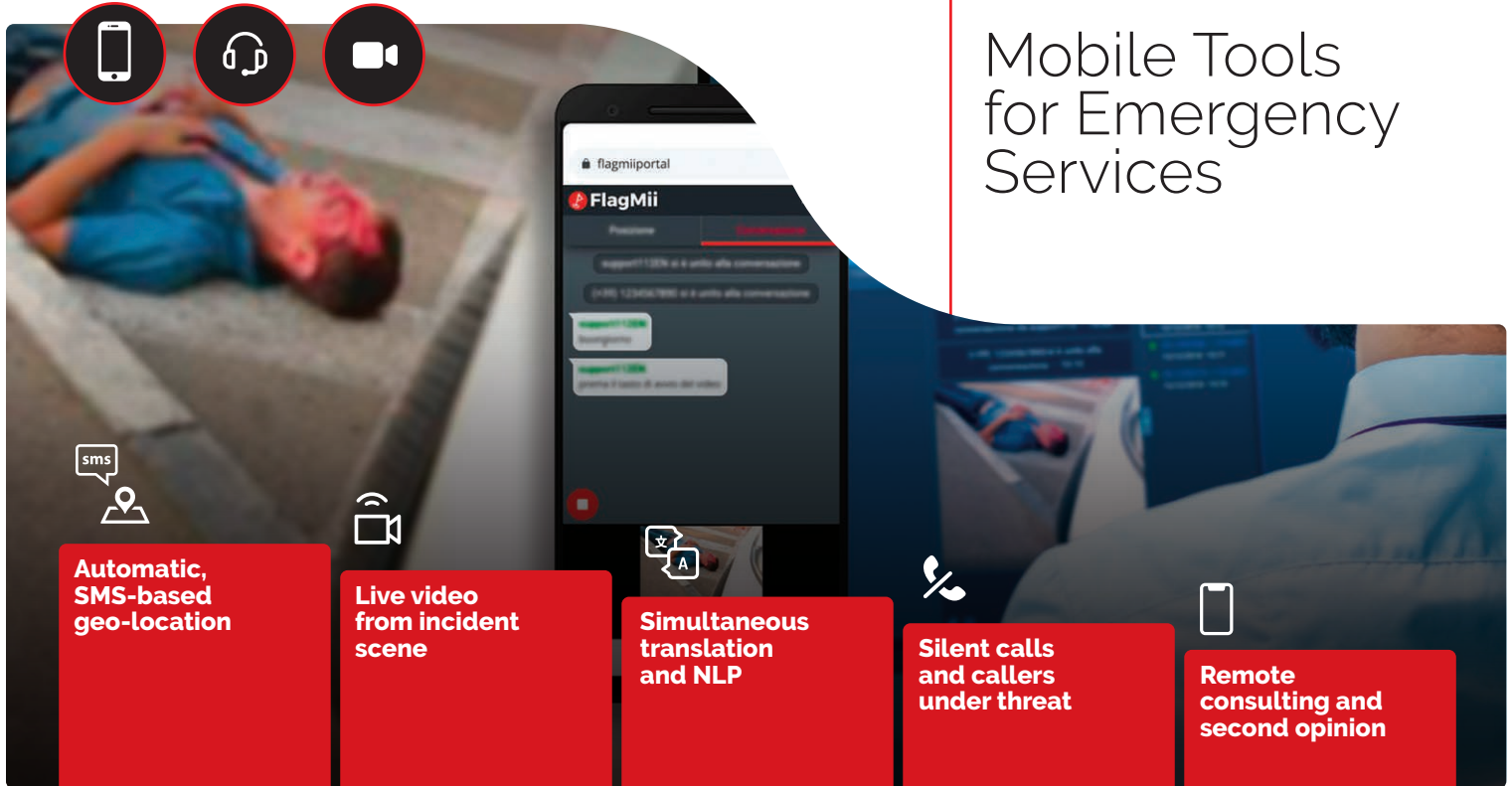


Mobile Tools for Emergency Services



Automatic, SMS-based geo-location



Retrieve the position of the person on the phone from any smartphone, with a simple SMS. No app is required.

Live video from incident scene



Observe first-hand what is happening, improve assessment and guide operations during the Therapy-Free Interval.

Simultaneous translation and NLP



Communicate in any language via included natural language recognition tools or invite a professional translator.

Silent calls and callers under threat



Perform an accurate case assessment even when the caller cannot speak, via pictograms and guided chats.

Remote consulting and second opinion



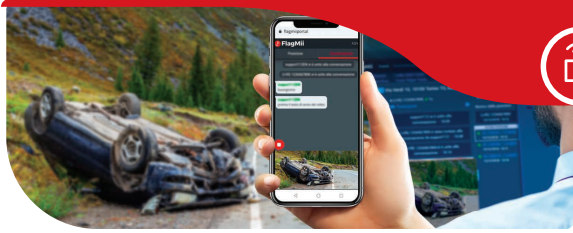
Extend the emergency call to other interlocutors, for a multidisciplinary assessment or a specialist consultation.

FlagMii® EML is based on the **Emergency Mobile Link**, a direct reserved channel between the call-taker's workstation in the Control Room and the smartphone of the person in distress.

The telephone can also be that of a rescuer on the incident scene or that of a remote consultant.



- The person in distress makes the call
- The operator sends an SMS with a link
- The person in distress clicks the link in the SMS
- The operator gets the exact location automatically
- A private and secure digital channel is created between the person and the operator
- Then, the following functions can be activated:
 - A. Chat
 - B. Live Video
 - C. Attachments and visual instructions
 - D. Simultaneous translation
 - E. Evaluation protocols
- Additional participants can be added later



Live video from incident location

Thanks to the SMS sent by **FlagMii® EML**, the operator in the Control Room can observe first-hand the severity of an incident and the patient's physical situation. He can also monitor the appropriateness of the actions performed while waiting for the ambulance and **personally guide the first aid manoeuvres** during the Therapy Free Interval.

Geo-location and tracking



FlagMii EML's SMS message enables constant location of the person on the phone. The map provides the **tracking** function, which is useful in outdoor and in-car situations. All technologies available on the smartphone are used to determine the position. The operator is always informed on the actual accuracy of geo-location.



Chat and silent calls

With **FlagMii® EML**, the operator can also interact by text only and through the use of images. FlagMii EML's chat function is essential in the case of silent calls (**people under threat, domestic violence**) or with interlocutors who are unable to speak for any reason.

Support for deaf and impaired people

FlagMii® EML is an ideal tool for interacting with deaf people. It is not by chance that it is **the official technology of the Italian emergency rescue service for the Deaf community**. The assessment protocol uses pictograms and concatenated, closed-ended questions, which are also suitable for interaction with people who have poor communication skills. By engaging a sign language interpreter, it is possible to conduct the three-way conversation directly on video.



Simultaneous translation

The platform includes a powerful **natural language processing (NLP)** system and automatically translates the most common languages. Both the operator and the caller can converse via chat in their own mother tongue, which ensures the highest quality in call assessment. Voice calls, on the other hand, can be **supported in-person by a professional interpreter**.

Group calls and teleconsulting

Once the Emergency Mobile Link has been established, other participants can be included in the conversation. They can be an operator from another Control Room (e.g. in scenarios with Level I and Level II PSAPs) or a doctor called in for a second opinion. This feature is particularly used by **vehicle crews who need a consultation**.



The web connection between the Control Room and the caller's smartphone has **the same level of security as an end-to-end bank transaction**. All data is protected by SSL to ensure **maximum privacy**.

Based on international **security and data protection standards**:



CONTACT & INFORMATION



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