The export utility in ProQA® Paramount can be fully automated for overnight functionality, making your cases ready to import and review in AQUA® first thing each morning.

ProQA Paramount can store its case data using SQL or Oracle.

You can set up tiered response plans in the Response Configuration section of the Admin Utility when dealing with high-severity incidents (e.g., tornado, flooding, pandemic, etc.) to account for a limited resource base.

Over the past five years, Priority Dispatch® has equipped ProQA Paramount with a number of new features and diagnostic tools.

ProQA Paramount has an extensive reports module that can track calltaker workload, times to dispatch, Chief Complaint selection, and much more.

Most exports from ProQA can be imported directly into AQUA. With AQUA v6.0, AQUA will import ProQA data directly from the ProQA database.

XLerator® creates a backup of each alias every day at 1 a.m.
In AQUA, you can create custom filters that will generate a custom report—for example, all Chief Complaints 12 and 31.

Take our two-hour ProQA refresher course where we cover features you may have forgotten since your original training.

Your dispatchers can view a ProQA case being worked on at another workstation to see data being gathered in real time.

View calls that have been placed on hold and easily close them within ProQA’s Admin Utility.

Back up individual parts of the settings within the Admin Utility, or all of it, via the Import/Export section.

Run a report on calltaker/dispatcher workload by hour and day of the week and use that information to make an informed decision about staffing needs.

Track average time to effect dispatch, separated by each Chief Complaint. Each step of the caller interrogation process is broken down to show you pertinent data as it relates to getting critical information responders need at the scene. Then make an informed decision regarding response modes that may reduce your liability in the field.

Track call processing times for a particular Chief Complaint, which may be used to assist your training staff in developing useful continuing education goals to maximize their use of ProQA.

Find out how to keep test calls out of your reports and AQUA data with Paramount’s easy-to-use test function.

Patients less than a day old can be entered into ProQA Paramount by selecting 0.
Is your IT group **BURIED** under a **PILE OF RESPONSIBILITIES** that only a **FEW** people in your center are **TRAINED TO PERFORM**?

### TECHNICAL EVALUATION

We’ll meet with client management and IT staff to lay out a plan of action, and then discuss/review with IT staff the system requirements for PDC™ software. After, we’ll discuss software customer options to prepare for installation, and then identify and verify all dispatch and training workstations and discuss the CAD interface parameters. Typical attendees include system administrators, IT staff, in-house CAD staff, and dispatch center management. Administrative logon and authority for all computers and networks will be required.

### SOFTWARE INSTALLATION AND CONFIGURATION SERVICES

The software installation takes place on-site and includes discussing ProQA options and, if available, matching them to the CAD documentation. We will look at ProQA Response Configuration and take time for a question-and-answer period prior to installation. After installing the software, we’ll test connectivity and interface with the CAD (if applicable). We will also install training machines if software classes have been scheduled. Typical attendees include system administrators, IT staff, in-house CAD staff, and dispatch center management. Your CAD vendor is encouraged to attend.

### PROQA/CAD INTERFACE ENHANCEMENT

Are you frustrated with the interface between ProQA and CAD? Wondering if more or less information can be passed to CAD?

Well, you’ve come to the right place. Priority Dispatch can send a software specialist to help you determine the best interface functions for your workflow and process. Our experts have worked with more than 300 CADs in more than 1,500 implementations worldwide.

While working with your CAD, our specialist can also show you the ProQA/CAD Interface capabilities and assist you in determining any enhancements or changes that may be needed to maximize performance.

Something else to look into is the fact that AQUA is now integrated with a growing number of recording systems for streamlined case review/quality assurance.
ORIENTATION AND TRAINING

Software Training
Priority Dispatch offers various types of classes to help your agency become proficient in the use of ProQA and AQUA software. Whether your agency is brand-new to the Priority Dispatch System™ or has been running our software for years, everyone will be better equipped to process a call after attending our courses.

ProQA Class
Even though ProQA software is user-friendly, it’s still critical that each and every one of your calltakers learns how to use the software properly. During the class, one of our software trainers will provide your calltakers with the knowledge and steps to navigate through the software, putting to use the myriad tools ProQA offers. With ProQA simplifying the way information is gathered and providing the necessary instructions, your calltakers can focus on what’s ultimately important: the person on the other end of the line.

ProQA REFRESHER TRAINING
Priority Dispatch offers this course for agencies that have been using ProQA for a while and want to refresh their calltakers on ProQA’s features and functionality. This course is for people who have previously taken our introductory ProQA course; those who have never been officially trained on ProQA would best be served by attending the introductory course.

AQUA Class
If quality management is the keystone of the Priority Dispatch System, then AQUA case review software is the mortar that holds it in place. Chances are your QA/QI personnel have responsibilities that go far beyond performing case review and providing occasional feedback to your calltakers. Our classroom instruction will teach them:

• How to truly maximize their time as quality managers
• How to find strengths and weaknesses in your center via the multiple AQUA reports
• How to fine-tune your continuing dispatch education program
• How to master the AQUA software program to help your agency stand out by the level of service it provides
Mobile Software Training Lab
Wish you had an official training room at your agency with computers running the current hardware and software? If your agency is located in the U.S., you can now rent one of our Mobile Training Labs, which comes with eight machines. Plus, PDC does all the work. We will ship, unpack, set up, and repack everything so your local IT professional doesn’t have to load software, configure a networked environment, or do anything else that is typically required for a software class being taught on-site.

On-Site Go-Live Support
It’s time to go live, and you’re feeling a little nervous. Rest assured, as one of our PDC Technical Implementers and your PDC project manager are on-site your first day to troubleshoot as you begin to use the software in your communication center. We’ll handle any problems that may arise.

Data & System Analysis
PDC experts not only educate your team on the reports and data available to you, but they can also spend time helping to analyze the data. This will enable you to understand the information included in these reports and realize how small changes can impact your overall system performance. We can also work with your team to create exports and other files that will allow you to combine this data with other data you have, such as CAD, incident reports, patient care records, and so on. By doing this, you will have access to a more complete overview of your entire system.

Ask us about an in-depth review of your data. This process will analyze your ProQA data for trends and provide management with reports on calls processed using the PDS™. Advanced techniques also make it possible to assist in reviewing call processing by merging CAD, ProQA, and AQUA data.
Do you have an **EXPERT** on staff who can **OPTIMIZE** all the programs running on your systems for **MAXIMUM SUCCESS**? We can help with that.

**SYSTEM ADMINISTRATION TRAINING**

What do you do when your network crashes? How do you turn on that option in ProQA that allows the software to be customized for your agency? Do you have an expert on staff for every one of the countless programs that might need to be restarted or maybe even reinstalled? If not, wouldn’t it be great if you did? Take a step in that direction with our System Administration Training for ProQA and AQUA software. This class is designed for IT and Operations personnel and will help you get the most efficient use out of our software. Our software specialist will guide your staff through installation, configuration, reports, security settings, and maintenance of ProQA and AQUA software. When we’re done, you’ll have your own resident expert.
Request for Inventory Bar Code

Full Item Description:

Category:

Language:

Simplified Item Description:

Reverse Date (assigned by Erin):

Inflow Code:

Discipline:

BARCODE IMAGE:

PDC (D) / IAED (I) / PSI (S) / REGENT (R) / BOTH (B) / FIRE (F) / POLICE (P) / MEDICAL (M) / AQUA (AQA) / EDQ / ANNALS (ANLS) / PROQA (PQA) / New Discipline _____________________

Tech Services Brochure

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