

# Medical Emergency Relay Service

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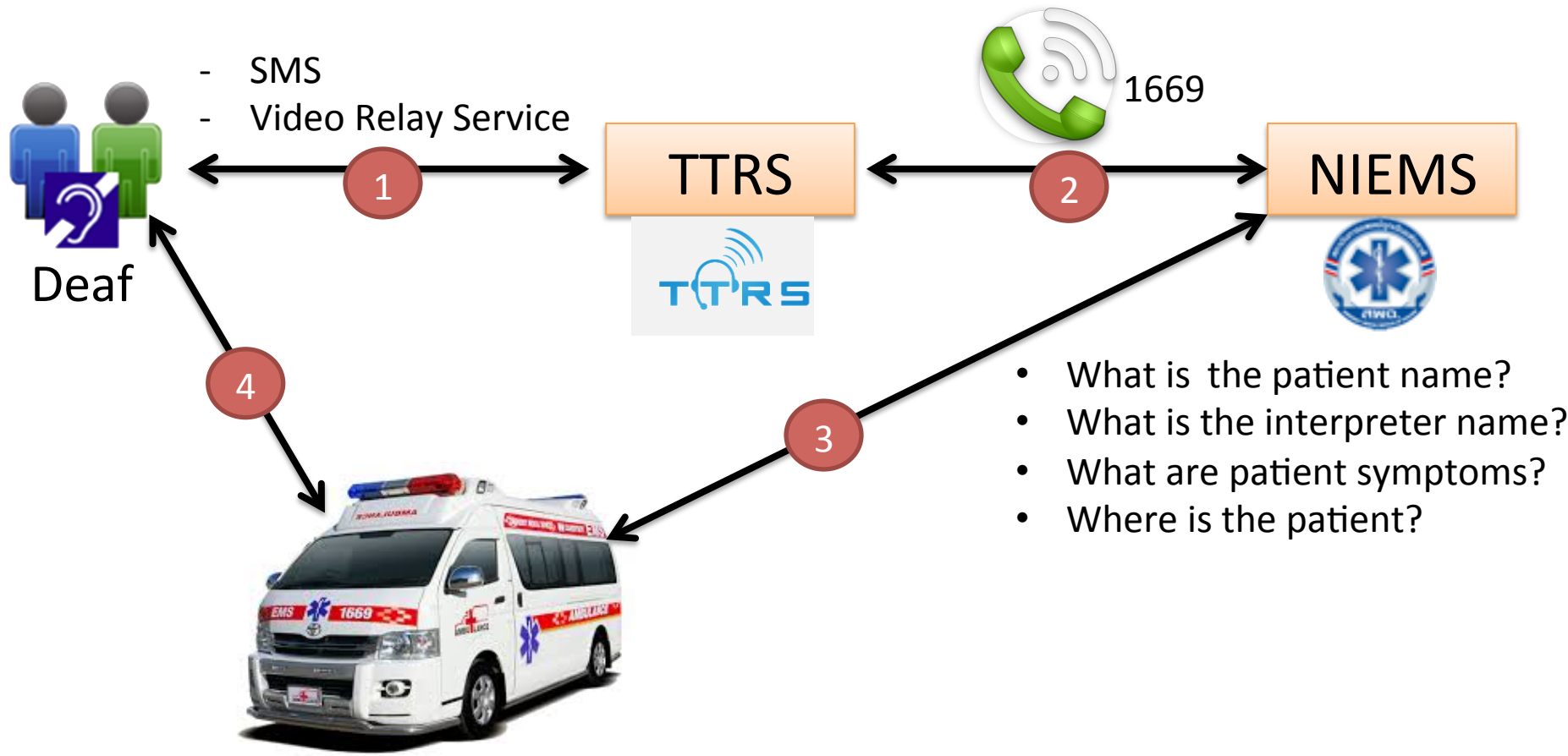
National Electronic and Computer Technology center  
(NECTEC), Thailand

ASEAN-ITU Seminar on ICT Accessibility and Assistive Technologies for Equity in Society,  
26 August 2014, Bangkok, Thailand

# Outline

1. Medical emergency relay service in the initial phase
2. Problem of medical emergency relay service in the initial phase
3. Medical emergency relay service in the current phase

# Medical emergency relay service in the initial phase



Thai Telecommunication Relay Service (TTRS)



National Institute for Emergency Medicine (NIEMS)

# Video : Medical emergency relay service in the initial phase

The screenshot shows a video call interface. On the left, a small inset window shows a medical professional in a blue uniform. The main video shows a woman in a hospital bed. On the right, a browser window displays the TTRS+ interface. The browser window shows the following details:

Customer: Web			
Feature Details			
Video:	Yes	App Sharing:	RESERVED
Chat:	Yes	B/W:	512 kbps

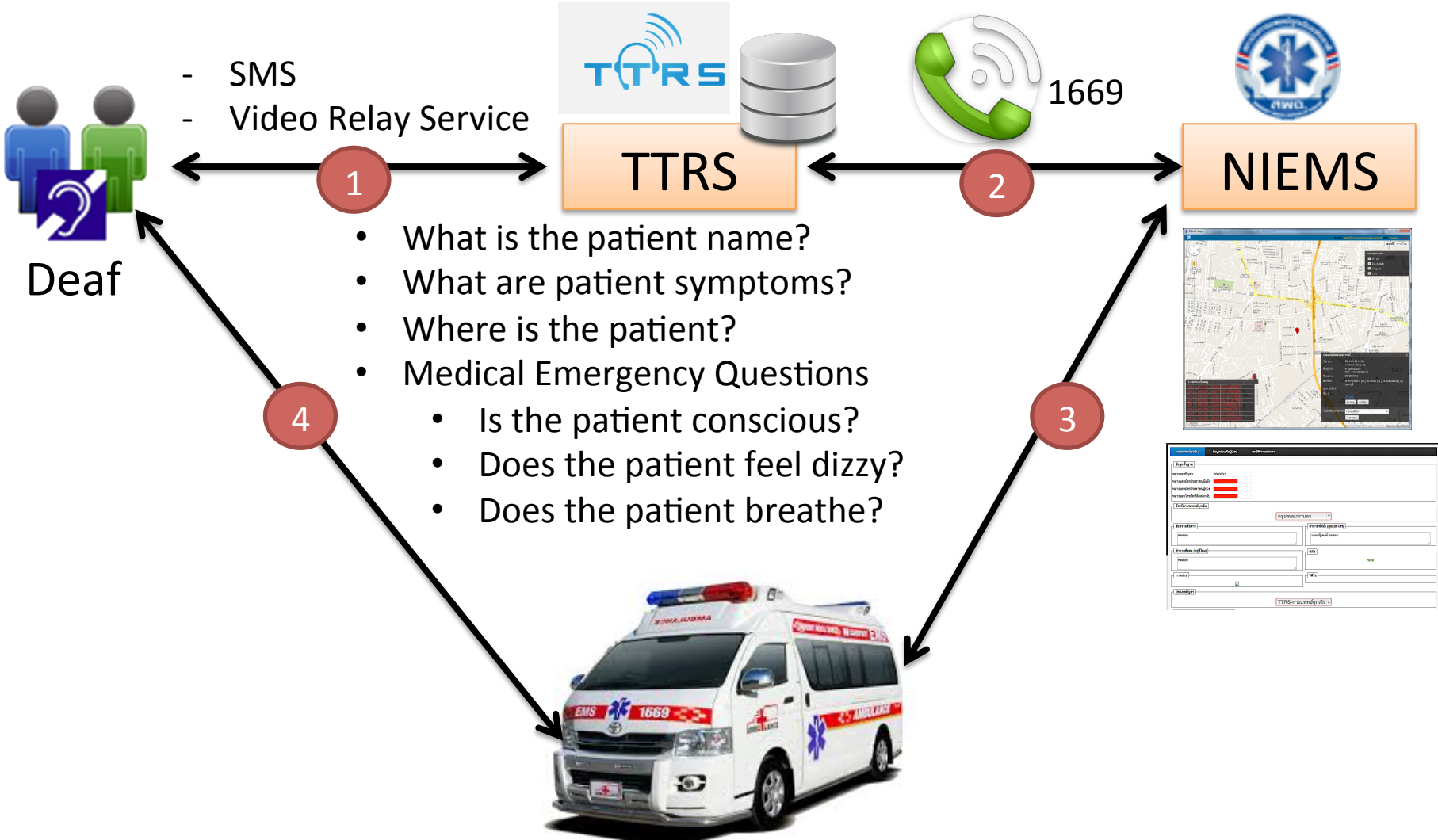
Below the browser window, a chat area is visible with the text:

Contact a hospital please. There is an accident. My daughter fell down and has a swelling bump on her head.

# Problems of medical emergency relay service in the initial phase

1. Take time to ask for a patient name
2. Take time to ask for an interpreter name
3. Take time to ask for a location
4. Take time to determine level of urgency

# Medical emergency relay service in the current phase



# Information for Medical Emergency Relay Service

- ID Card Number
- Name – Surname
- Photo
- Sex
- Date of birth
- Current Home Address
- Location (latitude, longitude)
- Telephone Number
- Blood Type
- Underlying Disease
- Hospital near home

# How TTRS can get the information?

## National Databases

### 1. Ministry of Social Development and Human Security

– People with Disabilities Database : Retrieve only deaf information.

- ID Card Number
- Name – Surname
- Sex
- Date of birth

### 2. Ministry of Public Health

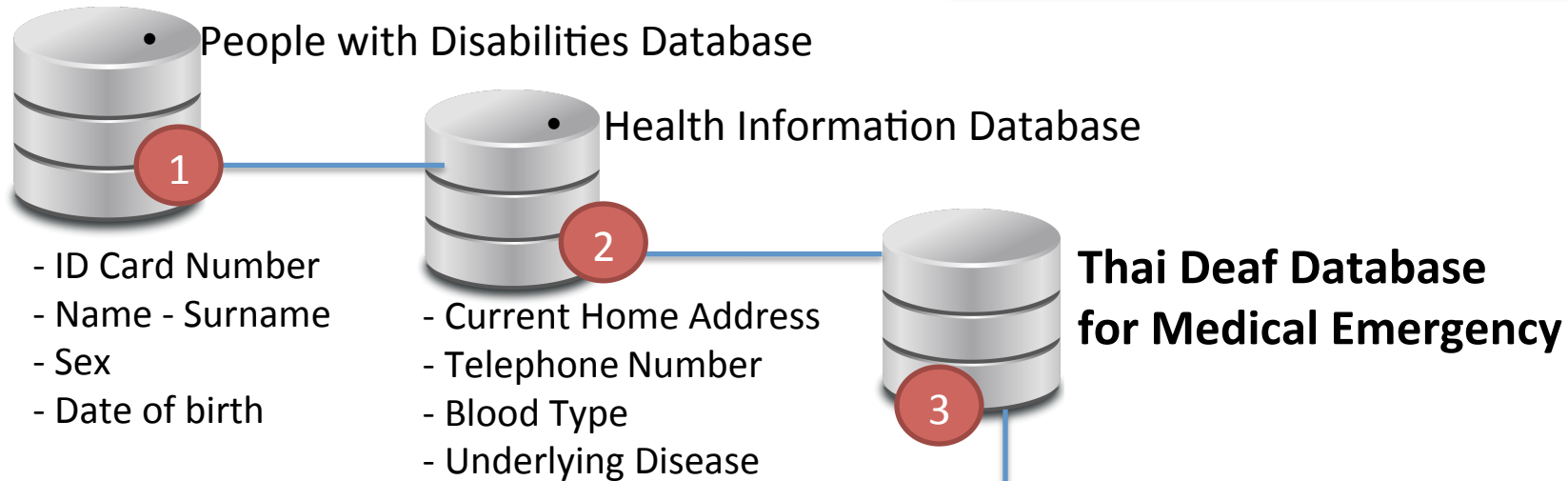
– Health Information Database

- Current Home Address
- Telephone Number
- Blood Type
- Underlying Disease

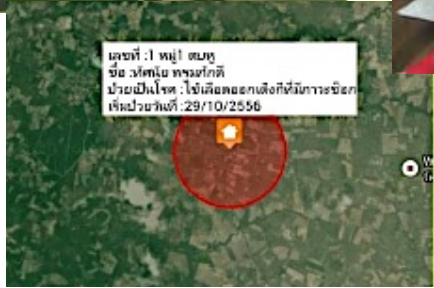


# Process to build a Thai Deaf Database

Step 1 Selected from National Database

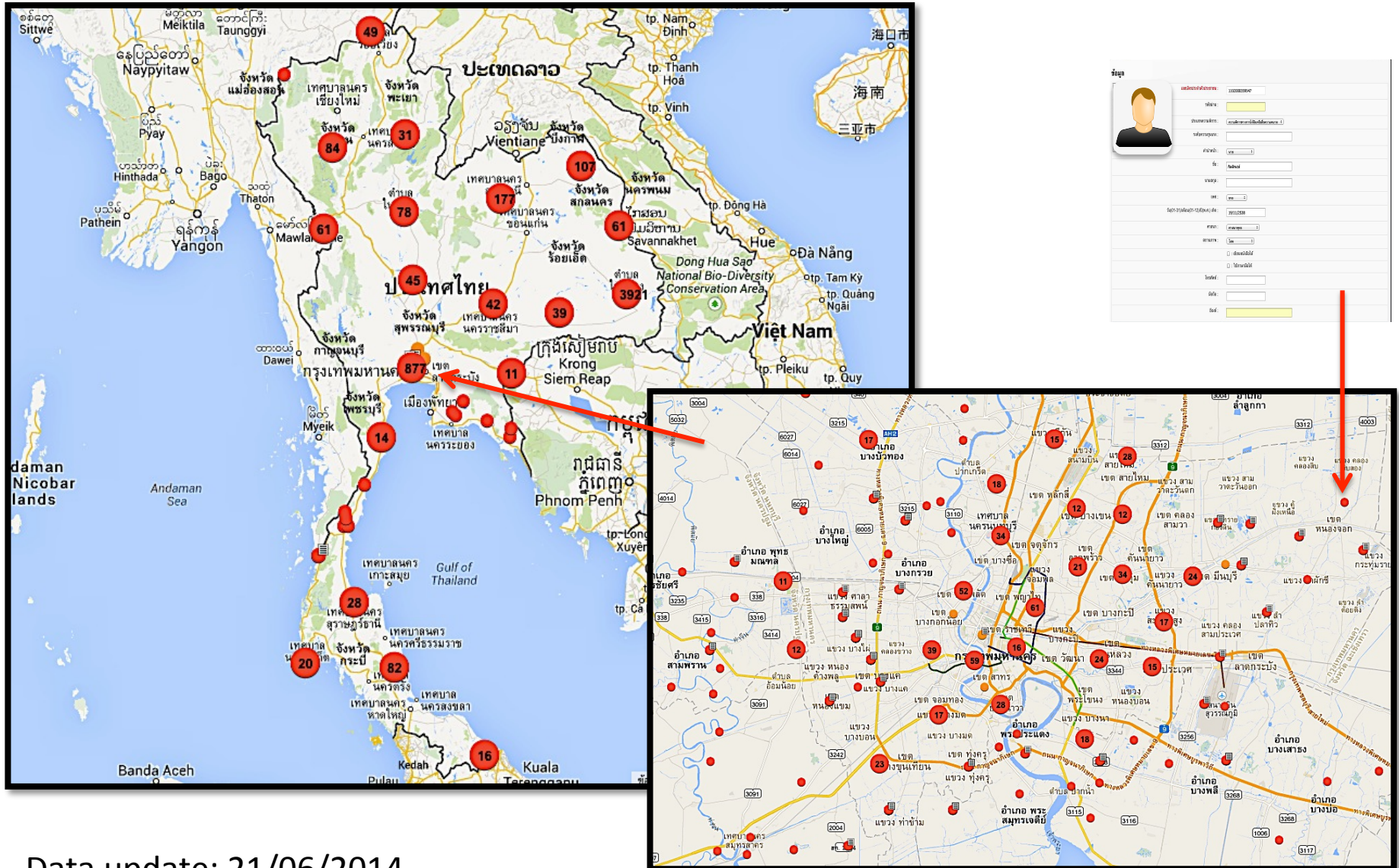


Step 2 Survey



- Photo
- Location (latitude, longitude)
- Hospital near home

# Thai Deaf Database for Medical Emergency Service

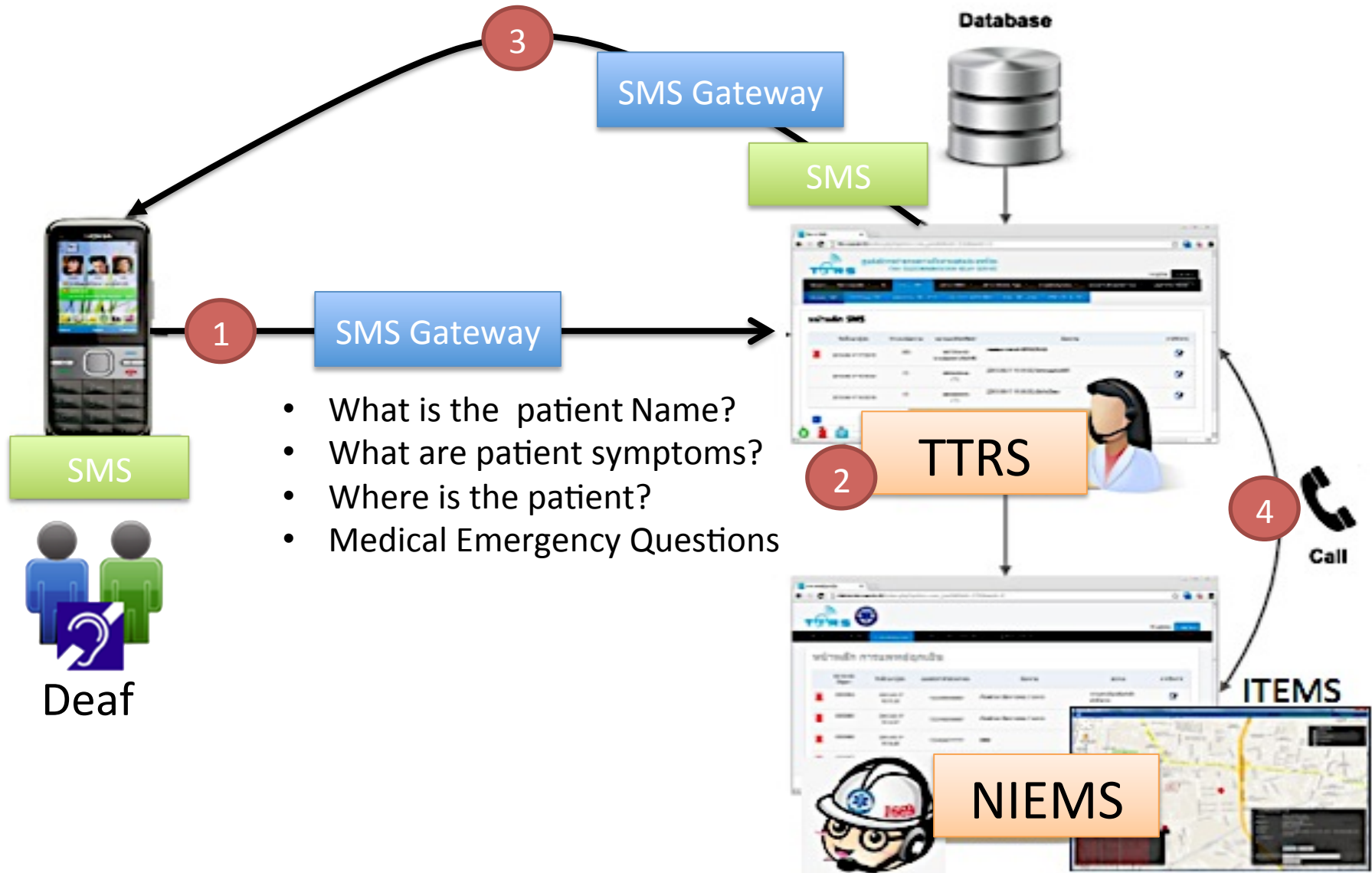


Data update: 21/06/2014

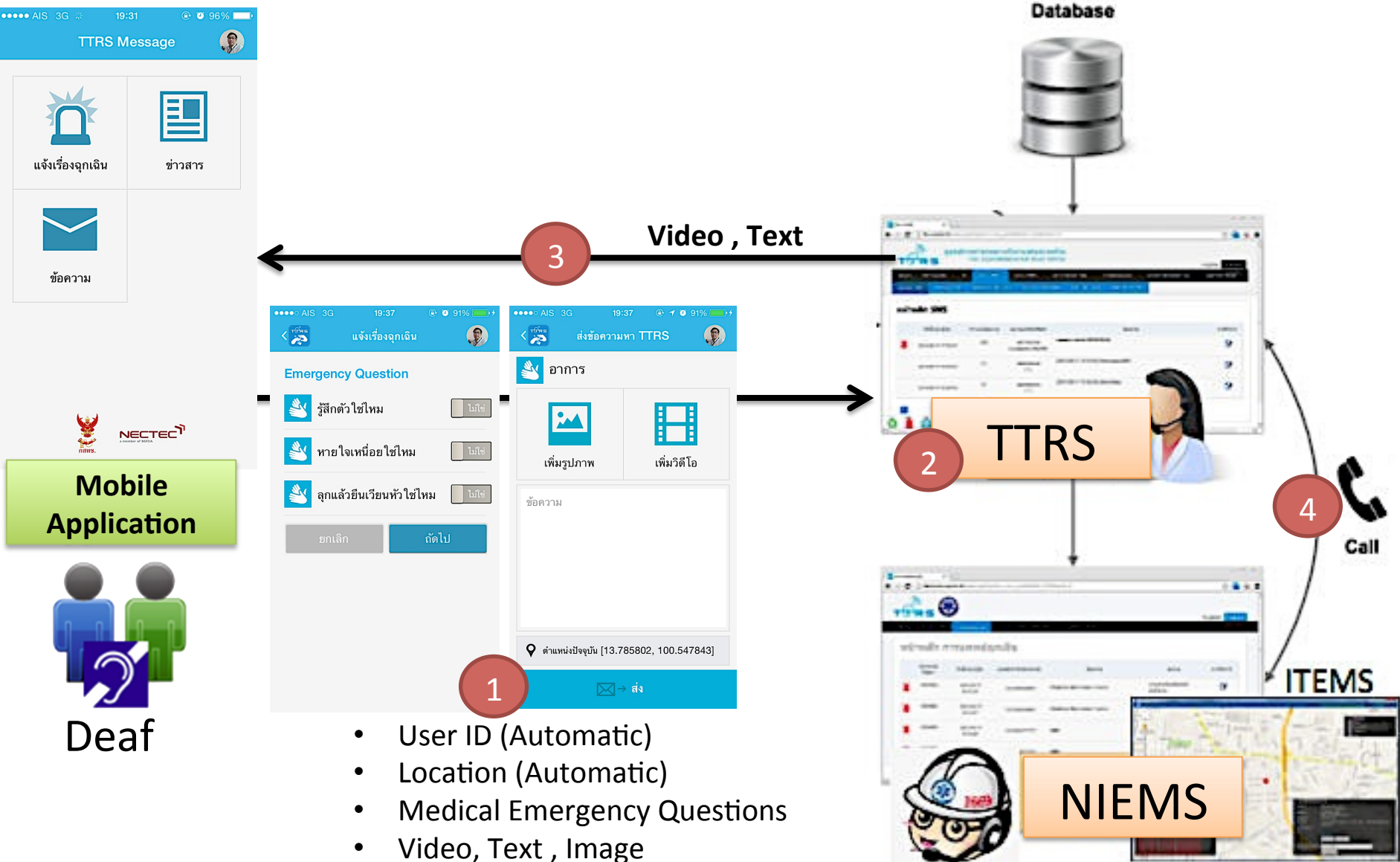
# TTRS Medical Emergency Relay Services

1. SMS relay service
  - SMS (086-000-5055)
2. Multimedia message relay service
  - Mobile Application (TTRS Message)
3. Video relay service
  - Website ([www.ttrs.or.th](http://www.ttrs.or.th))

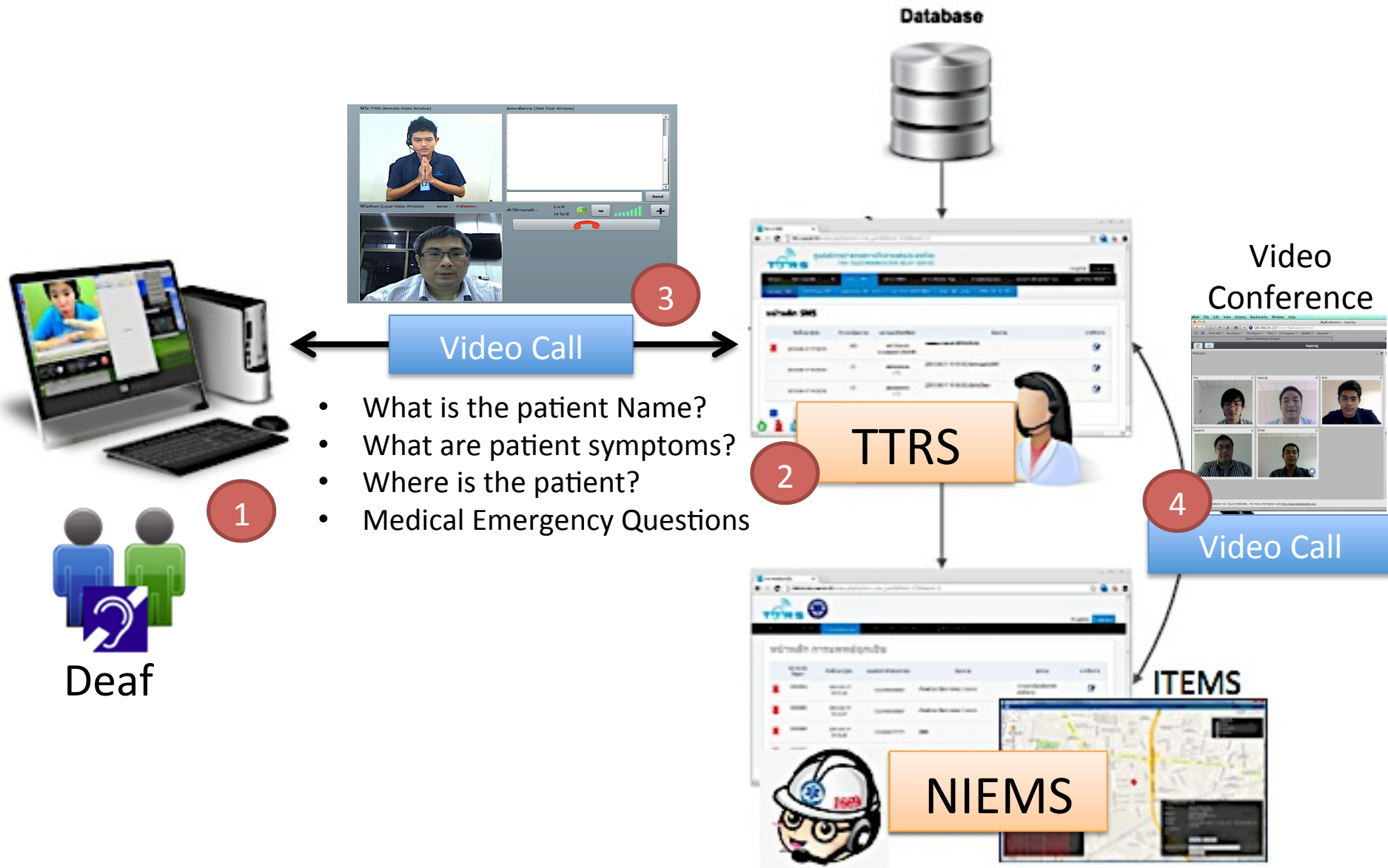
# SMS Relay Service Architecture



# Multimedia Message Relay Service Architecture



# Video Relay Service Architecture





*thank you*