

# SijariEMAS : Saves Time and Saves a Live



Desi (40 weeks pregnant) is having contractions. Her husband takes her to a village midwife by motorcycle at 5.30 in the morning.



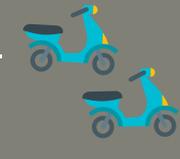
They arrive at Senta's house (village midwife) at 5.45. At only 18 years old, Senta worries that Desi may have unexpected complications. She decides to bring Desi to a nearby health center one hour away, Puskesmas Talun Kenas (Deli Serdang, North Sumatra), instead of attending to the birth in her private clinic.



The referral call center automatically routes the referral request to the nearest hospital, RSU Sembiring.



The midwives know that Desi needs to be admitted to a hospital immediately, where she can be given blood and receive additional treatment to stop the bleeding. The midwives send an SMS with Desi's vital signs and condition using SijariEMAS and request a referral.



Desi delivers her baby boy at 11.00, but complications begin when the placenta fails to deliver. The midwives do what they are trained to do and administer oxytocin, do controlled cord traction and attempt to manually remove the placenta, but without success. Desi begins bleeding heavily.




The hospital, RSU Sembiring is alerted to the incoming referral via SijariEMAS and confirms they can receive Desi. Having been informed of Desi's condition in advance, the hospital staff begins preparing the room, blood and supplies so they are ready to continue treating Desi the moment she arrives.

Having received timely and coordinated treatment, Desi survives her potentially life-threatening condition.



Expanding Maternal and Neonatal Survival (EMAS) is a United States Agency for International Development (USAID) program in Indonesia launched in 2011 in collaboration with the government of Indonesia. EMAS works in 30 districts and cities, including 150 hospitals and 300 health centers (puskesmas). EMAS focuses on ensuring that pregnant women and newborns go to an appropriate health facility in a timely manner and are given life-saving treatment while en route to the hospital when medical complications occur. As part of a package of interventions designed to improve the quality and timeliness of care, EMAS designed SijariEMAS, an innovative approach to improving communication within the health system during the referral process. SijariEMAS is a simple, web-based system that helps facilitate and improve referral communication among and between health centers and hospitals. Using SMS and dedicated phone lines, midwives and puskesmas can quickly relay patient data, vital signs, diagnoses, and pre-treatment information to hospitals when emergencies cannot be sufficiently managed at the puskesmas. SijariEMAS automatically routes this information to the nearest hospital. Once the referral information is received at the referral hospital, doctors can provide additional instructions to the puskesmas to further stabilize the patient and can begin preparing the emergency room and staff so no time is wasted when the patient arrives. More than 20,000 health providers and 1000 health facilities have been linked to SijariEMAS to date.