

PUBLIC SAFETY

## GETAC UX10-IP: SOVEREIGN DATA MANAGEMENT FOR THE RESCUE SERVICE

EMERGENCY MEDICINE: FULL RELIABILITY IN OPERATION EVEN UNDER ADVERSE CONDITIONS IN KREIS BORKEN - THANKS TO THE FULLY ROBUST UX10-IP TABLET FROM GETAC

### / Challenges /

In addition to emergency medical treatment, reliable patient data collection is indispensable in ambulances, emergency vehicles and patient transport vehicles, both in the Borken district and throughout Germany. Tablets used for this purpose must be extremely robust: they must be able to withstand adverse conditions in the field as well as guarantee unrestricted reliable operation especially in the event of knocks or falls. In addition, they must function perfectly despite constant disinfection (to ensure hygiene standards). Software applications for recording patient information must run stably and error-free at maximum performance, and innovative interfaces and data connection standards must guarantee error-free transmission of all data and operating parameters to the appropriate locations.

### / Solution /

With the introduction of the fully robust Getac UX10 tablet as an infection prevention version (UX10-IP) including Havis vehicle docking station, the Kreis Borken has acquired a computer solution for its emergency medical care that impresses with its high performance. Simple, easy to clean and disinfect, the Getac UX10 tablet has a particularly long battery life. The fully robust UX10-IP is also equipped with a smartcard reader for reading insurance cards, a powerful Bluetooth interface for communication with ECG devices and an integrated LTE interface for fast, secure data transfer. The sealed keyboard also simplifies regular and frequent disinfection procedures.

### / Advantages /

Due to its robust, resistant construction even under intensive disinfection and cleaning, the fully rugged Getac UX10-IP tablet is predestined for emergency services. It has all the necessary interfaces (SmartCard reader, Bluetooth) to easily record patient data and medical parameters and to transmit them extremely quickly via LTE. Particularly long battery runtimes make it an ever-reliable companion and indispensable technical support for emergency doctors and rescue personnel, so that they can concentrate on their core task - saving human lives.



Getac UX10-IP  
Fully Rugged Tablet



## / Challenges /

In Kreis Borken, about 22,000 pure rescue missions are carried out per year - a good 16,000 missions in the form of ambulance transports with paramedics and paramedic assistants, and just under 5,600 pure emergency doctor missions.

Although the number of accidents in 2020 was below average due to the pandemic, on average at least 43,000 missions are carried out per year. Data management in the district of Borken is controlled by IT specialists and currently comprises about 40 devices, six of which are kept as spares and three of which are used in the central office.

The recording of insurance cards is the first necessary step in an operation, which must be done quickly and without errors. The technology becomes lifesaving when it is necessary to transfer patient-specific data such as heart activity, oxygen saturation or blood pressure - in short, the patient's vital functions - from the ECG to the UX10-IP in real time (e.g. via Bluetooth), then process them with the appropriate software and finally document them.

The Getac devices used so far were highly appreciated by those responsible for the rescue service because of their robustness and functionality. But after more than five years of continuous use, it became necessary to replace all the old devices. The search was therefore to focus on an enhanced solution that would allow paramedics and emergency doctors to record every step of a mission reliably and quickly, as well as to enter data quickly and conveniently, with a pen or glove. The new tablet also had to be able to withstand knocks and bumps as well as being dropped or disinfected frequently, whilst also being able to withstand indoor and outdoor use.

Getac partner Mettenmeier was again approached. A selection of rugged tablets from various manufacturers was tested, and the fully rugged tablet from Getac was convincing all along the line. Emergency paramedic André Garwer explains the repeated decision for Getac: "In general, Getac has proven that we can always rely on its service and excellent cooperation. We are especially enthusiastic about our Getac contact person, who really understands what we need."

## / Solution /

The Kreis Borken decided to replace its older Getac RX10 series devices with modern UX10-IP (Infection Prevention) tablets with a large, powerful battery that also offer secure real-time communication using special SIM cards: from the ambulance to the doctor - who is often not on site - in just a few minutes. In the ambulance (RTW), Havis docking stations ensure continuous operation, as the UX10-IP is permanently charged when docked there.

When calls are transmitted to the ambulance via the control centre, the response team receives all recorded information and patient data directly on their UX10-IP devices. Starting with emergency care at the scene, paramedics can then immediately start with the intended documentation - as the important data is already available. Whether the UX10-IP is used indoors or outdoors: Getac's fully rugged tablet is suitable for all emergency medical operations, regardless of the environment.



*With the UX10-IP tablet, the rescue workers from Kreis Borken have all important data at a glance.*

It is easy to use with gloves or a pen and can be cleaned and disinfected quickly. In Borken, great attention is paid to infection prevention: The devices pass through many hands every day, and constant patient contact - especially in times of a pandemic - makes continuous disinfection and wiping indispensable.

In addition, the user-friendly rubber handle on the housing of the UX10-IP simplifies transport.

The long battery life guarantees stable, reliable operation over long periods of time, even when the units are heavily used. The emergency personnel of the various rescue stations in the district agree: "The device is incredibly practical, the batteries last longer than a day, it runs even faster and smoother than previous devices and is therefore ideal for our purposes. Every time we go out on a call, we notice that the UX10-IP is even more powerful and allows faster data transfers for our emergency services. Like its predecessor, it is equipped with the latest smartcard reader version for reading out the insured person's data, but also with a powerful Bluetooth interface that ensures wireless communication with peripheral devices such as the ECG. Using the latest LTE interfaces, all patient parameters can also be transmitted to the control centres and corresponding treatment providers.

The UX10-IP is a versatile and portable tablet with a 10.1" display that is ready for digital transformation in environments where a robust solution is required. Despite the powerful Intel® Core™ processor and numerous other features, the UX10-IP weighs only 1.22kg, making it a perfect mobile companion. Designed with infection prevention in mind, the UX10-IP is also available with sealed buttons that allow for frequent cleaning to aid infection prevention by healthcare professionals.



## / Advantages /

The fully rugged UX10-IP tablet impresses not only with its speed and resistant construction, which enables reliable work even after drops or strong impacts, but also with the performance of its batteries, which can be constantly charged via Havis docking stations. UX10-IP and Havis docking station are part of GETAC Select® and play perfectly together. While many rugged solutions require a time-consuming and costly search for suitable accessories from various suppliers in addition to the device, Getac customers can obtain everything from a single source via the Getac Select programme. During emergency medical operations or classic patient transport, those involved can rely on their technical device and thus concentrate on their most important focus - the patient; they know their technical device will work in a coordinated, reliable, and unrestricted manner. Thanks to powerful processors, documentation runs efficiently and smoothly - from the reading in of insurance cards to the checking of protocols by medical professionals.

Compared to Getac's previous fully rugged tablet, the modern UX10-IP allows even smoother and more efficient rescue operations that can be documented in real time. The processing is fully automated by means of special software and can be used immediately in the accounting programme.



*The UX10-IP tablet in the rescue vehicle permanently attached to the Havis vehicle dock.*

Each mission begins with the transmission of the control centre data to the vehicle; in parallel, the doctor - who is often not on site - receives an automated mission email and can thus check and monitor all processes of the mission from a distance, which ensures high medical quality. An important tool here is the integrated camera of the robust UX10-IP tablet. Patients' medication plans can be photographed and compared with those of the doctor: Are there contraindications to certain medications? Or is the patient perhaps not tolerating one preparation because he is already taking another? Questions like these can now be clarified much more easily by the doctor thanks to the camera and real-time communication, and important information about the administration of medication and treatment can be passed on to the emergency services on the spot.

## / KREIS BORKEN /

The Kreis Borken, as the rescue service provider of 11 rescue stations, has fulfilled its responsibility in a promising way by using the fully robust Getac UX10-IP tablet. The emergency medical staff is now technically optimally equipped for patient care and can more than fulfil all the prescribed documentation for patient transport and rescue operations.

At the same time, a new course is being set for the digital future of rescue services. This is particularly confirmed by the district's IT experts, who scrutinised the fully robust UX10-IP tablet alongside other competitive devices in terms of processor speed, performance, resolution, etc. before deciding to buy. The experts were clearly in favour of the UX10-IP.

The mobile rescue teams also confirm: "The Getac devices are really exceptionally robust." André Garwer says: "I actually left one of the devices on the bonnet in a hurry and drove off; but the robust tablet actually withstood it."



"As the work equipment of rescue workers is exposed to high stress, we chose the UX10-IP from Getac because of the suitable device features and warranty services. Our experience with Getac has shown that we can also rely on the service and that our devices are quickly ready for use again should we ever need to make use of the extended five-year bumper-to-bumper warranty."

André Garwer (Emergency Paramedic)