Merlot Medi

Real-time management and reporting for emergency medical care

Merlot Medi is CGI's real-time system for emergency medical care. It enables fast information sharing between hospitals and personnel at the scene of an accident, as well as more efficient emergency interventions. It was developed with direct input from medical care professionals to create a management and reporting system tailored specifically to their needs.

Merlot Medi is a significant component of CGI's Merlot software solution suite for safety and rescue services. Drawing upon the latest information systems, communication technologies and network protocols, most commonly 3G and TETRA, Merlot Medi offers a vital operative link in emergency medical care. This scalable system can support the smallest incident up to a large public emergency, by directing vital information and channeling resources where they are needed most.

All information related to an alarm situation is quickly transferred to the most suitable emergency unit in the vicinity, detailing the target name, address, a risk assessment, information on the units handling the alert and any other information that may assist the medical response. The system simultaneously registers alarm details and any change in status.

Emergency medical care reporting

The Merlot Medi system's emergency medical care reporting application makes it possible to query a patient's medical history from any in-house operations database or from hospital databases. Meanwhile, units at the scene of an emergency can make a first assessment medical report accessible to other units in the field, and to the control station, in real time.

The application itself calculates certain figures and indexes and instructs medical transport personnel to contact the consulting physician if necessary.

The emergency medical care report can be sent wirelessly to the receiving hospital, direct to a physician's tablet. It can also be printed directly in the unit for medical personnel to process upon arrival of the patient(s).

FACT SHEET

KEY BENEFITS

- Faster information sharing in real time
- Scalable from single incidents to full-scale emergencies
- Facilitates best use of resources through coordination of field units
- Provides immediate access to medical databases
- Increases usability via touch screen functionality
- Enables wireless connectivity to physician tablets
- Automates administrative functions.

Remote support on site

Using Merlot Medi, the consulting physician can convey written instructions direct to paramedic crews guiding treatment via web browsing supported cell phones. Written instructions not only minimize human error by reducing ambiguity but also improve the legal protection of all involved in the medical intervention. The Merlot Medi system can also instruct paramedic teams about correct dosages in the absence of explicit information from the consulting physician.

Back in the control room, the consulting physician can, for instance, monitor a patient's vital signs while reviewing the emergency medical report and then act quickly on the information. The effect of medication on the patient can also be monitored in real time, thus guiding an accurate response from the physician.

Handling major emergencies

In the eventuality of major accidents, Merlot Medi supports efficient triage by directing patients to the most suitable hospital for their particular needs. Meanwhile, Merlot Medi allows all relevant hospitals to monitor the progress of paramedic teams in real time. The severity of patient injuries, the hospitals selected for treating patients, and details of transporting units are all available to be viewed. Status information and the physical location of available units are also made available to consulting physicians awaiting their arrival.

Post-processing medical information

Merlot Medi has its own databases for storing statistics and reporting. These can be easily accessed for the creation of more detailed statistical analysis and reports which can help researchers in their work, as an example. For administrative purposes, Merlot Medi automatically creates a form for the handling of social insurance costs incurred during medical intervention. This form can be transferred electronically to the hospital and printed.

Overall, Merlot Medi closes the information gap between physicians and paramedic crews, puts doctors remotely "on site" with real-time information, and creates a valuable database for later review and analysis.

ABOUT CGI

With 68,000 professionals operating in 400 offices and 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors. Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

For more information about CGI, visit www.cgi.com
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