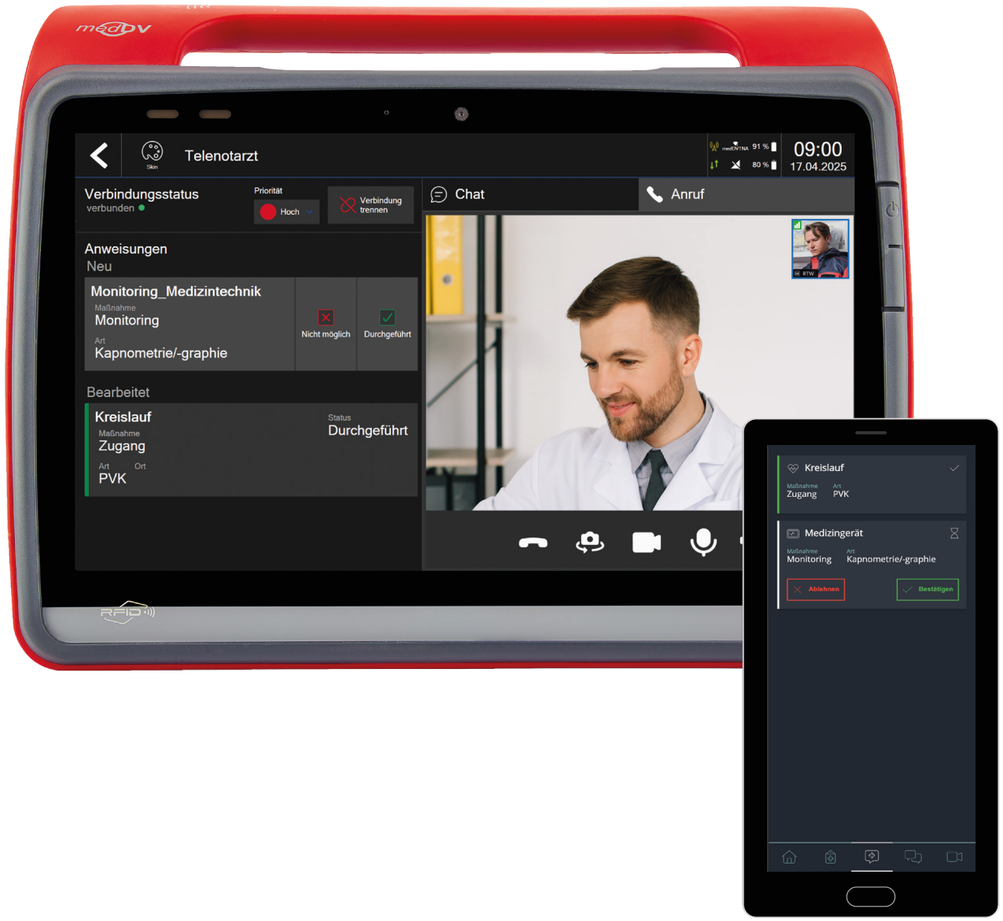


Written delegation

For added safety

Written delegations increase patient safety during operations. They can be confirmed directly by the emergency medical services as having been carried out or as not possible, with the tele-emergency doctor receiving immediate feedback.

Confirmed delegations are automatically recorded in the log with the correct time stamp as a measure. For the emergency medical services, the effort required for correct documentation is therefore just a click of a button.



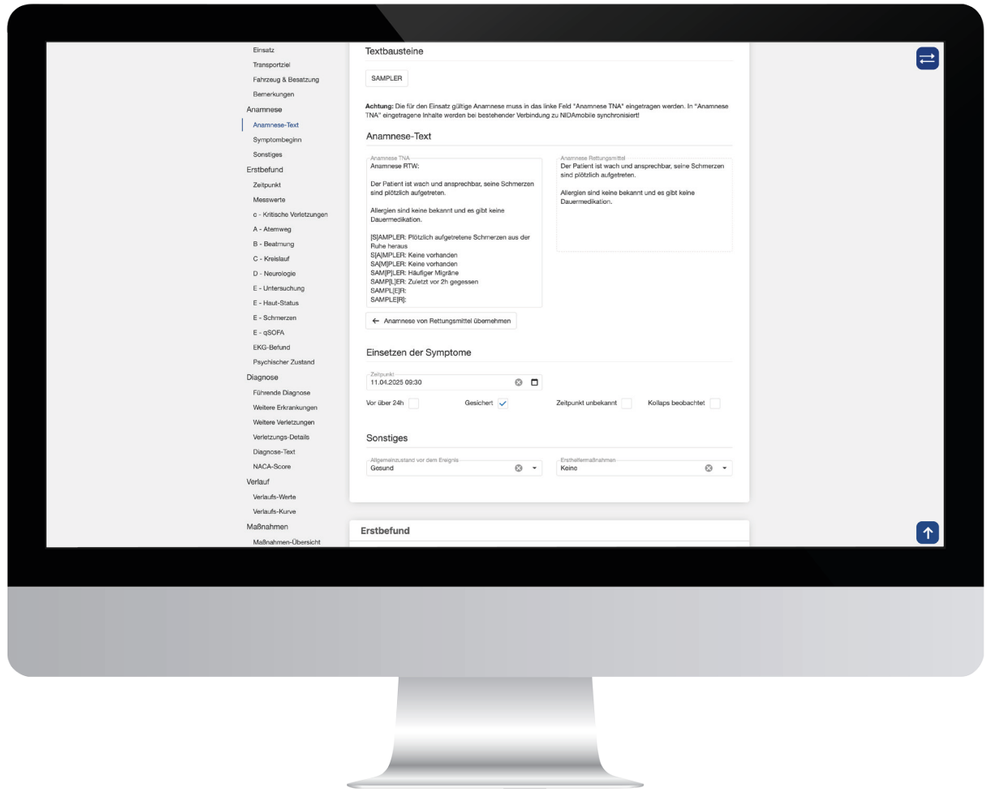
Collaborative documentation

Everything at a glance together

The optional 2-way synchronization ensures seamless collaboration between the smartphone app or the tele-emergency doctor module in NIDAmobile and the tele-emergency doctor protocol.

In predefined areas, both sides can document together in real time—for example, medical history, findings, and diagnoses. All entries are automatically synchronized between the devices.

This allows the tele-emergency doctor to actively contribute to the documentation and gives the emergency medical services more freedom to concentrate fully on caring for the patient.



Secondary transport management

A well-rounded affair

Integrated secondary transport management makes the tele-emergency doctor a resource that is available at all times for assessing and coordinating transfer journeys. Corresponding requests can be transferred directly and digitally from the control center to the system via interfaces.

The tele-emergency doctor evaluates the transport based on a specially developed preliminary consultation protocol and makes a recommendation for the appropriate vehicle dispatch.

This protocol is then automatically sent back to the control center and is also made available to the crew and any accompanying tele-emergency doctor at an early stage – for structured and efficient mission preparation.



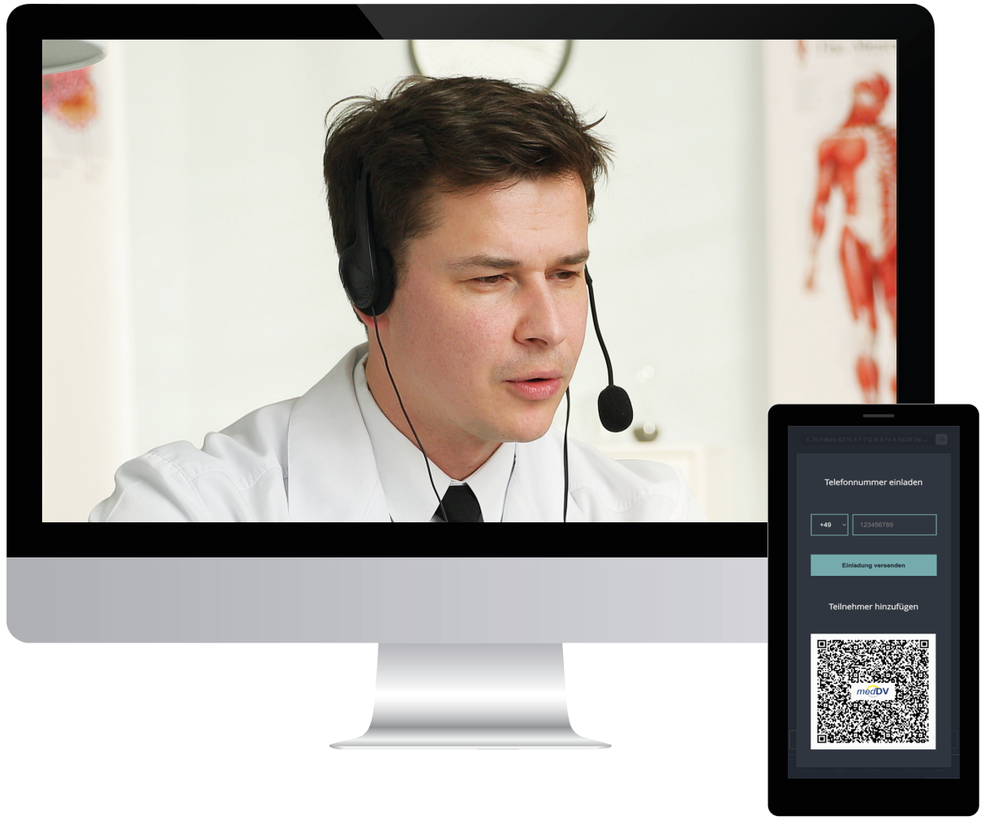
Audio and video conferencing

All parties involved around one table

The tele-emergency doctor system has a powerful audio and video conferencing function with an unlimited number of participants.

The conferencing system enables direct communication between the tele-emergency doctor and emergency medical services and, if desired, offers the option of easily involving external parties such as the poison control center, family doctors, or clinics in the communication. Thanks to an integrated guest function, relatives can also be included in the conference via QR code or SMS invitation—for example, to conduct a third-party medical history.

This creates a fast, targeted flow of information that further improves the quality of care.



Smartphone app and tele-emergency doctor module

All functions on every device

Our system can be used entirely via a standalone smartphone app that was developed specifically for mobile use in emergency medical services.

As a web app, it is independent of app stores and can be updated in a matter of seconds—without any complicated installation processes. At the same time, the application runs in a protected area of the smartphone, ensuring secure handling of sensitive data.

In addition, with the TNA module, we offer seamless integration into NIDAmobile, which integrates the tele-emergency doctor directly into the documentation process, further optimizing collaboration.



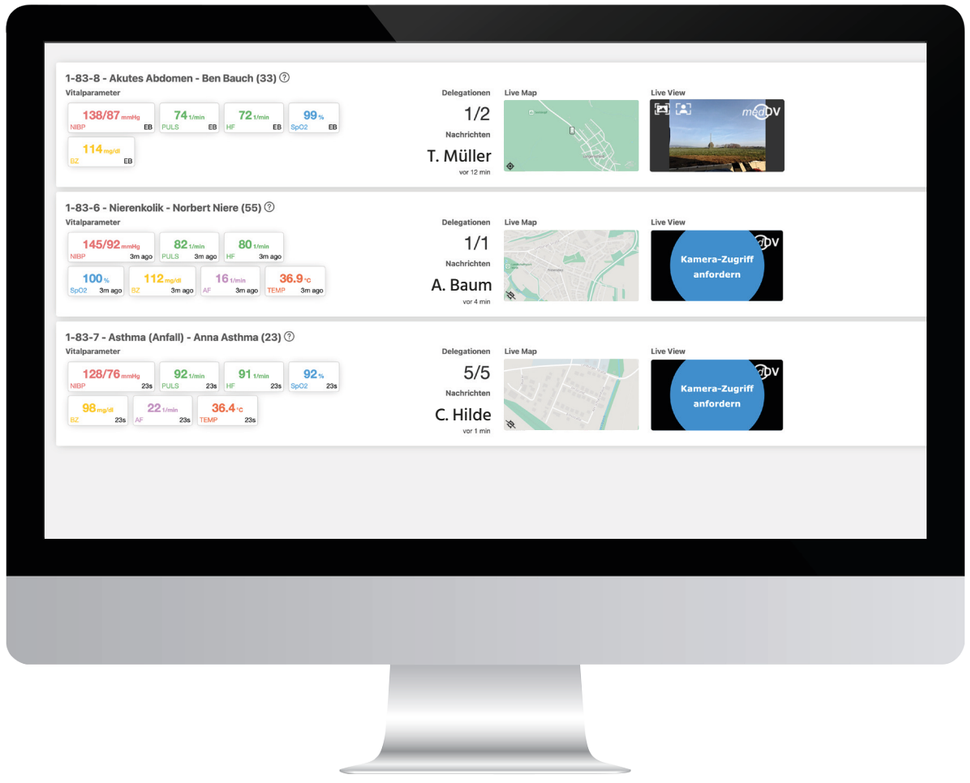
Dashboard

The complete overview

Since a tele-emergency doctor usually supervises several rescue operations at the same time—between three and five parallel operations are common—our system offers a powerful dashboard for an optimal overview of operations.

It displays all relevant information at a glance: vital signs, status of delegations, map positions, and an optional live video stream, either via the vehicle camera or directly from the smartphone app.

This allows the tele-emergency doctor to maintain control over all ongoing missions at all times and intervene proactively when their support is needed.



ECG connection

Manufacturer-independent and flexible

Our tele-emergency doctor system is completely manufacturer-independent and works seamlessly with all common ECG systems. We cooperate with Mindray, Corpuls and Zoll, among others, to ensure the broadest possible compatibility and reliable data transmission.

Depending on the respective provider, we integrate available functions such as live data, curve displays, or special device widgets directly and without detours into our software. This makes vital parameters visible in real time and allows them to be evaluated immediately by both the emergency medical services and the telemedicine doctor.

This deep integration not only creates transparency, but also reduces the likelihood of errors and ensures a consistently digital, media-break-free workflow.







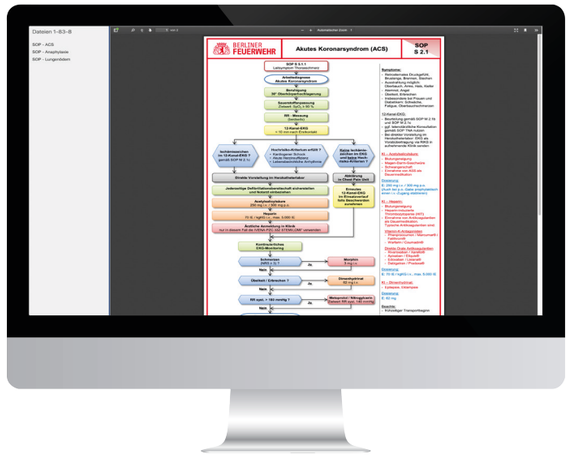
First name-based files

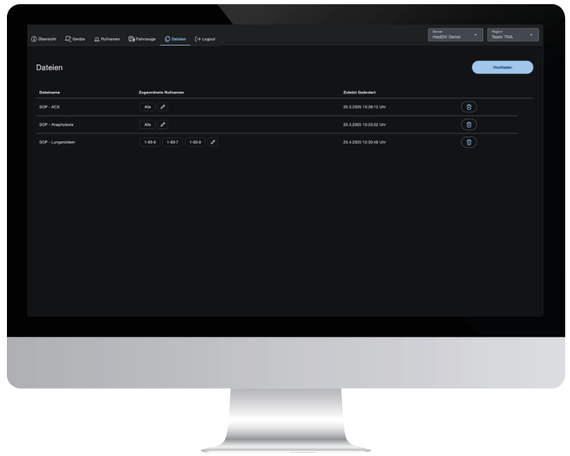
Always have the right information at a glance

Our software enables structured storage and assignment of files down to the call name level. The ability to assign PDF documents to radio call names ensures that the appropriate algorithms and SOPs are always called up and displayed during cross-district operations.

This gives the tele-emergency doctor immediate access to all relevant information about the respective emergency vehicle during the operation and allows them to accurately assess its equipment and scope of action. This not only facilitates communication, but also enables targeted, realistically implementable therapy recommendations – adapted to the actual possibilities on site.

At the same time, this transparency increases patient safety and ensures better coordination between medical assessment and operational implementation.



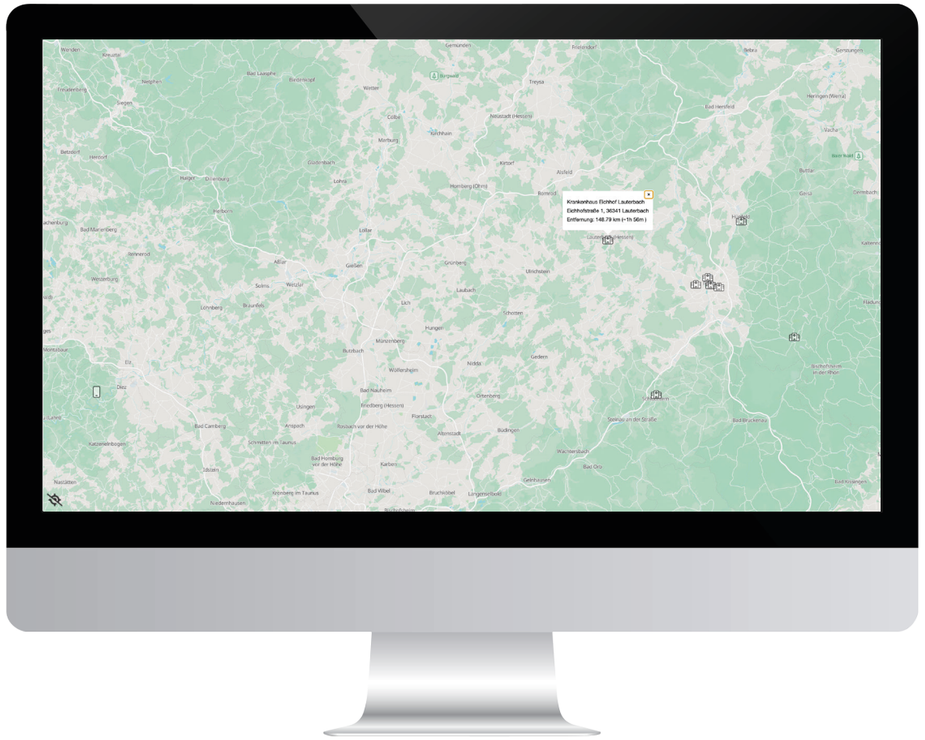


Map & Routing

How far is it to the clinic?

Our integrated map display provides a precise overview of the current emergency situation. Both the position of the emergency vehicle—via our own router or external GPS data—and the GPS positions of the smartphones used are displayed on the map in real time. In addition, individually definable POIs (points of interest) such as clinics, emergency rooms, or meeting points can be stored.

The system not only shows the distance as the crow flies, but also calculates the actual expected travel time and distance between the emergency vehicle and the POI. This information is particularly valuable when pre-registering with clinics, making transport decisions, or estimating the arrival of additional emergency personnel. The tele-emergency doctor thus maintains an overview of distances, movements, and potential destinations at all times—enabling informed, time-critical decisions at every stage of the operation.



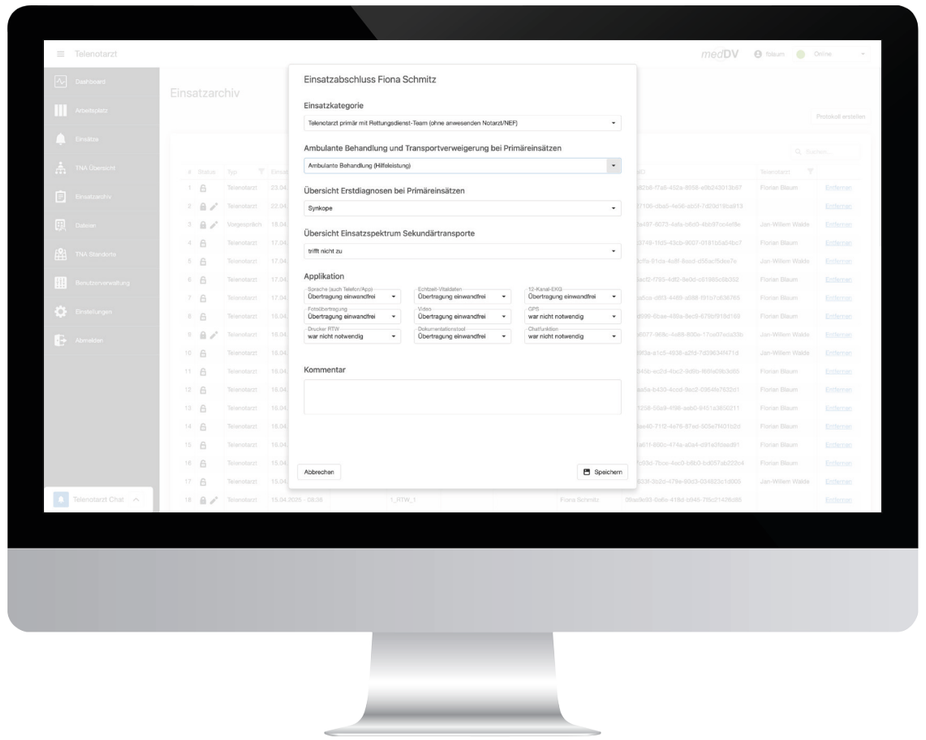
Quality assurance

Because every detail counts

Every assignment generates a large amount of data. This data provides an excellent basis for evaluation and quality assurance. In addition, tele-emergency doctors can document their own assessments and qualitative evaluations, for example, regarding cooperation, situation assessment, or the implementation of recommended measures. This creates a comprehensive picture of each assignment that goes beyond mere statistics.

Furthermore, the system provides detailed usage statistics, for example on the number of accompanied assignments, communication channels, or typical assignment processes. All available data can be flexibly exported and integrated into existing QM systems or used for individual evaluations.

Supervision is also actively supported: the collected data provides a sound basis for the debriefings, case discussions, and training courses integrated into the software—for the continuous development of the team, structure, and care.



Facts about the tele-emergency doctor

tele-emergency doctor

Medical device connection

- Integration of live data from various ECG manufacturers
- Integration of vital data or, for example, ventilation parameters from NIDAmobile
- NIDAmobile as a WiFi hotspot for devices without a mobile data connection



Cross-system Comprehensive

- Compatible with...
  ...vital signs monitors from various manufacturers
  ...standard deployment documentation
  ...a wide range of control center systems
  ...open clinic interfaces
- Documented interface for third-party providers



Dispatch center connection



- Utilization and status feedback from the tele-emergency doctor
- Emergency doctor's car/rescue doctor demand registration via simple dialog
- Interface to the tele-emergency doctor for secondary transport evaluation

Communication

- Communication via direct audio/video connection
- Chat with quick replies, images, videos, and voice messages
- Add family members, for example, via phone numbers, QR codes, or SMS invitations
- Written delegation from tele-emergency doctor to mission documentation
- Livestream from the mission location or from the vehicle



Deployment management



- Alerting with priority display and initial information
- Parallel task processing including overview via dashboard
- Assessment of secondary transports in preliminary discussion protocol
- Task completion including query of quality indicators
- Task archive for traceability of tasks

Clinic handover



- Advance notification with relevant data by the TNA
- Estimation of arrival time via live routing of the emergency vehicle
- Transfer of protocols, images, resting ECGs, and other data to the clinic

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Save Lives.
Optimise Processes.
Reduce Costs.