Queue System

Usage

Table on Contents

Introduction 2

Accessing your Queue 2

Screen Layout 2

Button Panel Functions 2

Shift Start Up 4

Call Scenarios 5

Call Completion: Second In Unit, No Patient 5

Call Completion: Second In Unit and a Patient 5

Call Completion: Primary Unit, No Patient Report 6

Creating an NFIRS Exposure 6

Restarting a Run 7

Making another Unit Primary 8

Adding Units to a Call 9

Deleting Units on a Call 9

Introduction

This user manual describes how to use the queue system. The purpose of the queue is to display the incomplete calls for a selected unit. If the selected unit was primary, then they must also finish the NFIRS report.

Accessing your Queue

There are two basic methods for accessing your queue system.

- Press the Fire/EMS/Truck icon found in the Calls box on the main menu.
- Press the Fire/EMS/Truck icon found on the tool bar.

Screen Layout

This section describes the different sections of the queue screen. The following box describes the components going clockwise starting at the upper left.

Title	Screen Location	Function or Usage
Queue Status	Upper Left	This box displays the number of unfinished calls, current users and unit assignment.
Unit Queue: Unfinished Unit Reports	Top Right	This box displays all reports that have not been finished. The most recent are listed on top.
Daily Roster	Top Right. Second Tab.	The daily roster displays the calendar system for the selected unit.
Reports to be completed for Call YYYY-######	Middle Right.	This box displays all of the unfinished reports and their status.
Button Panel	Bottom Right	Refer the Button Panel table for a definition of each button.
Other Units on Call YYYY-######	Bottom Left.	This box displays other units that have responded to selected call.
Requirements for YYYY-######	Middle Left	This box displays what must still completed to remove the call from your queue.

Button Panel Functions

This section defines each button found on the lower right button pane.

Button Caption	Description	Comments
Remove	Remove highlighted call from your queue.	You can remove calls from your queue after all items found in the requirements box are completed.
Refresh	Refresh queue.	Press this button to refresh your queue. This function re-queries the database for new calls.

Edit Report	Edit the highlighted report.	Press this button to edit the report highlighted in the Reports to be completed box.
New Patient	Add a new patient	Press this button to add a new patient to the call.
New Exposure	Add a new exposure.	Press this button to add a new exposure to the call.
Delete Report	Delete the highlighted Report	Press this button to delete the report highlighted in the Reports to be completed box. You cannot delete the Unit or NFIRS reports. Only patient and exposures added in error may be deleted.
Restart Run	Restart a run.	Press this button to restart a run that has been removed from your queue. You must have security access to perform this operation.
View CAD	View CAD data.	Press this button to view the CAD data exported from the CAD System. This data is viewed in it pre delineated format. This function can be used for auditing purposes.
Pick Unit.	Pick Unit.	Press this button to pick the unit. This setting is saved based on the computer name.
Close	Close window.	Close window.

Shift Start Up

The following steps are done at the start of your shift.

1. Open the queue.
2. Pick your unit.
3. Select the daily roster tab. This tab will display all of the personnel that are working on the unit at the exact moment.
4. Verify all personnel assigned to your unit and shift are present and accounted for. If personnel are missing, enter their names, types, and start and end time in the shift roster.

You can also select any day to preset your shift. All changes in the shift schedule will be reflected in this screen.

Call Scenarios

There are several different scenarios that can be found in your queue. The following are example call types.

Call Type	Description
2nd In, No Patient Report.	This is the most basic call. You are the second in unit and you did not have a patient. You are at a minimum required to complete the unit report.
2nd In, 1 or more Patient Reports	You are a second in unit and you provided patient care. You must fill out a unit report and a patient care report for each patient.
Primary Unit, No Patient Report.	You are the primary unit, but you did not have any patient care reports. You must fill out a unit report, and the NFIRS report.
Primary Unit, 1 or more Patient Reports	You are the primary unit and you provided patient care. You must fill out a unit report, NFIRS report and a patient care report for each patient.
Primary Unit, 1 or more Patient Reports, 1 or more exposure reports.	This is the most complicated scenario. You must fill out your unit report, NFIRS report, a patient care report for each patient, and each exposure report.

Call Completion: Second In Unit, No Patient

The goal is to remove all calls found in your queue. Follow these steps to complete a call. These steps also assume that your queue is open and you have already selected a unit.

1. Highlight the call to work on.
2. Highlight the unit report. You can either hit the Edit Report button or double click on the Reports to be completed row.
3. Complete the unit report. Fill in all relevant known fields.
4. Save and close the unit report. This is a self approving form. If all fields are done, it will automatically be approved.
5. If there are still missing fields missing from the unit report that are required, they will be listed in the Requirements for window. Go back to the report and finish it.
6. Press the remove button to remove the record from your queue.

Call Completion: Second In Unit and a Patient

This describes how to complete a call where you are not required to do the NFIRS, but you did have a patient.

1. Highlight the call to work on.
2. Highlight the unit report. You can either hit the Edit Report button or double click on the Reports to be completed row.
3. Complete the unit report. Fill in all relevant known fields.
4. Save and close the unit report. This is a self approving form. If all fields are done, it will automatically be approved.
5. If there are still missing fields missing from the unit report that are required, they will be listed in the Requirements for window. Go back to the report and finish it.
6. Press the New Patient button. If your PPCR format supports different types of PPCRs, select the PPCR type. This will automatically bring up a new PPCR. All of the default fields will automatically be filled out. Finish the report.
7. Press the remove button to remove the record from your queue.

Call Completion: Primary Unit, No Patient Report

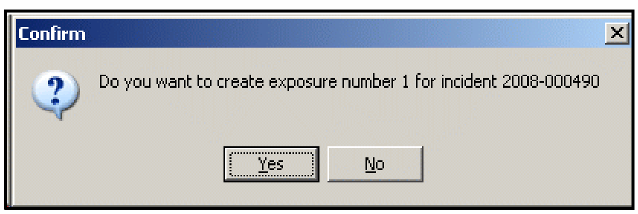
This describes how to finish a call when you are the primary unit. This means that you must complete the NFIRS report as well.

1. Highlight the call to work on.
2. Highlight the unit report. You can either hit the Edit Report button or double click on the Reports to be completed row.
3. Complete the unit report. Fill in all relevant known fields.
4. Save and close the unit report. This is a self approving form. If all fields are done, it will automatically be approved.
5. If there are still missing fields missing from the unit report that are required, they will be listed in the Requirements for window. Go back to the report and finish it.
6. Edit the NFIRS report and complete.
7. Approve the NFIRS report.
8. Press the remove button to remove the record from your queue.

Creating an NFIRS Exposure

Follow these steps to create an exposure for the current incident.

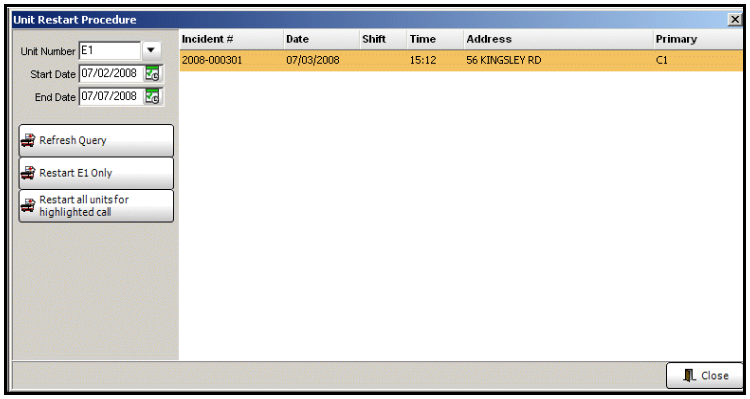
1. Highlight the incident in the Unfinished Reports window.
2. Press the **New Exposure** button. Press the **Yes** button.



3. Highlight the report in the **Reports to be Completed for call YYYY######** window. Double click on the report or press the **Edit Report** button.

4. Finish the report.

Restarting a Run

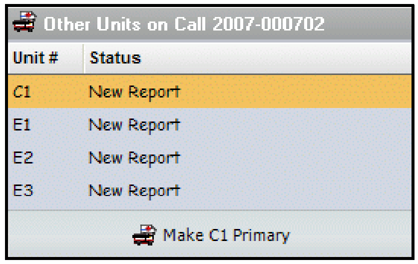


There maybe times when a report was completed, but additional information needs to be added to the report. Restarting a run is an administrative function that allows you to view finished reports and then place them back on the respective queues. Follow these steps to restart a run:

1. Press the Restart Button on the lower right button panel.
2. Enter the unit number, start date, and end date. The start date and end dates are default, but you can change them.
3. Highlight the call you would like to restart.
4. Press the appropriate restart button.
   - Restart ## Only. This button will restart that unit only.
   - Restart all Units. This button will restart all units on the call.

This will change the unit report's status from completed to edit, and the reports will then be found on the perspective unit's queue.

Making another Unit Primary



There may be times when the CAD system assigns the wrong unit as the primary unit. The primary unit is responsible for the NFIRS report. On lower left side of the queue screen, there is a list of the other units that responded to the call, including yours. Follow these steps to change the primary unit:

1. Open the queue that is incorrectly assigned the NFIRS report.
2. Highlight the call in the unfinished unit reports.
3. Highlight the unit number in the Other Units on Call ####-###### that is to be assigned as primary.
4. Press the **Make <Unit Number> Primary** button. This will change the primary unit.

Please Note: If the unit to be assigned primary has already completed their report, you must have security access to restart unit reports. This will then automatically restart the new primary unit.

Adding Units to a Call

There maybe times when there is a unit missing from a call. This can occur when:

- The CAD Center miss enters the unit or does not enter it at all.
- A unit responded outside of CAD communication and knowledge.

Follow these steps to add a unit to a call:

1. Log on as a user that has the following security settings turned on:
   - Access All NFIRS Report Sections from Queue
   - Edit Incidents
2. Pull up the Incident in the standard incident browse.
3. Edit the incident.
4. Press Usage button on the bottom on the incident report.
5. Press the **New** button enter a new usage.
6. Enter the unit number in the space provided.

Deleting Units on a Call

Follow these steps to delete a unit on a call:

1. Log on as a user that has the following security settings turned on:
   - Access All NFIRS Report Sections from Queue
   - Edit Incidents
2. Pull up the Incident in the standard incident browse.
3. Edit the incident.
4. Press **Usage** button on the bottom on the incident report.
5. Highlight the unit responding to be be removed, and press the **Delete** button to delete the incident. This will also remove it from the queue.