



Case Study: Royal Flying Doctor Service

Discover how Brother's Portable Printers are aiding the Royal Flying Doctor Service in providing 24/7 support across Australia



The Customer

As one of the world's most expansive aeromedical entities, The Royal Flying Doctor Service (RFDS) is a not-for-profit organisation providing both emergency aeromedical care and community-based healthcare to people living in rural and remote Australia.

Nationally, the RFDS comprises more than 1,600 staff, a fleet of more than 80 aircraft located at 23 aeromedical bases and more than 180 road vehicles with a presence in every state and territory.

Aligning to Australia's National Digital Health Strategy, the RFDS has designed, developed, and implemented the first national pre-hospital Electronic Health Record (EHR) to support patient safety and quality.

The EHR solution has been designed from the ground up and required a robust end-to-end print anywhere solution that could be adapted by the varying needs of RFDS across Australia, to support the communication of valuable patient information from any location at any time.

A staged national rollout out of the EHR and print solution is underway, with South Australia and the Northern Territory currently live, with New South Wales and Queensland to follow in mid-2023.



Royal Flying Doctor Service

The Challenge

The geographical spread of RFDS across Australia saw the use of multiple disparate systems amongst the sections/operations. Medical records were often paper-based, lacked important clinical and operational details, and required manual interaction with multiple systems. This often resulted in duplication of data, and hindered reporting on clinical outcomes.

The EHR solution was designed to meet this challenge and to ensure alignment to the National Safety and Quality Health Service Standards (NSQHS) at every stage of governance, care provision to standardise clinical documentation and importantly, facilitate streamlined clinical audit and reporting.

An adjunct in this digital transformation was the requirement for a flexible fleet of portable printers. The printers needed to be capable of seamlessly connecting to the EHR devices in remote locations to enable printing of clinical records and handover documents securely and efficiently. The printers needed to be durable to be able to deal with the varied and often harsh environmental conditions the RFDS clinicians face every hour of the day.





The Solution

The RFDS deployed a fleet of [Brother PJ-883 Mobile Thermal Printers](#) across its nationwide operations. Tasked with the job of printing vital clinical patient information, the PJ-883 now provides the RFDS with a complete [mobile print solution](#) that's capable of working offline in rural and regional settings.

Additionally, the fleet of PJ-883's easily integrated with RFDS software and third-party apps. These mobile devices can record and print documents offline, while staying connected to another app, regardless of where the RFDS staff are attending to patients.

Aside from being able to print in-flight and on the ground with or without service connection, the PJ-883 portable printers also came with an optional hard case that's dustproof, keeping the equipment clean in the harsh remote settings where durability and hygiene is paramount. The solution also provides the choice to use A4 single sheets of paper or rolls of thermal paper to print.

“The fleet of PJ-883’s easily integrated with RFDS software and third-party apps.”





The Benefit

The deployment of Brother's Mobile Thermal Printers has provided the RFDS with a comprehensive mobile solution to print critical patient data. The printers can work offline in remote areas, ensuring patient data is able to be captured and printed at all times. The integration of the PJ-883 with RFDS software and third-party apps also allows for seamless data transfer, making patient data management more efficient and effective.

The rollout of the PJ-883 has assisted the RFDS with increased flexibility and mobility, as the print solution can be used both in-flight and on the ground, with or without service connection. This is particularly beneficial in rural and regional locations where access to standard printing infrastructure is limited. The portability of the printers means that medical professionals can carry them with ease, ensuring they always have the ability to access quality printouts of patient data.

The Product

PJ-883

**A4 Mobile Thermal Printer
with MFi Bluetooth and
Wi-Fi connectivity**




The versatility of the PJ-883 fleets' configuration was crucial as it accommodated a range of diverse business needs. At just 26cm wide and weighing approximately 480g (excluding battery), the PJ-883 offered the RFDS a true A4 mobile solution.



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can help your business**

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