

Pursue Better Service

Hytera is Being with Arauco Health Service

User
Arauco Health Service, Chile

Market segment
Healthcare

Project time
2012

Products
RD98X Repeater
PD78XG Portable Radio
MD78X Mobile Radio



Background >>

Arauco Health Service in Chile, dedicated to being a health care network of excellence, focusing on the people they serve, is inspired by the desire to achieve conditions of greater social justice and equity. It plays a very important part in serving the people in its region and provides timely health care in warm and respectful treatment.

Customer Demands >>

Arauco Health Service is always pursuing serving best to all the people in its region with the assistance of the health service resource such as doctors, nurses and ambulances. Since all these resources are always in short supply for the community, effective dispatching of these resources becomes every important. It requires a communication system that can effectively coordinate transportation in ambulances, assistance to people serious, response time, and awareness of the units to optimize resources.

Solutions >>

Acmetel, Hytera partner in Latin America, understood Arauco Health Service's demands and provided Hytera DMR digital radio communication solution with GPS system implemented to better manage the use of ambulances and people who come to the sites to provide the necessary assistance to the community.

As an added value, Hytera DMR digital radio also has the text messaging function that allows users to send information such as address, name of a patient, the status of the unit, etc. The whole monitoring system can be accessed and managed through a computer designed for this service via the SafeSYT software.





Arauco Health Service chose MD78X mobile GPS equipment, portable terminal PD78X and PD78XG for their communication. The mobile terminals were deployed in ambulances with back to-back repeater solution, which enabled the paramedics to communicate freely across the band between VHF and UHF. The ambulance crew had a portable terminal of UHF to extend communication areas in case of some areas didn't have VHF.

Besides, they still purchased RD98XV repeater to extend the communication coverage of all computers in the systems, which ensured all users to properly communicate.



Why Choose Hytera? >>

Acmetel held a demonstration in which Hytera products' functions, features and benefits were well performed, which helped customer to see how Hytera could solve their demands and serve more. They believed that the implemented solution of Hytera DMR digital radio communication with voice, data and GPS in the VHF and UHF would result in providing better health service for their community with better response time. Finally, the customer decided without doubt to choose Hytera's products which would support them to achieve their communication objectives and transfer to digital equipments in a single step without discarding their analog equipments.



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