

Case Study - Tramigo for Medical Rescue Services.

Lifeline Rescue Inc.



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Tramigo case file:

Tracking medical rescue and emergency response services with Tramigo T22.

Date: June 2009
Country: Philippines
City: Manila

Lifeline Rescue Inc. is the top private medical rescue service with 82,000 members, covering approximately 815,000 people in the capital and surrounding cities of the Philippines.

With over 11,000 lives saved in the last 12 years, lifelines motto "We Save Lives" comes true through dedication to finding the best possible ways to get their ambulances on site as quickly as possible. Tracking and coordinating their with Tramigo T22 is one of these ways.

The nerve center of lifeline is the 24-hour dispatch center known as the "Red Room". In addition to receiving incoming calls and dispatching the nearest ambulance to the scene, the Red Room guides ambulances through the often sticky traffic by giving them alternate routes.

Because lives are at risk, knowing where the ambulances are at all times is critical.

"When we started out, we were doing this via radio and fingers planted on a large map on the wall." says Michael Deakin, General Manager of Lifeline Rescue while gesturing towards a large illuminated map covering the entire wall. "But now that we have more vehicles, clients and area to cover, we needed a more advanced way of locating our ambulances."



Accurate information, including audio records are crucial when lives are on the line. Tramigo helps Lifeline keep on track.



One of the the lifesaving ambulances, tracked by Tramigo.

For Lifeline, knowing where the ambulances are is only half of the story: The location of the client in need of medical attention is just as important.

"Another big problem we had in the past was that the people calling us were not able to tell where we are needed. The caller might be in a state of shock

