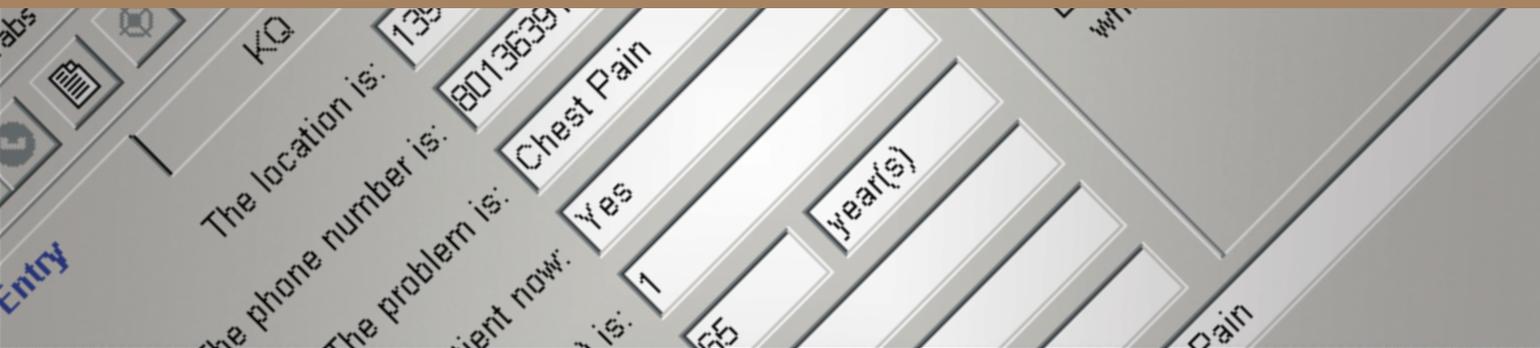**Priority Dispatch™**

ProQA™
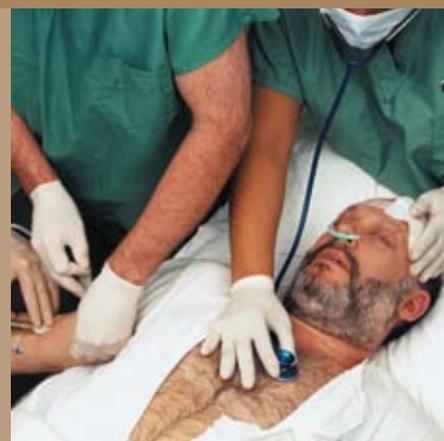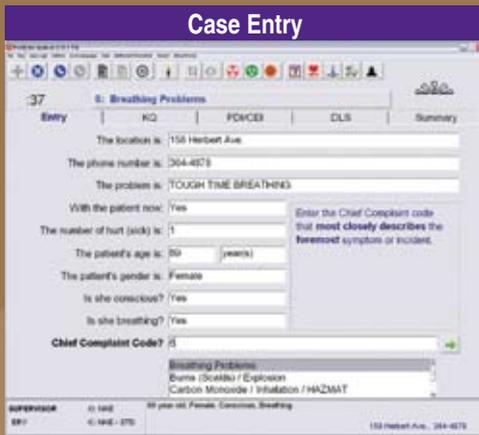## Priority Dispatch System Software™
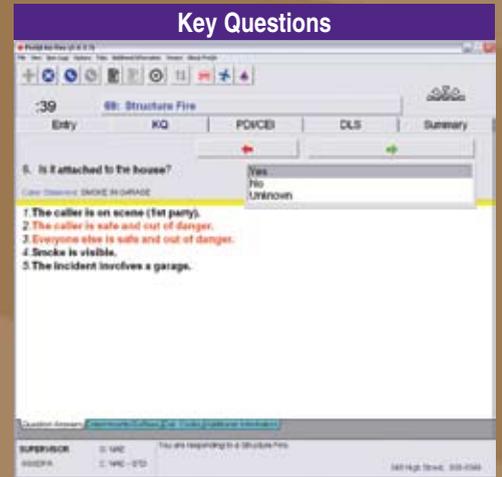
ProQA

Priority Dispatch System Software

ProQA integrates the power of the National Academies of Emergency Dispatch™ Protocols with today's critical computer technologies. It helps emergency dispatchers move smoothly through Case Entry and Key Questioning. It assists dispatchers in quickly determining the appropriate response determinant code for each case and clearly displays the response configuration specifically assigned to that code by local agency authorities. ProQA then guides dispatchers in providing all relevant Post-Dispatch and Pre-Arrival Instructions, as well as important case completion information.
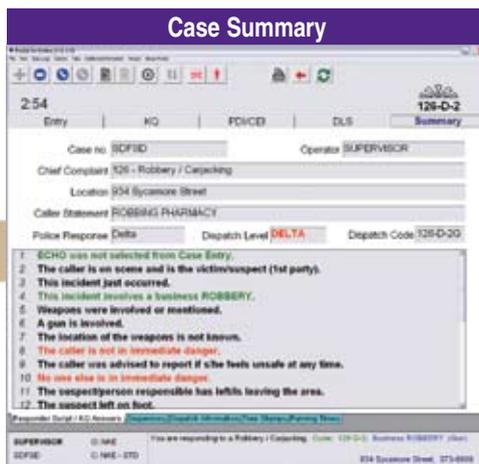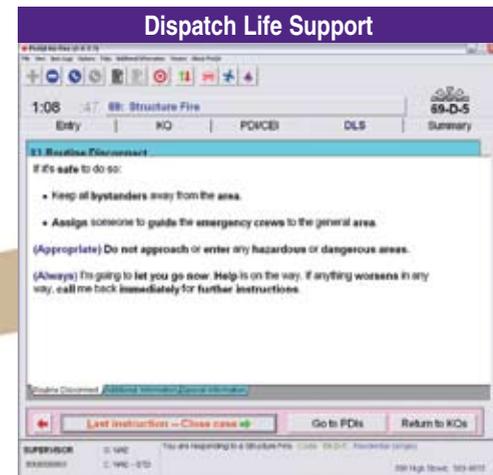
Complete Control

ProQA gives you control over every aspect of an emergency call. Easy navigation means that you have full access to all features of the National Academy Protocols. Additionally, ProQA gives you control over the critical information of each call. ProQA includes a separate dispatcher module which gives the calltaker, other dispatchers, or a supervisor easy access to the critical information of a case as it develops.
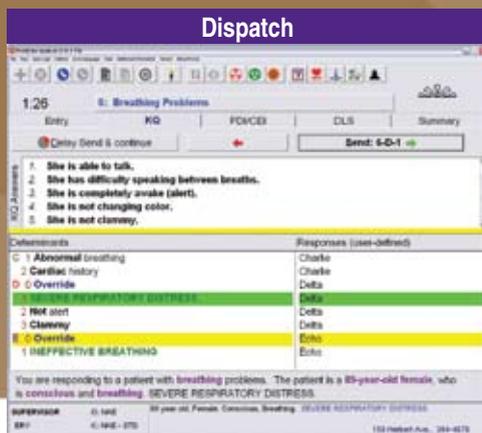
Export Logic automatically recommends appropriate response determinants.

Improved Efficiency

ProQA has been specifically designed to improve emergency calltaking efficiency, thereby reducing liability risks and increasing responder safety. Correct dispatch codes are often determined in less than one minute. ProQA queues dispatch as soon as it has information to safely recommend the appropriate code. This may happen during Case Entry, during Key Questioning, or after all questions have been asked depending on the specifics and gravity of the situation. ProQA reduces human error by recording every answer input by the calltaker. ProQA intelligently analyzes this information using time-proven expert logic to quickly determine the appropriate response determinants and Pre-Arrival Instructions for the case.

FEATURES DESIGNED TO INCREASE EFFICIENCY:

ECHO Dispatch: When appropriate, ProQA helps you dispatch immediately from Case Entry for specific time-sensitive, life-threatening emergencies. This allows responders to start rolling as you gather additional information about the case.

Additional Information: When necessary, ProQA automatically displays specific hints, instructions, or information relevant to the case. This information is taken from the Additional Information sections of the National Academy Protocols.

PDI Completion Buttons: ProQA allows you to check off Post-Dispatch Instructions as you provide them. This information is automatically recorded in the case summary so dispatchers know exactly what is happening with the case.

Select Specific PAI Button: With ProQA's "Target Tool" you are never trapped in an instruction sequence. If the situation at the scene changes, ProQA allows you to quickly select a more appropriate set of instructions.

Case Summary: ProQA makes it easy for a calltaker and a separate dispatcher to work together as a team. The case summary allows dispatchers to instantly access detailed information about the case so they can properly notify responders.

ProQA versions are available in various languages for the:

Medical Priority Dispatch System™ (MPDS™)
Fire Priority Dispatch System™ (FPDS™)
Police Priority Dispatch System™ (PPDS™)

ProQA sets the standard for high-quality patient care and best-practice dispatching.

Quality Assurance

ProQA helps your agency maintain a consistently high level of service by improving calltaker compliance to the National Academy Protocols. ProQA automatically presents the proper questions and instructions in the proper order. It automatically skips questions and instructions which are not appropriate for the specific circumstances of each case. It also automatically answers questions that have already been asked when the dispatcher jumps or shunts to another protocol. This automation frees calltakers to focus their attention on providing quality service. Additionally, ProQA saves every action taken by the calltaker. This information can be easily exported for use in AQUA™, Priority Dispatch's Advanced Quality Improvement (QI) software. AQUA helps you review cases, pinpoint training needs, and identify liability risks.

Great Flexibility

ProQA is flexible enough to adjust to the technology available in almost any modern dispatch environment. It can be used effectively as a stand alone product. It can be networked to allow information sharing among multiple users. It can also be interfaced with most major CAD systems giving you the power to communicate information to responders via CAD and MDTs. Contact Priority Dispatch for a list of ProQA-certified CAD vendors.

Excellent Training

Priority Dispatch offers an excellent hands-on training course for ProQA software. This course is designed for both communication managers and emergency dispatchers. Course instruction includes:

- User Interface
- Software Navigation
- Case Entry, Key Questions, Dispatch, Post-Dispatch Instructions
- Pre-Arrival Instructions
- Practice Scenarios
- Software Installation and Configuration
- CAD Integration

Support

We provide outstanding advanced technical support for all our software products. The friendly and knowledgeable technical support staff can be reached via phone, e-mail, web, ftp and dial-in. Whether you need answers to problems, guidance installing and setting up our software, or intergrating with any of our various CAD/Telco partners, we're there to help every step of the way.

support@prioritydispatch.net
www.prioritydispatch.net/support
1-800-363-9127 or 801-363-9127

Priority Dispatch

139 E. SOUTH TEMPLE SUITE 500 • SALT LAKE CITY, UTAH 84111 USA • 1-800-363-9127 • INT'L 801-363-9127 • FAX 801-363-9144 • EMAIL sales@prioritydispatch.net