

Capital Region of Denmark's AI-Assisted Emergency Call Triage — Corti's Speech-Recognition System for Cardiac Arrest and Stroke Detection

AI in the Public Sector · Good practice · Denmark

Quality score: 53/100

Evidence strength: Moderate

Summary

Copenhagen EMS deployed Corti, an AI speech-recognition assistant that flagged cardiac arrest from 161,650 calls with 95% accuracy vs. 73% for human dispatchers; a 2022 peer-reviewed study of 9,049 Capital Region calls projected a similar gain for stroke detection.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-29

[Emergency Medical Services Copenhagen, Capital Region of Denmark \(with Corti\)](#) — accessed 2026-08-29

[PMC: AI in EMS dispatching — stroke detection, Capital Region of Denmark](#) — accessed 2026-08-29

[Sudden Cardiac Arrest Foundation: AI digital assistant helps dispatchers identify cardiac arrest](#) — accessed 2026-08-29

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