

Press release

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With the rollout of Artémis TABS, Inetum lets innovation benefit the daily operations of firefighters in the Rhône and Doubs departments.

Since May 2020, fire and rescue stations in the Rhône and Doubs departments have been equipping themselves with Artémis TABS digital tablets. This innovative system developed by Inetum allows the real-time exchange of digitised information between services, with tangible benefits for the handling of victims by field teams. With this tool, Inetum demonstrates the logic of Positive digital flow for all and confirms its importance as a prime incumbent partner of public health services.

Inetum, in conjunction with the Doubs and Rhône fire and rescue departments, has developed the "Artémis TABS" digital tablet to cover all operational aspects of daily operations, including the handling of victims, and facilitate exchange with the #15 (SAMU) emergency centre's call regulation. The goal for departmental and metropolitan fire and rescue services in France is to process all of their 100,000 annual victim records in digital format.

Innovating to assist people

The solution addresses a challenge that all public hospital sector professionals encounter in their daily work: developing digitized information transmission between firefighters who take charge of a victim in the field, the Number 15 emergency call regulation (SAMU) which orients requests for assistance, and the emergency reception service that is chosen to take charge. The system streamlines communication flows with the SAMU in taking charge of victims.

Until now, any exchange of information between services, such as victim patient records or rescue-service release reports, took place on paper forms or through phone calls between teams – hardly optimal considering the realities in the field. The tablet has the further advantage of not being dedicated to one vehicle or person. This increases flow in the use of team equipment and reduces the size of budgets to be allocated. With Artémis TABS, Inetum offers an entirely digitalised communication tool on tablet. This technology makes it possible to update key data on victims in real time so that the emergency teams that have to take care of them can be informed more efficiently.

Martin Hubert, Head of Inetum's Global Business Line Software, says, "we are very proud that Inetum's technical expertise in the digital innovation of uses today transpires in the daily support of the Rhône and Doubs firefighting and rescue services. This tablet embodies our ambition to allow all players in society to make the best possible use of all the positive benefits of digital flow. True to our commitment to public health-service professionals, we would like to bring these solutions to all departments in mainland France."

A vision that is shared by Colonel Lionel Chabert, Head of Prevention and Relief Organisation, SDMIS: "SDMIS stands for 6,000 professional and volunteer firefighters in 100 different stations. Assistance to people represent 100,000 response operations a year, each generating communication with the #15 call regulation centre. Following a medical assessment, the latter decides which of the 35 emergency services in the Rhône, Doubs or other nearby department would be the most appropriate to take charge of the

victim. The Artémis TABS tool signals a real progress for all stakeholders in the rescue and healthcare chain. It streamlines communication and saves considerable time to the benefit of helping victims and mobilizing the teams that are involved. All 150 SMIDS rescue and victim-assistance vehicles have been equipped with a tablet, and all reports are sent digitally to the #15 call centre. What's more, because of the easy-to-read reports and the advantages of this new process, all 35 emergency service centres have now accepted to receive data in paperless format. It's a win-win situation for everyone involved, with one shared goal: providing victims with quality care."

How digital flow saves time and increases efficiency in the field

Inetum, which already provides SAMU and SDIS centres with digital solutions, has proven the extent of its expertise and added value with the design and implementation of this system. The solution has a direct impact in the field, with a net reduction in the time that SDMIS teams spend on operations, and fewer transfers of victims to emergency services. Streamlined communication with firefighters enables the doctor who regulated the call to ask them for further information following an operation, if they suspect a deterioration in a patient's health condition.

On the firefighters' side, there is a real improvement in efficiency with a considerable amount of time saved during and outside of operations. The emergency intervention report is a concrete example of this: firefighters can start filling it in directly on the tablet on their way back to the station. This is a real advantage in their daily work, especially during night-time operations, which reduces the teams' fatigue.

Digitization contributes tangibly to an intelligent approach

Inetum wants to demonstrate the advantage of digital technology for the use of all public-service stakeholders, including rescue teams. An ambition that also serves the goal of contributing in the long term to alleviating the overcrowding of emergency rooms by managing patients more intelligently right from the start of an operation. Digital solutions will be a lever to address the challenges of data confidentiality, as well as guarantee reliability in data transmissions. With Artémis TABS, Inetum lets emergency teams benefit from the full potential of digital flow.

About Inetum, Positive digital flow:

Inetum est une ESN agile, une société de services et de solutions digitales, et un groupe international qui aide les entreprises et institutions à tirer le meilleur du digital flow. Dans un contexte de mouvement permanent, où les besoins et les usages se réinventent sans cesse, le groupe Inetum s'engage auprès de tous les acteurs pour innover, s'adapter continuellement et garder une longueur d'avance. Avec son profil de multi-spécialiste, Inetum met au service de ses clients une combinaison unique de proximité, d'organisation sectorielle et de solutions de qualité industrielle. Présent dans plus de 26 pays, le Groupe compte près de 27 000 collaborateurs et a réalisé en 2019 un chiffre d'affaires de 2,3 milliards d'euros (pro forma).

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