



SOLUTION SHEET

Improving response and patient care for ambulance and EMS agencies



Introduction

First responders who work in ambulance and EMS services provide specialized emergency medical care and triage in fast-paced environments, before and during transportation of patients to hospitals and other medical facilities.

But many ambulance and EMS agencies face staffing shortages and digital transformation hurdles, and they're saddled with inflexible legacy systems that make their jobs more difficult.

Modern ambulance and EMS agencies require solutions that help them coordinate seamlessly with hospitals and other facilities while adhering to standards and managing resources efficiently. They need technology that allows them to stage ambulance services, integrate with triage services, schedule patient transports and support alternative response models.

The answer is a next-generation public safety platform – one not only equipped with emergency dispatching capabilities, but also powerful analytics and mobile tools, with an emphasis on real-time collaboration and interoperability, as well as pre-built interfaces to advantageous third-party solutions.

With Octave tech, Nurse Navigator enables 911 call-takers to direct emergency requests to nurses who assess if immediate assistance is required, provide over-the-phone guidance and care or arrange follow-up appointments with other medical professionals.

Benefits of Octave's public safety platform

- **Strategic response recommendations:** Receive expert recommendations on unit deployment and action plans, optimizing response times and patient care
- **Seamless integration with triage services:** Integrate seamlessly with leading medical triage services, strengthening decision-making and streamlining patient care processes
- **Comprehensive incident management:** Transition easily from real-time incident management to long-running incidents, ensuring continuity of care and operational efficiency
- **Powerful visual evidence:** Leverage unit playback capabilities and get powerful visuals crucial for investigations and post-incident analysis, driving transparency and accountability
- **Remote clinical support:** Route triage calls to off-site clinicians for expert medical guidance, enhancing patient care and outcome
- **Flexible mobile capabilities:** Stay connected and responsive with mobile capabilities, enabling personnel tracking and facilitating on-the-go decision-making
- **Unmatched experience and global reach:** Rely on a partner with a rich history, extensive experience and vast worldwide customer base, with a proven track record of reliability and expertise

Components of Octave's public safety platform – available on-premises or in the cloud

Octave OnCall Dispatch

OnCall Dispatch (formerly HxGN OnCall Dispatch) provides superior incident management capabilities in the public safety answering point (PSAP), emergency control room, station, unit or anywhere first responders need to go. Streamlined workflows reduce operator workload, increase productivity and boost capacity. Situational awareness and coordination keep responders safe and let teams take effective action sooner for better response and outcomes.

Recommend Unit

The Recommend Unit module in OnCall Dispatch uses a combination of provider, location and configured business logic to give a real-time recommendation of available units that best meet specified criteria. For every event created in the system, a real-time recommendation is performed by the Recommend Unit server, allowing a dispatcher to accept the suggested units with a single click or modify recommended units prior to dispatch.

Pre-built interfaces

Octave offers ambulance and EMS agencies pre-built interfaces, ensuring seamless integration with hospital systems and medical triage services.

Octave OnCall field mobility solutions

OnCall field mobility solutions enhance safety, performance and productivity by

connecting emergency responders with dispatch wherever they are. With browser-based clients for in-vehicle devices and mobile apps for hand-held tablets and smartphones, OnCall mobile solutions offer clear information display and fast, accurate user interaction.

Octave OnCall Dispatch Advisor

OnCall Dispatch Advisor (formerly HxGN OnCall Dispatch | Smart Advisor) allows users to leverage assistive AI to fill operational blind spots in complex, unfolding emergencies. It supports continual, autonomous assessment and gives users richer, actionable insights that would otherwise go unseen.

Octave OnCall Analytics

OnCall Analytics (formerly HxGN OnCall Analytics) unleashes the full potential of data by providing comprehensive analytics, allowing agencies to gain actionable insights for continuous improvement and optimizing resource allocation and operational strategies.

Octave OnCall Connect

OnCall Connect (formerly HxGN Connect) is a cloud-native, real-time Platform as a Service (PaaS) solution that enables agencies to securely share data, improve situational awareness and coordinate response across jurisdictions.



Discover how your ambulance and EMS agency can go beyond with Octave

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency, and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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