

Empathia Learn™



Communication training for the parts of the job that are not in the protocol.

The hardest calls are rarely the clinical ones. They are the high-conflict refusal, the patient in crisis, the family in the worst moment of their lives. Empathia is not for every call, only the emotionally complex ones paramedics get almost no structured practice for.

THE GAP

Most of the shift is communication. Most of the training is clinical. The calls that draw complaints and consume a crew are usually communication failures, not protocol failures. Empathia is built for that gap.

WHAT A PILOT INCLUDES

One cohort runs the scenario library on your real training calendar, with onboarding and a facilitator guide included. You watch participation and coverage build in the coordinator view. At the end you have the evidence to decide on a full license.

HOW IT FITS WHAT YOU ALREADY REQUIRE

Empathia maps to the NOCP communication competencies (Area 2). Completion is recorded and exportable, so it counts toward the continuing education hours your service already tracks and gives you documentation for accreditation and your base hospital.

STATUS

Version 1 is built and in pilot preparation. A needs-assessment study is in distribution with Ontario paramedics now. The first pilots open Summer 2026.

WHAT IT IS

A text-based simulation where a paramedic works through emotionally complex calls with patients who respond the way real patients do. There is no score and no correct answer. The learning is in the choices and the structured reflection that follows. It runs in any browser, on the learner's own time, with nothing to install.

BUILT BY A PARAMEDIC

Empathia is built by a practicing Ontario primary care paramedic, grounded in the peer-reviewed communication and simulation literature and a proof-of-concept study in preparation. It rests on a documented framework, registered trademarks, and an active research program, not on one person's availability.

SECURITY AND PRIVACY

Empathia stores no patient health information. All learner data is encrypted and hosted in Canada. We provide your privacy and security reviewers the documentation they need.

THE DESIGN PRINCIPLE

No score. No grade. Nothing to perform for.

Scoring teaches people to perform for the test. Empathia removes the scoreboard so paramedics practice the real thing, reading a person and choosing what to say next.

Bring Empathia to your service or program.

Request a pilot or a demo: admin@empathialearn.com
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