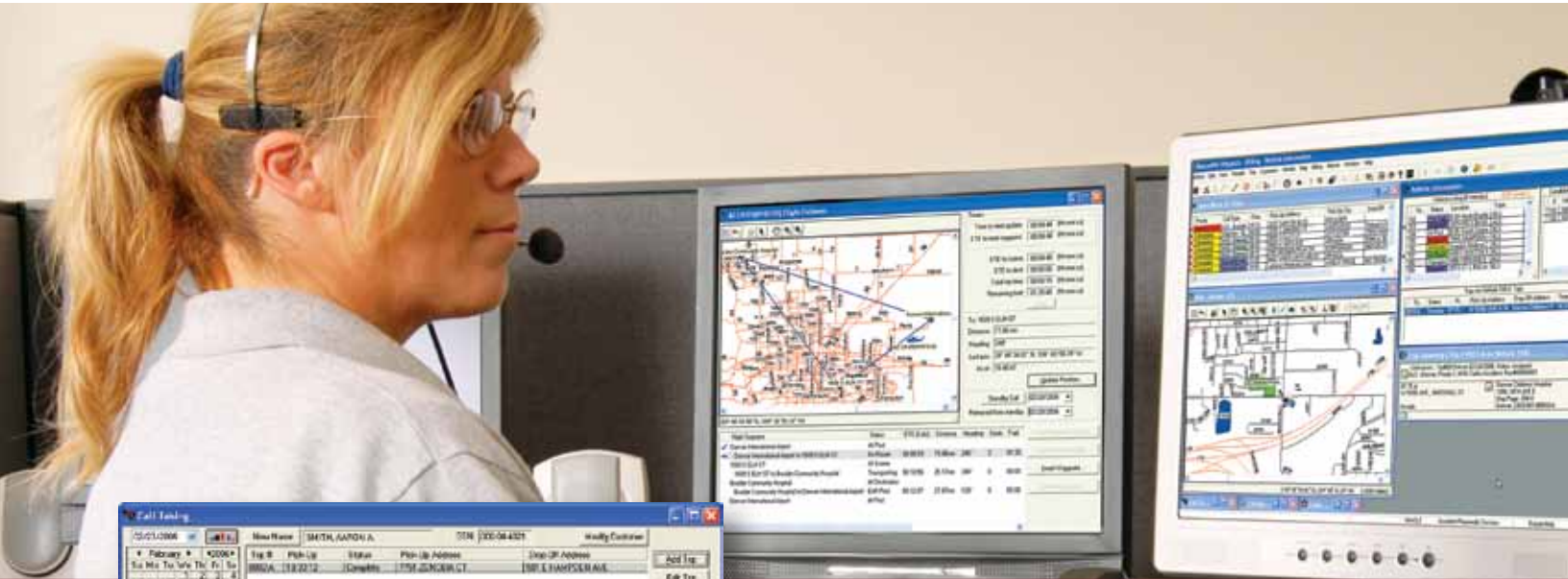


# RescueNet Dispatch

# ZOLL®



Next-Generation Computer-Aided Dispatch



RescueNet® Dispatch makes call taking and dispatching for emergent and non-emergent ambulance organizations more efficient, economical, and organized. It's designed with a Windows®-based user interface that is easy to learn and intuitive to use. And it shares information with other RescueNet applications in your organization. RescueNet Dispatch is an enterprise solution that supports your emergency response and data management responsibilities for EMS. It enables users to enter, maintain, retrieve, and utilize important data throughout your operation. With RescueNet DispatchPRO you can not only create more accurate deployment plans in significantly less time, but also monitor and react to dynamic events in your business as units get dispatched, and route vehicles intelligently.

## RescueNet Dispatch – Powerful Features for your Dispatch Center

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- A completely configurable user interface allows each of your dispatchers to arrange the position of the modules and the information displayed so that they can customize the look and feel of the application to their own work habits.
- While preparing for incoming incidents, the system provides dispatchers the ability to be constantly aware of the location and status of all available resources with integrated AVL and field-enabled status updates via the optional mobile device.
- The system recommends appropriate resources for specific incident types and automatically communicates response assignments to affected units.
- Once responders are en route, the system presents pertinent incident information to the dispatcher, and communicates it to responders.
- You can have snapshots of your dispatch information captured each time a trip is assigned, so you can review them in QA later.

A high degree of flexibility is built in so you can fit the system to the way you do business. At the same time, because the software is off-the-shelf and has a large user base, you can rest assured that it will keep up with, and even ahead of, the changes in the marketplace.

## Streamlined Emergency Call Taking and Dispatching

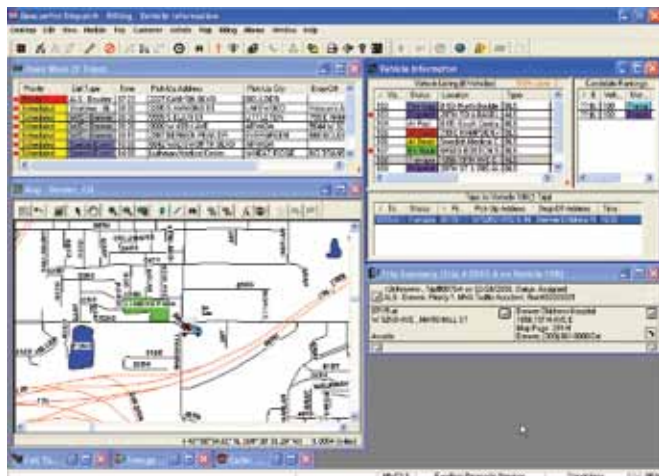
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A dedicated emergency call taking screen designed for rapid capture of basic call/patient information can minimize response delays. You can keep dispatchers on top of important trips with urgency indicators and alerts. Ensure accurate response with address verification of all service locations. Maximize resource efficiency with the optional state-of-the-art SSM module; and the command line allows dispatchers to keep their hands on the keyboard without having to rely on the mouse or drop-down menus.

Supercharge the emergency call-taking/dispatch process with:

- Powerful mapping, GPS vehicle tracking, and transparent dispatch paging
- Integrated flight dispatch and tracking
- Integrated ANI/ALI 911 and ProQA interface
- In-depth response profiles and flexible SSM





## Fast, Intuitive Dispatch Functions

Everything you need to see is right on the screen... color-coded, fully drag-and-drop enabled, organized by priority, and displayed on a single monitor or across multiple monitors. You can drag a call on top of a vehicle to assign it, or double-click a trip to time stamp it. If you're using dispatch paging or the RescueNet Nomad mobile data system, the crew is immediately notified. Never lose control...automatic alerts, response profile flags, candidate rankings, SSM out-of-compliance warnings, diversion expiration reminders, and calls for flight position updates keep you on top of things during the most frantic times. Customize your view to fit exactly with the way you like to work, and filter the dispatch module to display only the trips and vehicles you need to see.

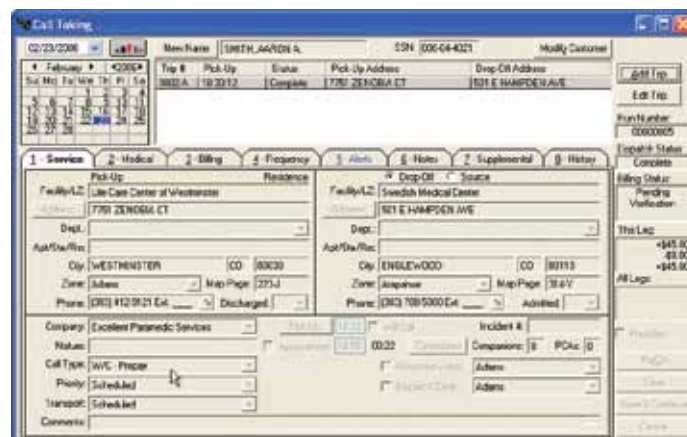
## Efficient Non-Emergency Call Taking

Do it all in one well-organized window, from recording basic service information to setting up detailed, automatic standing orders for a customer. Automatic defaults reduce data entry for your most common trips. Powerful look-up tools make it fast and easy to find existing customers and facilities. You can easily schedule a return trip and/or set

up multiple-frequency standing orders at the same time that you add the original trip. Use speed codes to rapidly nail down key data throughout the call taking module. Capture procedures and medications or, if you are using the RescueNet ePCR Suite, you can automatically import them as well as other key trip information. Quickly add alerts that need to be displayed to the dispatchers or paged to the crews. And rest assured that all of your activities and changes are recorded in the trip's history.

## Capture and Save all Important Customer Information

Add customer information only once and make it available to everyone including billers, and use the information for future trips. Use geocoded residence/facility addresses to automate appointment time calculations. Powerful look-up tools make finding existing customers and facilities quick and easy. Automatic SSN verification eliminates duplication and you can easily add and sort customer's payors. If you are using RescueNet Billing, payor-specific default charges are automatically added to the trip based on the call type, priority, and zone. You can capture all secondary information from this one easy-to-use dialog box...record alerts that need to be displayed to call takers and/or dispatchers, add the customer to groups, make note of permanent addresses and legal representative, and add dispatch comments to be included in pages to the crews. Use speed codes to quickly add existing employers and personal doctors, and capture HIPAA notification information.



## In-Depth Reporting

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RescueNet Dispatch comes with over 100 prebuilt reports. Because all your dispatch information is captured in one central database, you can quickly set up ad hoc, customized, and scheduled reports. Easily export reports in a variety of formats for an overall view of your dispatch operation.



## RescueNet Dispatch Modules – Get More Out of Your Investment

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There are a variety of modules associated with RescueNet Dispatch designed to enhance and expedite tasks associated with dispatching. From paging to trip scheduling, you can ensure accurate and efficient call taking and dispatching.

### Paging Module

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Reduce radio traffic with a paging solution that integrates with RescueNet Dispatch. The paging module enables you to integrate RescueNet Dispatch with alphanumeric pagers for dispatch functions as well as general functions. Paging reduces radio traffic, which can have many positive effects on your dispatch center including:

- Refocuses the dispatchers' responsibilities to managing the location of vehicles and crews waiting for calls.

- Reduces the amount of redundant information that has to be shared via radio between the dispatchers and the crews.
- Allows for more expedient communications of call information to the crews in the field, because the paging application can be configured to automatically send call information.
- The dispatch center can provide the crews with more information via a page than they may ordinarily have time to communicate via radio.

## Advanced Notification for Managers

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The advanced notification system can extend the capabilities of the paging module available to RescueNet Dispatch. The application allows you to page configurable information to your management team to keep them informed of real-time conditions that affect your business. Get instant notification of delays that cause customer service issues, notification of calls that require supervision, and other notifications that provide a live picture of your business on a real-time basis.

## System Status Management Module

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The system status management module enables the creation and maintenance of system status plans to help your organization achieve the fastest response times possible under any circumstances.

An unlimited number of plans can be defined based on variables including vehicle availability, vehicle types, zones, time of day and day of week. Module benefits include:

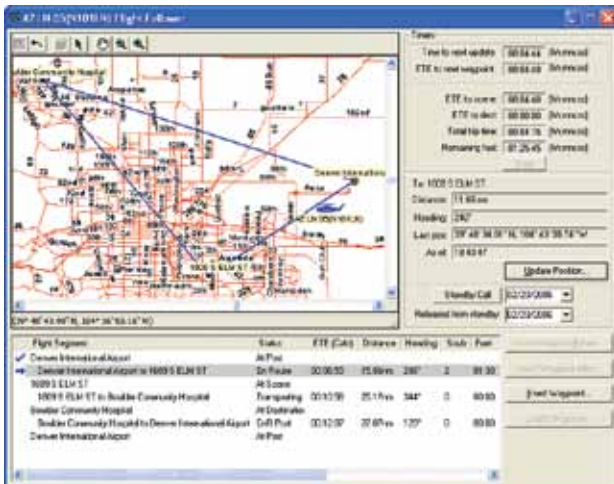
- Reduce response time without increasing staffing or vehicles in the field.
- Reduce redundant staffing by properly allocating vehicles and crew across a service area for optimized response.



- Help to maintain contractual response-time compliance.
- Assist dispatchers with positioning vehicles and crews in the field.
- Fully integrated with the paging module and MDT API.

## Zoning Capability

RescueNet Dispatch includes features that allow you to further manage your operation utilizing custom defined zones of your operational region created with your mapping interface. Zones are one of the many filters available in RescueNet Dispatch for control over viewing and reporting of your operational data.



## Flight Following Module

Automatic flight plans are created based on your aircraft's current location and the trip's pick-up and destination addresses. Predefined flight plans may also be selected for frequent routes, and any flight plan can be edited during the trip by adding and deleting waypoints. RescueNet Dispatch also monitors the status and position of aircraft during flight and automatically calculates ETA, heading, and distance. Powerful waypoint searching including geographic-, alphabetic-, or proximity-based searching allows you to quickly find the waypoint you need for any situation.

## Trip Scheduling Module

The trip scheduling module extends the functionality of the other modules in RescueNet Dispatch by providing a spreadsheet-like view of scheduled transports for the day. This is useful where work is pre-scheduled for later in the day, or for future days. As you use RescueNet Dispatch to assign trips to vehicles, the trip scheduling module dynamically updates to show time slots that are filled, providing an easy-to-use overview of work and assigned units. The trip scheduling module intelligently determines travel time based on address locations or inter-facility travel times configured by the administrator.

## Demand Control Module

Demand control enables users to quickly view the number of trips scheduled for each type of call, which prevents overbooking of trips during peak times. With the click of a button, users get an instant snapshot of the number of calls scheduled for a particular time slot or across all time slots. You can define the time intervals to be displayed and filter the graph by call type and zone.

## Questionnaire

The RescueNet questionnaire enables users to define a series of questions and answers or statements and choices. This feature is designed to allow the capture of additional information in a logical format. A typical use for the questionnaire is qualification for transportation. Both questions and responses can be logged to the history of a call. Call type and priority can be set based on questionnaire responses.

## Security

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Security is used to control access to the RescueNet system, allowing for great flexibility in defining user access. Security can be used on two levels, systemwide and user-specific, or a combination of both. Security allows for predefined configurations for users that can be saved and titled (e.g. dispatchers, call takers, and billers) and alleviates the need to define a security configuration for each user every time.

## RescueNet Web Viewer

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RescueNet Web Viewer gives you web-based access to your dispatch center from any place with Internet access. You can view vehicle information, open work, and customer information, as well as page your crews and pull reports based on your operation's activity. RescueNet Web Viewer helps operations managers and administrators stay in touch with daily transports without using a traditional user license, while traveling or visiting other locations.

## NetTransit.com

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NetTransit.com enables your customers to make online transport requests and inquiries as well as monitor call status. Used in conjunction with RescueNet Dispatch, NetTransit.com is the only system of its kind available today. Its web-based design gets you up and running in no time with no technical training needed. And data and network security issues are covered on all fronts so you can rest assured that your data is protected.

## RescueNet DispatchPRO – Taking Dispatch to the Next Level

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Take RescueNet Dispatch to the next level with RescueNet DispatchPRO. DispatchPRO allows you to not only more accurately plan for, but also monitor and react to dynamic events in your

business through the easy creation of accurate deployment plans and intelligent vehicle routing. And it's all presented in an easy-to-use and intuitive graphical style. Take advantage of the latest advances in software development and Geographical Information Systems (GIS) to accomplish what is one of the most critical elements of your business.

## The Components of DispatchPRO

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CADGIS assists with closest vehicle selection by allowing candidate rankings to respect routing through your street network, as opposed to 'as the crow flies.' Automated routing provides the dispatcher with a routing image and turn by turn directions. Advanced routing functionality provides the dispatcher with an image of the route and turn by turn directions, taking into account any road closures entered to circumvent construction sites. Even the cross streets and nearest intersection for your destination are automatically calculated for you.

VSSM (Visual System Status Management) provides a geographic view of call demand through the application of varying shades of color to indicate call density, so you'll know where your next calls are likely to happen. VSSM's Deployment Planner provides a tool for creating a posting plan that most efficiently covers either demand or geography, or a balanced combination of both. With Deployment Planner, you can plan optimum post assignments for each of your available units. VSSM's Deployment Monitor provides real-time situational awareness of your entire fleet. Each vehicle's coverage area is displayed and updated in real time on a map that also shows where your demand is likely to be, so you'll know at a glance if you're in the best position to respond to your community.

Everyone knows that traffic doesn't always allow you to drive at the posted speed limit, so why should drive times be calculated using such static data?





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