Case Study

EMS

GETAC F110 HELPS HALL AMBULANCE RESPOND QUICKLY IN THE HEAT OF THE DESERT

Challenge

Providing a hardware solution mounted in ambulances that can provide routing and emergency call information to cover their over 7,000 mile territory as quickly as possible.

Solution

The F110 tablet replaces the outdated 2-piece solution while still being durable enough to withstand the dessert heat and hard use.

Benefit

The new Getac solution offered more power, while taking up less space in the vehicle and providing a larger, more viewable display and was compatible with their current mounting hardware.

Case Study - F110 Fully Rugged Tablet

In 1960, Harvey L. Hall took a dare from a friend and rode along on an ambulance for a shift. Soon after that first ride he went to work as an ambulance attendant. In February of 1971, he borrowed $15,000 to purchase an ambulance and the tradition of Hall Ambulance Service, Inc. was born. Today, Hall Ambulance is the 9-1-1 paramedic provider for 88% of Kern County, California's population which covers diverse geographic regions including busy metropolitan, desert, and mountain communities. It is essential that they are able to choose the fastest route to the location of the medical aid request, responding to emergency calls as quickly as possible. With its base of operations located in Bakersfield, Hall Ambulance maintains a fleet of 100 ambulances and employs over 450 employees comprised of paramedics, emergency medical technicians, emergency medical dispatchers, and support staff.

GETAC F110

Case Study

Getac

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/ Challenge /

The current solution Hall had in their ambulances was a two piece solution consisting of a computer running a Windows embedded OS and a separate heads up display. They had the display in a dock attached to RAM Mount mounting hardware. The solution was outdated and in need of replacement so they put together a list of requirements for the new solution. In order to better use space inside the vehicle, they wanted to consolidate their current 2-piece solution into a single one-piece computer. They also wanted a larger, more viewable screen, in addition to a more powerful processor for faster response time. They decided they wanted a device that could run a full version of Windows so they could take advantage of the enhanced security it offered. Finally, they wanted something that could be easily installed and removed when the device was in need of updates or service.

The units also needed to be durable enough to survive the rigors of everyday use by the EMT's as well as the high heat in the summer. The devices face regular blunt force impacts from crew members bumping and hitting the tablets with their bodies and equipment as well as the sometimes overzealous use of force on the tablet touchscreens. The tablets are installed in ambulances that work in some of the hottest parts of the San Joaquin Valley and Mojave Desert. The ambulances often sit idle with all of the electronic equipment on, including the tablets, in 100+ degree temperatures. The inside temperature of the ambulances easily exceeds 130 degrees.

/ Solution /

They looked at an upgraded version of their current solution but it was still offered as the 2-piece solution that they were looking to avoid and their system also made it difficult to run and changing the wiring needed for installation. They also examined another tablet with the same specifications, but one of Hall's employees had seen a Getac F110 demonstration someone had done and they decided to test it out. When it was time to begin the evaluation process, they reached out to DuraTechUSA, Inc. a premier rugged hardware reseller located in southern California that offered a variety of different solutions that met their requirements. DuraTechUSA, Inc had been a Getac reseller for over 13 years and was easily able to help facilitate their demos and answer any questions they may have had during the process.

Testing new hardware is a tricky proposition in an environment where a delay could be a matter of life and death, so the technology team at Hall made sure to diminish the risk. They installed the first test F110 in a low-volume Supervisor unit where a unit failure wouldn't delay emergency call response. After a couple of weeks of trials with positive results, they added the tablets to more ambulances in a gradual rollout as they continued to swap out the old MDT's.

/ Benefit /

To date, Hall has 115 F110's installed in their ambulances. The transition was made even easier by the fact that they were able to use the existing RAM Mount equipment in the vehicles and simply change the old dock to a new Gamber-Johnson F110 vehicle dock. According to Mark Moyes, Network Administrator, "We choose the Getac tablets due to their durability, price, and hardware specifications. They provided a powerful, rugged, and easy to maintain option." Despite initial concerns about whether touchscreens would be able to take the constant over-zealous usage, he says they F110's are faring very well. "The touchscreens and tablets have held up to this abuse, and none have been broken. We have only replaced one screen protector over the course of a couple of years due to damage," Mark says.