



BLIKSUND

Video in ambulances gives doctors eyes on the patient before they reach the hospital

Vestre Viken's ambulance service has implemented IncidentShare as a video consultation tool, enabling paramedics to connect doctors directly from the ambulance.

In almost half of cases, video changed the assessment of where the patient needed to go. In nearly 30 percent, it changed the treatment itself.

Problem

Vestre Viken covers a large geographic area in south-east Norway with potentially long transport distances. Ambulance crews regularly face clinical decisions about treatment and patient destination while on scene or in transit, often with limited access to specialist support.

Paramedics relied on verbal descriptions over the phone when consulting with doctors, emergency departments or specialists. Without visual access to the patient, physicians had to base their assessments entirely on what the paramedic described, creating uncertainty around triage decisions and the appropriate level of care. In some cases, patients were transported unnecessarily. In others, the severity of the situation was underestimated.

Solution

Vestre Viken implemented IncidentShare's Videolink feature across all ambulances in the region. When a paramedic needs clinical support, they send a link via SMS directly from the IncidentShare app. The doctor opens the link on their phone and a live video connection is established instantly. No app download, no login, no technical setup required on the receiving end.

This enables paramedics to consult with emergency departments, trauma doctors, paediatricians, neurologists and other specialists while giving them direct visual access to the patient and the clinical situation. The solution builds on an existing relationship with Bliksund, as IncidentShare has been used at Vestre Viken's emergency call centre (AMK) since 2019, and Bliksund also provides the region's ambulance medical record system.



Value

The operational impact has been significant. In almost half of cases where video was used, it changed the paramedics' assessment of where the patient needed to go, including whether transport was needed at all.

Many patients stayed at home after a doctor could visually confirm that an ambulance trip was unnecessary. In nearly 30 percent of cases, video changed the treatment given by the paramedics.

For hospitals and ambulance services, this means fewer unnecessary transports and better use of limited resources. For patients, it means reaching the right care faster and avoiding unnecessary strain. Doctors report greater confidence in their assessments when they can see the patient rather than relying on a verbal description alone.



“ We find that consulting with a doctor through video gives our ambulance crew better decision support, which means that more patients get to the right treatment faster.

Jon Richard Figenschou

Section manager, Ambulance service.
Vestre Viken HF

IncidentShare

IncidentShare is a secure, intuitive and fast solution for reception, management and sharing of real-time video

- Through a virtual presence, you are able to free up valuable time and ensure quick exchange of information and efficient collaboration.
- Performs well in areas with limited mobile coverage as the streaming protocols continuously adapt to the conditions.
- Videolink provides an easy-to-use tool for establishing video between a caller and the operator.

About Vestre Viken

Vestre Viken HF is one of Norway’s largest health enterprises, providing specialist healthcare services to approximately 500,000 people across 22 municipalities in south-east Norway.

- Vestre Viken has 9,500 employees
- Has used Bliksund EWA as its ambulance medical record system since 2019
- IncidentShare has been in use at the emergency call centre (AMK) since 2019
- The ambulance service implemented IncidentShare Videolink for video consultation in autumn 2025

About Bliksund

Bliksund is an international software company originating from Norway. Since our foundation in 2010, we’ve been committed to delivering mission-critical solutions that assist emergency services in their daily operations and emergency situations. We are proud to say that the company has become an industry-leading vendor of digital solutions to emergency services and related industries globally.

For more information see bliksund.com