



Top insights



Client profile

AUSL Modena is the local public health authority serving over 700,000 citizens in the province of Modena, Italy. Its 118 emergency medical service responds to thousands of urgent calls every year.

Business situation

Help call handlers respond rapidly with the best advice and guidance in potential life-and-death scenarios before professional rescuers arrive.

Solution

FlagMii® EML enables video contact via SMS, enhancing early-stage emergency response.

Impact

- Empowers bystanders through guided medical intervention before medical professionals reach the scene.
- Improves situational awareness and accelerates triage by giving call handlers real-time views of incidents.
- Connects seamlessly with existing CAD systems and requires no app installation or registration.

Saving lives when every second counts: FlagMii® EML at AUSL Modena

AUSL Modena's 118 emergency medical service is equipped with advanced telecommunications and dispatching systems, augmented by FlagMii EML (Enhanced Mobile Link) technology from Frequentis.

When an 18-month-old child in Carpi began to choke on a pistachio, the family's emergency call was routed to AUSL Modena. The child was struggling to breathe, and each passing second reduced their chances of survival. Rather than relying on voice alone, the

operator used FlagMii EML to open a live video link to the mother's smartphone. The link was established in moments via a simple SMS, allowing the duty nurse to see the child, evaluate their condition, and instruct the parents in real time. With clear guidance, they successfully performed the dislodgement manoeuvre and restored the child's breathing – just before the ambulance arrived. A disaster averted – with crucial support from FlagMii EML.

“There have been countless cases across the region where FlagMii EML has proved vital: severe haemorrhages – where swift compression is essential – cardiac or respiratory arrest, such as in the case of the child, and even urgent childbirth situations.”

Marcello Baraldi, Head of Emergency Medical Service (1-1-8), AUSL Modena



Enables rapid and effective intervention in the therapy-free interval before professional medical help arrives on the scene



Visual information enriches situational awareness and enables faster, more accurate advice and guidance

Enhancing communications between callers and call handlers

Delivering a new vision for emergency call centres

Speed of response is always a critical factor in medical emergencies, and never more so than when a child is involved. In paediatric emergencies, symptoms can worsen very rapidly, and the victim may be too young to communicate clearly. Equally, accompanying adults may be under too much emotional strain to accurately describe the incident to a call handler. Enter FlagMii EML: a powerful yet easy-to-use live video link that enables operators and dispatchers to be present virtually at the scene of the incident. For AUSL Modena, the value of FlagMii EML was clearly showcased in the case of an 18-month-old child choking on a pistachio. Within a matter of seconds, the call handler had sent a simple link to the mother's smartphone which established a real-time video link. With the ability to observe the child directly, the nurse on duty was able to provide precise first-aid instructions to the parents and save the child's life.

Helping call handlers save lives at the tap of a button

FlagMii EML enhances communications between emergency call handlers and the public. With no need to download an app, and with built-in simultaneous chat translation, FlagMii EML provides an easy channel for rich communications between the public and the emergency services. By virtually placing the call handler on the scene, it enables better situational awareness and more appropriate advice. For example, in a choking scenario, the operator can check the posture and hand placement of the person performing dislodgement techniques and advise on adjustments in real time. FlagMii EML is invaluable when voice communication may be insufficient – during panic, in case of language barriers, or with non-verbal users. It provides real-time geolocation for accurate ambulance dispatch, while a monitoring professional offers reassurance and guidance.

“We guided the parents with focused and comprehensible communication – something we train for. In an emergency, those who have the courage and energy to act become the hands of a trained responder, while their phone becomes our eyes and ears.”

Dario Pettini, Nurse, 1-1-8 Emergency Operations Centre Emilia Est, Bologna

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