



## **TRITECH VISICAD (ARIS II) GOES LIVE AT QUINTE/THOUSAND ISLANDS CACC**



*- Susan Harris, Manager of Training for TriTech Software Systems points out one of the features of the new "VisiCad" (ARIS II) system to QTI/Kingston CACC Communications Officer, Diane Nickle. Communications Officer, Dianne Neilson (background) looks on.*

**The ARIS II implementation was successfully completed in the Quinte/Thousand Islands (Kingston) CACC and began dispatching ambulances at 9:20 AM, Sunday, March 17, 2002. The legacy ARIS computer dispatch system was replaced in this CACC, at that time. Other CACCs continue to use the legacy system until they are migrated onto the new system .**

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As approved by Management Board of Cabinet on July 8, 1998, the Ambulance Response Information System (ARIS) will be replaced by ARIS II across the Province of Ontario, over an anticipated four-year period, beginning in 2001.

The updated system will allow the ministry to position itself to take advantage of new related technology for CACCs.

Following an RFP process, TriTech Software Systems of San Diego, California was selected as the vendor to provide the new ARIS II system and associated project management and support services. TriTech is recognized as a leader in the development and delivery of computer dispatch systems for emergency medical services. The new system's product name is "VisiCad".

CACCs across Ontario, including the provincial air ambulance program's Medical Air Transport Centre, will be provided with the new computer dispatch system. Toronto Ambulance has been using a TriTech system since December, 1998.

The new dispatch system became operational, in Kingston at approximately 9:20 a.m. Sunday, March 17, and the dispatch staff took the first emergency call at approximately 9:30 a.m.

Kingston CACC staff and management appear pleased with the new system and the success of the Go-Live.

#### **What Stakeholders are Saying About the New System:**

- ***"The new system is functioning very well and the MOHLTC is to be congratulated in their development of the product,"*** according to Ted Harris, Director, Public Safety Communications at the Kingston CACC.

- ***"The new (ARIS II) system has already been seen to be a huge improvement. The geo-locator side of it is of great help finding patients and the accuracy with identifying the fire assist groups quickly is a big plus. I was in for the orientation offered to the EMS groups and I saw that the (CACC) staff are very excited about this new tool."***

**Mark Urquhart, Divisional Chief, Leeds Grenville EMS.**

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### **What's Next?**

**The next stage of implementation will see the installation of the "VisiCad" system at Renfrew CACC followed by introduction of the "Seamless Dispatch" function, allowing CACCs on the new system to exchange data electronically.**

**An accelerated roll-out to the balance of CACCs will be considered to enable completion of the Project in 2004/05, as originally forecast. This however, will be dependant on the schedule and success of the next phase of the system transition.**

**For more information, please call:**

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