

Computer Aided Dispatch

Usage

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Introduction

This manual describes in detail how to dispatch and track alarms.

Dispatch Screen Summary

There are several different windows that are utilized by the dispatch module. The following is a summary of each one.

- **Dispatch Command Screen.** This is the main control screen of the dispatch module. It is accessed by pressing the dispatch icon.
- **Dispatch Call Taker Screen.** This screen is used for generating new calls. It is accessed by pressing the new call button.
- **Mapping System.** This screen displays the district map. It is accessed by pressing the mapping button, ie the planet button.
- **Emergency Address Information.** This screen displays the emergency info for the selected call. It can be accessed from the Dispatch Command Screen, address entry, and Dispatch Call Taker Screen.

Recommended Windows Placements

This section describes the recommended window placements, i.e. where forms should go. The RedNMX Dispatch System is designed to be operated on a computer with two monitors attached.

- Start the RedNMX System. The main menu resides on the left monitor.
- Click on the map icon. The mapping screen resides on the right.
- Open the dispatch command screen. This screen resides on the left.
- Move the Emergency Address Information to the right monitor. This screen can reside on the right monitor for the remainder of your shift, whether a call is open or not.

This is only the recommend window placement, all windows can be resized and placed where you would like.

Dispatch Command Screen

This section describes all the Dispatch Command Screen. The Dispatch Command Screen is broken up into six basic components.

Component	Description
Alarm Info	The alarm info box display the selected alarm found in the open alarm box. Included with this window are dispatch buttons.
Status History	This status history lists all status entries for the selected alarm.
911 History	The 911 history lists all open and assigned 911, Call ID, and CAD Transfers.
Truck Status	The truck status displays all apparatus that have been assigned to calls.
Open Alarms	The open alarms window displays all of the open alarms.
Available Trucks	The available trucks window displays all trucks that are not assigned to an alarm.

Quick Reference: Dispatching an Alarm

This section describes how to dispatch a basic call to an address. It assumes that you are in the dispatch command screen.

1. From the dispatch command screen, press the phone button or F8. This brings up the call taker screen.
2. Enter the street number, and a partial street name in the space provided. Hit the search button or Ctrl-F.
3. Highlight the correct address and press F3 or double click on it.
4. Enter the call type or select the call type in the call selection window.
5. Press the F8-Dispatch button to generate the alarm.
6. This will bring Dispatch Command Screen to the front.
7. Simply drag the trucks that are responding to the open alarm window. This is done by pointing to an available truck with the mouse, and then holding the left mouse button down and dragging it to the open alarm and then releasing the left mouse button. It will display in the Truck Status window.
8. Double click on the times as the truck radio in.
9. End the alarm by highlighting it in the open alarms, and pressing the End button. All of the trucks will return to the Available Trucks window.

Dispatch Command Screen: Primary Button Definitions

The following definitions apply to the buttons found in the Dispatch Command Screen below the **Alarm Info** window. The buttons are active only when there are open alarms. Pressing a button performs the function on the alarm display in the **Alarm Info** window. You can change the alarm by clicking on a different

Button Label	Function
New Call	Press the New Call button to start a new call.
Nth	Press the Nth button to generate a 2 nd , 3 rd etc alarm.
Edit	Press the Edit button to edit the dispatch call report and associated incidents and PCR EMS reports.
End	Press the End button to end the select alarm.
Info	Press the Info button to access the Emergency Address Information display screen.
Map	Press the map button to display map for the select alarm.
Back	Move back one call.
Forw	Move forward one call.
Call In	Access the Member Call In Status.
History	View the call history.
Option	Turn on or Turn Off Graphics

Dispatch Command Screen Hot Keys

This section lists out functions that have been assigned to keyboard Function Keys.

Hot Key	Function
F3	Press the F3 button anywhere to put the select apparatus back in service, ie back in the available trucks window.
F6	Press F6 to end the highlighted alarm.
F8	Press F8 to start a new call.
F9	Press F9 to edit the Dispatch call report.

Right Click Menus

Right click menus are accessed by pointing to a record in a window and then pressing the right click. This action will bring up

Status History	
Menu Choice	Function
Add	Select this choice to add a new status history.
Edit	Select this choice to edit the status history.
Delete	Select this choice to delete the status history.
Truck Status	
Menu Choice	Function
Status Code List	This menu will list all of the different status codes. Select a status code to enter.
Edit Unit Report	This choice to edit the unit report.
Open Alarms	
Menu Choice	Function
Add Status	Select this choice to access the status list sub menu. Select a status code. This will automatically enter a status code in the status history window.
Edit NFIRS	Select the Edit NFIRS choice to access the list of NFIRS reports generated by this call. Click on the call to edit the NFIRS report.
Edit Call Report	Select this choice to edit the call report.
End Alarm	Select this choice to end the alarm.
E911 History	
Menu Choice	Function
Transfer Call	Select this choice to transfer the call information to the Dispatch Call Taker Screen.
Assign to Alarm	Select this choice to assign a E911 call to an open alarm.
Remove Call	Select this choice to remove the call from the display. It does not delete the call from history.
View Call Info	Select this choice to view the total fields for the E911 record.
History	Select this choice to view the E911 call history. This is a standard view that displays the E911 call history with several queries.
Display E911 Window	Select this choice to display a second E911 window for multi monitor systems.
Available Trucks	
Menu Choice	Function
Change Location	Select this choice to change the apparatus location.
Change Status	Select this choice to change the apparatus status. This is where you take an apparatus out of service.
Assign to Call	Select this choice to access the open alarms list, and then select the alarm to assign the apparatus to.
Delete	Select this choice to delete the apparatus from the Available Truck list.
Add	Select this choice to add new trucks to the Available Trucks list.
Edit	Select this choice to edit the trucks in the Available Trucks list.

Changing the Address

Changing an address is done through the call taker screen.

1. You must be in the Dispatch Command Screen.
2. Select the call to change location by clicking on the call in the **Open Alarms** window.
3. Press the Location button found on the top left of the **Alarm Info** window.
4. This brings up the call taker screen. Press the F7 New Search button to clear out the old address.
5. Find the new address.
6. Hit the **F3 Select Address** button to select the address.
7. Press the **F8 Change Address** button to submit the change.

Changing the Call Type

Changing the call type is also done through the call taker screen.

1. You must be in the Dispatch Command Screen.
2. Select the call to change by clicking on the call in the **Open Alarms** window.
3. Press the Call Type button found on the top left of the **Alarm Info** window.
4. This brings up the call taker screen. Select the new call type.
5. Press the Change Call Type button to submit the change.

Adding Apparatus on the Fly

This section describes how to add apparatus on the fly during a call. It is especially useful for mutual aid situations to include apparatus you normally do not include.

Follow these steps:

1. Access the dispatch command screen.
2. Click on the available apparatus window.
3. Press the New button.
4. Enter the at a minimum the unit number and the apparatus type. Save the record.
5. Drag it to the call.
6. After the alarm is over, finish the entry of the other fields.

Editing the Dispatch Call Report

A dispatch call record is generated for every alarm, whether it is cancelled, or not. You can access the Dispatch call Report using several methods:

- Press the **Edit** button.
- Press the **F9** hot key.
- Right click on the open alarm, and select the **Edit Call Report**.

The dispatch call record is the basis of a call. Only one record is generated for each call, regardless of how many NFIRS 5.0 incidents or EMS reports are created. There are several tabs in the Dispatch Call Report.

Tab	Function
General	Edit fields in the General Tab.
Incidents	Edit NFIRS Incidents from the Incidents Tab.
EMS Incidents	Edit EMS Patient Care Reports from the EMS Incidents Tab.
Dispatch Times	Edit times history from the Dispatch Times tab.
ProQA	This tab is only visible for departments that have the ProQA

Taking a Truck Out of Service

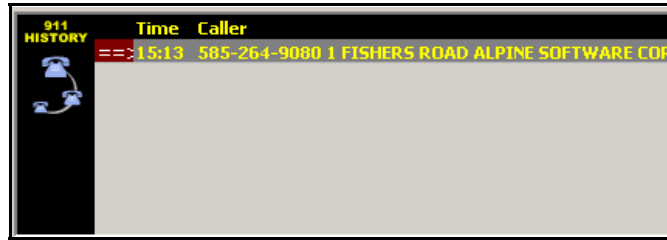
Following these steps to take a truck out of service:

1. Highlight the truck in the Available Trucks window.
2. Place the cursor over the truck and right click with the mouse.
3. Select the Change Status menu.
4. Select the appropriate choice.

The truck will display in a different color and will not be in the running orders.

Dispatching a E911 or Caller ID Call

This section covers how to dispatch an alarm from the **E911 History** window.



The above window is populated from many sources:

- **PSAP E911 Interface.** Residents dialing 911 will automatically show up in this window.
- **County CAD Interface.** Calls transferred from an external county CAD System.
- **Caller ID Interface.** Calls from your Caller ID interface.

These calls will be displayed in this window for the set number of minutes or until the dispatch alarm they are assigned to is closed. Follow these steps to a E911 dispatch alarm.

1. Double click on the E911 History record.
2. Say Yes to the Transfer this E911 Call question. This will bring up the dispatch call screen with all of the fields filled.
3. Select the call type.
4. Press the Dispatch Alarm button. Notice how the color changes on the selected E911 History.
5. Track the call.
6. End the alarm. Notice how the E911 history is removed from the display.

E911 Calls not assigned to an incident will be displayed according the **Display Length** time entered in the setup.

Reopening a Past Alarm

Follow these steps to reopen an alarm that has been ended and removed from the dispatch command screen:

1. While in the dispatch command screen, press the **History** button. This will bring up the dispatch history.



2. Select the past call and press the Edit button.
3. Check off the Alarm Open check box.
4. Close all of the windows. The alarm will be displayed.

Dispatching Tips

The following are dispatching tips:

- You can resize the dispatch screen by placing the mouse over the divider.
- You can change the column widths in the Truck Status and Available Trucks windows when there is an open alarm.
- Every window has right click menu that allow you to act on a record. Refer to the Right Click Menu section of this manual for a summary of functions.