Customer Case Study

SAMU

Emergency medical services in French Guiana leading the way in eHealth

🚩 Challenge

The SAMU[1] in Guiana faces extremely challenging situations on a daily basis, with complications that are only increasing. Intervention zones are vast requiring considerable travel, and to add to the complexity, there are 11 languages spoken in the region, making communication challenging. These conditions make it difficult for emergency services to provide a quick and targeted response.

- Vast intervention zones with an average helicopter response time of 2.5 hours
- Transatlantic medical evacuations in neonatology require up to 12 hours of flight
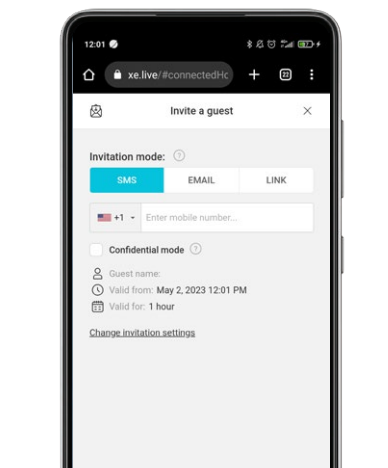- Communication difficulties due to 11 languages spoken in the region

To address these challenges, the SAMU adopted XpertEye which facilitates visual regulation in day-to-day activities. This novel method allows the SAMU to effectively evaluate a situation and propose a relevant response using secure video communication.

👁 Use case: Visio-regulation

The emergency medical dispatcher needs to accurately understand the circumstances of an emergency.
It is often difficult to project what is happening just by questioning the caller. With XpertEye, the emergency dispatcher can send a secure link via SMS or email to the caller. With just one click, the caller can accept the invitation and the dispatcher can then view what is happening through the camera of the smartphone.

> *A U.S. study (by Drs. Langabeer, Gonzalez, Alqusairi, Champagne-Langabeer, Jackson, Mikhail, and Persse) indicates that in one out of two cases, the request for medical transport is canceled when a video is used during the regulation phase.*

> *We chose XpertEye for its compatibility with our regulation tool and its ultra-simple implementation process. XpertEye does not require any specific technical environment. A secure link enables video communication with the regulator with just a simple click. It even works in low bandwidth environments which is not trivial in French Guiana, where the coverage of the 4G network is limited."*

Jean-Marc Pujo
Head of the emergency services
SAMU 973

Use case: Tele expertise

The SMUR[2] in French Guiana also uses XpertEye on smart glasses for tele expertise, for instance during premature deliveries or for remote support when performing delicate interventions. They allow the dispatcher to see a medical intervention from a distance while leaving the emergency doctor's hands free and hereby avoid wasting precious time, especially for vital emergencies.

Results

- **Quick and secure transmission of information**
- **Streamlined interventions & better decision-making**
- **Enhanced efficiency in delicate procedures**
- **Reduced travel**

> *The collaboration between SAMU 973 and AMA has allowed French Guiana to significantly reinforce its emergency care network by setting up a network of tele-expertise, accessible from anywhere."*

Jean-Marc Pujo

[1] *Emergency medical services*
[2] *Mobile emergency and intensive care units*

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