Life-Saving Starts Before Ambulance Arrives

Constant Communication Is The Key

When Acadian Ambulance Service began operations in 1971, radio communications with its two ambulances was on a frequency shared by a lumber company. Yet even this was a step up.

Prior to 1971, few ambulances even had radio communications. When the driver left on a call, he had to fill in the dispatcher until the call was completed. Ambulances arrived at hospital emergency rooms unannounced. Until that moment, the EMT staff had no knowledge of the emergency, and no opportunity to prepare for immediate action.

Communication Is Top Priority

From the beginning, effective communication was a key priority of Acadian Ambulance Service. Within a year, there was not only a state-of-the-art system for ambulances to dispatch contact, but also radio contact with hospital emergency rooms. When the ambulance arrived, the EMT staff knew the nature of the emergency and the condition of the patient, and were prepared for immediate response.

Acadian Pioneers Remote Cardiac Care

In the ensuing years, communications technology has been constantly upgraded. The medical industry recognizes Acadian's leadership in this field. On two occasions, the company was chosen to participate in pioneering projects for preventing or limiting heart damage in cardiac cases through the use of the drug IOP, due in large measure to its ability to transmit a diagnostic level EKG from the scene of an attack.

Acadian Goes Cellular

Since 1983, Acadian has utilized a radio-telephone system for EKG transmission. In pioneering the use of cellular phones for EMS purposes in 1986, the company took advantage of the latest technology for diagnostic EKG transmission capability.

When Every Second Counts,

'He stayed on the phone and explained how to dispense an object from my son's throat.'

You Can Count Acadian

The highly advanced Communications Center, where all calls are received and all ambulances dispatched, is manned by trained medics. These medics not only have the responsibility to dispatch the ambulances but also are trained to administer self-help over the phone.

Dispatchers have contact not only with ambulances, but also with other emergency agencies and hospital emergency rooms throughout the service area.

We're Prepared To Face Any Emergency

The communications system is extremely effective not only in individual cases, but also in mass disasters, where coordinating the work of a large number of medics and ambulances is essential. Six strategically located transmissions enable direct contact with each of the 112 ambulances.

On-Board Computers Guide Ambulances to Patient's Aid

In 1987, a new, million-dollar communications center was dedicated. One of its features is the ability to transmit patient data to mobile computer terminals in the ambulance. The data is provided by members calling in for service and includes directions to the member's home, any special medical conditions, and other information which might be vital to an emergency.

Many years ago, Acadian Ambulance officials pledged that their Emergency Medical Dispatch Center would not be surpassed by any system anywhere. To this day that pledge has been kept.