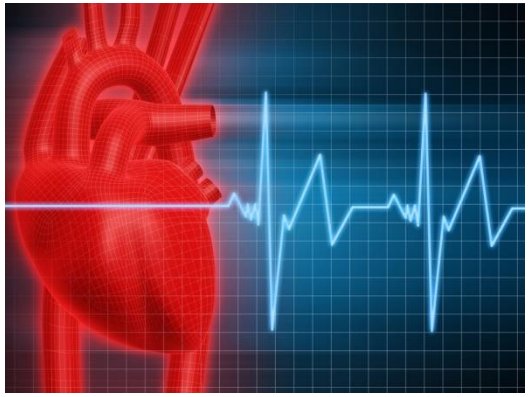
# AED Telephone Contact System



# Telephone Contact System

The Contact System is designed in such a way that a single telephone call made by the Ambulance Service can reach all the volunteers who have been trained and are signed up to the local AED Scheme

The system requires a database of all the members together with their contact numbers whether landline, mobile (or both).

The database is then sub-divided in to different lists of available volunteers based on the time of day or the day of the week.

By partitioning different levels of availability it helps to speed up the contact process so that a member who is working away during the day is not included on the daytime list and so on.

# How it works in practice...

The Ambulance Service makes a call to the AED Number assigned to the local area and is immediately advised via a recorded announcement that the system is trying to contact a volunteer on the scheme

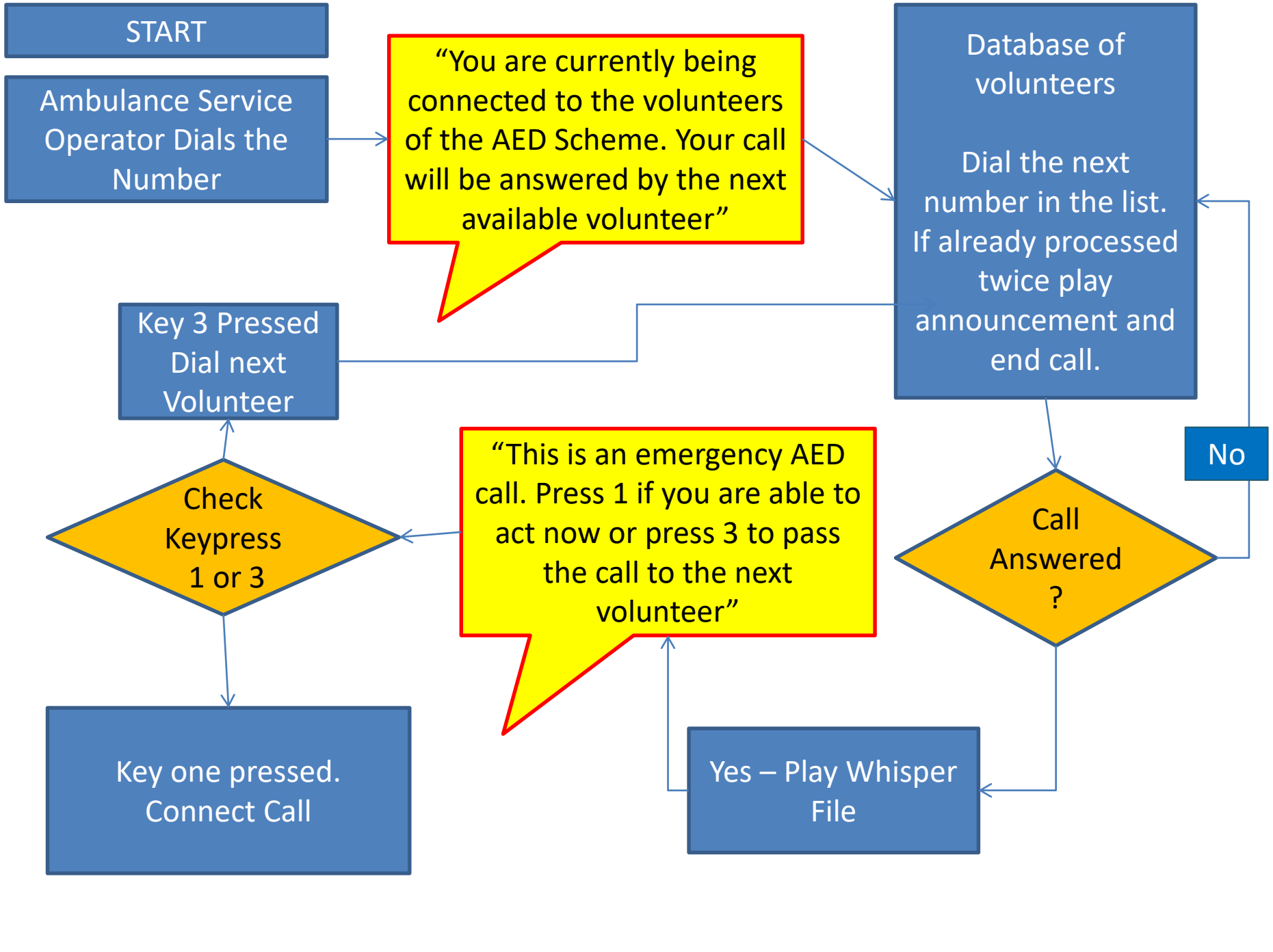
The system makes a call to the first volunteer and if successful plays a short announcement to the member informing them of the nature of the call and asks if they are available. If they are they press “1” and are immediately connected to the operator who can then give the details.

If the volunteer is not able to assist they press “3” and the system then dials the next volunteer in that list and the process repeats.

If a volunteer in the list does not answer the call within an allotted timeframe, the call moves on to the next volunteer to avoid a delay.

If the call progresses through the full list with no positive response the process repeats from the beginning to give volunteers a second chance.

If there is no response from any volunteers after two tries then the Ambulance Service Operator is advised via an automated message


START
Ambulance Service Operator Dials the Number
"You are currently being connected to the volunteers of the AED Scheme. Your call will be answered by the next available volunteer"
Database of volunteers
Dial the next number in the list. If already processed twice play announcement and end call.
Key 3 Pressed Dial next Volunteer
No
Call Answered ?
"This is an emergency AED call. Press 1 if you are able to act now or press 3 to pass the call to the next volunteer"
Check Keypress 1 or 3
Key one pressed. Connect Call
Yes – Play Whisper File

# Back Office Control Panel

The system can be managed online via a web based console. Names and numbers can be added or removed as required.

The order in which volunteers are called can also be changed at any time.

# Call Reporting

The calls are logged and statistical reports can be generated and downloaded at any time.

A monthly report is sent by default.

The service has been tested and has proven to be successful in real life situations.

We hope it plays a significant part in saving lives in the future.