

NIDA

The emergency information and documentation tool

medDV

www.medDV.com

Dispatch center. Emergency medical service. Clinic.

NIDA

Time-saving.
Clear.
Adaptable.

www.medDV.com



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What is NIDA?

Find out what NIDA means and how this versatile family of solutions was created. More on **p. 4.**



VERSATILITY

Find out where you can use NIDA on **pages 5-21.**

COMMUNICATION

How does NIDA work? For a more detailed technical overview of the solution, see **p. 22.**







ABOUT US

Learn more about medDV GmbH on **p. 28.**

NIDA

The emergency information and documentation tool

NIDA is a comprehensive solution for optimising processes, documentation, data collection and communication in emergency medical services. The application supports professionals in the dispatch centre, in the field and at the clinic, addressing their individual challenges and providing tailored solutions for their specific requirements and tasks.

At the same time, NIDA significantly improves and accelerates collaboration across these three areas.

In critical emergency situations, patients benefit from fast, coordinated access to the best possible care. Organisations and stakeholders can optimise their processes and reduce costs. NIDA supports them with electronic emergency documentation and efficient deployment coordination. The solution also simplifies invoicing and billing while providing comprehensive data analysis and reporting capabilities.

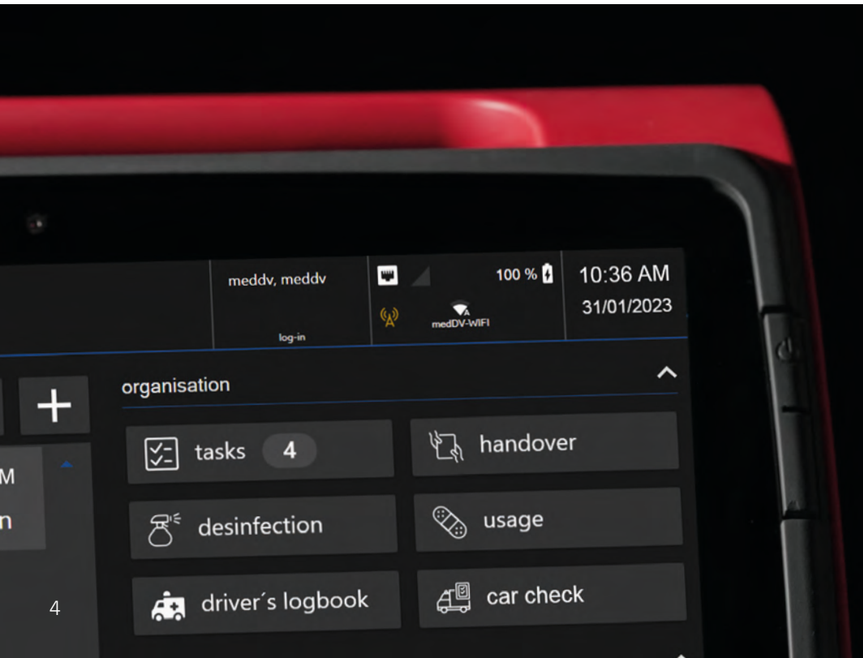
The NIDA*pad*

The hardware for mobile data collection for emergency medical services

The NIDApad facilitates the seamless communication of incident details between the dispatch centre and ambulance crew, supports navigation to the scene, enables comprehensive documentation and ensures the secure transmission of patient and incident data to the clinic. Designed specifically for use in emergency medical services, the NIDApad features a robust, splash-proof housing with smooth surfaces that make the device easy to clean and disinfect. Its intuitive touchscreen interface enables quick and straightforward operation, even in demanding situations.

The many years of practical experience behind the development of the NIDApad are evident in its design and usability. The latest model features a convenient 11.6-inch touchscreen, providing excellent ergonomics and user-friendliness. The display offers approximately the same working area as a notebook keyboard, making text entry significantly easier.

Users can work with a familiar keyboard layout and achieve a high level of accuracy from the outset — even under the pressure of an emergency call. This helps save valuable time when every second counts. The device has also been designed for secure and comfortable use in the ambulance and at the scene. Its size allows users to comfortably position the device on their lap, providing a stable and secure working surface without slipping or wobbling.





Technical details at a glance

- 11" Widescreen Full HD Multitouch Display (1.920 x 1.080 pixels)
- Two LTE modems, each with one SIM card slot
- Two hot-swappable rechargable batteries
- Splashproof and dustproof according to IP 54
- Drop-resistant
- DIN EN 1789
- Front camera: 3 MP with autofocus
  Rear camera: 5 MP with autofocus, barcode and QR code scanning
- RFID/NFC reader
- Integrated loudspeaker and microphone
- USB ports: 1x USB 2.0 and 1x USB 3.0
- Docking station with space for two additional batteries
- GPS
- Two smartcard readers
- Ethernet
- Hard disk: 128 GB SSD
  Memory: 8 GB RAM
  Processor: Apollo Lake Quad Core
- Ambient light sensor
  Sunlight-readable display
- Wi-Fi
- Acceleration sensor
- Bluetooth
- Weight: 1.8 kg

NIDA*pad*

Mobile electricity supply? Ensured at all times.

Some days, one emergency call follows another, and there is no telling how long a shift might last. For emergency medical services crews, it is essential that their NIDApads remain fully operational throughout the day. Empty batteries and long, cumbersome charging processes should never slow them down in their everyday rescue work.

That is why the NIDApad from medDV offers a simple and highly reliable power supply solution.
The NIDApad is equipped with two batteries that can operate simultaneously, with the remaining battery charge clearly displayed. Thanks to its hot-swappable battery system, batteries can be replaced quickly and easily during operation without interrupting work.

The docking station accommodates two additional batteries for charging, providing a total of four batteries for disruption-free operation.

This ensures maximum flexibility, reliable battery performance and uninterrupted operational readiness — even during the most demanding shifts.



NIDA for the dispatch center

Communicate large volumes of information quickly and without any errors

The dispatch centre is a key point of contact for emergency medical services crews and plays a vital role in communication and the coordination of emergency deployment.
With NIDA, ambulance crews receive all relevant information about their assigned incidents directly from the dispatch centre, clearly presented at a glance. The dispatch centre can also communicate new assignments and provide real-time updates on ongoing incidents.

Furthermore, NIDA enables the transmission of significantly more information than conventional dispatch alerts, including the caller's name and telephone number or specific instructions on where to go upon arrival at the scene.

Such details can be particularly valuable in emergency situations, helping crews respond more efficiently and effectively.

Seamless coordination between the dispatcher and rescue crews

A network connection enables the seamless exchange of incident information between ambulance crews and the dispatch centre. For example, if the dispatcher updates the street address while the crew is en route, the driver is immediately notified of the change. Similarly, ambulance crews can record and transmit important information, such as patient data, PZC and other relevant details, directly to the dispatch centre. This information is automatically delivered to the dispatcher's workstation, ensuring efficient and up-to-date communication between all parties.

NIDA for the dispatch center

Synchronisation of dispatch center and case data

Emergency medical services crews also benefit from NIDA, particularly when it comes to billing and administrative processes. By collating data from the dispatch centre and ambulance crews, NIDA creates a comprehensive record of each incident. For billing and medical documentation, complete, traceable and cross-departmental information is collected and archived. On this basis, detailed incident analysis and controlling can be carried out later.

Dispatch center



NIDApad



Alerting.

Case documentation.

Reassignment.

NIDA for the emergency medical services

Focus on what matters most during an emergency

In an emergency, every second is valuable. With NIDA, ambulance crews receive clear, complete and easy-to-understand incident information directly from the dispatch centre on their NIDApad. This enables crews to reach the scene quickly and safely while preparing for the situation they may encounter upon arrival.

NIDA also supports ambulance crews with navigation. The destination address can be copied directly from the dispatch alert to an external navigation system, such as a Garmin device, allowing crews to navigate to the scene without having to enter the address manually.

Create case logs in a convenient and fast way

NIDA takes away the need for emergency workers to fill out complex and time-consuming emergency logs. The NIDApad easily, intuitively and quickly records patient data, diagnoses and measures taken. All information can be entered directly via the touchscreen, using a clearly structured and easy-to-navigate interface. Predefined selection lists and simplified data entry functions, such as time entry, make documentation even more efficient. In addition, individually-adapted logs are available for different types of incidents, including non-emergency patient transport, emergency responses and intensive care transport.

During multi-casualty incidents, comprehensive patient documentation may not be possible in the initial stages. To address this challenge, NIDA offers a quick record function that allows crews to record essential patient information rapidly. The data is recorded in the same way for the patient label card and can also be sent from pad to pad via a server. The recorded data is immediately available in the work management, allowing authorised NIDA users to access, review and update patient documentation as needed.



Easy Integration of Multiple Data Sources

In addition to manually entered information, NIDA can integrate data from various external sources, including insurance cards, electronic health cards, Austrian e-cards, Swiss insurance cards and medical devices.

Medical devices such as ECG, monitors and ventilators, including the MEDUMAT Transport, collect a wide range of data relevant to patient documentation and can transfer this information directly to NIDA. This includes patient specific device settings (e.g. breathing rate), measured parameters such as key oservations, vital signs, alarm data and resting ECG recordings.









NIDA currently supports integration with a range of medical devices, including:

- corpuls 8/16 by GS Elektromedizinische Geräte G. Stemple
- corpuls 3 by GS Elektromedizinische Geräte G. Stemple
- LIFEPAK 12/15 by Stryker
- DEFIGARD Touch 7 by Schiller
- X-Serie by Zoll
- MEDUMAT Transport by WEINMANN
- MEDUMAT Standard² by WEINMANN
- MEDUCORE Standard² by WEINMANN
- Oxylog VE 300 by Dräger
- LUCAS 3 by Stryker
- Hamilton T1
- CareSens™ N NFC by AFS Biotechnik
- myMIDES C10 by MIDES



















Your device is not listed? Contact us.

Convenient patient handover to the clinic

Data transmission to the clinic can take place in various ways. One of the most efficient methods is the electronic transmission of patient care reports as PDF files to the hospital information system (HIS). Alternatively, a printed log can be provided, either using a mobile printer in the ambulance or a printer at the clinic.

NIDA also supports electronic patient pre-registration, allowing relevant patient information to be transmitted directly to the clinics registration system before arrival. This enables clinic staff to prepare for incoming patients and helps ensure timely, appropriate care, particularly in time-critical emergencies such as strokes and heart attacks. With medDV's clinic software solutions, relevant patient data that is recorded by ambulance crews is transmitted to the clinic via mobile radio. Clinic staff receive a notification through the system and can access the transmitted information from any computer within the clinic network. At the same time the patient can be registered in the hospital information system (HIS), allowing medical teams to begin treatment promptly upon the ambulance's arrival.



Key benefits

- Clearer and error-free acceptance of calls from the dispatch center
- Clear, structured, comprehensible, and time-saving case documentation
- Simplified patient handover to the clinic and reporting for the dispatch center
- Standardisation and thus speeding up of systems and processes for the emergency medical services team
- Can be used in an MCI (mass casualty incident)
- Integration of medical device data from devices such as corpuls 08/16 by GS Elektromedizinische Geräte, corpuls 3 by GS Elektromedizinische Geräte, Lifepak 12/15 by Medtronic Physio Control, Medumat Transport by Weinmann, Medumat Standard2 by Weinmann, Oxylog VE 300 by Dräger, alphacheck professional by iSense and cobas h 232 by Roche, DEFIGARD Touch 7 by Schiller, X-Serie by Zoll and LUCAS 3 by Medtronic Physio Control
- Provides treatment recommendations and instructions tailored to specific medical conditions
- Adaptable completeness checks, e.g. etCO2 for intubation or mandatory ECG evaluation for heart attack diagnoses
- Information system for communicating up-to-date information, such as incident updates or road closures
- Standard information can be accessed with the file viewer, e.g. dosage tables, checklists, red and yellow list, hygiene schedules, instructions and algorithms
- Practical additional functions for processing and documenting routine tasks outside cases, e.g. a task list for current additional tasks such as cleaning, disinfection or vehicle check
- Optimal time recording with data transmission to third-party applications
- Recording of the materials used within the framework of documentation. This data is used to create a proposal list, which can be further processed after the case. Any shortages are highlighted to facilitate quick and efficient replenishment of supplies.
- Entry of cases into a journey log in which movement and workshop trips can also be recorded.

NIDA in the clinic

Leveraging time and information

NIDAklinik is a digital platform for networking the clinic with the emergency doctor and ambulance service. Several studies show that by using NIDAklinik to take over and care for incoming emergency patients, more than half the time from arrival at the clinic to diagnosis and therapy can be saved. The transmission of medical information such as vital signs, ECG, photos and scores has been shown to increase the chance of survival in ST-segment elevation myocardial infarction, among other cases. In addition, the clinic can achieve better plannability through secured medical advance information of patients with acute life-threatening diseases. Patient care is optimised and the flow of patients in the clinic can be controlled even before the arrival of the ambulance, e.g. by pre-planning the CT or the shock room.

Transfer emergency protocols securely and completely

NIDAklinik can transmit the protocol of the ambulance service, which was previously only handed over as a printout or even handwritten, to the receiving clinic as a PDF and digital raw data. For this purpose, a „mailbox" is set up on a server in the clinic. The ambulance service stores its protocol in this digital mailbox during the handover. The data transfer can be anonymised or with complete patient data. In this way, emergency protocols can be processed and archived easily and conveniently within the clinic. They are available for filing in the patient file as well as for central filing and can be printed out at any time if required. Regardless of the software and hardware, NIDAklinik receives and processes all data securely via internationally recognised interface formats.

Optimise processes and procedures

NIDAclinic offers two central functions: telemedical pre-registration and digital protocol transfer. The telemedical pre-registration carried out by the rescue service contains important data and parameters of the emergency patient, which are announced on the NIDAarrivalboard and viewed in detail in the NIDAtracker in order to optimally prepare the clinic staff for the arriving patient. The emergency medical service records all relevant data on a mobile emergency medical service documentation system and transmits it to the clinic in advance. In this way, the emergency team in the receiving clinic receives diagnosis-specific scores, clinical findings, patient information and resting ECGs as well as images and videos. Via an ESPA-X interface, the receipt of a telemedical advance notification triggers a telephone alert to the clinic staff. The alarm can be configured individually, can be set depending on the content of the pre-announcement (e.g. pre-announcement diagnosis) and can be integrated into the clinic's own communication means (telephone or beeper). The clinic staff is alerted via the call system and can call up the rescue service information from any computer in the clinic network. At the same time, the patient is transferred to the clinic information system or emergency admission software. NIDAklinik can transfer information directly to a clinic information system via an HL7 interface. The purpose of the connection to the clinic information system is to archive the care data of the emergency doctor and rescue service without media discontinuity. Patient care can begin without delay when the ambulance arrives. Emergencies can thus be coordinated at an early stage. The patient is quickly provided with the right personnel and the necessary equipment.

ISOBAR

NIDA supports the structured handover of patients in the shock room according to ISOBAR. **ISOBAR** stands for **I**dentify **S**ituation, **O**bservations, **B**ackground, **A**greed plan, **R**ead back.

The ISOBAR concept serves to ensure that patient handover is structured and ensures a rapid and error-free transmission of information and handover. In addition, it ensures that the handover is standardised, in particular when teams are changing and new staff are working.

Symbol	Criterion	Content (Telephone registration)	Content (Shock room handover)
I	Identification	Patient: Age, gender	Patient details
S	Situation	Emergency event, emergency diagnosis	Situation, initial findings
O	Observations	Vital functions stable/unstable	ABCDE, diagnoses, measures
B	Background	Additional information	Previous conditions, SAMPLER
A	Agreed plan	Time of arrival at clinic	Actions, measures to be taken
R	Read back	Read back	Read-back by clinic team leader



NIDA for billing

NIDA simplifies billing

Most billing systems rely on master data, including information about payers, vehicles, personnel, billing rates and locations.

With NIDA, this master data can be accessed and managed on a mobile basis, significantly simplifying the subsequent billing process for emergency medical services.

Unlike paper-based documentation, digital pens or other data collection systems, NIDA can check the completeness and plausibility of entered information in real time, directly at the scene, and flag potential errors.

Combined with master data from the billing system, this simplifies data entry and reduces the need for subsequent corrections and manual processing.

The collected data can then be transferred to the billing system in various ways, depending on the software solution used by the organisation.

NIDA for the tele-emergency doctor

Tele-emergency doctor

The tele-emergency doctor is an independent product by medDV. It enables ambulance crews to consult an emergency doctor remotely via live audio or video communication, saving valuable time in critical situations. 24-hour availability of the portal is guaranteed. Patient information already recorded in NIDAmobile, including insurance card details, can be transferred directly to the tele-emergency doctor, providing a comprehensive overview of the patient's condition and the situation at the scene. This allows the doctor to provide medical guidance and support without being physically present.

It is possible to display images and videos from the site on the tele-emergency doctor portal. The transmission of relevant information, including medical instructions, live ECG recordings and vital signs, enables reliable communication between ambulance crews and the remote doctor.

A key advantage of the tele-emergency physician solution is its interoperability. It can operate independently of specific dispatch centre systems, clinic systems, ECG manufacturers and patient documentation solutions, offering greater flexibility and compatibility with existing infrastructure.



NIDA for control and management

NIDA*analyse*: comprehensive reports and analyses for managers

NIDAanalyse is an outstanding basis for effective quality and process management. This solution offers emergency medical service providers and medical managers, emergency medical services, directors and officials a convenient dashboard interface with which they can thoroughly observe and evaluate all determinative response data. Explorative evaluations can be created for all the data recorded in the emergency protocol. With NIDAanalyse's drill-down functionality, users can explore specific data points in greater detail.

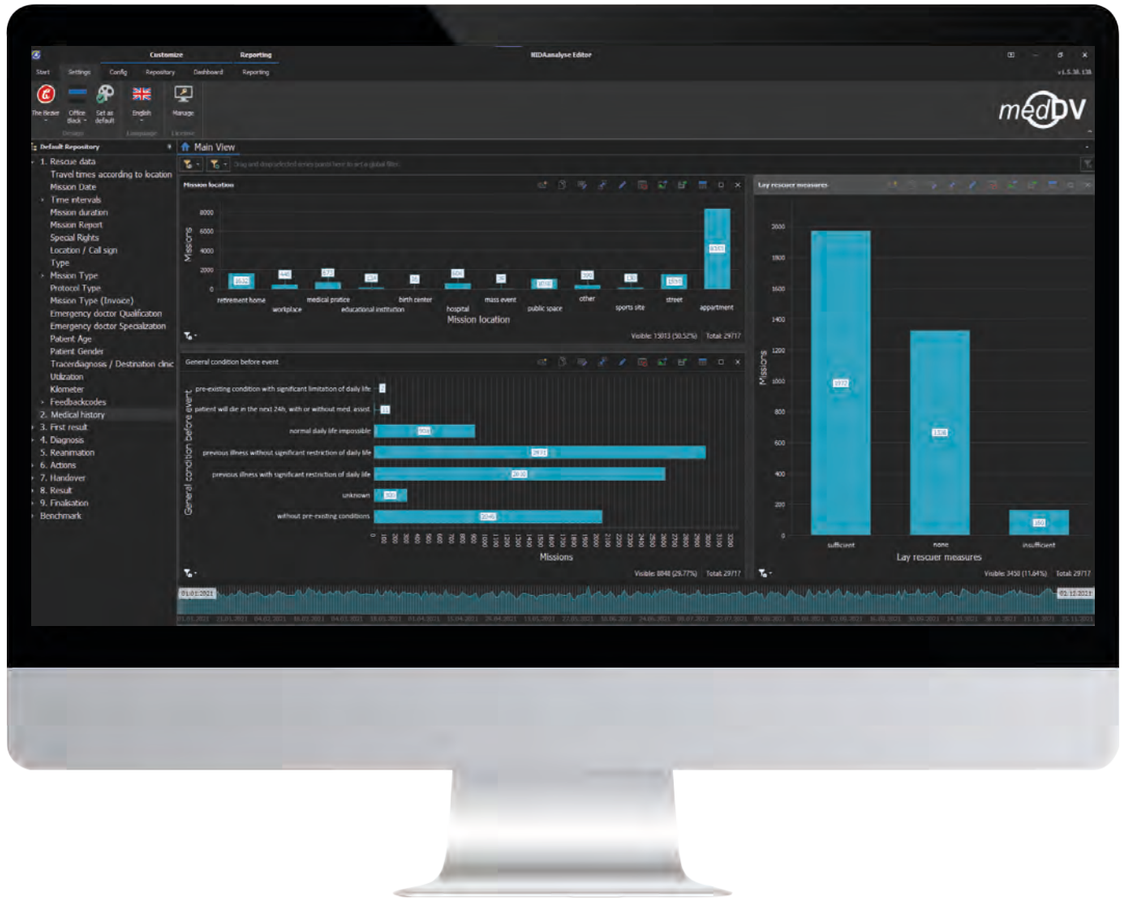
NIDAanalyse offers clear evaluation and individual analysis options.

- **Visualisation of recorded data**
- **Observe all response data on a convenient dashboard surface**
- **Explorative evaluations according to all the data recorded in the emergency protocol**
- **Set and store your own filters**
- **Create individual evaluations**
- **Analyse capacity utilisation, emergency response times, patient care times and handover times**
- **Export in various formats**

These insights help organisations optimise operational processes, identify staff training needs and improve resource and vehicle deployment planning.

For example, users can analyse the distribution of emergency calls across specific days or examine incident patterns by location.

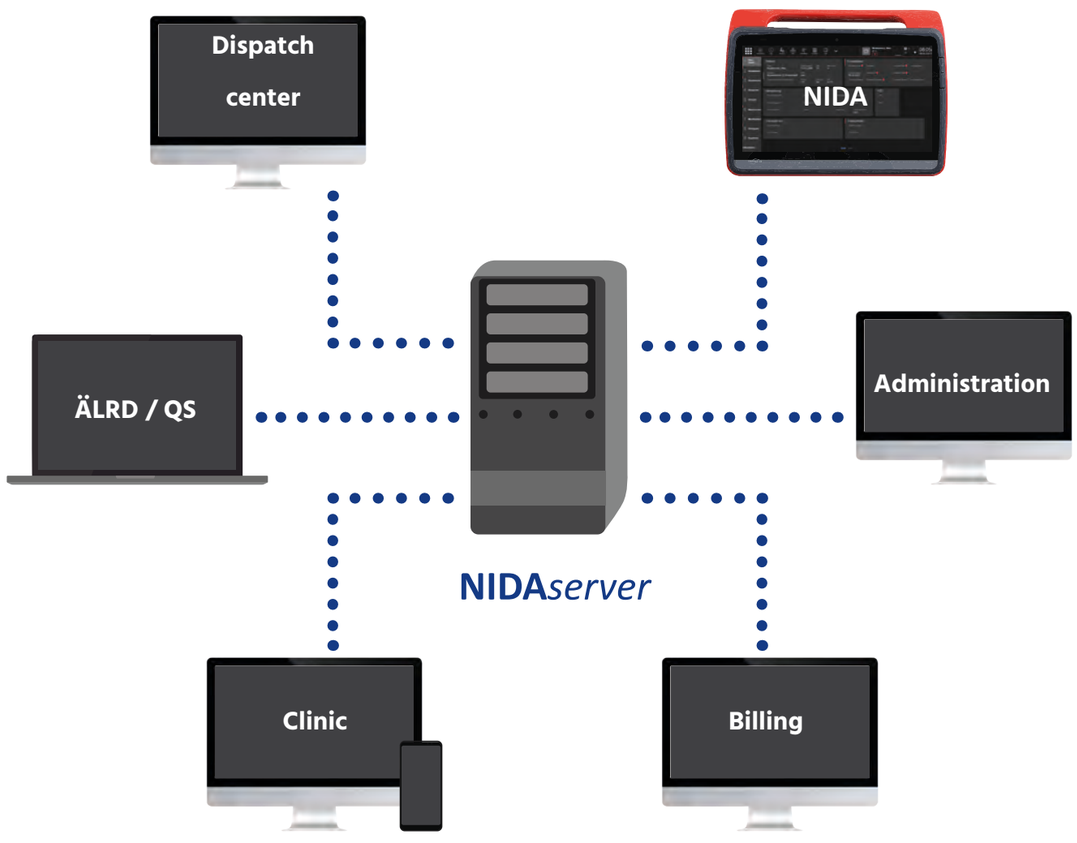
With just one click, NIDAanalyse allows users to drill down into individual data points and access detailed information for a comprehensive analysis.



An overview exists at every point from technological rescue data on medical history to disinfection.
There you'll find a compilation of frequently used charts. The charts are interactively linked with each other.

NIDA from an IT perspective

NIDA is based on a comprehensive and carefully-considered client/server architecture.
The NIDAclient provides the user with individual access to the data which is relevant for them.
The NIDAserver is the communication and database portal for the NIDA applications. It manages all the connections and ensures data is stored securely.



NIDAclient: personalised application access with an intelligent rights and authorisation concept

The end user can access their user-specific data with the NIDAclient. This enables the NIDAclient to be configured differently depending on the functions respective users require and on the rights they are given. Users register in the system with a username and password and can use the modules which are activated for them. The data is also displayed according to their authorisation and may be approved for post-processing.

NIDA offers a highly-differentiated rights and authorisation concept which customers can manage themselves. Existing organisational roles and access permissions can be accurately reflected within NIDA. Each user can only view information relevant to their responsibilities and for which they have the necessary access permissions.

NIDA also maintains a detailed audit trail, recording which users accessed specific information, when they accessed it, and which roles and access permissions they held at the time.

These features form part of NIDA's comprehensive security framework, supporting data protection and regulatory compliance.



In NIDA, each employee can only see the data they are authorised to view.

NIDA from an IT perspective

The key functions of the NIDAclient are researching and post-processing cases and processing master data for mobile systems. The NIDAmonitors are special NIDAclients. They are used, for example, to display pre-registrations at the clinic or patient information in the case of a mass casualty incident. These monitors or arrival boards are primarily used when you need to provide an overview of information at a glance.

NIDAserver: the data and communication portal

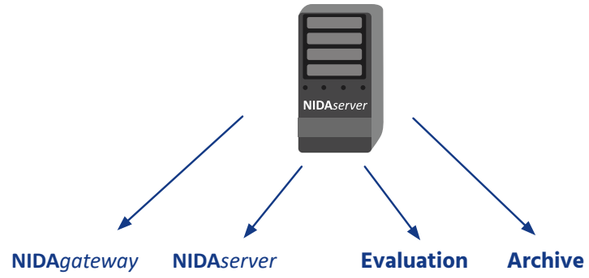
All data recorded in NIDA is stored in a database. The NIDAserver ensures that this data is recorded, stored and made available when required. Data from third-party applications, such as billing systems, can also be integrated into the data exchange process within the NIDA system.

The NIDAserver also plays a central role in communication and data exchange. For the alert process, the data record is received by the dispatch center and passed on to the right mobile NIDApad. Feedback from NIDA to the dispatch center also takes place via the NIDAserver. This also applies to clinic pre-registrations and live data transmission to the right clinic.



An individually scalable solution

Depending on the size of the emergency medical service, the NIDAserver can be distributed across multiple platforms and locations. For example, your own alert service could realise the dispatch center connection whilst another manages registration at the clinics. This ensures that all functions work reliably and independently of one another and do not cause issues for the other functions. This enables large data quantities to be managed easily and makes complex evaluations at the alert stage possible without any speed issues.



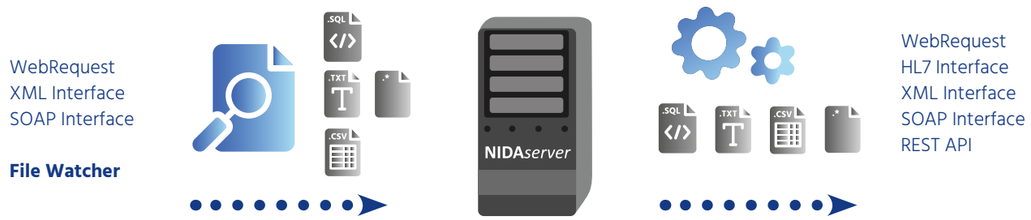
- Intelligent architecture
- Excellent scalability
- Flexible interfaces
- Convenient administration
- Comprehensive security standards

Flexible interfaces

NIDA is an important information and documentation platform for ambulance services. Communication and data exchange with other systems (e.g. medical devices, dispatch center, clinic, billing and materials management) is key here.

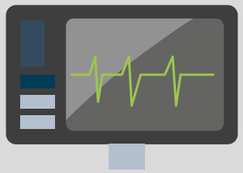
In order to be able to communicate with these systems, NIDA has “learned” to send data via various channels to different recipients (servers). The corresponding information is compiled and transmitted by NIDA. On a call, NIDA also communicates directly with a wide range of data providers to collect and display information.

The NIDAserver speaks a huge range of IT languages at the input and output level and understands a wide range of formats. It is able to use data interfaces, e.g. XML, CSC and proprietary and modern interfaces, such as REST and SOAP. It is, of course, also possible to achieve direct communication at database level.



An overview of the structure

Rescue service



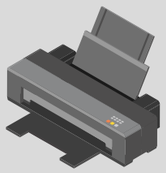
Medical devices





Images and videos





Printer



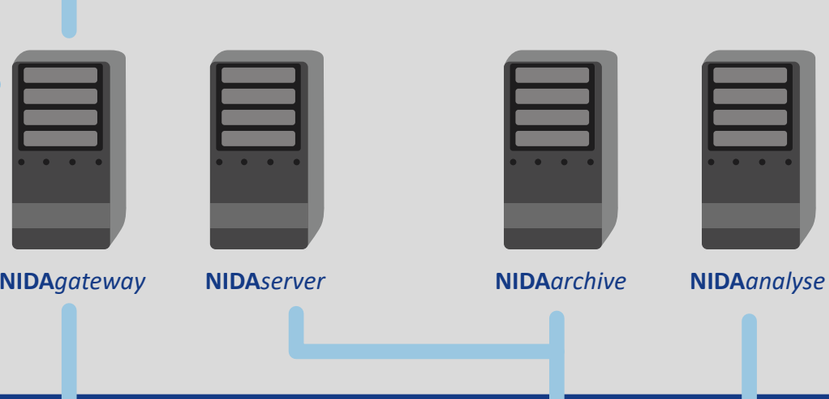


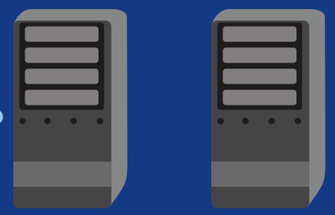
Insurance card

Customer system









Treatment capacities

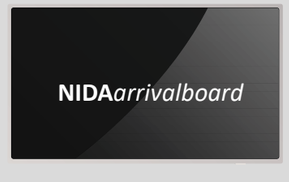
Control centre

Billing

External databases and registers

Clinic













HIS



Telephone system
Pagers

About **medDV GmbH**

Since 2017, the company headquarters of medDV has been based in our own company building in Fernwald in Middle Hessen. This location is perfect for our rapidly-growing company. On the one hand, the management team feels a close connection to the Gießen region. On the other hand, this location is logistically convenient for working together with customers and partners throughout Germany and abroad.

All the company's departments are based at the medDV headquarters. This includes development, assembly, warehousing and repair, sales, vehicle conversion, accounting, service, marketing and project management. The architecture promotes the employees' creativity and collaboration between teams. For example, there is a creative space which offers a perfect environment to develop new ideas and concepts for our development and service teams. Modern, well-equipped training rooms are available for training sessions and customer training.

In 2023, medDV is celebrating a special anniversary in a young industry which is constantly evolving.

The company has been operating successfully for twenty years and has been a tried-and-tested and valuable partner for its customers over this time.

medDV GmbH was founded in 2003 and has since become a full-service provider of holistic applications, having started as a developer of database applications, and is now the market leader in Germany. medDV offers tailored hardware and software solutions for emergency medical services, dispatch centers and clinics.

Customers value the company's practical way of working. This is because the team offers a unique combination of experience and knowledge from everyday work in the emergency medical services and an extraordinarily high level of specialist expertise. With a clear vision and passion for innovation, the medDV team is constantly striving to expand and optimise its solutions according to its customers' needs.



Overview of the company

Founded in 2003

Fernwald in Hessen

Hamburg

100 employees

Over 6000 systems in use

Efficient practical solutions for practical use

The developers and consultants at medDV understand the challenges faced by dispatch centers, mobile responders and clinics in detail and are therefore able to develop tailored solutions. The managing directors and shareholders, Carsten Rausch and Gunter Ernst, have personally worked in the emergency medical services for over fifteen years.

The experts at medDV understand where the emergency medical services' processes need to be optimised and which processes need to be designed in a particularly time-efficient and cost-efficient way. They understand the commonly used software and database management in the emergency medical services and develop solutions which can be seamlessly integrated into existing IT structures. Since 1995, they have been working hard to develop new communication systems, databases and mobile solutions.

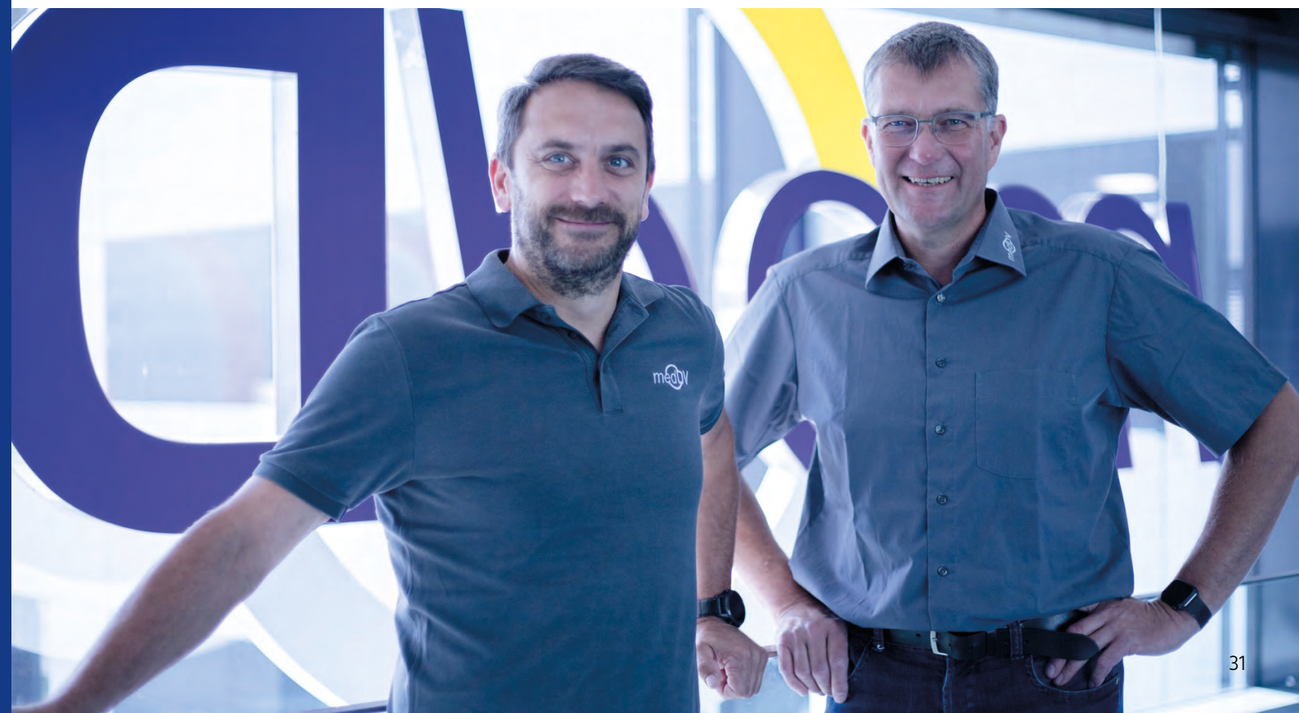
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At medDV, we understand what our customers need.
We personally have years of practical experience in the ambulance service, which we use in our product development.

When selecting our employees and teams, we ensure that we not only have the right specialist qualifications in IT and technology but that our employees also have practical experience as emergency responders. This enables us to offer our customers solutions which meet their exact requirements.

“

Gunter Ernst and Carsten Rausch
Managing Directors at medDV GmbH



A one-stop shop for solutions

Hardware and software development

Customer service and maintenance

Project planning and implementation, courses, training

Delivery, vehicle conversion, assembly, repair and service







Projects, partnerships and certificates

Partnerships with over fifteen companies and organisations

Involvement in scientific research projects to optimise emergency medical services technology

Certificates as high standards for product quality and data security







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Save Lives.
Optimise Processes.
Reduce Costs.