

Mobile Medicine: Valley's Triage App Links EMS And Emergency Room

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Tamara Baldesweiler, R.N., a member of Valley's Specialty Care Transport Unit, uses the Twiage app. Photo Credit: Valley Health System

RIDGEWOOD, N.J. -- When dealing with a life-threatening medical emergency, saving minutes can save lives. Thanks to an innovative new app linking The Valley Hospital emergency room staff with first responders across Bergen and Rockland Counties, real-time communication is allowing patients to receive the best care before they even arrive at a hospital.

By using [Twiage](#), an app that connects emergency room staff with on-site EMS personnel, The Valley Hospital has seen a marked improvement in their ability to receive and administer emergency room care.

“Using Twiage, we have been able to get better notification from our EMS providers about who they're bringing in, what those patients likely need and when a patient will arrive,” said Caitlin Burke, clinical supervisor of the Emergency Department at The Valley Hospital. “It puts us one step ahead in terms of preparedness and patient care.”

Twiage, a HIPAA-compliant communication platform, can be used to share information such as patient vital signs, symptoms and demographic information via secured photos, videos, voice memo and texts between EMTs, doctors and nurses. The platform offers emergency department staff real-time situational awareness as well as live patient data and GPS-tracking of incoming ambulances.

“Twiage offers us an operational advantage,” said Lafe Bush, EMS director of Valley EMS. “We started small when we launched it, but the technology is working so well that we are expanding its use to all EMS providers who serve this hospital.”

EMS operators have also embraced the mobile technology, having seen a reduction in wait time and a quicker return to the road when using Twiage.

“We are really excited to be using the Twiage app,” said Milton Kohlmann, chief of Paramus EMS. “It helps us give some advanced notice to the hospital about what we are dealing with in the field and when we’ll get that patient to them. If it saves them time and helps them prepare for incoming patients, it’s going to lead to better patient care and make our jobs easier.”

For more information on the services offered by The Valley Hospital, [click here](#).