



Emergency Services Software Solutions, Inc. ESSS Dispatcher

<http://EmergencyServicesSolutions.net>

User's Guide





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Chapter 1 - Description

The ESSS Dispatcher is the tool required by dispatchers in the Emergency Services industry for tracking all activities associated with emergency calls and vehicles applied to those calls.

While watching dispatchers on active duty, our developers have noted that many problems can arise when trying to manage all the record-keeping requirements associated with a dispatch office. These problems can include misplacing the document for a single run, associating a vehicle with the wrong run, not getting the correct time assigned to a vehicle after a status report.

Additionally, radio time is often used to simply repeat address information for a call because either the dispatcher could not be understood, or because the firefighters or EMTs didn't remember what was dispatched once they were on the road. In many volunteer communities, firefighters may not be in radio range for their pagers to provide a clear message. The ESSS Dispatcher offers a second notification method for your department personnel, without having to provide each member with additional equipment.

Communities are demanding more value for their tax dollars as well. With the advent of the concept of Community Dispatching, applications must be able to meet the requirement to support dispatch operations of Fire, Medical and Police forces. ESSS Dispatch manages an unlimited number of separate agencies, from within the same program. If you dispatch for multiple agencies, this single program will keep all your calls and schedules separate from other agency data, without making the dispatcher use separate computers or screens.

Also, many agencies dispatch for ambulance services, with scheduled pick-ups for transport as a regular part of their business. ESSS Dispatch allows you to create those schedules, generate reports to the interested agency for their daily planning, and will also pop up on your screen as the pick-up time comes near, letting you create an incident run, and later, its corresponding patient return run right from the scheduled data.

The ESSS Dispatcher has been developed to address each of these issues, as well as many others. This application allows dispatchers to identify immediately the run for which they're entering data. All information is time stamped with the current clock time with the click of a button. Calls are sent to email and SMS text message subscribers as soon as the dispatcher can get them entered. The information sent includes the address and the nature of the call. Ambulance information is sent to EMTs as soon as they identify that they're collecting information for refusals, or as soon as they reach the hospital after a transport.

When agencies need more personnel to report to their stations, whether it's because there are many calls being handled at one time, or because of the expectation of a major weather event, the dispatcher can send messages informing personnel by type (EMT/Driver, Medic, Firefighter, Engineer).



Run reports can be printed for individual runs, as well as for daily summary reports. The summary reports are often used for reporting to local news services.

Results of searching through the incident data can be output to Microsoft Excel documents for further refining reports and data.

Also, the application can be run in a read-only mode. This allows department members to access run data while completing their reports, without being able to change any data logged by the dispatcher. Finally, the system will allow multiple dispatchers to manage the same agencies, allowing individual calls to be handled simultaneously from any logged in workstation.

At all times, if you have specific program needs for your operations, we are able to provide the services to meet those needs.



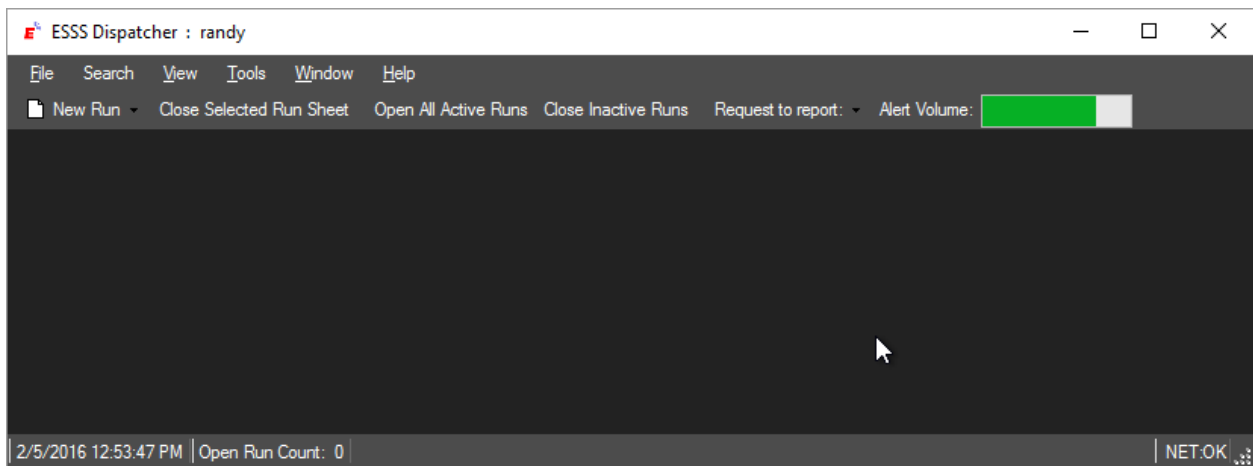
Chapter 2 – General Window Descriptions

The ESSS Dispatch application consists of 9 primary window areas. These windows are:

1. Overall application frame
2. Dispatch Tree window
3. Run information window
4. Vehicle Data window
5. Vehicle Selector window
6. Daily Logs window
7. Assigned Crew window
8. Schedule Notifications window
9. User Actions Window
10. User Timers window
11. Supporting Agency window
12. Map Interface window

Overall Application Frame

The application frame is the primary window for the ESSS Dispatch application.



If this window is displayed with a RED menu bar, it indicates that the software running is an older version than the software known by the database. In that case, you should update your version of the software to the latest available from the web.

From this screen, users can execute basic functions (log in / out, print, manage application data, etc.). Also, status information is displayed at the bottom of the screen.

The primary functions that are available to a user depend upon the credentials of that user. Administrators can perform every task. Dispatchers can perform all tasks associated with runs, but

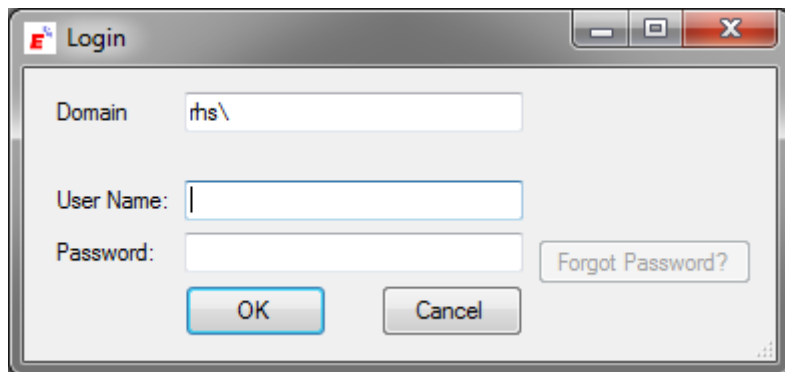


cannot change configuration data for the applications. Users can open and print runs, but can do nothing else with the application data.

File Menu

File / Log In

Any user can execute the log in function. When they do select Log In, they are presented with a log in screen which will process their user name and password.



When running the Dispatch program in demonstration mode, you can log in with:

UserName = demouser

Password = password

When running with local databases, initial valid credentials for login are:

UserName = DefaultAdmin

Password = pa55w0rd

NOTE: Please invalidate the DefaultAdmin account once you've gotten your system set up appropriately for your agency. Leaving that account as it was installed will create a security hole, through which your users may inadvertently corrupt your system data.

If users are logging in with a domain account, they should enter their domain name with a trailing '\' character into the Domain box. This will normally be prepopulated based upon administrator configuration settings. In cases where the users do not log in against a domain (using program credentials), the Domain box will be inaccessible.

The application has the ability to confirm your credentials in an environment using Active Directory. In that case, your use name, domain and password will be validated with LDAP (Lightweight Directory Access Protocol) from within the dispatch application.

If the user has forgotten their password, and LDAP access is not being used, they can press the "Forgot Password?" button. Upon pressing the "Forgot Password?" button, the system will search the database



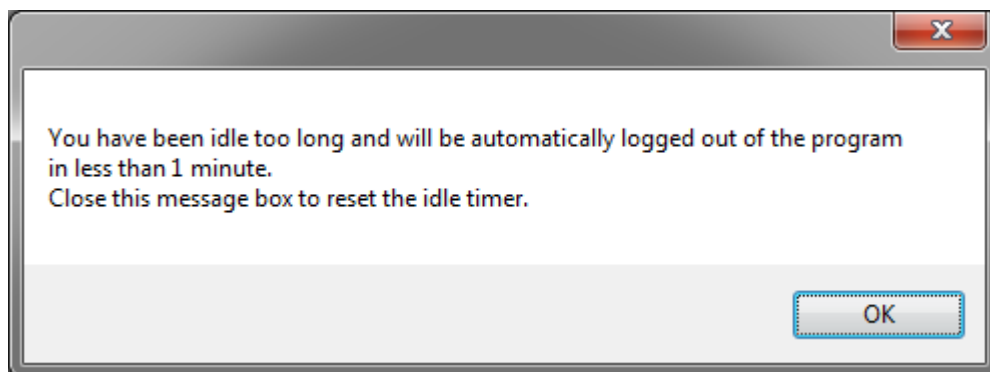
for the user name entered in the first field. If there is a single user with that user name, the system will send messages containing their registered email and SMS notification addresses with their password.

Typical user names consist of a first initial and last name, but the implementation is left to the administrator's discretion. For example, John Doe would typically have a user name of jdoe.

Once the user has successfully logged in, the screen layout will be configured as they had last left it. If there is no record of that user's last screen layout, then a default layout will be applied.

Finally, the user's credentials will be applied to the application. Whether they are a user, a dispatcher or an administrator, features across the program will be enabled or disabled based upon the qualifications identified in the member's data.

If your administrator has enabled idle time monitors, you may be logged out of the application if you do nothing with it for too long. The administrator can enter a number of minutes idle time to allow. One minute before the time has expired, you will receive a screen notification as shown below. If the time elapses without any interaction on your part, you will be logged out of the application, and the program will close.



The ESSS Dispatch application watches mouse and keyboard activity on the program to determine when it has been idle. Even if you aren't entering data, periodically moving the mouse across the screen will reset the timers.

File / Logout

Once a user has logged in, they can log out of the system with this menu item. This is especially important for dispatchers and administrators, as it protects the system from malicious modification of data when a user with credentials applied leaves the computer area.

File / New Dispatch Run

This menu item allows a dispatcher to begin the process of creating a new run. This is typically performed as soon as notification has been made of a call, whether that notification is from a 911 center, MABAS dispatching, direct dial, radio contact or any other method of notification.



File / Close Active Run Sheet

Closing the active run sheet allows the dispatcher to “clean up” their application windows. Any unsaved data about the run is written to the database, and then the window for the current run is removed.

Note: the current run is simply the highlighted run window, it has nothing to do with whether the run is still being prosecuted or not.

File / Close All Run Sheets

Closing all run sheets simply removes all open windows associated with specific runs. Again, this is simply a tool to assist with desktop housekeeping, and does nothing to any data by closing the runs.

For all File / Print and File / Preview functions, if multiple departments are configured within the dispatch program, then the department names will appear as section groupings under the Print and Preview function selections, and Print and Preview will point to lower menu levels.

File / Print Detailed Incident Report

This menu item will cause all pertinent data about the active run to be printed. This includes all run information, information for all vehicles that went on the run, and any supporting agencies that assisted with the run. If the call has been linked to other departments, hard copy reports are generated for those departments as well, referencing their specific run numbers. A sample run print out can be found in the appendices at the end of this document.

In cases where multiple agencies were linked to the same run, you will be presented with a dialog box to choose which agency's report to print.

File / FAX Detailed Incident Report to Department(s)

This menu item will cause the system to generate a FAX, specific to the current incident, and send that FAX to the fax numbers listed for the departments identified as participating in the current incident. In the case of any of those departments not having assigned FAX numbers, the program user will receive a dialog notification informing them of incomplete configuration data. **This may generate multiple faxes.**

The FAX functionality requires a corresponding FAX server to communicate with. If you are simply faxing from a printer, use the Print functions, and select your FAX printer as the device to use.



File / Email Detailed Incident Report to Department(s)

This menu item will cause the system to generate an email, specific to the current run, and send that email to the address listed as the department email account. This function is available only in cases where multiple departments are configured from a single location.

In cases where multiple agencies were linked to the same run, you will be presented with a dialog box to choose which agency's report to print.

Reports emailed to agencies will not include patient data, as there is no way to ensure the privacy requirements for patient information via email.

File / Print Detailed Incident Reports over a Range of Dates

Printing this report is much like the previous item. However, instead of being locked to a single incident, you can select all incidents over a range of dates. As linked calls are identified for a department, the actual data is searched from the main agency's database, and applied for the report. Once the list of incidents has been collected, the user is allowed to select/deselect any of the specific reports before sending the task list to the printer.

Incidents Across Date Range

Select Runs to Print

	Print	Run Number	Incident Time	Incident Address
▶	<input checked="" type="checkbox"/>	RHS15-00073	8/7/2015 3:04 PM	550 SUMMIT ST
	<input type="checkbox"/>	RHS15-00074; Metro 15-00002	8/8/2015 12:38 PM	4928 N 2nd St #1ab
	<input type="checkbox"/>	RHS15-00075; Metro 15-00003	8/8/2015 1:32 PM	630 E STATE ST #302
	<input type="checkbox"/>	RHS15-00076	8/9/2015 10:26 AM	8800 E RIVERSIDE BLVD
	<input type="checkbox"/>	RHS15-00077	8/9/2015 10:36 AM	4405 HIGHCREST RD
	<input type="checkbox"/>	RHS15-00078	8/10/2015 2:03 PM	210 W WALNUT ST
	<input type="checkbox"/>	RHS15-00079	8/10/2015 2:06 PM	123 W N WAUKEE ST
	<input type="checkbox"/>	RHS15-00080	8/10/2015 2:12 PM	611 SHERMAN AVE E
	<input type="checkbox"/>	RHS15-00081	8/10/2015 2:18 PM	8800 E RIVERSIDE BLVD
	<input type="checkbox"/>	RHS15-00082	8/10/2015 2:29 PM	421 S MULFORD RD STE 200
	<input type="checkbox"/>	RHS15-00083	8/11/2015 9:33 AM	6108 N 2ND ST
	<input type="checkbox"/>	RHS15-00084	8/12/2015 9:23 AM	100 HART RD

Select All Runs

Clear All Runs

OK

Cancel

File / Print Daily Summary Report

Printing the daily summary report will cause the application to generate a report (suitable for public consumption) for all runs within a calendar day. The user is offered a calendar from which to choose the date for which the report will be printed. A sample daily report can be found in the appendices at the end of this document. As in previous print functions, linked calls (where the selected department was not primary on the call) will cause the software to search for the pertinent information from the primary department's database.

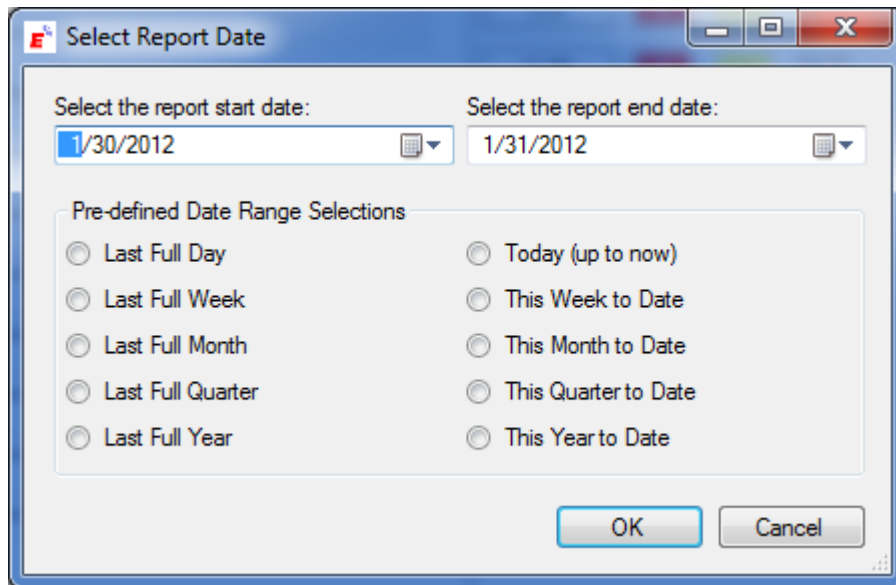


File / Print / Email Daily Summary Report to Department

This menu item will cause the system to generate an email, listing all calls for a specific date chosen by the user, to the department email address.

File / Print Summary Report Over a Range of Dates

Printing this report is much like the previous item. However, instead of being locked within a single calendar day, you can select the range you desire manually or you can use predefined range selections.



File / Print Scheduled Runs

This item will allow you to generate a printout of the runs scheduled for a department for a selected date range. Reports can be generated for future runs if desired.

File / Preview Detailed Incident Report

This item is the same as the Print Detailed Incident Report with the exception that the initial output is driven to a window on your screen. From there, you can opt to send the data to your printer.

File / Preview Detailed Incident Report Over a Range of Dates

Previewing this report is much like the previous item. However, instead of being locked to a single incident, you can select all incidents over a range of dates.

File / Preview Daily Summary Report

This item is the same as the Print Daily Summary Report with the exception that the initial output is driven to a window on your screen. From there, you can opt to send the data to your printer.

File / Preview Summary Report over a Range of Dates

This item is the same as the Print Summary Report over a Range of Dates with the exception that the initial output is driven to a window on your screen. From there, you can opt to send the data to your printer.



File / Preview Scheduled Runs for Today

This item is the same as the Print Scheduled Runs for Today report, with the exception that the initial output is driven to a window on your screen. From there, you can opt to send the data to your printer.

File / Window Layout Controls

These controls will be described in the chapter about window layout management.

File / Exit

This option will close all windows, log out the current user after saving their screen configuration information and selected display font, and close the program.

File / Exit Without Saving Window Layout

This option will close all windows and the application. However, the layout of the screens will not be saved. This is useful if the user would like their normal layout applied when they next log in, rather than any changes that may have been applied to the screens during this instance of the application.



Search Menu

The items in the search menu allow a user to search out calls, across all departments based upon vehicle name, incident address, patient name and crew member names.

Once a report has been populated, you can click the column headers to sort by that column in ascending or descending order.

Double-clicking any result line after a search will cause the application to open that run in the Run Window so you can see all information pertaining to that specific call. This also provides a means of accessing much older calls, while still keeping your call tree to a manageable 2-5 day duration.

Search Vehicles on Calls

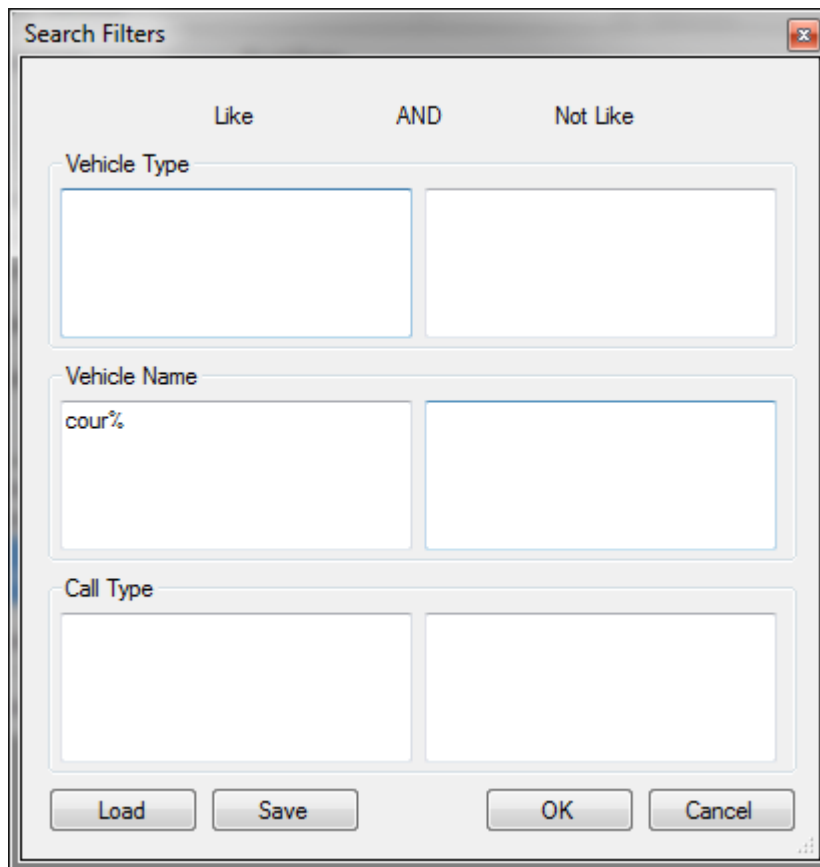
The screenshot shows a software window titled "Calls for Vehicle:". It contains a search interface with the following elements:

- Date Range:** "Start Date" (10/ 1/2015) and "End Date" (10/19/2015) with calendar icons, and buttons for "Refresh", "Print Table", and "Print Details".
- Filters Section:**
 - "Vehicle Type" dropdown menu.
 - "Vehicle Type Filter:" text input field.
 - "Vehicle Name Filter:" text input field containing "LIKE cour%".
 - "Call Type Filter:" dropdown menu.
 - "Edit Filters" button.
- Data Table:** A table with 10 columns: Vehicle Name, VehicleType, HospitalName, Run Number, Alarm Date/Time, Address, Call Reason, ActivityType, Patient Name(s), and LocationName. It displays three rows of data for "Courier 1", "Courier 4", and "Courier 5", all with the same run number (RHS15-00115) and address (6108 N 2ND ST).

This dialog will allow the user to indicate a range of dates within which the search is constrained.

The Print Table button will generate a hardcopy of the displayed data. The Print Details button will print detailed incident reports of the calls in the data window.

Additionally, filters can be applied to the data to further limit displayed information. Pressing the "Edit Filters" button will offer the filter dialog.

A screenshot of a 'Search Filters' dialog box. The dialog has a title bar with a close button. Inside, there are three columns labeled 'Like', 'AND', and 'Not Like'. Below these are three rows of text input fields. The first row is labeled 'Vehicle Type' and has two empty fields. The second row is labeled 'Vehicle Name' and has two fields; the left field contains the text 'cour%'. The third row is labeled 'Call Type' and has two empty fields. At the bottom of the dialog are four buttons: 'Load', 'Save', 'OK', and 'Cancel'.

The filter dialog allows the user to provide filtering information to be applied to the search report. In the case of the “Vehicles on Calls” report, the user can filter by vehicle type, vehicle name and call type.

The left column is for matching where answers are LIKE the hints provided. The right column allows data when it is NOT LIKE the hints in those fields.

The example above shows a filter request where vehicle names are like cour%. The % character is a wild card character. This indicates the name should start with cour, and then any following characters are allowed. If the % character were at the beginning of the line, this would indicate a search for names that end with the text after the % character. Finally, if you surround your hint with a % character at the beginning and end of the text, then you’re indicating a search where the text is contained within the data field.

You can including multiple rules by simply pressing the enter key, and typing your succeeding rules on the following lines. For example, if you had two lines, reading cour% and n% in the vehicle name LIKE box, then you’re telling the program that you want any answer where the vehicle name starts with cour or where it starts with N.



You may save your search filters with the Save button. The program will save all criterion you've entered, along with the report it applies to on the data server, and will also include your user name. Later, you could reload a saved search with the Load button, rather than having to remember how you had formatted a specific search in the past.

After returning from the Filter dialog, press the Refresh button on your search form, and the system will reload a data set which includes changes you applied to the filters.

Finally, after building a data set containing the information you desire, you can right click anywhere in the table display area and select "Export To Excel" to have the data output to an Excel spreadsheet.

The screenshot shows an Excel spreadsheet titled 'Book1 - Excel' with the following data:

	A	B	C	D	E	F	G	H
1	Calls with Vehicle(s)							
2	10/1/2015 to 10/19/2015							
3	Vehicle Name: LIKE cour%							
4	Total Incidents: 1							
5	Total Vehicles Dispatched: 3							
6	Refusal: 0							
7	No Transport: 3							
8	Transport: 0							
9								
10	Vehicle Name	HospitalName	Run Number	Alarm Date/Time	Address	Call Reason	ActivityType	Patient Name(s)
11	Courier 1		RHS15-00115	10/15/2015 10:15	6108 N 2ND ST	Psych Eval.	Fire	Lovelace, Randolph W Tuna, Tommy
12	Courier 4		RHS15-00115	10/15/2015 10:15	6108 N 2ND ST	Psych Eval.	Fire	Lovelace, Randolph W Tuna, Tommy
13	Courier 5		RHS15-00115	10/15/2015 10:15	6108 N 2ND ST	Psych Eval.	Fire	Lovelace, Randolph W Tuna, Tommy

The status bar at the bottom shows: READY, AVERAGE: 42292.42708, COUNT: 7, SUM: 42292.42708, and 100% zoom.



Search for Call Address

Calls at address:

Start Date: 10/ 1/2015 End Date: 10/19/2015 Search Address: Refresh Print Table Print Details

Run Number	Alarm Date/Time	Address	Call Reason	LocationName
DFPD15-00002	10/04/15 08:18	6108 N 2ND ST		
RHS15-00104	10/10/15 10:56	2400 N ROCKTON AVE	Return: Pager Test 3	
RHS15-00105	10/10/15 11:08	6108 N 2ND ST	Psych Eval.	
RHS15-00106	10/10/15 11:13	6108 N 2ND ST	Psych Eval.	
RHS15-00107	10/10/15 11:40	2400 N ROCKTON AVE	Psych Eval.	
RHS15-00108	10/10/15 11:41	2400 N ROCKTON AVE	Psych Eval.	
RHS15-00109	10/10/15 11:41	6108 N 2ND ST	Psych Eval.	
RHS15-00110	10/10/15 11:42	2400 N ROCKTON AVE	Return: Pager Test 3	
RHS15-00111	10/10/15 11:47	10554 MAIN ST	Return: Pager Test 3	Harlem Roscoe Fire Station 1
RHS15-00112	10/10/15 11:51	2400 N ROCKTON AVE	Return: Pager Test 5	
RHS15-00113	10/11/15 10:32	6108 N 2ND ST	Psych Eval.	Family Video
RFPD15-00010	10/14/15 09:01	6108 N 2ND ST	RES Structure Fire	Explosion Site

This dialog lets you enter address information for calls to populate the report.

Search Patient Names on Calls

Calls for Patient Named

Start Date: 10/ 1/2015 End Date: 10/19/2015 First Name: Last Name: Refresh Print Table Print Details

Run Number	Patient	Alarm Date/Time	Address	Call Reason	LocationName
RHS15-00106	Tim Taylor	10/10/15 11:13	6108 N 2ND ST	Psych Eval.	
RHS15-00107	Randolph W Lovelace	10/10/15 11:40	2400 N ROCKTON AVE	Psych Eval.	
RHS15-00108	Randolph W Lovelace	10/10/15 11:41	2400 N ROCKTON AVE	Psych Eval.	
RHS15-00109	Randolph W Lovelace	10/10/15 11:41	6108 N 2ND ST	Psych Eval.	
RHS15-00110	RHS 3 Pager Test	10/10/15 11:42	2400 N ROCKTON AVE	Return: Pager Test 3	
RHS15-00111	RHS 3 Pager Test	10/10/15 11:47	10554 MAIN ST	Return: Pager Test 3	Harlem Roscoe Fire Station 1
RFPD15-00010	Tom Cruise	10/14/15 09:01	6108 N 2ND ST	RES Structure Fire	Explosion Site
RFPD15-00010	Brian Urlacher	10/14/15 09:01	6108 N 2ND ST	RES Structure Fire	Explosion Site
RHS15-00115	Tommy Tuna	10/15/15 10:15	6108 N 2ND ST	Psych Eval.	FAMILY VIDEO
RHS15-00115	Randolph W Lovelace	10/15/15 10:15	6108 N 2ND ST	Psych Eval.	FAMILY VIDEO
RHS15-00116	Randolph W Lovelace	10/15/15 10:45	2400 N ROCKTON AVE	Psych Eval.	RMH

Searching calls by patient names allows you to determine how often, and from where, specific patients are calling for assistance. This can help a great deal when trying to determine if you have individuals abusing your emergency response system, or when you need to find specific information about a call for a patient.



Search Crew Members on Calls

Calls with crew of %cath									
Start Date: 6/28/2015		End Date: 10/19/2015		Search Crew Member Name: %cath		Refresh Print Table Print Details			
Run Number	Vehicle Name	Alias	Patient	Crew	Alarm Date/Time	Address	Call Reason	LocationName	
RHS15-00086	MFM Xprt			[Cath] Kornfeind, Jason; [Cath] Lovelace, Randy; [Cath] Nelson, Cristi	09/02/15 17:23	809 CANNELL PURI Suite 1			
RHS15-00087	MFM Xprt			[Cath] Kornfeind, Jason; [Cath] Lovelace, Randy; [Cath] Nelson, Cristi	09/03/15 20:52	6401 NEWBURG RD	Residential Lock Out		
LPPD15-25021	1808			[Cath] Kornfeind, Jason; [Cath] Lovelace, Randy; [Cath] Nelson, Cristi	09/03/15 23:08	6108 N 2ND ST #1A31	Cardiac Arrest		
RHS15-00088	MFM Xprt			[Cath] Kornfeind, Jason; [Cath] Lovelace, Randy; [Cath] Nelson, Cristi	09/05/15 22:01	115 W HOWARD ST	Broken Leg		
LPPD15-25023	1808			[Cath] Kornfeind, Jason; [Cath] Lovelace, Randy; [Cath] Nelson, Cristi	09/08/15 17:12	4725 W STATE ST #1a	Lock out		
PFPD15-00015	1362			[Cath] Kornfeind, Jason; [Cath] Lovelace, Randy; [Cath] Nelson, Cristi	09/14/15 13:40	MERIDIAN ROAD	testing weather again		
RHS15-00100	MFM Xprt		Anderson, John B	[Cath] Kornfeind, Jason; [Cath] Lovelace, Randy; [Cath] Nelson, Cristi	09/16/15 09:55	2400 N ROCKTON AVE	Respiratory Arrest		
Metro15-00014	C-03			[Cath] Kornfeind, Jason; [Cath] Lovelace, Randy; [Cath] Nelson, Cristi	09/23/15 11:56	Forest Hills and Painted Pony			
RHS15-00102	N987RH		Lovelace, Randolph W Lovelace, Diane L Miller, Amber M	[Cath] Kornfeind, Jason; [Cath] Lovelace, Randy; [Cath] Nelson, Cristi	09/23/15 17:12	2400 N ROCKTON AVE			

Searching by crew members allows you to determine all calls attended by a specific person or persons. In this case, any crew that had a member like '%cath%' was used in the search criteria. Therefore, the resulting response included any call which had a crew member with a 'cath' in their name. Along with the address, time, reason and run number, you are also shown which vehicle that person crewed in the resulting data set.

Search REACT Calls

REACT Calls

Start Date: 9/ 1/2015 End Date: 10/19/2015 Refresh Print Table Print Details

Filters

☐ Search Calls Requiring Review Only?

Patient Acceptance Filter: Edit Filters

Run Number	Review	Time / Rec'd By	Issues Logged with Incident	Diagnosis	Acceptance	Patient	Referred By	Transport	LocationName
RHS15-00099	<input type="checkbox"/>	09/16/15 09:04 Oncology Dr. Asner		Was in remission, cancer again aggressively active	Transfer	Taylor, Tim Adult Cancer Patient	HRFD C-15 Medic	Referrer	
RHS15-00100	<input checked="" type="checkbox"/>	09/16/15 09:55 ER Dr. Doctor	There were issues, but we don't want them printed at all!	This patient should be admitted for further study, could be a new disease carrier. We're not certain, but we believe that this is patient 0 from the black plague, maybe typhoid. Best give the CDC a call on this one!	Phone Consult	Anderson, John NICU Medical	Beloit Memorial Hospital W38 Dr. Who	Referrer Driver and someone else	
RHS15-00102	<input type="checkbox"/>	09/23/15 17:12 Cath Cordoba Dr.		Severe chest pain, pt rates 9 Existing condition last 3 days Trouble breathing O2 85% Pulse 145 BP 185/95	Transfer	Lovelace, Randolph Adult Cardiac	HRFD C-39	Referrer	
RHS15-00102	<input type="checkbox"/>	09/23/15 17:12		Diagnosed ok	Phone Consult	Lovelace, Diane Adult	HRFD	No Transport	

If your organization utilizes REACT calls, you can find the data for all REACT type calls with this search function. You are able to select the date range for the calls, and if desired, only search for calls that require review. All REACT data for the call are listed in the form, and on the resulting hardcopy print-out.

As is the case with all search windows, double-clicking one of the entries will open that call in the ESSS Dispatch application so you can see all associated data.

Similar to the "Vehicles on Calls" search, this report allows filtering data: in this case, by patient acceptance, or by calls requiring review.



Search Trauma Calls

This function will produce a report similar to Search REACT calls. However, the factors for inclusion of an incident are either that the call type is set for Trauma, or that a vehicle starting with the word Trauma was assigned to the scene.

Search Calls Matching a Run Number

The screenshot shows a software window titled "Calls Matching a Run Number". At the top, there are input fields for "Start Date:" (9/28/2015), "End Date:" (10/19/2015), and "Run Number:" (empty). A "Refresh" button is located to the right of the "Run Number" field. Below these fields is a table with the following columns: Run Number, Agency-Issued Run Number, Alarm Date/Time, Address, Call Reason, and LocationName. The table contains 12 rows of data.

Run Number	Agency-Issued Run Number	Alarm Date/Time	Address	Call Reason	LocationName
RHS15-00109		10/10/15 11:41	6108 N 2ND ST	Psych Eval.	
RHS15-00110		10/10/15 11:42	2400 N ROCKTON AVE	Return: Pager Test 3	
RHS15-00111		10/10/15 11:47	10554 MAIN ST	Return: Pager Test 3	Harlem Roscoe Fire Station 1
RHS15-00112		10/10/15 11:51	2400 N ROCKTON AVE	Return: Pager Test 5	
RHS15-00113		10/11/15 10:32	6108 N 2ND ST	Psych Eval.	Family Video
LFPD15-25028		10/14/15 09:01	6108 N 2ND ST	RES Structure Fire	Explosion Site
PFPD15-00029		10/14/15 09:01	6108 N 2ND ST	RES Structure Fire	Explosion Site
RFPD15-00010		10/14/15 09:01	6108 N 2ND ST	RES Structure Fire	Explosion Site
WBSFD15-00011		10/14/15 09:01	6108 N 2ND ST	RES Structure Fire	Explosion Site
RHS15-00114		10/14/15 09:01	6108 N 2ND ST	RES Structure Fire	Explosion Site

This search window allows you to enter run numbers, or portions of run numbers for which to search. The software will look within the ESSS generated run numbers, as well as agency assigned run numbers for a match, and display a record for each run that complies with the search criteria.

You may place a % character anywhere in the search text to indicate a group of characters you're not concerned with. For example, if you wish to find all runs containing '-4' in their run numbers, you could enter %-4 in the search text window. The software will apply a % character to the end of the string you enter, and find all matches.

Double clicking one of the displayed records will open that run window in the ESSS Dispatch application.



View Menu

The items on the view menu help the user location windows which they may have taken out of their normal area. Selecting a window will cause that window to become focused, which brings it above other windows if it was covered. Additionally, windows which hide themselves (unpinned) are “unhidden” allowing the user to enter data on them quickly without having to search for them.

View Menu/Status Bar

1/30/2012 9:33:42 AM	Open Run Count: 0	Text Msgs to Send: 0	NET:OK
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The status bar (found at the bottom of the program window) has multiple sections which display information related to the execution of the ESSS Dispatch application. On the far left is the current date and time. Next is the reference to the number of open run windows the application is currently managing. The third section identifies how many notification messages remain to be transmitted to department members. Finally, on the far right, a network status indicator provides data relative to your network connection to the outside world.

From the Status Bar menu, each of these can be turned on or off. Additionally, for the network status indicator, you can select verbose mode (all known information), concise mode (OK or BAD), or you can turn this section off.

In the middle area of the status bar, you may periodically see notification messages directed to the user. These can sometimes be messages from ESSS, indicating the availability of new features. Also, your administrators can generate messages, aimed at specific users or groups of users. These message can include hyperlinks if desired, such that the user is taken to a site in their web browser upon clicking the link.



View Menu/Rolodex

Rolodex

Search

☒ Search Contact ☐ Search non-empty speed code ☐ Search non-empty type

<< A B C D E F G H I J K L M N O P Q R S T U V W X Y Z >>

Contact	Facility Number	Department	Address Line 1	City	State	Zip	Phone	Extension	Fax
10-33 Ambulance	LL83		3 Wolfer Industrial Park	Spring Valley	IL	61362	815-663-6683		
		Dispatch							
9TH STREET CENTER			209 9th St	Rockford	IL	61104			
		Cancer Center					815-489-4722		815-490-58
		Physical Therapy					815-489-4590		
Abraham Lincoln Memorial Hospital			200 STAHLHUT DRIVE	LINCOLN	IL		(217) 732-2161		
Act Medical			2473 MCFARLAND RD	ROCKFORD	IL	61107	(815) 986-2286		(815) 986
		Doctors Phone					(815) 986-2286		
ADT Fire Alarm Company			FOR FIRE ALARMS				(800) 558-8595		
Advance Ambulance Service			661 REYNOLDSWOOD RD	DIXON	IL	61021	(815) 288-6898		
Advantage Chiropractic			11824 MAIN ST Dr. Lisa Arn	ROSCOE	IL	61073			
Adventist Hinsdale Hospital			120 N OAK ST	HINSDALE	IL	60521	(630) 856-3300		
Adventist La Grange Memorial Hospital 18IL			5101 WILLOW SPRINGS RD	LA GRANGE	IL	60525	(708) 245-9000		
Advocate Children's Hospital			4440 W 95TH ST	OAK LAWN	IL	60453	(800) 595-5551		
Affordable Dentures			7318 ARGUS DR	ROCKFORD	IL	61107			
Affiliated Surgeons - East			2300 N ROCKTON AVE Suite 304	ROCKFORD	IL	61103	(815) 964-3333		(815) 964
		Jessica Pomponio					(815) 489-6054		

Administrators and any user with “Edit Rolodex” permissions, as assigned by the administrator, may edit the Rolodex data.

The Rolodex display offers a quick location feature, by offering index letter buttons above the data window. Touching one of these letters will scroll the display to the first data who’s contact name begins with that letter.

Also, data displayed can include all contacts, just contacts with speed codes filled in, or just contacts with location type data filled in. These selections are identified by choosing the appropriate radio button just below the search text field.

Right-clicking your mouse in the grey area of the grid, or on any data line will give you menu options. These are context-sensitive, meaning that the available choices will change based upon where you do the clicking.

Adding a new primary contact will create a bold, yellow-background entry, allowing you to type a company/person name, address, along with phone and fax information.

Adding a new department to a contact will create a normal text, white background line. In the department entries, you can enter department names (or a person’s name), as well as phone and fax information for that department.



Deleting a department will simply delete the single department record you selected. Deleting a primary entry will delete all departments from that entry, as well as the primary contact entry.

Finally, editing a record will take you to the dialog for that specific entry, and allow you to change the information related to it.

The Search box will search based upon the primary contact name (left most column), and find all matches. You can use the percent character ('%') as a wild card for pattern matching. The program will automatically append a % to the end of your text, looking for items "starting with" the characters you type. If you need to find an entry "containing" your characters, prefix them with a % character.

The Speed Code field is used for quick look up of addresses when entering incident addresses, or when selecting the pick up and drop off locations for scheduled runs. Simply type the speed code into the address line and tab out of the field. The system will search for the speed code entry from the Rolodex table and populate the form with the applicable data.

The Type field is used for specific functions within the program. A "Hosp" type will be used to populate the available hospital list for ambulances and helicopters on the Run Window. A "REACT" type will be used to populate the receiving physician's list on the REACT data form.

The Special Notes field provides information which will be put in an incident's comment box if that address is used for a run. This would typically reflect Knox box locations, or entry codes for first responders.

The PrePlan File Name field stores information about a preplan PDF file that will be displayed to the dispatcher if an incident is assigned to the address of the primary contact for that record. *See Appendix VIII for information related to preplan files and their storage.*



View Menu / HIPAA Access Logs

Hipaa Access Logs							
Search				Refresh			
Index	Date/Time	Computer	User	Type of Access	Record Name or Search	Run Number	Event ID
125	12/30/2014 11:51 AM	RANDY-HP	Randy	Incident Record Opened	FD3: Hononegah Rd	FD314-0003	17
124	12/30/2014 11:38 AM	RANDY-HP	Randy	Incident Record Opened	FD3: 10544 Main St	FD314-0005	19
123	12/30/2014 11:10 AM	RANDY-HP	Randy	Incident Record Opened	FD3: 10544 Main St	FD314-0005	19
122	12/23/2014 1:53 PM	RANDY-HP	Randy	Incident record deleted by user.	Hononegah Rd (FD314-0007)	FD314-0007	21
121	12/23/2014 1:53 PM	RANDY-HP	Randy	Incident Record Opened	FD3: Hononegah Rd	FD314-0007	21
120	12/23/2014 1:53 PM	RANDY-HP	Randy	Incident record deleted by user.	551 1st St (FD314-0008)	FD314-0008	22
119	12/23/2014 1:53 PM	RANDY-HP	Randy	Incident Record Opened	FD3: 551 1st St	FD314-0008	22
118	12/23/2014 1:53 PM	RANDY-HP	Randy	Incident record deleted by user.	111 1st St (FD314-0009)	FD314-0009	23
117	12/23/2014 1:38 PM	RANDY-HP	Randy	Incident Record Created	111 1st St	FD314-0009	23
116	12/23/2014 1:37 PM	RANDY-HP	Randy	Incident Record Opened	WSFD: Hononegah Rd	WSFD14-0013	31
115	12/23/2014 12:42 PM	RANDY-HP	Randy	Incident Record Opened	FD3: Hononegah Rd	FD314-0003	17
114	12/23/2014 11:27 AM	RANDY-HP	Randy	Print patient record: Tom Tuna	Hononegah Rd	FD314-0007	21
113	12/23/2014 11:27 AM	RANDY-HP	Randy	Search for patient: Tom Tuna	Hononegah Rd	FD314-0007	21
112	12/23/2014 11:27 AM	RANDY-HP	Randy	Search for patient: Tom Jones	331 1st St	SBFD14-0001	3577
109	12/23/2014 11:27 AM	RANDY-HP	Randy	Search for patient: Alien Abductor	10544 Main St	FD314-0005	19
110	12/23/2014 11:27 AM	RANDY-HP	Randy	Search for patient: Alien Abductor	Hononegah Rd	FD314-0006	20
111	12/23/2014 11:27 AM	RANDY-HP	Randy	Search for patient: Alien Abductor	10544 Main St	FD314-0004	18
108	12/23/2014 11:27 AM	RANDY-HP	Randy	Search for patient: Tom Tuna	Hononegah Rd	FD314-0007	21
107	12/23/2014 11:26 AM	RANDY-HP	Randy	Search for patient: Tom Tuna	Hononegah Rd	FD314-0007	21
106	12/23/2014 11:23 AM	RANDY-HP	Randy	Search for patient: Tom Tuna	Hononegah Rd	FD314-0007	21

When users access records containing patient specific information, those accesses are logged for review by the system administrator. Information collected includes the date/time of access, who accessed the data, from which computer, and what type of access occurred. Additionally, the incident address, run number, and event record index are logged as well.

Also, changes to user credentials, and any modifications to the Global Parameters are logged to this table as well, for access during a HIPAA audit process.

This feature is available only to system administrators.



View Menu / Billing Report

Billing Report

Start Date: 8/30/2015 End Date: 10/19/2015 Organization: RFPD ☐ Want Only Transports

Alarm Date/Time	Run Number	Call Type	Address	Call Reason	Patient	Vehicle	Drop Off	Disposition	LocationName
09/14/15 21:02	RFPD15-00008	Med	4725 W STATE ST						
09/17/15 14:30	RFPD15-00009	Fire	1511 N BLACKHAWK BLVD						
10/14/15 09:01	RFPD15-00010	Fire	6108 N 2ND ST	RES Structure Fire	Tom Cruise Brian Urlacher			Complete Fire Call	Explosion Site
	RFPD15-00010					D-16	No Transport		
	RFPD15-00010					705	No Transport		
	RFPD15-00010					771	No Transport		
	RFPD15-00010					1401			
	RFPD15-00010					1402			
	RFPD15-00010					1441			

The billing report allows the capability of outputting the data relevant to the calls for a specific department of a user-specified period of time. These reports include the vehicles responding on the call, the run number, date/time of the incident, incident address, nature of the call, patient name if applicable, type of call, and drop off locations for patients transported as a result of the call.

These reports are broken out by department, as selected from a drop down list box. The results, once obtained, can also be printed to hardcopy reports if desired.

Finally, the user can request reports including only calls which transported patients on their vehicles.

With a right click in the data grid, the user can opt to output the report to an Excel workbook.



Tools Menu

The tools menu allows for configuration of all system data related to the execution of this program. Most of these items are available only to an administrator.

In the case of multiple departments being configured for the dispatch program, the department acronyms exist in the menu path after Edit Application Data. Each department has its own set of configuration windows.

Tools / Edit Application Data / Hospital List

This item will allow for management of the list of ambulance destinations for a department. Two items, “No Transport” and “Refusal” are pre-populated, and are non-modifiable. However, all other locations to which you transport patients can be managed from this table.

Finally, any emergency destination (hospital) that you enter in this table that has contact information will populate comments into the run information window about how to contact that specific agency. In this way, you will have quick access to the location’s phone number within the context of the run.

Note: the hospital list will be phased out in future versions, as hospital name and contact information is also extracted from the Rolodex, making the Hospital List a redundant feature at this time.

A screenshot of a software window titled "Hospitals" with a red close button in the top right corner. The window contains a table with two columns: "Hospital" and "Contact". There are two rows in the table. The first row has "No Transport" in the "Hospital" column and an empty "Contact" field. The second row has "Refusal" in the "Hospital" column and an empty "Contact" field. To the left of each row is a grey "Delete" button. At the bottom of the window, there are four buttons: "Add Hospital" (highlighted with a blue border), "To Excel", "OK", and "Cancel". A mouse cursor is visible over the "Add Hospital" button.

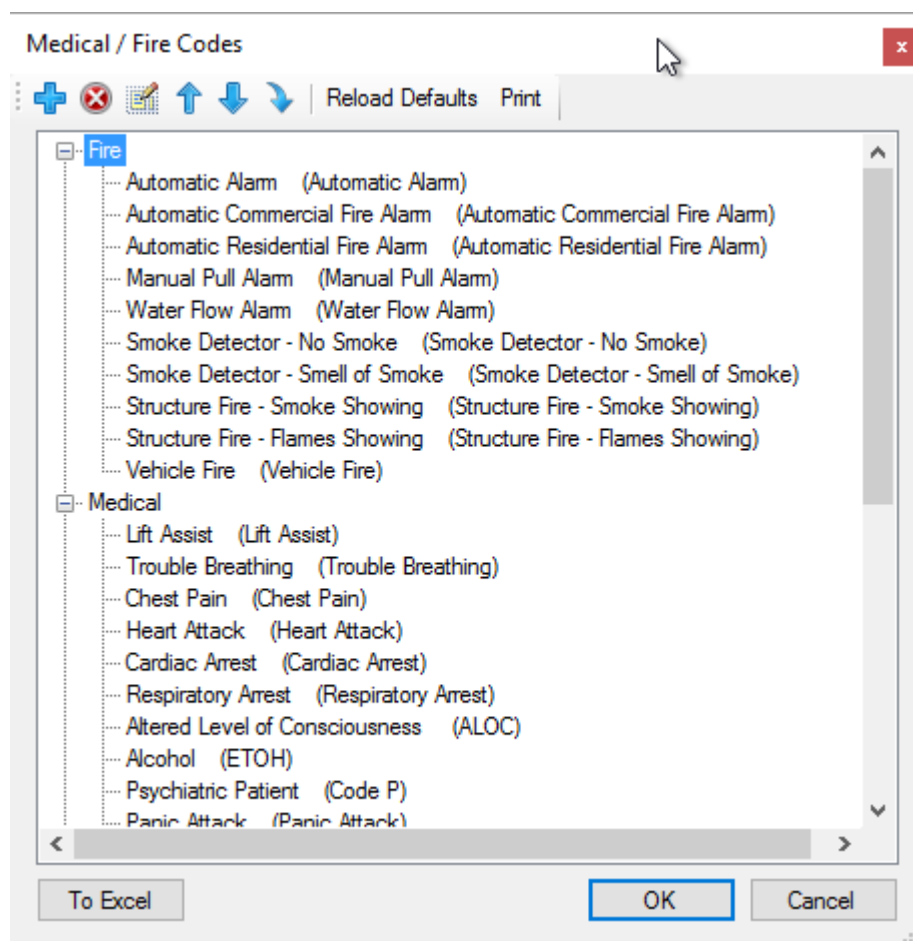


Tools / Edit Application Data / Med/Fire Call Codes

This item will allow the administrator to enter the common call reasons for a dispatch. A full description of this window and how to use it are covered in Chapter 4. The data entered in this window will be used to populate the menus for the Run Information window, allowing dispatchers to quickly enter call reasons in a standardized method, without having to remember the exact text or codes.

Additionally, the administrator can add other reason groups than those provided, and populate that group with specific reasons as well.

If, at any time, you feel that the list has changes from which you cannot recover, you can reload the list from programmed default values with the “Reload Defaults” button on the menu bar of the dialog window. Finally, you may print out the resulting data set to hardcopy if desired, or export the table to Excel.



Tools / Edit Application Data / Response Agencies

This item allows the administrator to enter information related to all supporting agencies or personnel that may be required to assist with a call. This can include police agencies, chaplains, utility companies,



etc. Along with the type of agency and its name, contact information is entered. This information is available then to the dispatcher, mitigating the need to get out another book during the call to figure out what number to dial for a specific response requirement.

Response Agency Data

	Idx	Agency Type	Agency Name	Contact Information
Delete	1	Police	Rockford Police	Unlisted Number
Delete	2	Electric	Com Ed	800-477-8442 / 888-232-6382
Delete	3	Gas	NiCor	800-747-1470 / 888-642-6748
Delete	4	Water	North Park Water	815-633-5461
Delete	5	Other	Charter Cable	877-232-4522
Delete	6	Other	Verizon	800-483-4000
Delete	7	Helicopter	LifeLine	855-673-3598
Delete	8	Helicopter	REACT	800-627-2228

Reload

Add New Row

To Excel

OK

Cancel



Tools / Edit Application Data / Station List

This item allows you to enter data related to the individual stations within your fire protection district. As call data is entered, each of the stations required to respond can be selected in the Run Information window.

A screenshot of the 'Station List' dialog box. The title bar at the top says 'Station List' with a red close button on the right. The main area is titled 'Station Name' and contains three rows of data. Each row has a 'Delete' button on the left and a text input field on the right. The first row contains 'Station 1, 7th St.', the second 'Station 2, Airport Dr.', and the third 'Station 3, East Loop'. At the bottom of the dialog are four buttons: 'Add Station', 'To Excel', 'OK', and 'Cancel'. A mouse cursor is pointing at the 'OK' button. The 'Station 3, East Loop' text field is highlighted with a blue border.



Tools / Edit Application Data / User List

The user list is the location where all department personnel are entered into the system. Additionally, their user name is assigned, as well as a password, notification addresses and the selection of the types of messages they wish to receive.

*For users without administrator privileges, their access to this screen allows them only to change their personal data. However, this lets your responders manage their own notification subscriptions, notification addresses, and even to temporarily turn off notifications to their phone. **As a DemoUser (when testing the program), the demo user cannot change their login, name or password data.***

A screenshot of a software window titled "RHS User List". The window has a red close button in the top right corner. It contains a list of users, each preceded by "[Cath]". The list is as follows:

[Cath] Brokhausen, Kimberly
[Cath] Bull, Katie
[Cath] Combs, Jim
[Cath] Groene, Renee
[Cath] Jaramillo, Amy
[Cath] Kamin, Vince
[Cath] Kennington, Val
[Cath] Kornfeind, Jason
[Cath] Nelson, Cristi
[Cath] Oliver, Erica
[Cath] Schier, Eric
[Cath] Steames, Lisa
[Cath] Wade, Christina
Combs, Arthur
Developer, ESSS

A mouse cursor is hovering over the row for "[Cath] Schier, Eric". At the bottom of the window, there are two buttons: "To Excel" and "Done".

Right clicking within the window provides a context menu which allows administrators to add new users, modify user data for the selected line, or delete the selected user from the system.



Configure User Data

User Information

UserName:

Password:

Last Name:

First Name:

Contact Methods

Enabled	Contact Address
<input checked="" type="checkbox"/>	8159880313@email.uscc.net
<input checked="" type="checkbox"/>	support@emergencyservicesolutions.com

Add New Contact Method

Privilege

☒ Administrator

☐ Dispatcher

☐ General User

☒ Allow Rolodex Edit?

Run Notifications

☒ Selective Calls?

Call Type

☒ MD REACT

☒ Emergency Call Center

☐ Code 60

Ambulance Information

☒ Ambulance Data?

Volunteer Request Notifications

☒ EMT/Driver Requests?

☒ Medic Requests?

☒ Firefighter Requests?

☒ Apparatus Engineer Requests?

Stop Notifications Temporarily

☐ Disable All Notifications?

OK Cancel

For agencies that assign user names based upon the logged in user on a computer, we will use the ActiveDirectory name of the user (computer user name) as a look-up in the members tables. If we find a match, we will log in that user automatically. In that case, their password field in this dialog should remain blank.

With the “Contact Methods” data grid, you may enter an unlimited number of contact methods for a user as you require. Users will get messages for any accounts in this grid with the Enabled box checked.

To delete an entry, simply click the grey block on the far left side of the row until all fields in that row are highlighted, then press your delete key.

To edit an entry, right click on the entry line, and select the Edit option.

If you select OK after making all necessary changes for this user’s information, that data will be written back to the database for use by the application. Selecting Cancel or the red X to close the window, no changes will be applied to the database.

The Run Notifications group box includes a data grid with all available call types for the agency the user belongs to. Clicking the checkbox indicates that user would like to be notified of calls of the selected type as they are created. Any Call Types not enabled for the department will not be visible in this data grid list.

Tools / Edit Application Data / Vehicle List

The vehicle list identifies all vehicles normally assigned to the department, including the vehicle type. This list will identify all vehicles the dispatcher can select for a run.

There are some considerations for vehicle identifications. If you have officers (with assigned identifiers) that often work as a duty officer, or go directly to a scene, list those officers as vehicles. Then, while documenting their activities with a call, you don’t have to remember which vehicle a specific officer was in. You just click the officer’s number. For example, your duty officer drives 744 during the shift, but



reports on the radio as 795 all the time. You don't need to remember that 795 is in 744 and click 744 for vehicle operations. Just click 795 as if that officer is a vehicle.

It is common to include some vehicles identified by special numbers (#1, #2, etc.), and listing them as ambulances. In this way, any vehicle not identified by your department can still be applied to the run, and then given an alias name that indicates its actual vehicle number. The method of aliasing a vehicle, refer to the section on the Vehicle Data Window.

A vehicle is marked as used if its identifier is applied to any incidents in the database. A vehicle is marked as active if the checkbox named "Show Vehicle in Vehicle Selector Window" of the Vehicle Data dialog was checked. Contact addresses preceded by a + character are enabled for the vehicle, and will receive notifications as that vehicle is applied to an incident.

A screenshot of a software window titled "Vehicle List" with a red close button in the top right corner. The window contains a table with five columns: "Vehicle ID", "Vehicle Type", "Vehicle Used", "Active", and "Contacts". There are three rows of data. The first row is highlighted in blue. Below the table is a large grey rectangular area. At the bottom of the window are three buttons: "Add Vehicle" (highlighted with a blue border), "To Excel", and "Done".

Vehicle ID	Vehicle Type	Vehicle Used	Active	Contacts
2201	Ambulance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	+8159880313@email.uscc.net riovelacecap@hotmail.com
D-25	Ambulance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
2203	Engine	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	+support@emergencyservicesolutions.com

Vehicle Data

Vehicle ID:

☒ Show Vehicle in Vehicle Selector Window?

Vehicle Type:

- Engine
- Tender
- Ladder
- Quint
- Mini-Pumper
- Utility
- Ambulance
- Inspector Van
- Command
- Grass Rig

Contact Addresses:

Enabled	Contact Address
<input checked="" type="checkbox"/>	8159880313@email.uscc.net
<input type="checkbox"/>	rovelacecap@hotmail.com

Add New Contact

OK Cancel

Tools / Edit Application Data / Call Types

The administrator has the ability to add incident types to the system in order to more accurately reflect their daily operations. With this dialog, right clicking within the window will show a context menu allowing the administrator to add a new call type, or modify an existing entry.

RHS Call Type List Management

Long Name	Abbreviation	Usable	Associated File	Default Notification
Medical	Med	<input type="checkbox"/>		CREATE_RUN_SEND_MESSAGES
Fire	Fire	<input type="checkbox"/>		CREATE_RUN_SEND_MESSAGES
Police	Police	<input type="checkbox"/>		CREATE_RUN_SEND_MESSAGES
MD REACT	MD REACT	<input checked="" type="checkbox"/>	RockCom1.ico	CREATE_RUN_SEND_SELECTIVE_MESSAGES
Emergency Call Center	ECC	<input checked="" type="checkbox"/>	pager.ico	CREATE_RUN_SEND_MESSAGES
Code 60	Code 60	<input checked="" type="checkbox"/>	brain.ico	CREATE_RUN_SEND_MESSAGES
King of Hearts	KOH	<input checked="" type="checkbox"/>	download.ico	CREATE_RUN_NO_MESSAGES

To Excel Done

In each case, the system is given data for the call type as a long name, an abbreviation for that type, the icon to display in the tree for that call type, and whether that type is available on the run information display window.

Icon files are special types of graphics files for Windows, and are located in the Images directory under the location of your executable file's physical location on the hard drive or file server.

From this window, you can also disable the standard call types if desired. The example below shows disabling Fire, Medical and Police, and adding many specialized call types to the list. Code 60 acts



differently than the rest, as it ties back to the call notification fields assigned for users. A Code 60 incident can contact an entire support team without having to select their names individually from a list of users.

The Default Notification indicates what sort of notifications should be applied when an incident of each type is actually created. The defaults can be overridden on the Run Information window if necessary.

A screenshot of a software dialog box titled "Call Type Details". It has a light gray background and a white border. Inside, there is a section with a checked checkbox labeled "Usable?". Below this are five input fields: "Record Index" with the value "4", "Activity Type (long name)" with "MD REACT", "Activity Type Abbreviation" with "MD REACT", "Associated File" with "RockCom1.ico", and "Default Notification" with a dropdown menu showing "Create Run - Send Selective Messages". At the bottom right are "OK" and "Cancel" buttons. A mouse cursor is visible near the bottom left of the dialog.

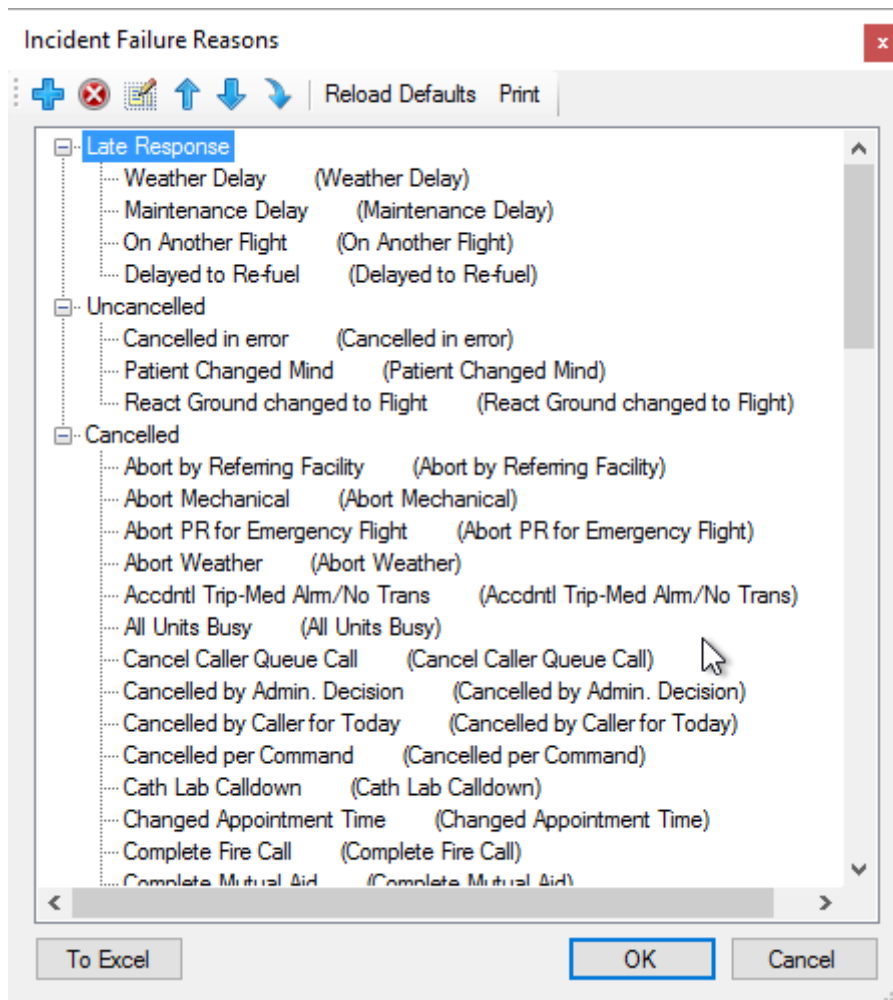
As with other configuration windows, when you exit this window, any changes will prompt the administrator to save those changes to the database.

Tools / Edit Application Data / Call Failure Reasons

This item will allow the administrator to enter the reasons a call might be delayed in prosecuting, cancelled, or even un-cancelled. A full description of this window and how to use it are covered in Chapter 4. The data entered in this window will be used to populate the menus for the Run Information window, allowing dispatchers to quickly enter call failure reasons in a standardized method, without having to remember the exact text or codes.

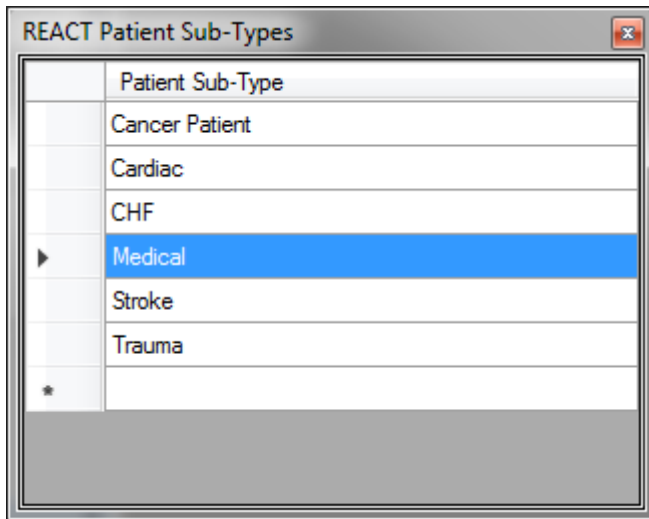
Additionally, the administrator can add other reason groups than those provided, and populate that group with specific reasons as well.

If, at any time, you feel that the list has changes from which you cannot recover, you can reload the list from programmed default values with the "Reload Defaults" button on the menu bar of the dialog window.



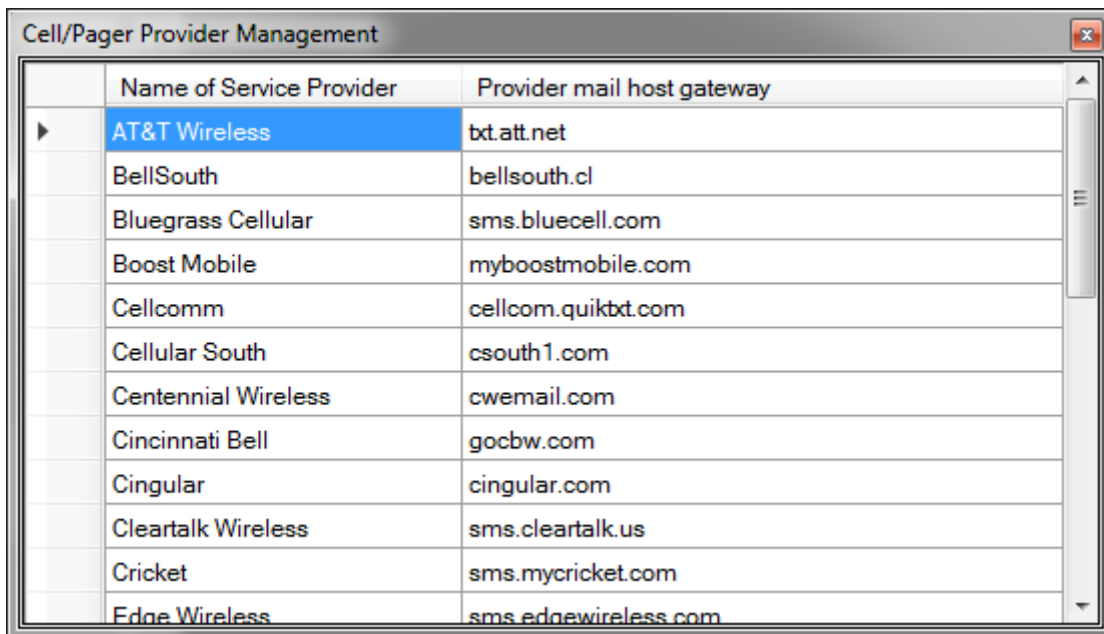
Tools / Edit Application Data / REACT Patient Sub-Types

Patient sub-types are specified within the MD REACT dialog for patients of REACT or Trauma calls. This list indicates the elements that will comprise the Patient Sub-Type field of that form.



Tools / Edit Application Data / Cell-Pager Provider List

This list is provided to make it easy to select provider references for member notification addresses. As you find people using providers not known initially by the dispatch application, you may add those references to the data table. This will prevent having to search the provider SMS gateway information again at a later date.





Tools / Edit Local Configuration Information

This item allows the administrator to provide the basic information required to connect the application to its specific database. Data for these fields will be provided to your administrator when the software is ordered.

A screenshot of a software window titled "Local Configuration Parameters" with a red close button in the top right corner. The window contains a table with three columns: "Server", "Catalog", and "User". The second row is highlighted in blue. Below the table, there are three labeled input fields: "Call Tree Max Age" with the value 40, "Call Tree Max Items" with the value 200, and "Last Application Version" with the value 2.5.26.0. At the bottom, there are three buttons: "Reload", "OK", and "Cancel".

	Server	Catalog	User
	randy-hp	ESSS_LFPD	lpfd
▶	randy-hp	ESSS_PFPD	pfpd
	randy-hp	ESSS_RFPD	rfpd
	randy-hp	ESSS_WBSFD	wbsfd
	randy-hp	ESSS_RHS	rhs
	randy-hp	ESSS_Metro	metro
	randy-hp	ESSS_DFPD	ESSS_DFPD
	randy-hp	ESSS_SFPD	ESSS_SFPD

Feature	Value
Call Tree Max Age	40
Call Tree Max Items	200
Last Application Version	2.5.26.0

ReloadOKCancel

In the case of a dispatch location maintaining the application for multiple departments, an unlimited number of database connection configurations can be described. Each user name is a login defined within the SQL server, not in Windows users or Active Directory configurations.

By setting the SQL Username to "group" (without the quotation marks), you can instruct the application to utilize integrated security. In that case, access to the SQL server will be based upon the user or group membership being managed within the SQL server, and the user being in a specifically allowed group to access the server.

To delete an entry from the grid, simply click the row header to the far left side of the row until the entire row is shown as selected. Then press your delete key.



Keep in mind, in the case of dispatching multiple agencies, the order of the agencies is critical, as linked calls are referenced by the order assigned at the time the calls are linked. Re-ordering these connections will product incorrect reporting data for incident records already created.

Please note, even though you can define an unlimited number of connections, the application will only use as many connections as are licensed for your installation.



Tools / Edit Global Configuration Information

This allows the administrator to configure the personalization data for this application that will be applied to all users connecting to the department's individual database. Each of the fields in this table will be described in the appendices.

Parameter	Value
RunNumberYear	2015
Incident Messaging	
GroupedMessageSize	40
SendGroupedMessages	True
SendMessages	True
WantIAmRespondingTextMsgs	True
Misc	
latestSoftwareVersion	2.1.79.0
Printing Settings	
Daily Document Title	Rockford Health System Daily Run List
DailyDocumentFooterPrintedBy	RHS Dispatcher
DailyDocumentHeaderLine1	2400 N Rockton Ave. Rockford, IL 61103
DailyDocumentHeaderLine2	815-971-4750
Main Page District Title	Mercy Rockford Health System
RunDocumentFooterPrintedBy	RHS Dispatcher
RunDocumentTitlePrefix	RHS
Radio Code Conversion	
Display_10_19Title	Return
Display_10_23Hosp Title	At Hosp.
Display_10_23Title	OnScene
Display_10_8Hosp Title	To Hosp.
Display_10_8Title	Enroute
Display_10_96Title	Quarters
ResourceFireOutText	Fire Out
Status Bar Options	
RunInternetPing	False
ShowNetworkStatusDialogs	False
Timed Update Settings	
Background Update Time for Dispatcher	30
Background Update Time for Non-dispatcher	60

FD Acronym
The acronym applied for this agency.

The table is broken into groups of parameters. Selecting any parameter line will offer descriptive information about the parameter in the bottom of the window. Changing any parameter from its default value will result in that value being displayed in **bold** text.

When closing the window, if any parameters were modified, the administrator is prompted for whether to save those changes or not.

Note: In the case of dispatching for multiple agencies, some of the variables will have descriptions that indicate only the setting for the primary agency will be used for the program. The description of a parameter is in the lower part of the window.



Tools / Edit Scheduled Runs

Many agencies support not only emergency incidents, but scheduled transport operations. To assist in that schedule management, you are able to create schedules for each agency defined in your application.

RHS Run Schedules				
Info	Pick Up	Notes	Drop Off	Reason
Pager Test, RHS 5	Rockford Memorial Hospital LL83: 2400 N ROCKTON AVE		Rockford Memorial Hospital LL83: 2400 N ROCKTON AVE	Return: Pager Test 5
Lovelace, Randolph W	FAMILY VIDEO: 6108 N 2ND ST		Rockford Memorial Hospital LL83: 2400 N ROCKTON AVE	Psych Eval.
No Patient Identified	Galena-Midwest Medical Center: 1 MEDICAL CENTER DR		Illinois Central Railroad: DISPATCH	

In the initial dialog, you see a list of the scheduled runs defined for the specific agency you have selected.

Right clicking on any specific schedule line offers the chance to edit the schedule, delete that schedule, or to create a “return record” for that item. This is useful in the case of transporting a patient first to a treatment facility, and then scheduling a return to their home location at a later time.

A new schedule may be created via the “Add New Schedule Item” button. Finally, schedules that have expired may be manually deleted from the list with the “Delete Expired” button.

Within this window, touching a column name will allow you to sort the data by any of the displayed fields. Touching a column title a second time will sort the data in the reverse order.



Tools / Edit Scheduled Runs / Schedule Creation Dialog

Within this dialog, you will enter all the information necessary for your schedule. The pick-up and destination information can be populated by hand, or can be selected from your Rolodex list. Simply press the button for “Location Name” under the appropriate section to get the Rolodex selection window.

The transport reason isn’t necessary, but is helpful for preparing your ambulance crews for the type of patient care they might be required to give during transport. Transport reason can be simply the reason for the transport, or could include additional notes about patient requirements. When creating a run from the schedule data, the transport reason field is placed in the call description of the run.

The scheduling is either a single event, or a recurring event. Recurring events allow you to select the day (or days) of the week the event will occur. The calendars will prevent you from swapping start and end dates. Selecting “Will Call” for the Pick-Up time will cause the entry to generate beginning at midnight of the specified day(s), and will remain active until manually closed out.

Note: Editing the pick-up time using the right and left arrow keys to move between fields, or the mouse to select each field.

The location name fields are tied to the Rolodex hint tables. You can begin typing an address, and the hint will show you related addresses from the Rolodex. You can enter a speed code, and when tabbing out of the field, the speed code will be converted to a contact if it exists. Additionally, if you prefix the



location name with ++, you will see a list of all locations from the Rolodex. Finally, if you prefix the location name with --, you will see a list of all speed codes from the Rolodex.

Tools / Edit User-Defined Vehicle Context Menu Items

A screenshot of a software window titled "User-Defined Vehicle Context Items". The window has a standard Windows-style title bar with minimize, maximize, and close buttons. Inside the window, there is a text area at the top with the instruction: "The elements in this table will be added to the context menu for all vehicles assigned to runs." Below this is a smaller text area with the instruction: "Place @@ in the field to mark a placeholder for the vehicle name." Below these instructions is a table with two columns: "Context Menu Text" and "Text to place in comments box". The table contains three rows of data. The first row has a right-pointing triangle icon in the first column, "@@" in the second column, and "has dropped off a patient" in the third column. The second row has "@@" in the first column, "waiting for pt" in the second column, and "is waiting a long time for patient to get ready to go to vehicle" in the third column. The third row has "Item 4" in the first column and "This is item 4" in the second column. Below the table is a large, empty rectangular area. At the bottom left of the window, there is a small asterisk icon.

As vehicles are made active on a run, a line is created in the run window with a button for the vehicle name, as well as elements for all the times and miles for the vehicle. This button has a context-sensitive menu associated with it, which can be accessed by right-clicking the mouse on that button.

The elements in this table, are added to each of those vehicle buttons in the run window. The column named "Context Menu Text" contains the text that will be put on the menu item. The column named "Text to place in comments box" contains the text message that will be placed into the run's comment box in the Run Information window, with a timestamp indicating when that item was selected.

You can place @@ characters in either of the fields for a record, and those characters will be replaced with the vehicle's name. In this way, your comments that generate from selecting this item will reflect the vehicle properly in the comments box.

Tools / Send Grouped Messages

When checked, email or SMS messages will go out for each message trigger as a block, with all recipients listed in the same "To:" box. When this field is un-checked, messages will be sent to only one user at a time. Sending messages one at a time will take more time overall, but will prevent recipients from knowing all other recipients mail information.



Tools / Small Font (Large Font)

From these menu items, each user of the program can select the font size that best suits their requirements. Small Font will provide the font normally used by the program. Large fonts increase the text size for most components of the program. The only sizes not changed are those tied to System defined font types and sizes.

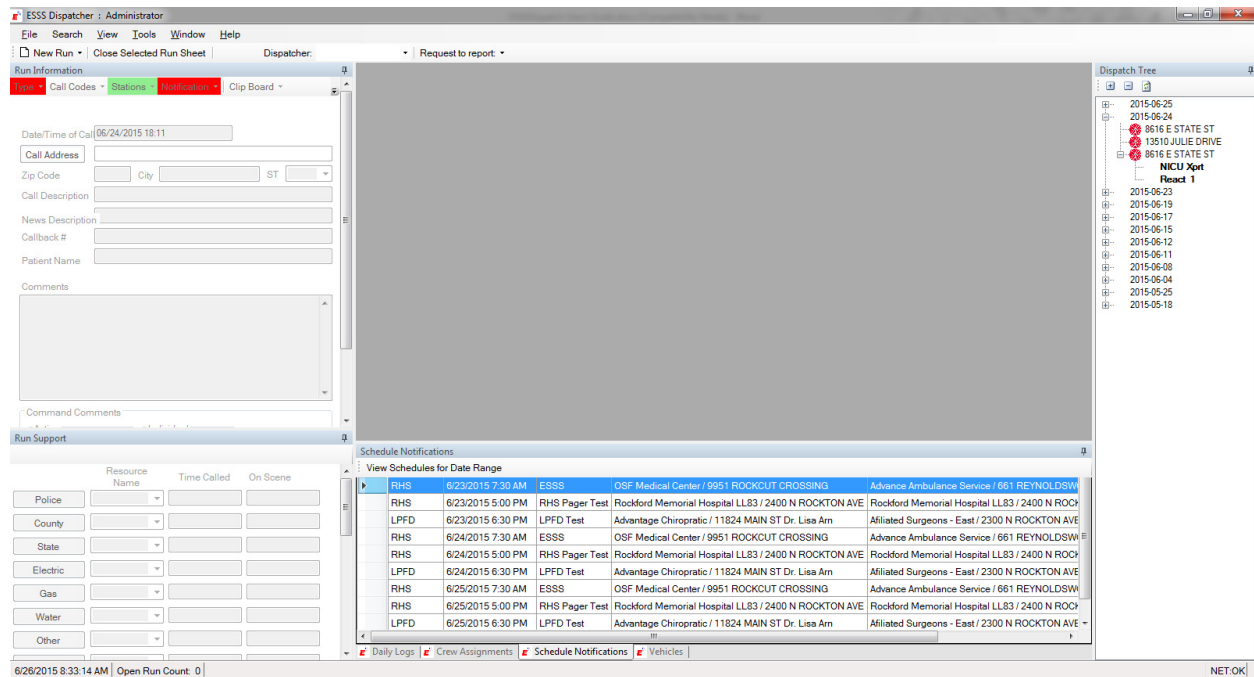


Figure 1: Small Font Selection

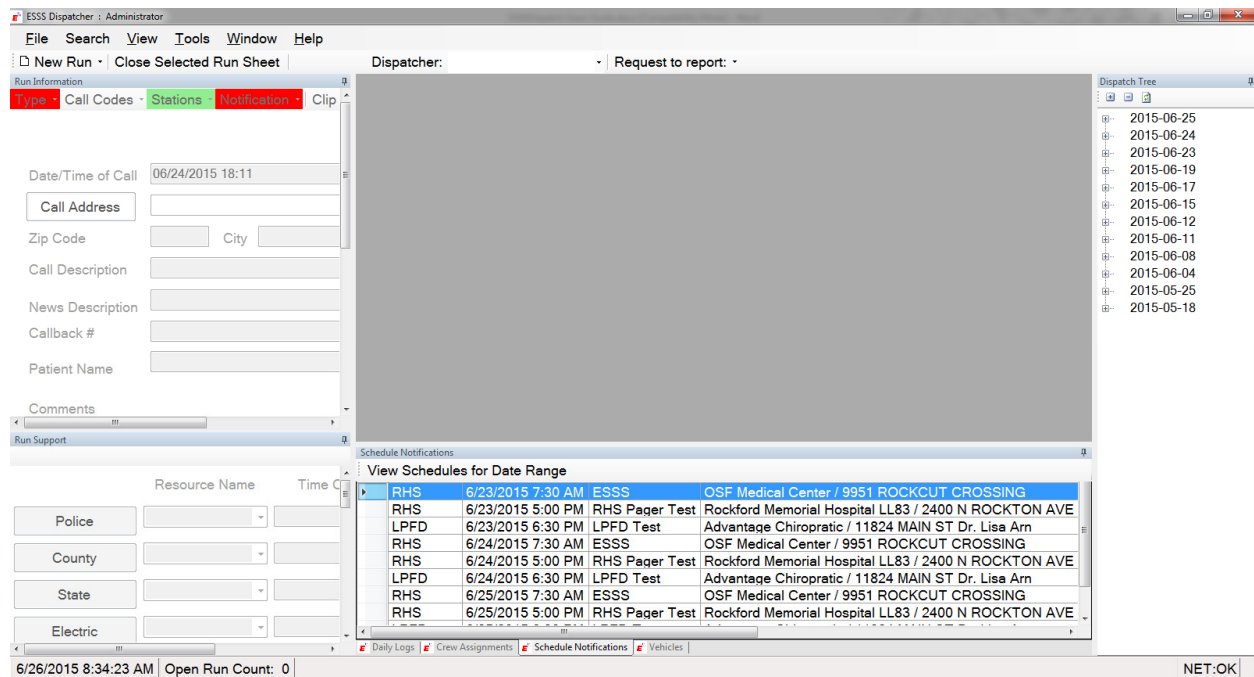


Figure 2: Large Font

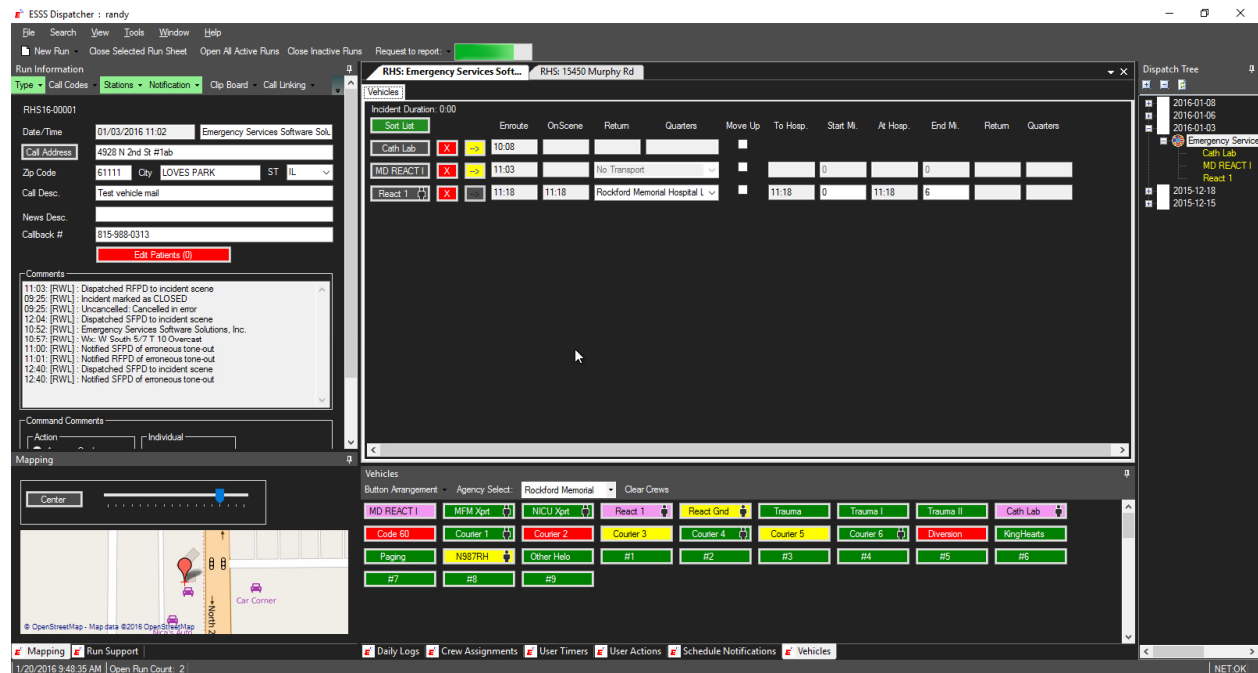
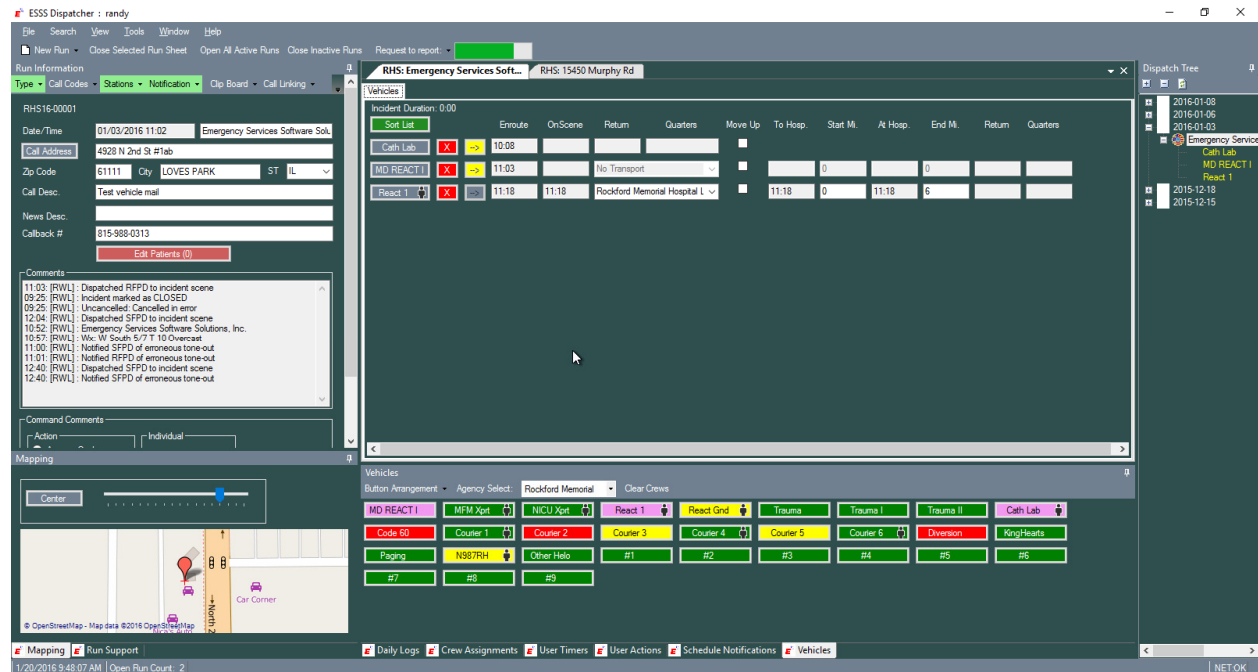
Tools / Skinning (White through Charcoal)

Skinning applies to the look of the user interface. The default screens are basically white backgrounds with controls placed on them. However, use of the program over an entire shift can cause eyestrain for users. To make the program more comfortable to user for long periods, skinning can be applied. The skin selection will be saved for each user when they log out of the program.

If your organization has specific skinning requests, feel free to contact ESSS to discuss that format with us.



Our slate and charcoal skins are provided as an example below.





Tools / Delete Incidents En-Masse

This window allows administrators to destroy records of incidents stored within the database. You may choose the departments for which to destroy records and the inclusive date range for which to remove records.

After entering the master confirmation password, available from ESSS, the execute button will be enabled. This password is not made available to everyone, as the record destruction is non-recoverable, and must only be done with clear intent and understanding of the data that will be destroyed.

A screenshot of a software window titled "Delete Incidents En-Masse". The window has a standard Windows-style title bar with minimize, maximize, and close buttons. On the left side, there is a list of departments with checkboxes: LPFD, PFPD, RFPD, WBSFD, RHS, Metro, DFPD, and SFPD. To the right of this list are two date pickers labeled "Starting Date" and "Ending Date", both set to "Saturday, January 01, 2000". Below these is a text field for "Master Confirmation Password". An "Execute" button is positioned below the password field. On the right side of the window, there is a text box containing a warning: "Use of this function will destroy data within the database. All incident records from the starting date through the ending date will be deleted permanently. This will include vehicle records on these calls, dispatcher comments, patient records and the incidents themselves." Below this warning is another line of text: "This code will NOT function until you have successfully entered the password, and the password will be reset after every use of the mass delete function." A "Done" button is located in the bottom right corner of the window.



Tools/ Renumber Incident Records En-Masse

With this dialog, administrators may renumber all incident records, beginning with the selected record, and proceeding through to the end of the list. Select the agency for which to renumber records, select the first record you wish to have renumbered, and enter the new run number for that record in the associated text box.

The dialog will show you what the renumbering will do to each record in the column named “New Run Number”. If you’re satisfied with the changes that will be applied, press the Renumber button to execute the request.

The dialog box is titled "Renumber Incidents En-Masse". It contains a "Department" dropdown menu set to "LPFD". To its right are two text boxes: "Renumber Starting With:" containing "LPFD15-25007" and "New Run Number to Start:" containing "10000". A "Renumber" button is to the right of these boxes. Below is a table with five columns: "Original Number", "New Run Number", "Index", "Alarm Time", and "Address". The table lists 13 incident records. The 7th record is highlighted in blue. A "Done" button is at the bottom right.

Original Number	New Run Number	Index	Alarm Time	Address
LPFD15-25003		3	3/30/2015 12:35 PM	4928 N 2nd St
LPFD15-25004		6	3/30/2015 12:35 PM	111 1st St
LPFD15-25005		4	3/30/2015 12:35 PM	
LPFD15-25006		5	3/30/2015 12:35 PM	
LPFD15-25007	LPFD15-10000	7	3/30/2015 12:40 PM	
LPFD15-25008	LPFD15-10001	8	3/30/2015 12:42 PM	
LPFD15-25009	LPFD15-10002	9	3/30/2015 12:43 PM	
LPFD15-25010	LPFD15-10003	10	3/30/2015 12:46 PM	
LPFD15-25011	LPFD15-10004	11	4/12/2015 1:44 PM	4928 N 2nd St
LPFD15-25012	LPFD15-10005	12	4/12/2015 3:48 PM	
LPFD15-25013	LPFD15-10006	13	4/16/2015 1:03 PM	



Tools / Determine Zip Codes to Allow

The dispatch application tries to perform pattern matching for cities and states entered for incident addresses. At times, the list of potential matches can be quite large. To reduce size of those recommendation lists, the distance manager is applied.

In the global configuration for your system, parameters are provided for the working zip code for the dispatchers, and the radius in miles that you wish to allow zip codes to be matched.

However, the process of updating the zip code table is quite extensive, and is not actually done until the administrator presses the Execute button within this dialog. Please note, this process can take many minutes to complete, as it determines the distance from your zip code to each zip code in the database, and then marks available only those zip codes with a distance less than the parameter setting from your home zip code.

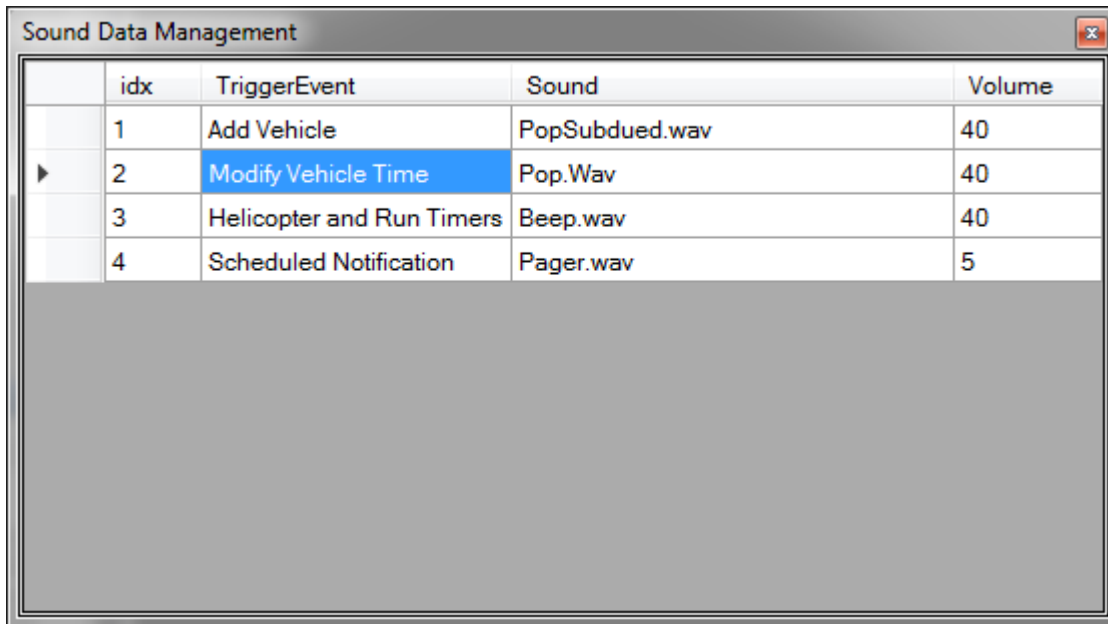
A screenshot of a software dialog box titled "Zip Distance Manager". The dialog has a light gray background and a thin border. It contains two input fields: "Your Working Zip Code" with the value "61111" and "Distance to Allow for Zip Codes" with the value "275 Miles". Below these fields is a horizontal progress bar. At the bottom of the dialog are three buttons: "Execute" (highlighted with a blue border), "Allow All", and "Done".



Tools / Edit Sound List

Sounds are triggered at various times through the operation of the dispatch program. These triggers request the playing of WAV files stored within the system data location.

Administrators may, if desired, chose to apply different sound files to triggered events, or may limit the maximum volume of any single sound through the volume control.

A screenshot of a software window titled "Sound Data Management". The window contains a table with four columns: "idx", "TriggerEvent", "Sound", and "Volume". There are four rows of data. The second row, with index 2 and event "Modify Vehicle Time", is highlighted in blue. Below the table is a large, empty gray rectangular area.

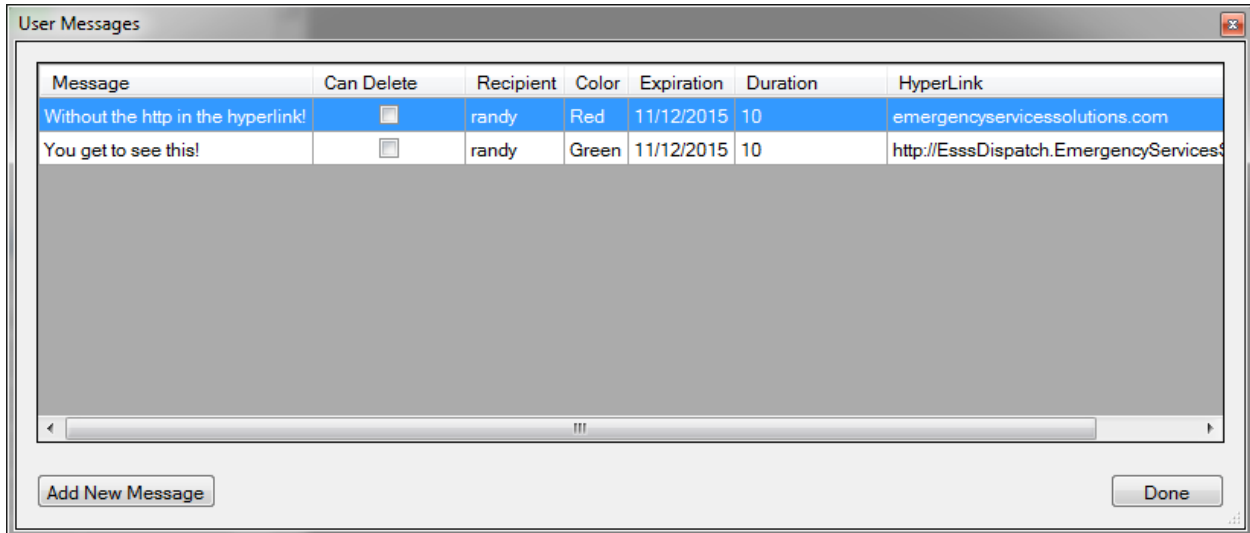
	idx	TriggerEvent	Sound	Volume
	1	Add Vehicle	PopSubdued.wav	40
▶	2	Modify Vehicle Time	Pop.Wav	40
	3	Helicopter and Run Timers	Beep.wav	40
	4	Scheduled Notification	Pager.wav	5



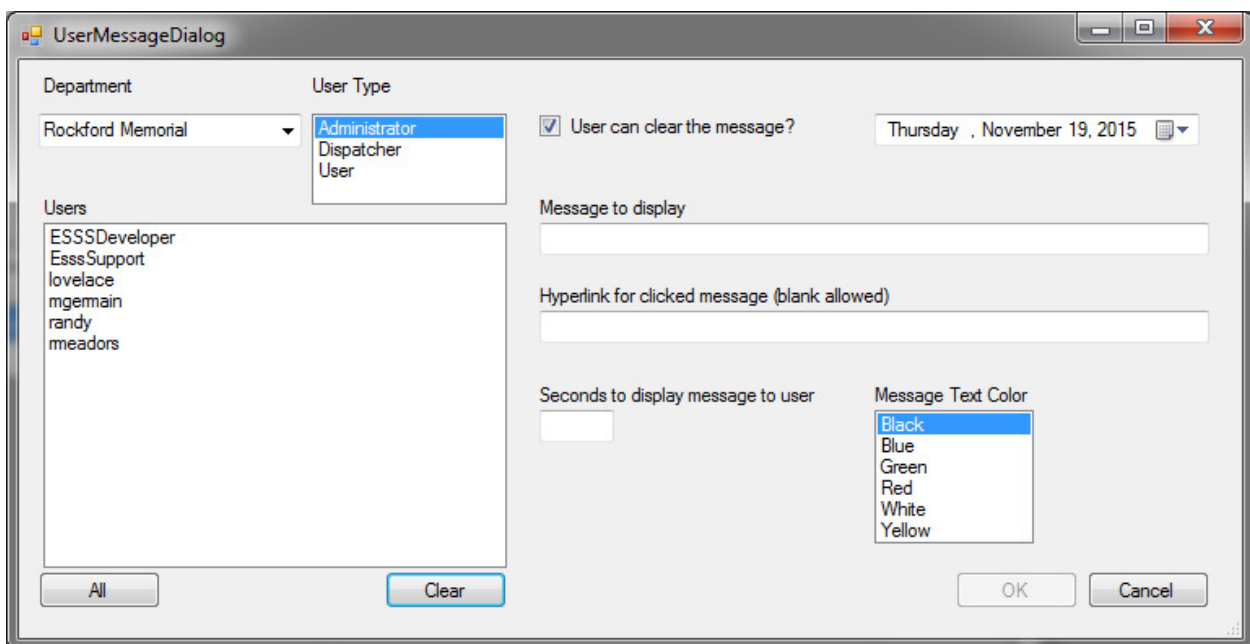
Tools / Manage User Messaging

The dispatch program has the ability to display messages to logged in users in the status bar at the bottom of the screen. Administrators can create desired messages, aimed at specific users, or user types, with this tool.

Upon selection, a dialog is presented showing all user messages scheduled on the system. A message may be deleted by right clicking on that line, and selecting Delete Message.



New messages may be added to the system with the “Add New Message” button, which presents the dialog below:





The user may then choose the agency for which the messages will be applied, and the type of user. This will cause the Users box to be populated with names. You may select all names, or clear all selections with the buttons below the Users box. Additionally, you may select individual names, or groups of names by click, shift-click and ctrl-click, similar to the way other Window's programs allow.

Then you may define if the user clears the message from the list by clicking on it. Next, you define an expiration date for the message (which defaults to one month from the current date).

Enter the text to display in the status bar, and a hyperlink for the message if clicking the text should take the user to a specific web page.

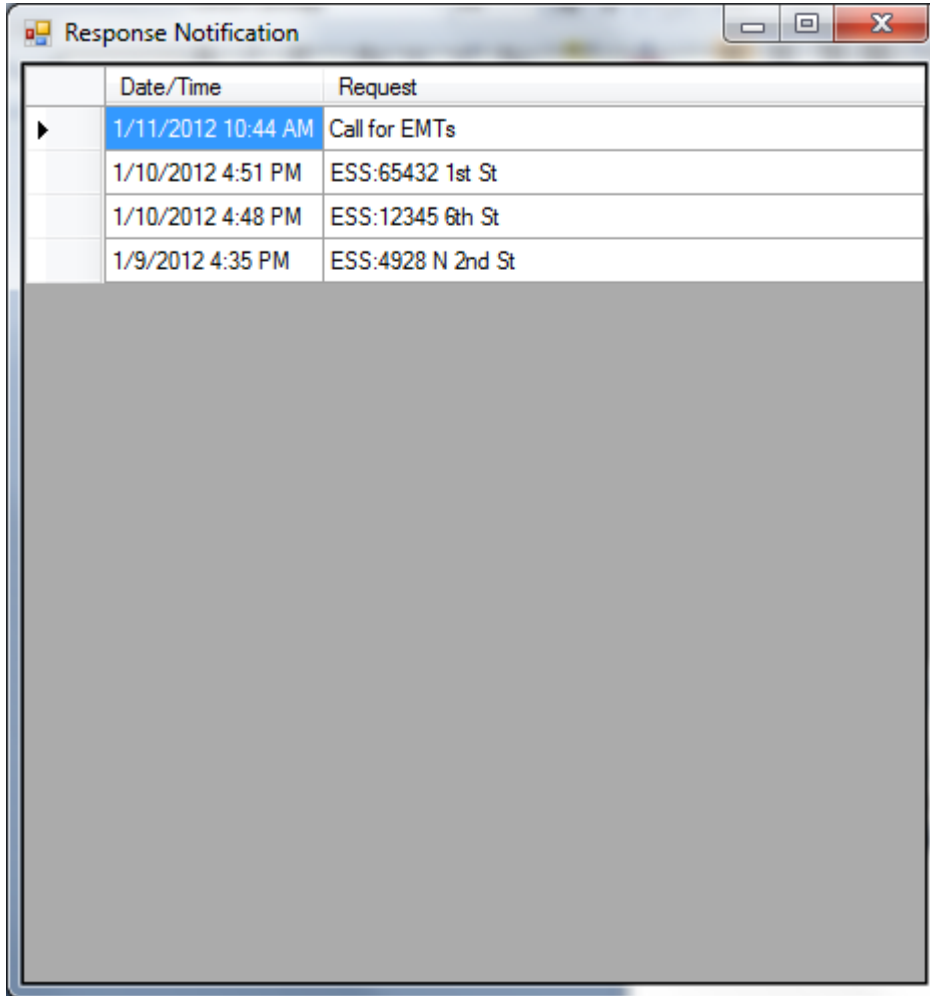
Finally, choose how long the message should be displayed in the status bar before the system cycles to the next message for that user, and select the color in which to display the message.



Window Menu

Window / Response Request List

This window will show the response requests sent out through the Email/SMS notification system. It is provided simply as a record of the requests triggered by a dispatcher.

A screenshot of a software window titled "Response Notification". The window contains a table with two columns: "Date/Time" and "Request". The first row is highlighted in blue. Below the table is a large grey rectangular area.

	Date/Time	Request
▶	1/11/2012 10:44 AM	Call for EMTs
	1/10/2012 4:51 PM	ESS:65432 1st St
	1/10/2012 4:48 PM	ESS:12345 6th St
	1/9/2012 4:35 PM	ESS:4928 N 2nd St



Window / User Issues

During program use, there may be times that dispatchers don't quite understand how the program operates. In those cases, it may be helpful to see what troubles dispatcher experience. To that end, a User Issue log is available only to administrators, which provides you a timeline of when the most common problems occurred. This information can be useful in determining if additional training or program modifications are required to allow for better quality of data collected for each incident.

A screenshot of a software window titled "User Issues". The window contains a table with three columns: "Date/Time", "Area", and "Issue". The table lists various user issues, including administrator logons and dispatch events. The first row is highlighted in blue. The table is set against a light gray background with a blue border.

Date/Time	Area	Issue
4/2/2012 7:11 AM	Administrator Logon:	Administrator
4/2/2012 7:11 AM	ESSS Dispatch / 1.6.10.0	Started on RANDY-HP by Randy
4/2/2012 7:08 AM	Administrator Logon:	Administrator
4/2/2012 7:07 AM	ESSS Dispatch / 1.6.10.0	Started on RANDY-HP by Randy
4/1/2012 10:36 ...	HRFD12-0180 C-14	Times/miles message sent with no Patient Contact time logged.
4/1/2012 10:36 ...	HRFD12-0180 C-14	Times/miles message sent 91.03344129 minutes after the vehicle was at the hospital.
4/1/2012 10:35 ...	HRFD12-0180 C-14	Times/miles message sent 90.1889998166667 minutes after the vehicle was at the hospital.
4/1/2012 10:34 ...	HRFD12-0180	No data describing the nature of the call.
4/1/2012 10:34 ...	HRFD12-0180	Missing parts of City/State/Zip: [], [IL], [61073]
4/1/2012 10:34 ...	HRFD12-0180	Call address contains & character: Main St & Broad St #1
4/1/2012 10:34 ...	Administrator Logon:	Administrator
4/1/2012 10:33 ...	ESSS Dispatch / 1.6.10.0	Started on RANDY-HP by Randy



Window / Activity Logs

This item will display the activity data internal to the application. This information is normally used only by developers at ESSS to track problems that may occur within the normal running of the program.

Activity Logs			
	Date/Time	Trigger	Additional Information
▶	10/19/2015 11:...	Sent mail from Randy	ESSS Dispatch update on server[randy-hp] from version 2.4.15.0 to 2.4.16.0
	10/19/2015 10:...	Sent mail from Randy	RFPD15-00010 at Explosion Site marked as closed at 10/19/15 10:48 by RANDY-HP Complete Fire Call
	10/19/2015 10:...	Sent mail from Randy	RFPD15-00010 at Explosion Site marked as opened at 10/19/15 10:48 by RANDY-HP Cancelled in error
	10/19/2015 10:...	Sent mail from Randy	ESSS Dispatch update on server[randy-hp] from version 2.4.14.0 to 2.4.15.0
			RANDY-HP tMem:4096MB visMem:4043MB freeVisMem:790MB virtMem:8101MB freeVirtMem:1159MB workingSet:101676MB System.UnhandledExceptionEventArgs Triggered by: System.ArgumentException Column 'VehicleType' does not belong to table Addresses. System.Data.DataColumn GetDataColumn(System.String) at System.Data.DataRow.GetDataColumn(String columnName) at System.Data.DataRow.GetItem(String columnName)

RANDY-HP
tMem:4096MB visMem:



Help Menu

Help / About ESSS Dispatcher

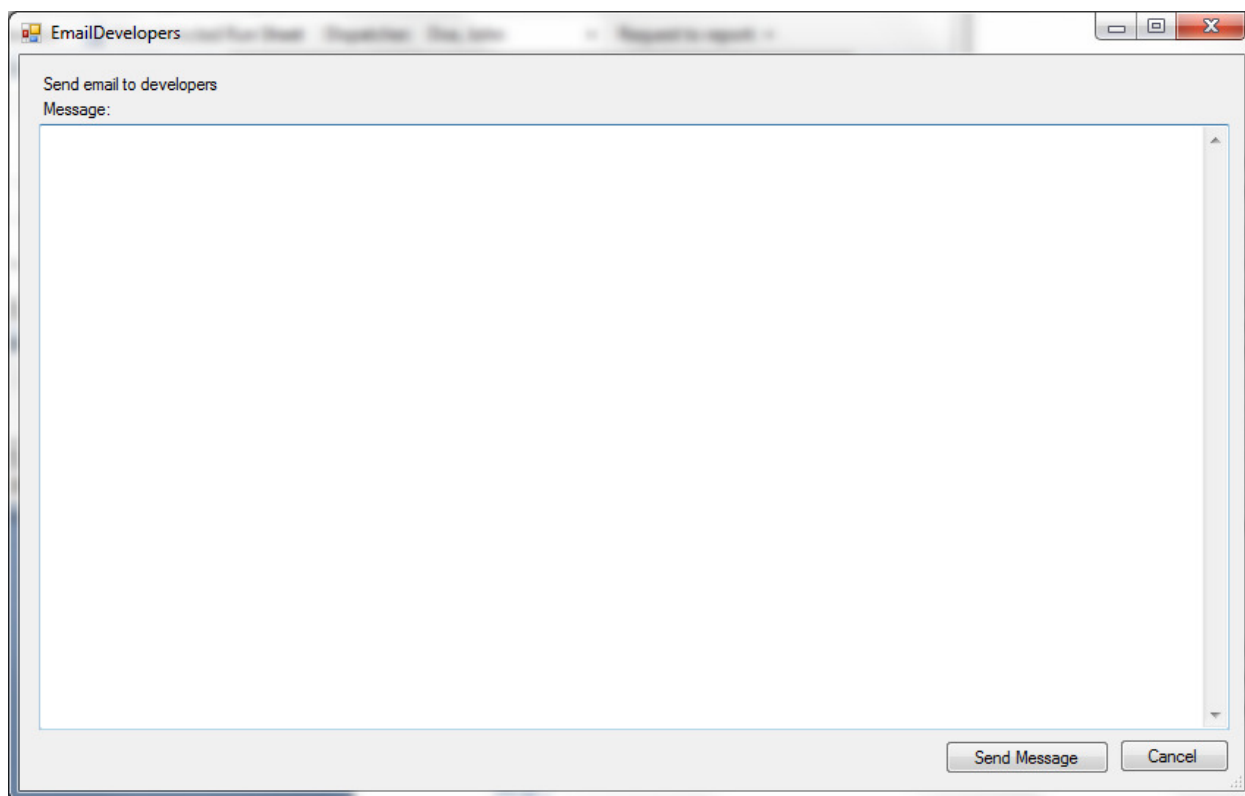
This window provides basic information about the application. For assistance with ESSS Software, the pertinent information includes the program name and version. If support requests are sent from the application (described in the next section), the program name and version are automatically applied to the message text. Additionally, your specific licensing information is displayed in this window.

Help / ESSS on the Web

This menu item will open your browser, directed to <http://EmergencyServicesSolutions.net>.

Help / Email Developers

If you're experiencing difficulty at any time, you can use the application to contact the developers via email. Simply describe the issues to the best of your abilities. Developers will work with you to resolve the issue. Also, if you would like (require) a response back, please provide your email address for the developers to respond through.



Help / ESSS Dispatch Documentation (PDF File)

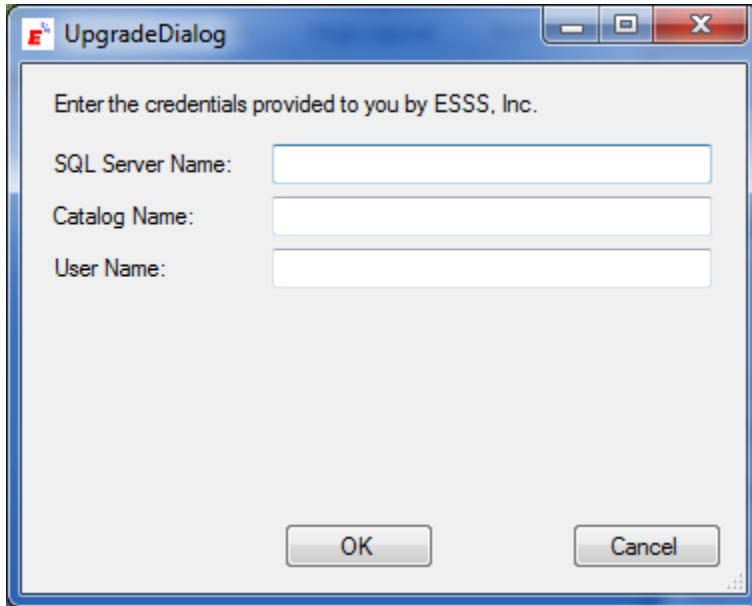
This menu item will open this document with Acrobat Viewer. If you don't have the Acrobat Viewer installed, the next menu item will assist you.



Help / Download Acrobat Reader (for documentation)

This menu item will open your browser to the Adobe Acrobat site, providing a quick link to enable you to get Acrobat Reader installed on your PC. The Acrobat Reader is the preferred method of reading the ESSS Dispatch documentation file.

Help / Upgrade



Once you've ordered a subscription to ESSS Dispatch, we will contact you via email with your connection information. From the Help/Upgrade menu item, you will be presented with the dialog box shown above. Enter the data items from the received email and select OK. Your system will be reconfigured with this information, and will restart the application. Upon restart, you'll be connected to your own database, and can begin the process of configuring your specific data and entering calls.

Note: You must enter this information on each PC where you install the ESSS Dispatch software. Otherwise, those other installations will only be connected to our demo database.

The "Help / Upgrade" menu item will no longer be visible after you've moved your system away from the initial demo database.

Help / Check for Updates

The check for updates feature will validate your version of the Dispatch software against the newest published version. If your version is not the latest, you'll be provided with a message indicating that an update is available, along with a link to the software on the ESSS website.



Help / Apply Licensing Updates

The administrator may apply updates for their license of ESSS Dispatch with this window, entering data as received via email from ESSS.

A screenshot of a Windows-style dialog box titled "LicenseUpdateDialog". The dialog has a standard title bar with minimize, maximize, and close buttons. Inside, there is a text area at the top with the following text: "Enter the licensing information provided to you by ESSS. As the data is entered, the program will validate the information, and if its all valid, you will be offered the opportunity to apply your license to your databases. You will not be allowed to store invalid or expired data to the system." Below this text area are five input fields arranged vertically, each with a label to its left: "Key Holder", "Organization", "Database Count", "Expiration Date:", and "License Key:". To the right of the "Expiration Date:" field, there is a red text label that says "Enter valid licensing information.". At the bottom right of the dialog, there is a button labeled "Authorize Database".

Upon entry of the data, and validation of the information against the license key, the Authorize Database button will enable. At that point, the administrator may press the Authorize button to have the new license information applied to their system.

In cases where the data is hosted by ESSS on their own servers, this licensing information is applied for the subscribing agency automatically. In cases where the subscriber hosts their own data server, this tool allows for license updates without requiring specialized tools or visits by technicians.



Status Bar

1/30/2012 9:33:42 AM	Open Run Count: 0	Text Msgs to Send: 0	NET:OK
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The status bar, located at the bottom of the application window, provides general information about the application. Date/Time are self-explanatory, but do provide a quick reference to help you ensure your computer times are accurate.

The next section of the status bar indicates how many incident windows you have open. Because of screen size, individual layout choices and the number of runs you have open, there may be many more windows open than you realize. This field indicates how many windows you have running.

The "SMS/Email Messages to Send" field indicates how many messages are in the queue to be sent out. Any value greater than 0 forces a red background. If this field is not decrementing on a fairly regular basis, there is probably a problem with your network connection.

The last field in the status bar is the network status, as determined by executing a "ping" test against the SQL server site. Under good conditions, this field will not have a red background, and will indicate a fairly low value following the text. That value indicates the number of milliseconds it took for the last successful ping test. If you are having trouble getting or sending run information, or if your messages are not being sent out, the Network Status field is the first place to look for a problem.



Main Menu Buttons

New Run

The “New Run” button works in an identical fashion to the File/New Dispatch Run menu item. Pressing this button will begin the process of entering a new emergency run.

In the case of multiple departments configured for the dispatch program, the “New Run” menu item and button will each offer menus of which department you wish to have the new run applied to.

Close Selected Run Sheet

The “Close Selected Run Sheet” button will close the display for the currently active run. With this button, you can close multiple runs in sequence, without having to right-click on a run tab and select the Close option.

Open All Active Runs

This button direct the program to open incident windows for any run not marked as closed. Runs may be marked as closed manually on the run window, or by using the Disposition menu from the Run Information window.

Close Inactive Runs

This button allows a user to close all incident windows for which the incident has been marked as closed. This is often useful when multiple dispatchers are working all runs simultaneously, and one dispatcher begins closing down the incidents.

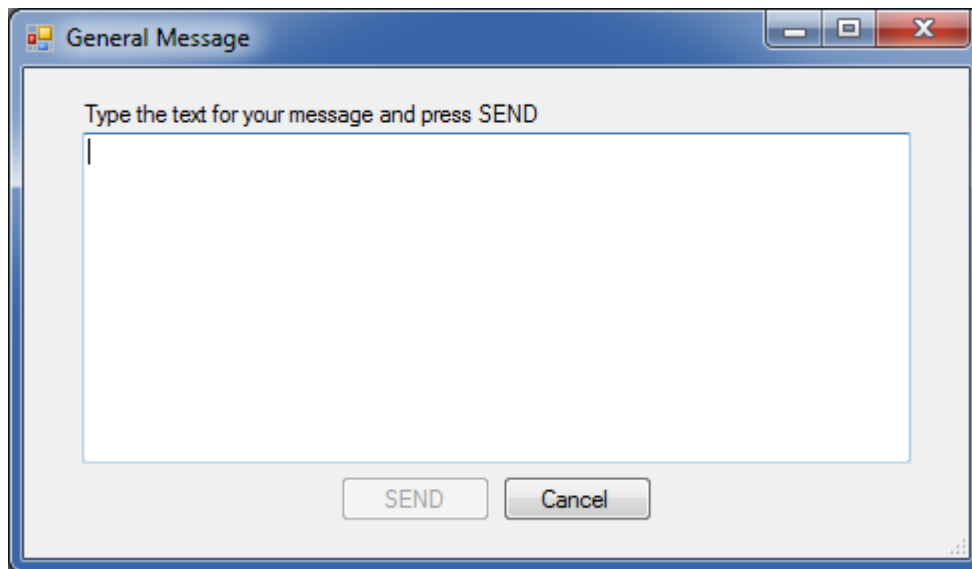
Request to Report

This drop down will offer a selection of making calls for types of personnel to report to their stations. These groups are broken down into Firefighter, Operator, EMT (Basic) and Medic. You can request resources based upon your specific needs.

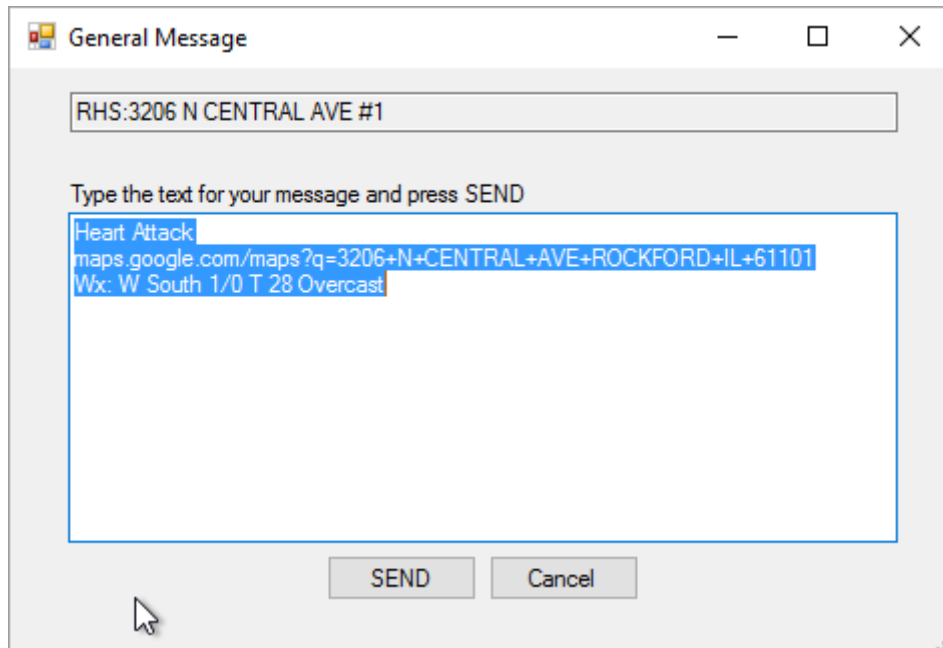
In the case of multiple departments being configured for the dispatch program, each of these options is broken out by department, allowing you to send messages to one department only.

Additionally, you can send out a general message to all users with the “Send Your Message to All Users” menu item. This is useful when you have to contact department members with non-emergency information. Note: this message will not go to any users who have checked the “Disable All Notifications” block in their user data.

You can send out a general message to select individuals from the user list, by selecting the “Send Your Message to Users You Choose”. In that case, you will be presented with a dialog to choose which users will get the message, before entering the actual message text.



Finally, you can “Send Active Incident Notification to Selected Users”. This function will create a message as if a new call were being created. You are provided with the message information, and may modify it if necessary. Selecting the SEND button will then take you to a list of users that should receive this call notification. This can be especially useful if you need to notify specific personnel about a call for which they would not otherwise get messages (i.e. MD-1 doctors to emergency scenes).



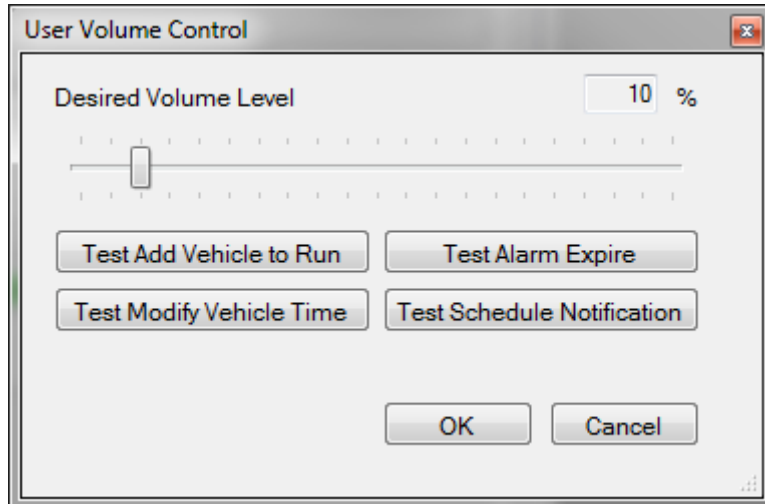
It should also be noted that you can send these incident messages to personnel that aren't on the agency for which the call was initiated.



Volume Indicator Bar

The volume indicator allows users to manage individual volume levels for sounds played by the ESSS Dispatch program at their workstation. Graphically, the bar indicates the sound level (0 to 100%). Hovering the mouse over the indicator will display the tool tip with exact sound levels shown.

Finally, clicking on the indicator will open a volume dialog which allows the user to test volume levels for each of the sounds, and modify their desired volume level.





Dispatch Tree Window

The dispatch tree is a window that will display the runs your department has been entered, in a tree format. These runs are grouped by date, and then ordered by run number within the tree.

If the global parameters are set to automatically update the display on a timed basis, then any calls in the last two days which have vehicles not yet marked as returning will be opened up as well. This is useful for monitoring computers in remote locations to indicate active runs, as well as for dispatchers to indicate that a run may not yet have had all records closed out properly.

Medical runs will have the blue "Star of Life" icon in front of the address. Fire runs will have the Maltese Cross icon in front of the address. Police runs will have the yellow 5-pointed star icon in front of the address. REACT calls utilize the REACT emblem.

Administrators can add to the list of run types, and icons used, with the Tools / Edit Application Data / Call Types dialog. Those additional call types and icons will then be described to dispatchers via a local policy document, typically as part of the training process.

The primary entry for a run will be populated with either the address of the incident, or the name of the location for the incident. The location name may be retrieved from the Rolodex as the incident is created, or may be typed in manually in the run information window.

Double-clicking on a run title will cause a window to open, and all pertinent run information will be displayed to the user.

The three icons above the tree will expand all nodes of the tree, collapse all nodes of the tree and refresh the data in the tree, respectively.

The number of elements in the tree for each agency managed by this application is limited by the field named Max Tree Items from the local configuration window. The maximum age of the elements displayed in the tree is limited by the field named Max Tree Age (in days) from the local configuration window.

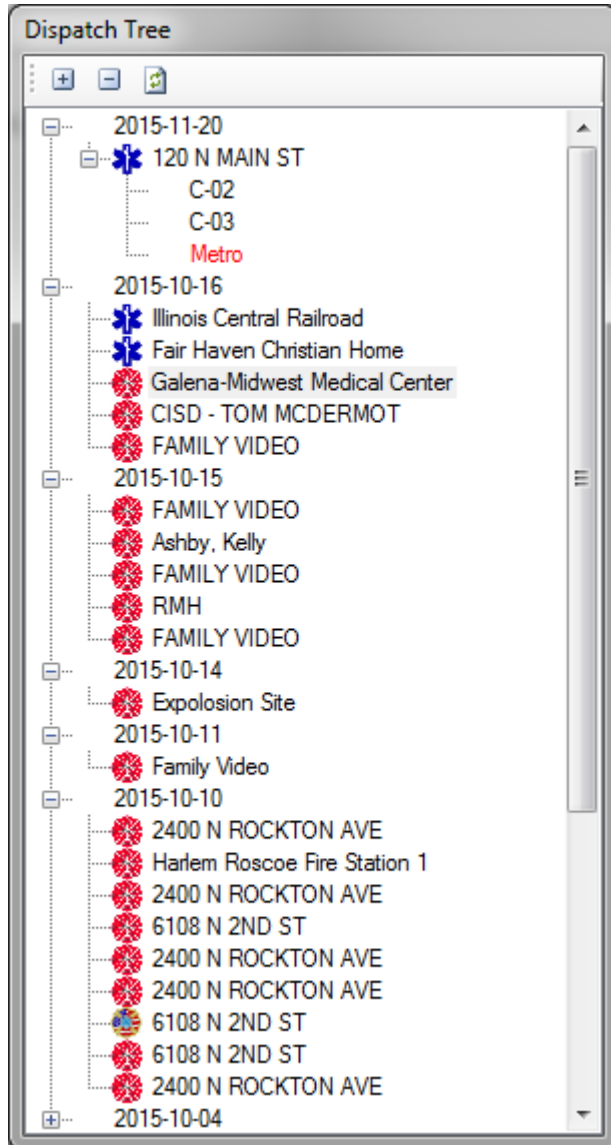
These items are in the local configuration because an administrator in the front office may want to see all calls from the last 3 months, where as a dispatcher may only be interested in calls spanning the last several days.

For each incident displayed in the program, the call tree will show the vehicles for that run as sub-elements of the tree. Any vehicle shown in **bold** text has not yet been documented as returning from the scene. This tree is updated as vehicles are added to the tree, or removed if they were assigned to the incident in error.

While dispatching, if you're managing multiple calls, the dispatch tree can provide a very quick reference for which call a vehicle is on. As they report over the radio, looking at the tree for where that vehicle



name is in bold text, you can find the call you need to apply documentation to. Double-clicking that vehicle's incident address will force that incident window to become active, allowing you then to click the vehicle button in the window to update their status on the run.



Hovering the mouse over an incident address will trigger the display of a “tool tip” which contains the text of the incident number. This may cover multiple incident numbers if other agencies were linked to this call.

Each call has a context sensitive menu associated with it. If you are a dispatcher or an administrator, right-clicking on a call will give you the option to delete that call from the logs. This can be useful when a call is entered erroneously.



Run Information Window

The Run Information window is the primary data window for the dispatcher to indicate everything about the call except for response equipment and agencies.

A screenshot of the 'Run Information' window in a software application. The window has a title bar 'Run Information' and a menu bar with options: 'Type', 'Call Codes', 'Stations', 'Notification', 'Clip Board', 'Call Linking', and 'Disposition'. Below the menu bar is a checkbox labeled 'Set Call Time When Submitting'. The main form area contains several input fields: 'Date/Time of Call' with the value '10/20/2015 09:50', a dropdown for 'Rockford Memorial', a 'Call Address' field with a placeholder 'Enter an address', 'Zip Code', 'City', and 'ST' fields, 'Call Description', 'News Description', and 'Callback #' fields. There is a green button labeled 'Edit Patients (0)'. Below these fields is a 'Comments' section with a large text area. At the bottom is a 'Command Comments' section with radio buttons for 'Assume Command', 'Transfer Command', and 'Terminate Command', an 'Individual' field, and an 'Enter to Comments' button.

When first selecting “New Run”, you must choose the agency for which you’re dispatching. However, if you selected the wrong agency, you can change it from the agency drop down list in the upper right area of this window. Once the run is created, that option is removed, as the run is then in the database for the desired agency.



When a run is created, the dispatcher must enter text to the Call Address field in order to get the button to create the run to display. Pressing that button will cause the application to generate a new run number, and potentially send messages containing the Call Address and Call Description text **and current weather information for the area** to users subscribed to the “New Run” messages. That button has 3 selections for creating a run and sending messages to recipients, creating a run without sending messages, or creating the run and sending messages to selective recipients, from a dialog box.

*** As you select a call type, the text of Create Call button may change to indicate the default of creating a call and send messages, create a call and send messages to selected users, or create the call without sending messages.

*** Instead of pressing the main button, if you press the drop arrow to the right of the button, you can opt to create the call without sending messages to your subscribers, or to create the call and sending only to selected recipients. The call will still be entered to the database as you would expect.

Note: after creation of a call, if you change the call address, you will be prompted by the system to determine if you wish to resend the call notification. Typically, if your units are not yet on scene, it would be a good idea to resend the corrected data. However, if units have already arrived, or if you’re changing historical data (clerical corrections), opting to not send the message is the better choice.

When entering the call address, the system will provide address hints below the address text box. These hints are derived from your Rolodex data. If you precede the address with --, then the hints will be based upon Rolodex speed codes. If you precede the address with ++, those hints will be based upon your Rolodex contact names. In any case, once you’ve completed your entry, tabbing out of the box will cause the system to perform data comparisons with the Rolodex. If a match is found during those comparisons, then the city, state and zip are populated automatically as well. Also, the contact name and any special notes are automatically added to your incident comment box.

With the transmission of weather data, the user will have a line in their notification message with data showing as: W WNW 3/5 T58 Partly Cloudy

This indicates winds from the West-Northwest at 3, gusting at 5 MPH, temperature 58, and the sky condition. A similar line is posted to the incident comments, with the prefix Wx:, the standard abbreviation for weather.

Menu items displayed in RED indicate items that should have a selection applied to them. The Type will indicate if this is a Fire, Medical, Police or REACT call. The Stations will allow the dispatcher to select the still for which the call applies. The Notifications allows the dispatcher to indicate how they were informed of the need for the run.

The Call Codes menu item allows the dispatcher to quickly select common call reasons, and have text automatically entered into the Call Description box. These reasons are defined by your administrator.



The item will show first a group type for the reasons (Fire, Medical, Miscellaneous, etc.). Selecting one of these groups will open the menu to the individual reasons, and selecting one of these reasons will cause either the actual menu text, or the item quick code (if it exists), to be written to the call description field.

The box labeled “Set Call Time When Submitting” allows the dispatcher to have a “New Run” ready for entry, even though a call may not come for hours. The Date/Time of Call box will keep up to date with the current clock time until the Submit button is pressed.

The call address can be typed in manually by the dispatcher. However, by pressing the “Call Address” button, the dispatcher is presented with the dialog to select the address from your Rolodex. This can shorten the data entry time to create an incident record and notification. Also, by typing a speed code into the address and pressing tab, you can get the data without searching the Rolodex table.

An additional method of populating the run information window is via the clipboard. You can load the clipboard with information from the Schedule Notifications window, or from another call. At the top right corner of the run information window, if your clipboard has data in it, and your run has not yet been created, you can “Paste” your clipboard information to the run data elements.

Clipboard pasting can be helpful in cases where you’re dispatching multiple agencies, and some agencies will be called out as mutual aid for another agency under your control. Copy the data to the clipboard for one call, and paste the clipboard to the window for the supporting agency. Additionally, when creating an incident record for a scheduled transport – copy the scheduled run to the clipboard from the notification window, and paste it to your run window when creating the actual incident.

You can also copy a “Return Run” from your run window. In cases where a patient transport will be reversed later in the day to return the patient to their original location, copying the Return Run can ease the data entry challenge, and allow you to generate the run quickly.

The run information window will automatically change the menu function from Copy to Paste based upon the context of your data, and whether you have data in the clipboard already.



Run Information

Type ▾ Call Codes ▾ Stations ▾ Notification ▾ | Clip Board ▾ Call Linking ▾ Disposition ▾

RHS15-00122

Date/Time of Call 10/16/2015 16:52 Galena-Midwest Medical Center

Call Address 1 MEDICAL CENTER DR

Zip Code 61036 City GALENA ST IL ▾

Call Description Patient Transfer

News Description

Callback # (815) 777-1340

Edit Patients (2)

Comments

Galena-Midwest Medical Center1 MEDICAL CENTER DR (815) 777-1340
Illinois Central RailroadDISPATCH(800) 995-7908
16:52: [A] : Galena-Midwest Medical Center

Command Comments

Action Individual

☐ Assume Command

☐ Transfer Command

☐ Terminate Command

Enter to Comments

The “Call Linking” menu item will become enabled once you have created the run. In the case of a system which is licensed to dispatch multiple departments, this drop down will list all other departments, allowing the dispatcher to select or deselect linked departments. Linking a department creates a linked record in the database for later reporting features. As agencies are linked to a run, a notation is made in the comment field with a timestamp to indicate the time that agency was toned out.

The Disposition menu allows you to specify why calls were cancelled, un-cancelled or delayed. These selections will be posted as timestamped comments into the comment box. Additionally, selecting items that cancel the call (completed, deferred, etc.) will stop the incident timer for the run and mark the run as completed.



The News Description box is for the entry of text for the daily report, showing what would be put out for the media or the public. In the case of medical calls, this field is not printed, no matter what was entered into the field. For fire calls, you might have a description that says “Lockout, silver Lumina”. However, for the media, you would only want to have “Lockout” on the report.

The Comments box provides a place where the dispatcher can enter comments directly related to the call. If the comments become too large, the box will begin scrolling automatically. Along with the dispatcher’s manually typed comments, the “Command Comments / Enter to Comments” button will put data in this window. From the Vehicle Data Window, patient contact times for each vehicle can be automatically entered to the comments (described in a later section). And, finally, as a destination is chosen for an ambulance, when the destination has a populated notation field, that vehicle, destination and notation will populate into the comment box.

A screenshot of a software dialog box titled "Incident Comment Entry". At the top, there are two radio buttons: "Use Rolodex Look-up as Pick Up Comment" (unselected) and "Use Rolodex Look-up as Drop Off Comment" (selected). Below these is a text field labeled "Rolodex Lookup" containing the text "lpfd". Underneath the text field is a button labeled "Apply Rolodex Lookup Information". The main part of the dialog is a large text area with the heading "Enter a comment related to the incident:". The text area contains the following text: "Drop Off at: Loves Park Fire Station 1", "400 GRAND AVE", "LOVES PARK, IL 61111", and "(815) 654-5046". At the bottom right of the dialog are two buttons: "OK" and "Cancel".

Left-clicking the comment box will automatically open a dialog box (shown above) to enter a new comment. Once the user presses the OK button on that dialog, the comment is applied to the run comments box, automatically, with a timestamp field set as well.



Also, if you need to add address related information to your comments, you can specify pick up or drop off comments, and type data based upon the Rolodex into the look up box. This can be a pure address, a speed code, an entry preceded by – (for speed code hints), or an address preceded by ++ (for contact name hints). After entering the address data, pressing the “Apply Rolodex Lookup Information” will cause the program to search for the desired data from the Rolodex and enter it to the comment section for you, with all pertinent information about that contact.

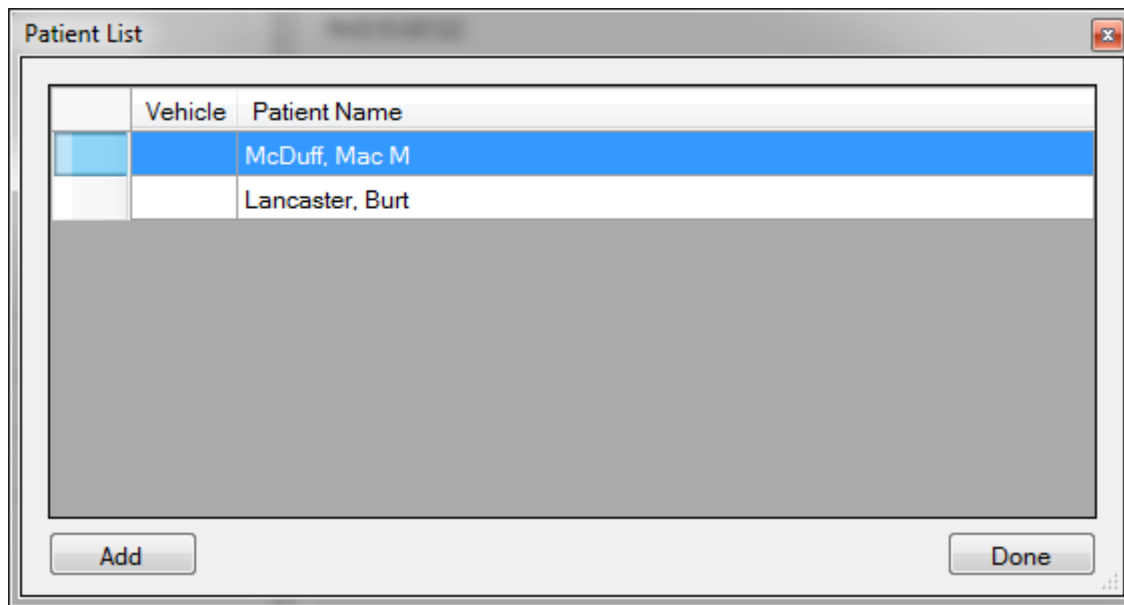
Right-clicking the comment box will give the user a context menu allowing the user to “Edit/delete existing comments”. With this feature, you can correct spelling or information, or remove comments that are not pertinent to the incident.

A screenshot of a 'Comment Editor' dialog box. The dialog has a title bar with 'Comment Editor' and a close button. Inside, there's a list of comments with a table-like structure. The first column contains a right-pointing triangle icon, and the second column contains the comment text. The third column contains a star icon. The comments are: 'Rockford Memorial Hospital LL83', '2400 N ROCKTON AVE', 'ROCKFORD, IL 61103', '(815) 971-5000', 'Rockford Memorial Hospital LL83', '2400 N ROCKTON AVE', 'ROCKFORD, IL 61103', '(815) 971-5000', 'Return: Pager Test 5', '10:23: [A] : Rockford Memorial Hospital LL83', '10:30: [A] : Trauma Patient Contact', '10:31: [A] : NICU Xprt Patient Contact' (highlighted in blue), and '10:51: [A] : MFM Xprt Patient Contact'. Below the list is an empty row with an asterisk in the first column. At the bottom right are 'OK' and 'Cancel' buttons.

With this dialog, you can modify all the comments associated with the incident. Adding a new comment is accomplished by simply typing the new comment into the empty box on the line with an asterisk (*) in the row header. To delete a complete comment, select the row from the row header (left border), and press the delete key.

Once you’ve created your new run, the run number is displayed at the top of the Run Information window. This number is also available in your run printouts, refusal and transport text messages for medical runs, and while hovering the mouse over a run in the call tree. *In the case of linked calls, the run number for each linked agency will be presented in that text.*

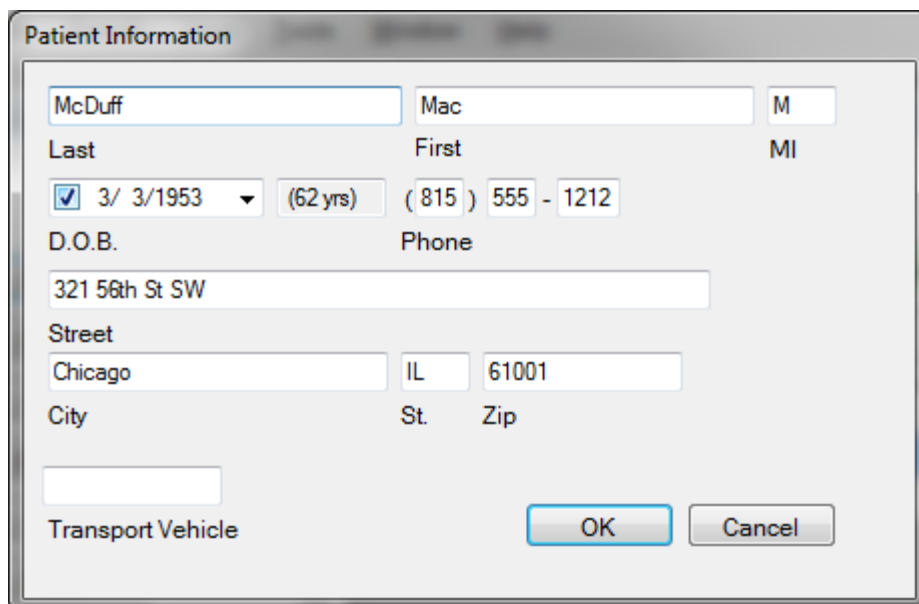
The “Edit Patients” button on the form allows you to enter data about the patients on your incident. If you created an MD REACT or Trauma call, the button will be colored RED until you have completed all patient information properly. The button text also indicates how many patients you have assigned for that incident.

A screenshot of a software window titled "Patient List". It contains a table with two columns: "Vehicle" and "Patient Name". The first row is highlighted in blue and contains "McDuff, Mac M". The second row contains "Lancaster, Burt". Below the table is a large grey rectangular area. At the bottom of the window are two buttons: "Add" on the left and "Done" on the right.

Vehicle	Patient Name
	McDuff, Mac M
	Lancaster, Burt

Once you've pressed the Edit Patients button, you're presented with a list of patients currently on the call. You may add a patient with the Add button. Additionally, you may delete a patient by right clicking their name, and selecting the delete option.

Double clicking on the patient name will take you to the data dialog for that specific patient.

A screenshot of a software window titled "Patient Information". It contains various input fields for patient data. The "Last" field contains "McDuff", the "First" field contains "Mac", and the "MI" field contains "M". Below these are fields for "D.O.B." (3/ 3/1953), "Age" ((62 yrs)), and "Phone" ((815) 555 - 1212). There is a "Street" field containing "321 56th St SW". Below that are fields for "City" (Chicago), "St." (IL), and "Zip" (61001). At the bottom left is a "Transport Vehicle" field. At the bottom right are "OK" and "Cancel" buttons.

McDuff Mac M
Last First MI
3/ 3/1953 (62 yrs) (815) 555 - 1212
D.O.B. Phone
321 56th St SW
Street
Chicago IL 61001
City St. Zip
Transport Vehicle
OK Cancel



Renumber Run:

A dispatcher or administrator can renumber runs. There are two cases where this may be desirable.

1. If a run was erroneously created, and had not been deleted prior to creating the next incident run, you will find that you have gaps in the run numbers after finally getting rid of the run you didn't want.
2. Often times, runs come when the computer is unavailable (disconnected from the network, power loss during severe weather, dispatching from a remote location without access to the computer or the ESSS Dispatch program).

In those cases, it's beneficial to be able to go back to the system, get the data set that you need, remove the runs you don't need, and then reset the run numbers for each of those runs to what it should be.

In order to perform the run renumbering, simply right-click the run number text in the Run Information window, and select "Renumber call for primary agency". You will be presented with a dialog allowing you to renumber the run.

A screenshot of a Windows-style dialog box titled "Modify Run Number". The dialog has a title bar with a close button (X). Inside, the text "Modify Current Run Number" is centered. There are three text input fields: "Assigned Run Number:" containing "FD313-0003", "New Sequence Num:" containing "0003", and "Resulting Run Number:" containing "FD313-0003". At the bottom are "OK" and "Cancel" buttons.

The "Assigned Run Number:" field indicates the data that was valid when you began this operation. The "Resulting Run Number:" field indicates how the run number will read if you press the OK button. The "New Sequence Num:" field is where you can type the run number you wish to apply to this run. As long as that run number has not been used, you will be able to change your run number by pressing the OK button.

If you press the OK button, and the dialog doesn't close, that new run number has been applied already on another run. You are prevented from duplicating run numbers within a department's database.



Assign Agency Specific Run Numbers

If you right-click on the run number text in the run information window, and select “Assign Agency Specific Run Numbers” from the context menu, you will be presented with a dialog window as shown below. Each agency on the incident will be shown, with its ESSS run number. In the text box to the right of each agency, you can enter the agency’s run number for this incident as well.

A screenshot of a Windows-style dialog box titled "Assign Agency Run Numbers". The dialog has a table with two columns: "ESSS Run Number" and "Agency Run Number".

ESSS Run Number	Agency Run Number
WBSFD15-0003	1234
RFPD15-0003	5678
RHS15-0436	90=

Vehicle Data Window

The vehicle data window will show you the information related to all vehicles being applied to a specific call. This window also provides tabs for selecting the display of vehicle information, mapping information (provided via Bing or Google maps), and the preplan file. Note, the administrator can disable the tabs for Map and PrePlan based upon global program variables. Additionally, the administrator determines, by a global variable setting, whether to apply Bing or Google maps on the Map tab.

When a dispatcher logs into the application, any open runs are automatically opened on his/her application window. In the upper left corner of the vehicle data window, the incident status is displayed as “Incident Duration:” and the elapsed time of the call since its creation, or the text will show “Incident Closed”. Open runs are shown in red in the call tree. As 10 minute increments of time elapse on the run, the text will turn from black to red, indicating that the dispatcher should notify command of the elapsed time of the call.

You can reset the “notification” indicator (red text), by left-clicking on the run duration. This will reset the color to black until the next 10 minutes have elapsed. Also, you can annotate the run as closed by right-clicking on the incident duration text, and selecting the “Mark Run as Closed” menu element from the context menu, or by selecting a Cancel option from the Disposition menu of the Run Information window.



All vehicles will have fields to enter time information for en-route, on scene, returning and in quarters. Each vehicle will also have a check box for “Move Up”. This box indicates that a vehicle departed their home station, and by the end of the current call, had relocated to a different station in preparation for a subsequent call. Additionally, if the vehicles are identified to the system as ambulances, you will have extra fields for hospital selection, time to the hospital and starting mileage, time at the hospital and ending mileage.

Clicking the button with the vehicle name will cause the next available time field to be filled with the current clock time. This prevents the dispatcher from having to check clocks and enter data manually as vehicles move through their different operations.

If clicking the vehicle button caused the “To Hospital” or “At Hospital” times to be entered, the mileage box associated with that field is automatically selected. This sets the program ready for the dispatcher to enter the mileage at that point.

After entry of the ending mileage, AND MOVING OUT OF THAT BOX, the system will automatically send a message to EMTs with the call number, times and miles. In this way, medical personnel will have the appropriate information available as they create their documentation at the hospital. To move the focus out of the mileage box, either press the TAB key, or click with the mouse outside of that text box.

The button with the red X allows you to remove a vehicle from a call. This is typically only done if the dispatcher applied to wrong vehicle to a call, or applied the vehicle to the wrong call. Pressing this button will remove all records tying that vehicle to that call.

The button with the yellow arrow in it allows the dispatcher to quickly identify that the vehicle was cancelled before getting on scene. The text “Cancelled En-Route” will be put in the “On Scene” time, and the field for “Returning” will be set with the current time. ***Once a vehicle has gotten on scene, this button is disabled.***

For ambulances and helicopters, the drop down list of hospital names triggers features of the program as well.

1. Selecting “No Transport” causes the hospital times and miles to be disabled.
2. Selecting “Refusal” disables the hospital times and miles, and also sends a text message with run information to medical crews to give them information for their refusal report in the field.
3. Selecting any hospital name causes the “To Hospital” time to be filled in.
4. The hospital list is populated with specific hospitals in the agency’s configuration data, as well as with any contact from the Rolodex with a type of Hosp.

Additionally, you may type the name of a drop-off location in the hospital name box if the location doesn’t exist in the predefined list presented to you. The typing of a drop off location follows the same rules as for call addresses. You may use speed codes, addresses, ++ and a location name, or – and a



speed code. Hints will be displayed as you are typing to help you select a matching entry from the Rolodex if one exists.

Note: if your call didn't already have a drop off location assigned (copying from a schedule or another run), then the first destination for an ambulance or helicopter is entered to the system as the drop off location, which will be used when creating a "Return Run" later on.

If your selected vehicle type is a helicopter, you are alerted periodically to check on the position of the helicopter. This is simply a quick reminder to the radio operator to confirm that all is going as expected on the flight.

When a run is created, and no vehicles have yet responded to the incident, a timer runs to alert the dispatcher periodically that there has been no response on the call. It may be a good indication that the call must be re-toned, or that other resources might be required respond to the incident address.

For either of these timers, pressing OK allows the system to continue normal operation, and alert you again in the future if either timer expires again. Pressing the Cancel button will stop that timer from running for that incident.

At times, you may have a lot of vehicles supporting a run. If this happens, and it becomes difficult to find the line for a specific vehicle to manage time and mileage data, clicking the Green SORT button at the upper left corner of the window will cause all vehicles to be re-arranged alphabetically.

Right clicking on the window tab (showing the call address) will present a context sensitive menu which will allow you to close the window for that run, to print the report for that run, or to pull up the map of the currently selected call address in a browser, view the pre-plan file associated with the address, email the pre-plan to a department member, or force a data refresh.

Right clicking on the button for a vehicle assigned to the run will present you with a context menu for the vehicle which allows for management of personnel on the vehicle, indicate that personnel have made patient contact, to remove the vehicle from the call (like the RED button), or to cancel the vehicle en-route to scene (like the YELLOW button). In the case of vehicles named with a # as a first character, you can also provide a vehicle alias, to rename the vehicle to anything that makes sense for your call.

Also, your administrator can define a list of notations to add to the context menu, allowing for quick generation of automated comments based upon the vehicle. This list of add-on commands, if any were defined, will appear at the bottom of the context menu.

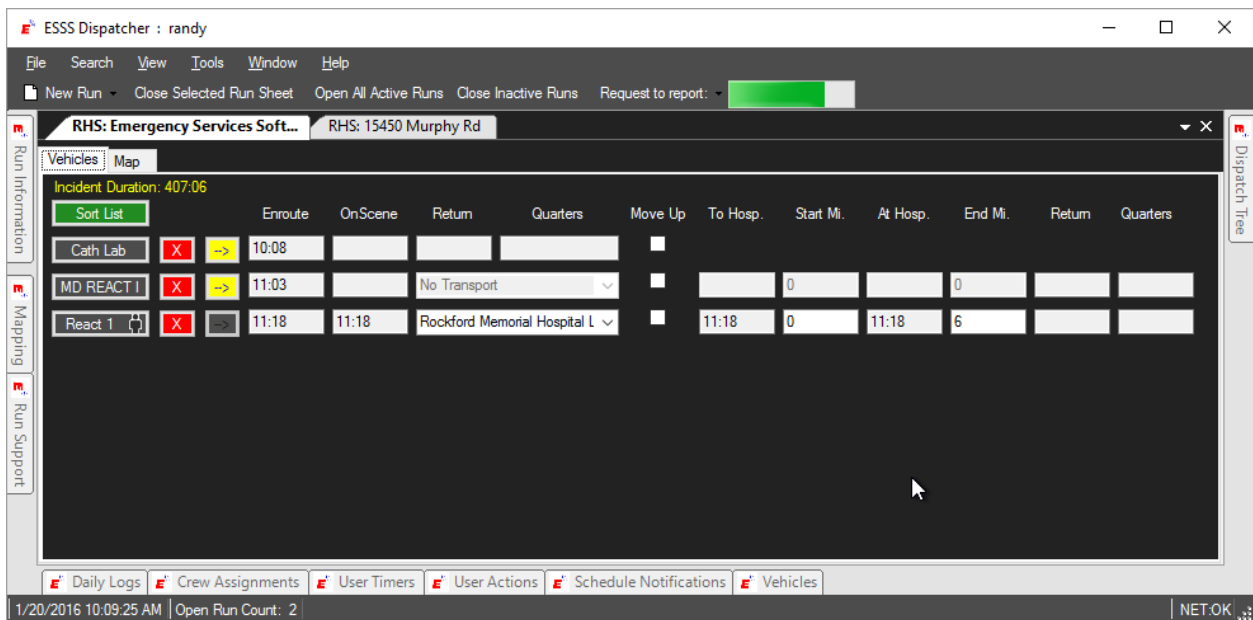


Figure 2: Vehicle Tab Selected

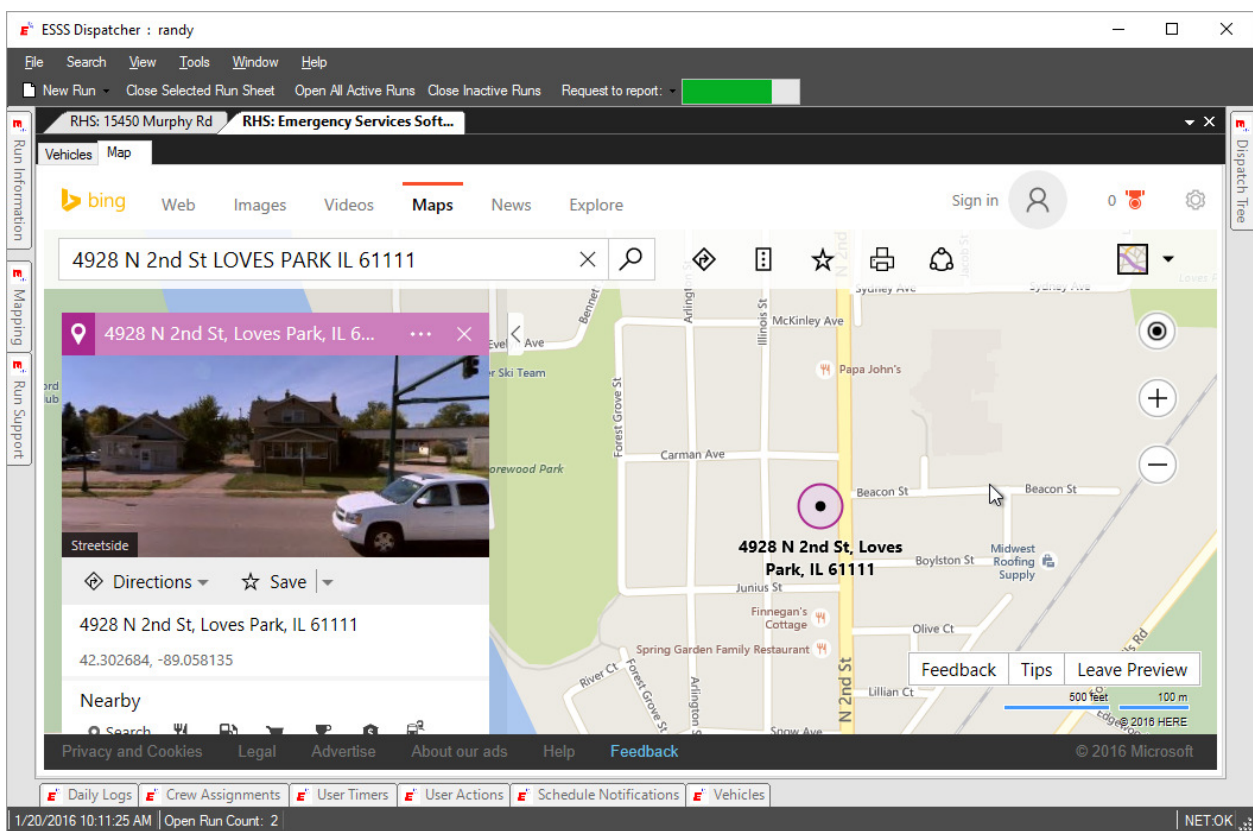


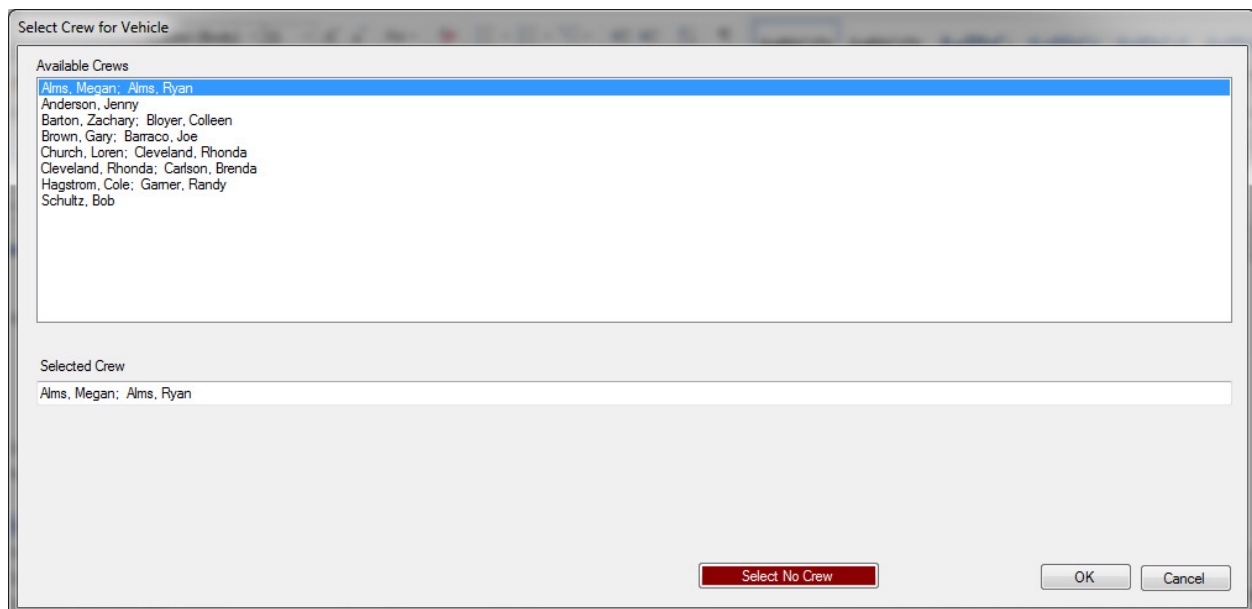
Figure 3: Map Tab Selected



Vehicle buttons with the icon of a person (REACT I above), indicate that a crew has been assigned for that vehicle. You can assign or delete crews by right-clicking on the vehicle button, and selecting the Crew Assignment menu item.

If crews have been assigned to a vehicle in the Vehicle Selector window, those crews are automatically documented on the run as the vehicle as assigned to the run. Changing a crew on a vehicle within the run window does NOT change the assigned crew in the vehicle selector window.

The Crew Assignment option will present you with a dialog that offers the list of all crews currently existing in the application. Additionally, you are allowed to type freely the names of the crew members in the case of ad-hoc crews.



Finally, you are able to define vehicles with # identifiers when assigning available vehicles to departments. These are special case vehicles, which allow aliasing the vehicle name (renaming). With this feature, you don't have to know every potential vehicle which might support a call (as in an ambulance or engine dispatched via automatic aid). Right clicking any vehicle named with the # identifier will offer a Rename Vehicle option in the context sensitive menu. Selecting that item will present you with a dialog box to rename the vehicle. Empty text will remove any assigned alias. You are permitted up to 10 characters to name the vehicle.

Create Vehicle Alias Name

Original Name: #1
Current Alias: Dep Chief

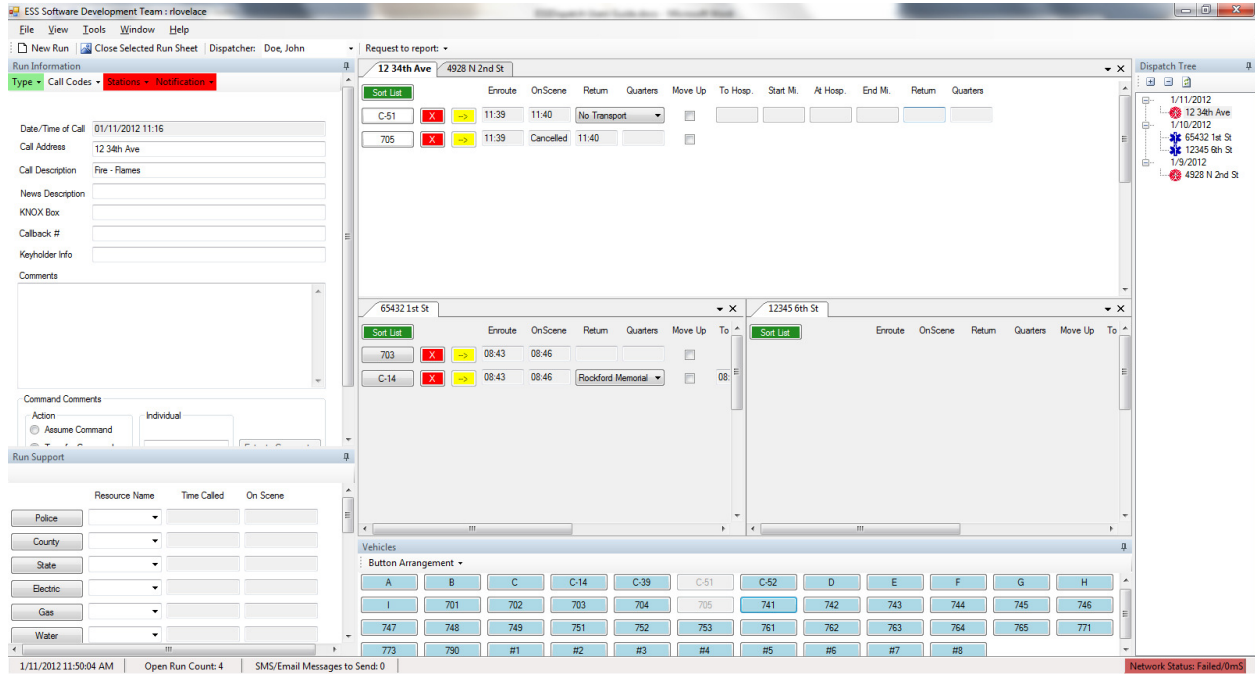
Assign new alias:

OK with empty alias box will remove the alias

OK Cancel



When entering data on any window EXCEPT the vehicle data window, it is important to note what run is active. In the example below, there are four vehicle data windows opened (4 runs). The one with the WHITE background, at 12 34th St, is the active window. Data entered in the other windows cause updates to be applied **for this run only**.





Vehicle Selector Window

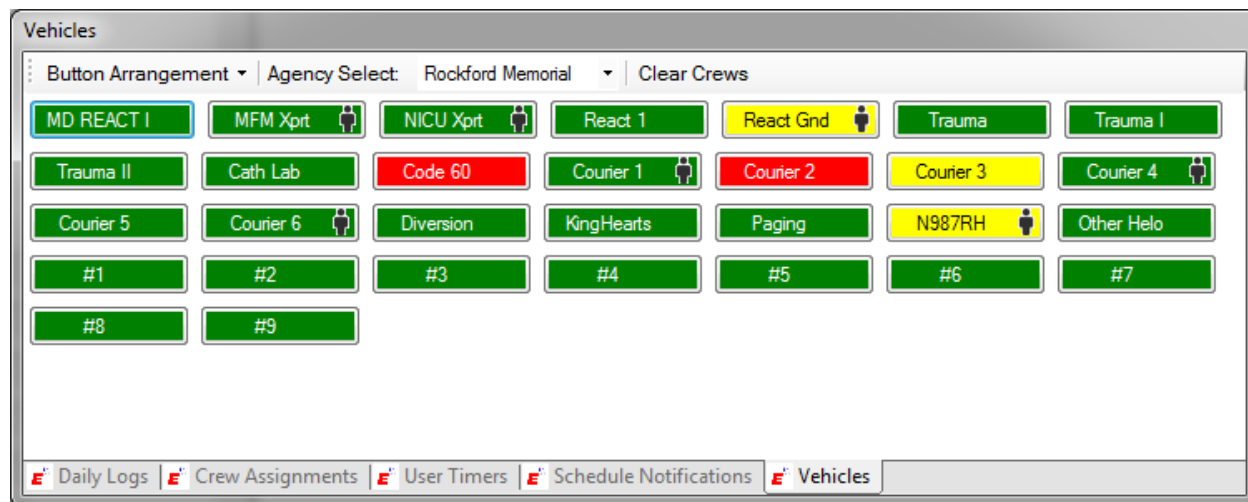
This window is available to use for logged in dispatchers or administrators when there is an active run window being displayed. From this window, a dispatcher selects a vehicle that identifies they're en-route to a call. A selection from this window will cause that vehicle to be identified as active on the call, and information will be updated in the Vehicle data window.

Also, if the selected vehicle or assigned crew members have available contact methods, the vehicle and/or crew members will get notification messages of the call as soon as their vehicle is applied to the incident. If the incident address is changed, those contacts will also get the updated information.

For departments dispatching for multiple agencies, if you have linked other agencies to an incident, then the list of vehicles will include all vehicles from all agencies assigned to that incident.

Notes on vehicle availability:

1. No attempt is made to prevent vehicles from being applied to a run simply because they're listed as still active on a different run. This allows dispatchers to be able to put vehicles on runs without having to first find which run they were on to mark them as returning before they can be available for the new run.
2. No attempt is made to automatically close a vehicle out of a previous run on which it is active simply by selecting that vehicle for the new run. This prevents the possibility of dispatcher selection error from causing data on a run window that isn't currently displayed from being changed by the program.



Within this window, the menu item "Button Arrangement", allows the dispatcher to select whether the buttons are placed in order working from the top to bottom, or from the left to right.

The Agency Select command is available for organizations dispatching for multiple agencies. You can view a list of vehicles for an agency other than the one associated with the current run.



The Clear Crews button will prompt the dispatcher to clear all crews assigned to vehicles for the displayed agency. This is a convenience feature to unassign all crews at once, rather than having to do them one at a time.

Hovering the mouse over any vehicle in this window will show a tool tip with the assigned crew data.

Right clicking on any vehicle button will present the dispatcher with a context menu allowing for management of the assigned crew, or to mark a vehicle as available (green button color), conditionally available (yellow button color) or out of service for incidents (red button color).

If a crew is assigned to a vehicle, the icon of a person is displayed on that vehicle button, providing a quick visual indication of which vehicles are crewed at the current time.

Supporting Agency Window

The supporting agency window allows the dispatcher to enter information related to support they've requested or provided.

The primary section of this window relates to local, county and state police, utilities including electric, gas and water. Also chaplains, helicopters and "other" agencies can be identified.

Data in each of the drop down boxes for a section is derived from the entries made in the Tools/Edit Application Data/Response Agencies window. After selecting an element from the drop down box, and then hovering the mouse over that selection, contact information for the agency will be displayed (if available) below the drop box group. (Note, phone number displayed below the Helicopter 2 box in the image below).

Clicking the button for the agency group will cause the time for en-route and then on scene to be filled in respectively with each button press.

Also displayed in this window are the name of the dispatcher that initiated the run, a time field for when a fire is considered under control, fields for MABAS alarm and box numbers, a field for the agency you're supporting if you're going out on automatic or mutual aid, and fields for agencies that came to assist you. Although there are only 6 boxes for Mutual Aid Providers, you can enter multiple agency names in each box.



Run Support

	Resource Name	Time Called	On Scene
Police	<input type="text" value="Local Police"/>	<input type="text" value="10:09"/>	<input type="text"/>
County	<input type="text"/>	<input type="text"/>	<input type="text"/>
State	<input type="text"/>	<input type="text"/>	<input type="text"/>
Electric	<input type="text"/>	<input type="text"/>	<input type="text"/>
Gas	<input type="text"/>	<input type="text"/>	<input type="text"/>
Water	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other	<input type="text"/>	<input type="text"/>	<input type="text"/>
Chaplain	<input type="text"/>	<input type="text"/>	<input type="text"/>
Helicopter	<input type="text"/>	<input type="text"/>	<input type="text"/>
Helicopter	<input type="text"/>	<input type="text"/>	<input type="text"/>

Local Police - 888-555-1212

Radio Operator:

Aid Provided To:

MABAS Box No.:

MABAS Alarm No.

Fire Out

Mutual Aid Providers



Schedule Notification Window

The schedule notification window provides a view through which the ESSS Dispatch notification can inform you of pending scheduled operations. The information displayed in this list includes the Agency assigned to that schedule item, the schedule date/time, pick up location (name and address), drop off location (name and address), and the text from the schedule Reason field.

Schedule Notifications					
View Schedules for Date Range Debug Reset Alarms in this Window					
	Agency	ScheduledTime	Info	Pick-Up	Drop-Off
	RHS	10/19/2015	Lovelace, Randolph W Psych Eval.	FAMILY VIDEO 6108 N 2ND ST LOVES PARK, IL 61111 (815) 633-9525	Rockford Memorial Hospital LL83 2400 N ROCKTON AVE ROCKFORD, IL 61103 (815) 971-5000
	RHS	10/19/2015 1:30 PM	Pager Test, RHS 5 Return: Pager Test 5	Rockford Memorial Hospital LL83 2400 N ROCKTON AVE ROCKFORD, IL 61103 (815) 971-5000	Rockford Memorial Hospital LL83 2400 N ROCKTON AVE ROCKFORD, IL 61103 (815) 971-5000
	RHS	10/20/2015	Lovelace, Randolph W Psych Eval.	FAMILY VIDEO 6108 N 2ND ST LOVES PARK, IL 61111 (815) 633-9525	Rockford Memorial Hospital LL83 2400 N ROCKTON AVE ROCKFORD, IL 61103 (815) 971-5000
	RHS	10/20/2015 1:30 PM	Pager Test, RHS 5	Rockford Memorial Hospital LL83 2400 N ROCKTON AVE	Rockford Memorial Hospital LL83 2400 N ROCKTON AVE

Periodically, the ESSS Dispatch program looks to the pending schedules to see if there are any upcoming appointments. Those appoints that have either not yet been closed out, or that are within 2 hours (or by parameter value in the global configuration) of their scheduled time will get displayed in this window.

Your administrator may set the global parameter named “Minutes before and after schedule alert” with values indicating when pop up alerts should be displayed to program users. The default value is -60,-15,-5,0,5. This indicates that messages will occur 60, 15 and 5 minutes before the alarm time, at the alarm time, and then every 5 minutes thereafter until the dispatcher either cancels the notification, or the item is deleted from the list. The pop up notice to the dispatcher has OK and Cancel buttons. Pressing OK simply clears this pop up, and tells the system to await the next alarm trigger. Pressing Cancel tells the system to stop alerting you about this entry.

Clicking on “View Schedules for Date Range” in the menu bar of this window allows you to view past or pending schedule items for any or all agencies in your dispatch list. **Selecting File / Print / Print Scheduled Runs for Today from the main menu allows you to generate reports you can send to agencies showing scheduled runs you have for them for any specific date.**



Schedules In Date Range

Start Date: 10/20/2015 ☐ Single Date Only

Agencies: ☒ LPFD ☒ PFPD ☒ RFPD ☒ WBSFD ☒ RHS

Refresh Print

	Agency	Date/Time	Info	Pick Up	Drop Off
	RHS	10/20/2015	Lovelace, Randolph W 10/2/1958 (57 yrs) 4928 N 2nd St Loves Park, IL 61111 Psych Eval.	FAMILY VIDEO / 6108 N 2ND ST 6108 N 2ND ST LOVES PARK, IL 61111	Rockford Memorial Hospital LL83 / 2400 N ROCKTON AVE 2400 N ROCKTON AVE ROCKFORD, IL 61103
	RHS	10/20/2015 1:30 PM	Pager Test, RHS 5 9/25/2015 (3 wks) 111 22nd St Rockford, IL 61103 Return: Pager Test 5	Rockford Memorial Hospital LL83 / 2400 N ROCKTON AVE 2400 N ROCKTON AVE ROCKFORD, IL 61103	Rockford Memorial Hospital LL83 / 2400 N ROCKTON AVE 2400 N ROCKTON AVE ROCKFORD, IL 61103

Right clicking any entry in the window presents a context menu for copying data, copying return data, or deleting the schedule item.

Selecting Copy for an appointment will copy its data to the clipboard. That clipboard can then be pasted into an incident run window when creating the actual call for that transport operation.

Selecting Copy Return Data for an appointment will copy the data, but the drop off location will be used as the call address, and the pick-up location will be stored in the comments box, indicating the drop off address for this run (reverse of the original scheduled item).

Once you have managed that appointment, you can Delete the entry, to mark that appointment as closed out, and delete it from your display. No matter how old an appointment is, until it is deleted from this window, it will continue to be shown to all dispatchers.

Finally, like all other primary windows, this can be hidden, moved around, and docked in other locations, according to user preferences.



Assigned Crew Window

The Assigned Crew Window shows you the entire list of crews created for the current shift. This list remains intact until manually cleared. You may clear a single entry at a time by right clicking on the desired entry, or clear the entire list from the menu item above the list.

The screenshot shows the 'Crew Assignments' window. At the top, there are two menu items: 'New Entry' and 'Clear All Entries'. Below them is a table with four columns: 'Crew 1', 'Crew 2', 'Crew 3', and 'Crew 4'. The first row of the table contains the names of the crew members: '[Cath] Kornfeind, Jason', '[Cath] Lovelace, Randy', '[Cath] Nelson, Cristi', and an empty cell for 'Crew 4'. The second row contains the user names: 'User 1', 'User 2', 'User 3', and 'User 4'. Below the table is a large grey rectangular area. At the bottom of the window, there is a navigation bar with four buttons: 'Daily Logs', 'Crew Assignments' (which is highlighted), 'Schedule Notifications', and 'Vehicles'.

Crew 1	Crew 2	Crew 3	Crew 4
[Cath] Kornfeind, Jason	[Cath] Lovelace, Randy	[Cath] Nelson, Cristi	
User 1	User 2	User 3	User 4

Additionally, you can create new entries with the New Entry menu item, which will take you to a dialog to populate crew lists, one at a time, for the current time period.

For this crew assignment, names can be double clicked from the left window, or typed by hand directly into the boxes on the right half of the screen if a crew member's name doesn't exist in the list box.

The screenshot shows the 'Crew Assignments' dialog box. On the left, there is a list box titled 'Eligible Crew Members' containing a scrollable list of names. The first name, '[Cath] Brokhausen, Kimberly', is selected. On the right, there are four empty text input fields for entering crew assignments. Below these fields is a 'RESET' button. At the bottom right of the dialog box are 'OK' and 'Cancel' buttons.

Eligible Crew Members

- [Cath] Brokhausen, Kimberly
- [Cath] Bull, Katie
- [Cath] Combs, Jim
- [Cath] Groene, Renee
- [Cath] Jaramillo, Amy
- [Cath] Kamin, Vince
- [Cath] Kennington, Val
- [Cath] Kornfeind, Jason
- [Cath] Nelson, Cristi
- [Cath] Oliver, Erica
- [Cath] Schier, Eric
- [Cath] Steames, Lisa
- [Cath] Wade, Christina
- C21, Ambulance
- C42, Ambulance
- Combs, Arthur
- DeVries, Amber
- Ewers, Daniel
- Ferris, Tom
- Germain, Mark
- Good, One
- Hogan, Marcia
- King, Jon
- Knoup, Michael

Crew Assignments

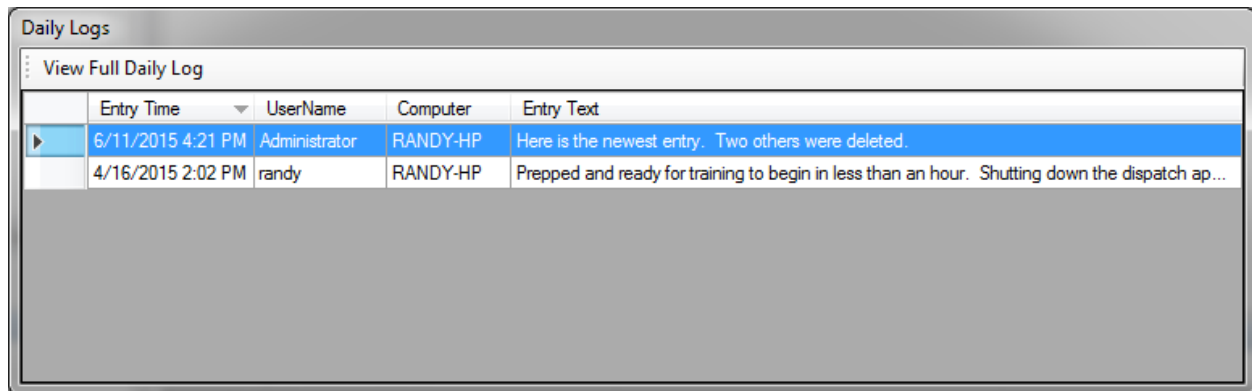
RESET

OK Cancel



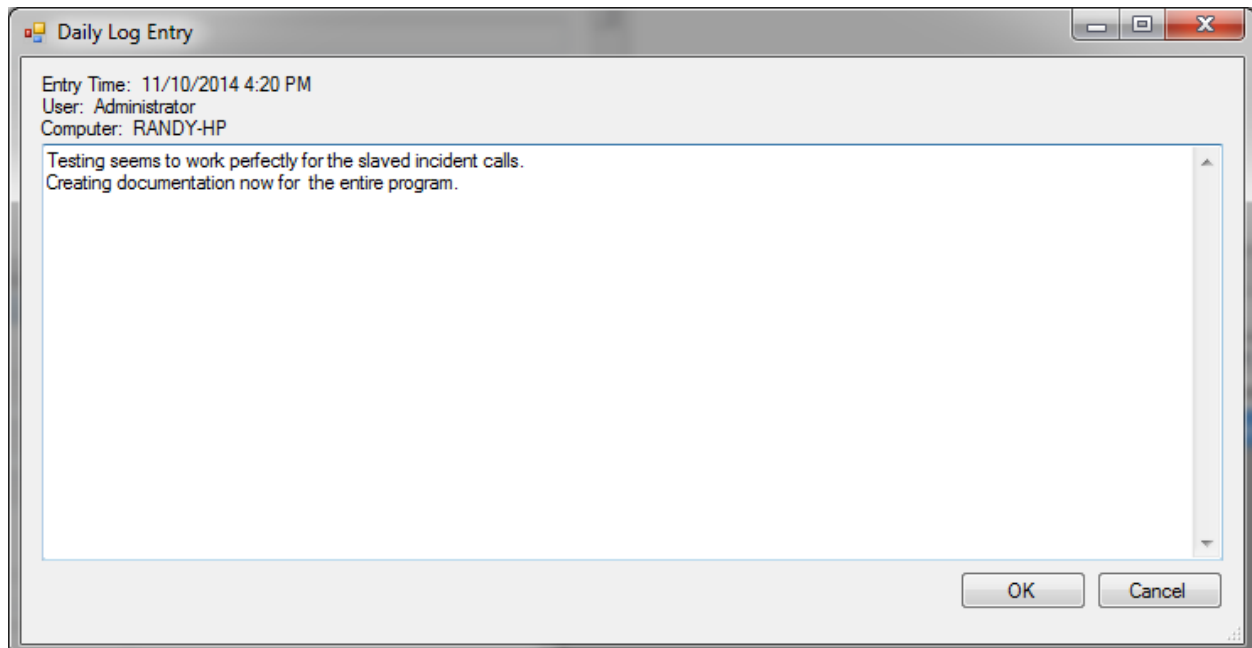
Daily Logs Window

The daily logs window allows dispatchers to enter free-form comments to reflect things that happened during their shift which might not necessarily relate directly to a specific incident. Each entry identifies the time the entry was made, who made it and from which computer, and what the entry text was.



To create a new entry, right click in the display window and choose Add Entry. Right clicking on a specific entry allows the dispatcher to add an entry, edit the selected entry, or delete the selected entry.

After choosing the Add or Edit entry option, simply fill in the text box with information pertinent to your current notation. Finally, press the OK button to save your text, or the Cancel button to return to the program with no changes to the database.





The View Full Daily Log menu item allows you to see all entries across a user-defined timespan. You are given two calendar boxes in order to select the start and end dates for the reference to the desired entries. You can also enter a search term to filter the number of entries presented to you. Finally, you can print the current result set to hardcopy documentation if you wish.

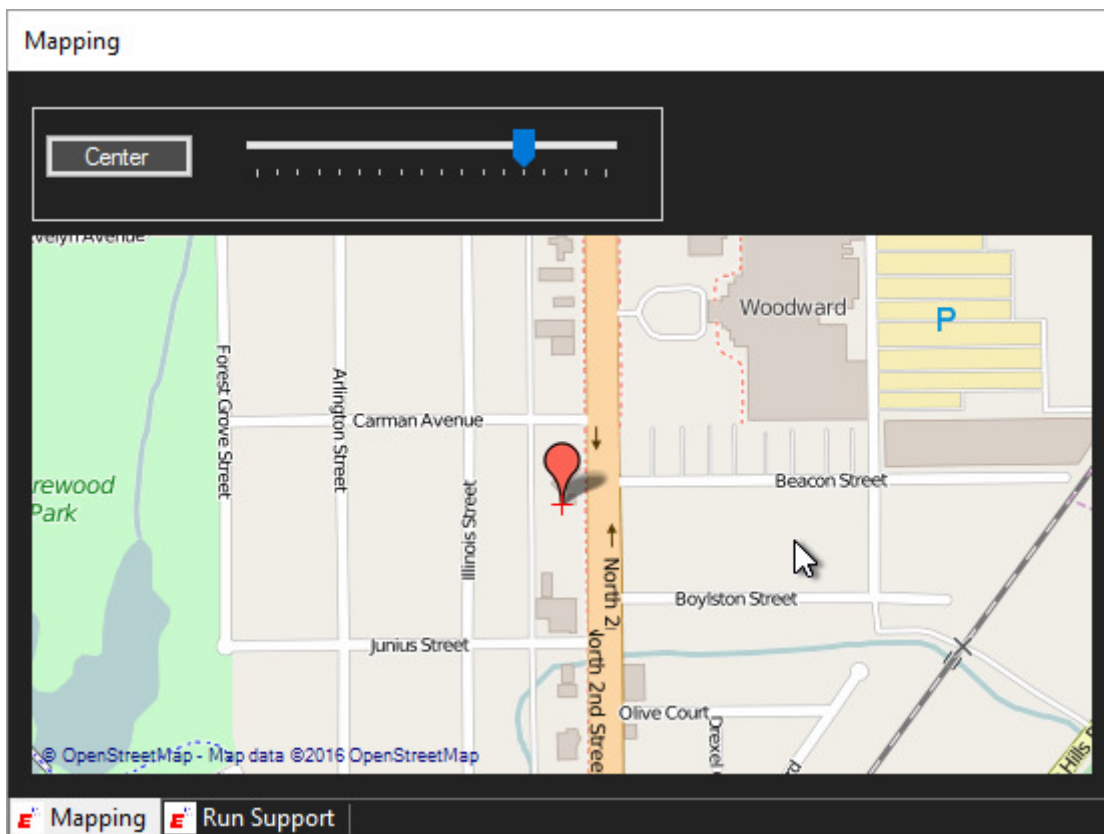
A screenshot of a web application window titled "Daily Logs". The window has a light gray background. At the top, there is a header bar with the title "Daily Logs". Below the header, there is a search and filter section. It includes two date pickers: "Start Date:" with a calendar icon and "End Date:" with a calendar icon. The "Start Date:" is set to "8/ 1/2014" and the "End Date:" is set to "1/ 1/2015". To the right of these is a "Search Term:" input field. Below the input field are two buttons: "Search" and "Print Results". To the right of the "Search" button is a "Done" button. Below the search section is a table with four columns: "Date/Time", "UserName", "Computer", and "Notation". The table has two rows of data. The first row has "11/17/2014 2:21 PM" in the "Date/Time" column, an empty "UserName" column, "RANDY-HP" in the "Computer" column, and "Nobody wrote this message" in the "Notation" column. The second row has "11/10/2014 4:20 PM" in the "Date/Time" column, "Administrator" in the "UserName" column, "RANDY-HP" in the "Computer" column, and "Testing seems to work perfectly for the slaved incident calls. Creating documentation now for the entire program." in the "Notation" column. Below the table is a large gray rectangular area, likely a placeholder for more data or a scrollable view.



Map Interface Window

The map interface window allows a convenient means of identifying the geography of an incident. As run windows are selected, the map interface will automatically change to show the area around the incident, as well as placing a marker at the incident address.

The user may move the map display by holding the right mouse button and dragging the window. Using the mouse wheel, or the zoom bar, the map scaling may be adjusted by the user. Finally, by pressing the “Center” button, the map is re-centered with the incident address at the middle of the map display.



Map data collected for this window is saved on the hard drive. Over time, a full map of your entire district will be collected by the program. In cases where there is a loss of internet access, previously cached map data is applied to this window.

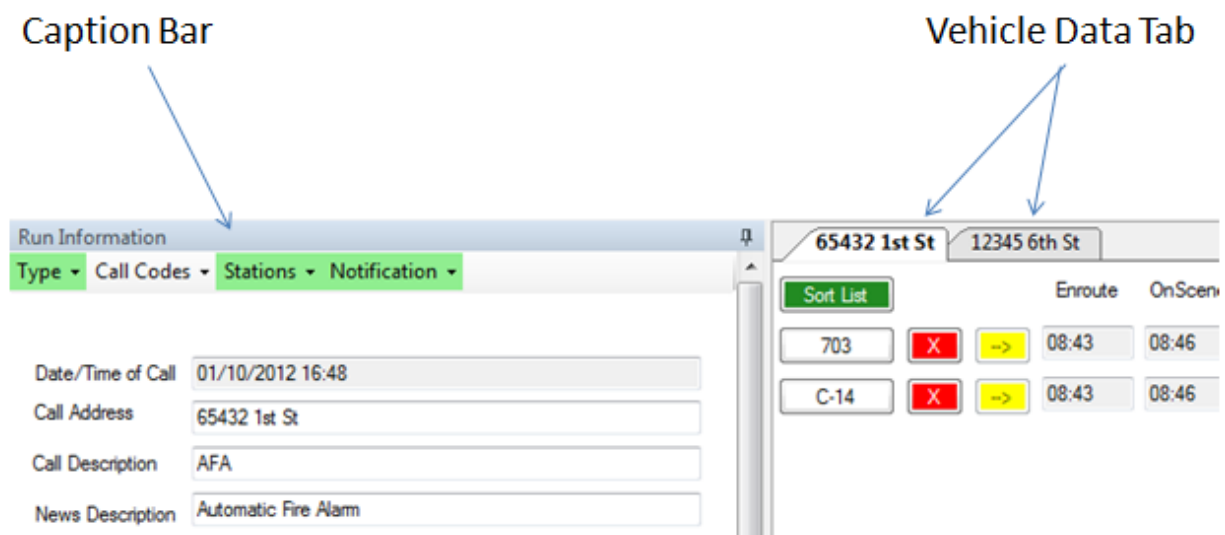


Chapter 3 – How to Manipulate the Window Displays

The ESSS Dispatch application allows great flexibility when it comes to the layout of the windows. This section will describe the general rules and procedures for managing those windows.

Within the display, positioning the mouse along any window border and clicking with the left mouse button, you can drag that border back and forth to increase or decrease the size of the frame you're dragging. When you're on a window border, your mouse will change from a standard pointer to a vertical or horizontal bar with arrows pointing to each side of the bar. Releasing the mouse after changing the window size will leave the window at that size for future work within the application.

More powerful than simply re-sizing windows, however, is the ability to rearrange the windows to match your preferences. Grabbing either the caption bar, or the window tab with the left mouse button will allow you to begin re-arranging the windows.



After grabbing a window by the caption bar or the tab, and moving the mouse, you will note that the window lifts from its location and follows the mouse. As you move the window around the screen, helper icons will be displayed.



General rules for the windows are:

1. Vehicle Data windows must remain within the primary screen, and must be docked to the document area. These windows are not allowed to “float”, meaning you cannot put a vehicle data window anywhere except where it will dock. *Note, however, that you can create nested docking locations within an area. In this way, you can have an active run window displayed, while right below it, you can have a run sheet visible, waiting only for your mouse click to become active.*
2. The other windows (Dispatch Tree, Run Information, Vehicles and Response Agencies) can only be docked to the left, right, top or bottom of the main application, or docked to other windows in those same locations, or freely floated outside the main program area.

Menu Items Associated with Window Layout

From the file menu, there are 4 menu items that are associated with your window layouts.

Load Window Layout From...

This item will present you with a file dialog window from which you can open a layout format defined by another user to be applied to your windows. Once that layout is loaded to your display, you can manipulate it as desired. At Logout, that format will be saved to your specific configuration file.

Layout Standard Windows

This item will reset your window display to one defined by the developers. It can provide a common reference for your windows, but there is nothing required within that configuration. It is simply another window layout source.

Save Window Layout

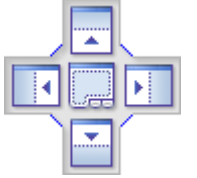








This option allows you to save the current window configuration without having to log out of the application.

Save Window Layout As

This option gives you the ability to create layout templates which can be applied by other users.

Please note, for all window layout configuration files, the data is only available on the computer you were using when you defined your layout. If you move to another computer, you'll have to lay out your windows there as well once you logon in order to get the same look as you had on the other PC, unless your application executes from a common shared network location.

Helper Icons and Their Meaning







	<p>This complex icon allows you to either make a window take a vertical or horizontal half of the space belonging to the window under this icon, or by selecting the center portion of this graphic, to make your new window become a tabbed window, sharing the same space as the original window.</p> <p>Most commonly, you might be doing this with the vehicle data windows. You may have an upper and lower display, and then wish to put other vehicle data windows in that same display. As you are dragging a vehicle window, you would position the mouse over the center square of this icon, and release the mouse. That would cause your window to become a tabbed document, sharing the same space as the original document/documents.</p>
	<p>Dock the dragged window to the left of the section in which this icon appears. As the mouse goes over this icon, you will see shading to indicate where your window will appear if you release the mouse button.</p>
	<p>Dock the dragged window to the right of the section in which this icon appears. As the mouse goes over this icon, you will see shading to indicate where your window will appear if you release the mouse button.</p>
	<p>Dock the dragged window to the upper half of the section in which this icon appears. As the mouse goes over this icon, you will see shading to indicate where your window will appear if you release the mouse button.</p>
	<p>Dock the dragged window to the lower half of the section in which this icon appears. As the mouse goes over this icon, you will see shading to indicate where your window will appear if you release the mouse button.</p>
	<p>This indicates a window is pinned, or docked, and will not auto-hide when you select another window.</p>
	<p>This indicates a window is not pinned, and it will automatically hide itself (leaving only a selection tab visible) when you select another window.</p>
	<p>This opens a drop list of all the windows docked within the vehicle data dock area. Selecting one of those windows from the list will cause that window to become active.</p>
	<p>Clicking this icon will close the currently active window in this area. If this is the last window in this area, the area will be removed from the screen.</p>
	<p>While dragging a window, you may see your mouse pointer become a red circle with a slash in it. This simply indicates that you cannot drop that window anywhere except in a docking container. You aren't allowed to "float that window".</p>



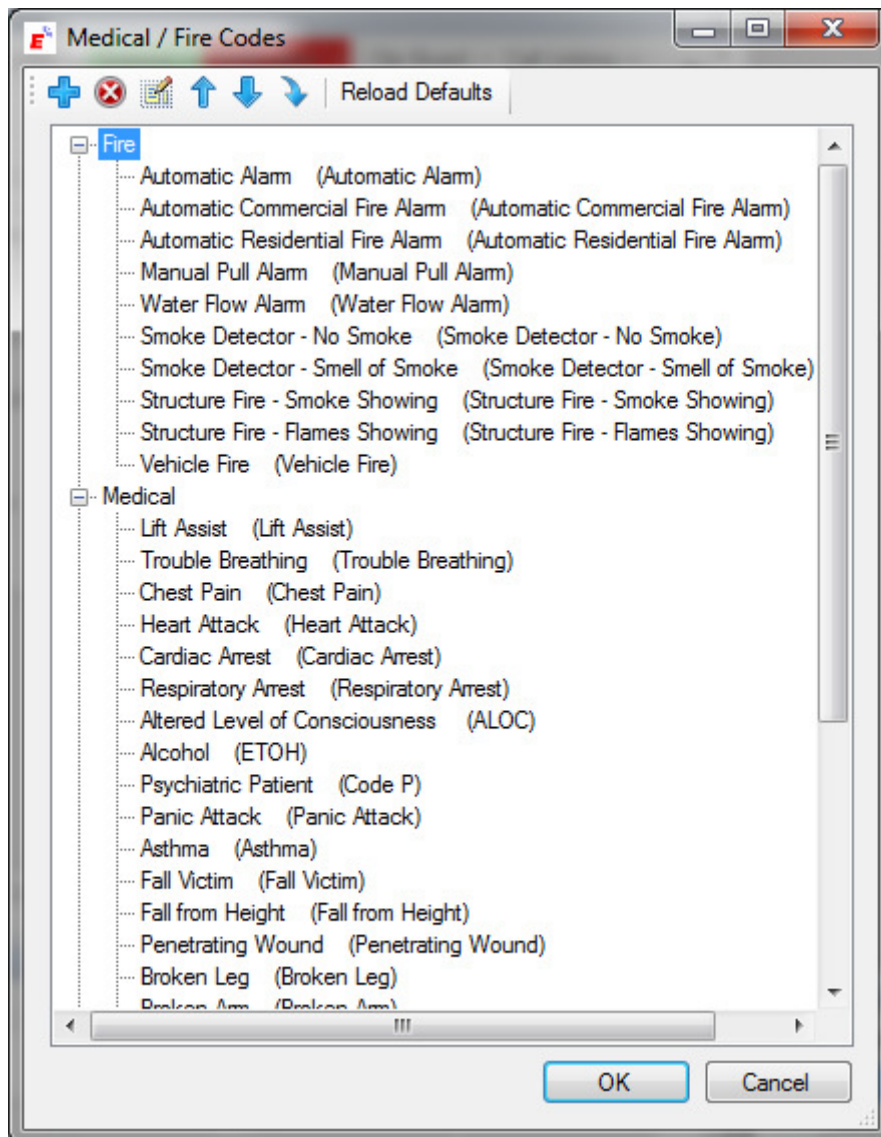


Chapter 4 - Editing the Fire/Medical Call Codes and Failed Call Reasons

In order to build up the menu of call codes or failed call reasons, for the Run Information window, the administrator must generate a tree of codes in the configuration window. The graphic icons at the top of the window have the functions defined below.

	Add node at the current level. If your highlighted item is at the left edge of the display, you are adding a call code group (Medical, Fire, Misc., etc.). If your highlighted item is one of the call codes, you would then be adding another call code to the current group.
	Delete node and its children. If you are currently on a root node (call code group), you would be deleting all elements of that group. A dialog box will be displayed listing the group name and all the elements within that group, and you will be prompted for whether to delete that information or not. If you're currently on a child node (an actual call code), then you would only be deleting that individual code, and the dialog box prompting you would indicate that a single element was selected for deletion.
	Edit Node. This selection allows you to begin editing the text associated with the highlighted node. Formatting rules for this are listed below.
	Move Up. The displayed menus in the Run Information window are ordered exactly as you lay them out here. Moving an element up will move it up within the current group, changing its display order in the Run Information window.
	Move Down. The displayed menus in the Run Information window are ordered exactly as you lay them out here. Moving an element down will move it down within the current group, changing its display order in the Run Information window.
	Move to Different Group. Any individual call code can be placed into a different group than the one in which it is currently assigned. Selecting this command will present you with a dialog box containing a drop down list from which you can select the new group within which this code will be assigned. After the move operation, it will no longer exist in its original group.

In addition to the icon functions described above, the same actions can be accomplished by right clicking any of the node elements in the display, and choosing the corresponding menu function.



Formatting Rules

At the first level, you can format your data as desired. The names you apply will be shown in the Call Codes menu item of the Run Information window.

At the call code level (2nd level), however, there is an additional format consideration. If you wish to use a shorthand notation in the call description, but still provide the dispatcher with a long text description for the selection of the item, put the shorthand notation within parentheses at the end of the node text. There can only be one set of parentheses per element. The text preceding the parentheses becomes the text the dispatcher will see on the menu list. The text within the parentheses will be written to the Call Description text box when that item is pressed.



If a node is created that has no parenthesized text, then the full text of the menu item will be placed in the call description box.

Pressing the “Reload Defaults” button in the window menu will cause the system to question whether you wish to reestablish the system defined defaults for these codes. If you select Yes, the system will delete the list displayed, and force load the original default values. After that, pressing the OK button on this dialog will cause those values to be written to the database.





Chapter 5 – ESSS Dispatch Database Authorization Tool

For licensing your ESSS Dispatch application and database, we provide the database authorization tool. In any case where you maintain your own SQL server, you must use this tool to initially license your database, or to extend the licensing after a subscription update.

When your database license is generated by Emergency Services Software Solutions, Inc., you will receive an email indicating the expiration date and a licensing code and other pertinent information to enter into the database authorization tool. Enter this data once for each department for which you provide the dispatching service.

The application is laid out in a group of editable boxes, which you will find described below.

The screenshot shows a Windows-style application window titled "ESS Dispatch Internal Database Authorization Tool". The window contains several input fields and buttons. On the left, there are fields for "SQL Server Name" (filled with "randy-hp"), "SQL Admin Username" (filled with "randy-hp\randy"), "SQL Admin Password" (masked with dots), and an "Authentication" dropdown menu (showing "Windows Authentication" and "SQL Server Authentication"). Below these are fields for "SQL Database Name" (filled with "fd4"), "SQL User Name" (filled with "fd4"), and "SQL User Password" (masked with dots). To the right of these fields is a text box explaining that this information is required only if creating a database and local user. At the bottom left, there are fields for "Key Holder" (filled with "Randy Lovelace"), "Organization" (filled with "ESSS Software"), "Database Count" (filled with "3"), "Expiration Date" (filled with "11/2/2013"), and "License Key" (empty). To the right of these fields is a text box explaining that this section is required for creating an ESSS Database and for setting licensing information. At the bottom right, there is a red error message "Enter valid licensing information." and a button labeled "Authorize Database". In the center, there are buttons for "Create Database" and "Verify License Table". At the very bottom center is a "Done" button.



The SQL Server Name is the name of the computer or internet based data server. In cases where you utilize ESSS as the data repository, we will provide that name to you. When you are using a local database server, your system administrator will be able to provide the name of your SQL server. **This field is always required.**

The SQL Admin username and password are required in cases where you utilize a local SQL server. In order to create the initial database, and local login credentials for a SQL user, we must have the name and password of a user authorized to perform those functions. Additionally, we must know if these credentials will be validated with Windows or with the SQL server. This data is not retained, as is used only for creation of the entities you specify in the fields below.

Once the database and login credentials are created for the user identified in SQL Database Name and SQL User Name, the application will close the connection with the administrator credentials, and open a new connection with the new user's credentials. The local user credentials created are always validated by the SQL server, and we do not try to connect to a Windows user account with those credentials.

With the new user's connection credentials, the authorization tool will create an authorization table in the specified database.

Finally, the key holder name, organization name, database count, expiration date and license key fields are to be populated with the information you receive from Emergency Services Software Solutions, Inc. for your installation.

New Installations Maintained at Your Site

For new installations maintained at your site, you will need the data for every box on the form. This installation is best performed by your system administrator.

New Installations Maintained by ESSS

For new installations maintained by ESSS, all this information will be managed by ESSS personnel as a part of the customer creation process.

Updating Licenses for Either Local or ESSS Data Servers

In order to update your license as you renew your subscription to ESSS, you will need the data for the SQL Server Name, the SQL Database Name, the SQL User Name, the Expiration Date and the License Key. If your subscription includes data services maintained by ESSS, our personnel will update your licensing records for you as a part of the subscription renewal process.



Chapter 6 – Database Password Management

In order to protect data in the database, and to protect patient information stored within those data sets, there are specific user passwords which must be maintained outside of the running application. In cases where the database is maintained at ESSS servers, we also maintain the data access passwords for encrypted information.

However, in cases where you support your own SQL server for dispatch data, you will be required to support the specific user passwords and associated data files.

A screenshot of a Windows application window titled "ESSS Dispatch SQL DB Password Change Tool". The window has a standard Windows XP-style title bar with minimize, maximize, and close buttons. The main area contains six text input fields on the left, each with a label: "SQL Server Name:", "SQL Database Name:", "SQL User Name:", "Current Password:", "New Password:", and "Confirm New Password:". To the right of these fields is a large text box containing five lines of instructions: "Please enter the name of the SQL server.", "Please enter the name of the SQL Database on the server.", "Please enter the assigned owner name for the SQL database.", "Please enter the current password for the user.", "Please enter the new password.", and "Please enter the password confirmation.". At the bottom of the window, there are two buttons: "Change Password" on the left and "Done" on the right.

With the SQL DB Password Change Tool (DBPasswordManager.exe), you can manage the account passwords for the owner of the ESSS Dispatch database. You will be required to enter the name of the SQL Server, the database in question, and the assigned user which was created when the system was installed. Additionally, you will need to enter the current password for that user, as well as the new password you wish to apply, with confirmation.

As you enter data to each of these fields, you will see remaining validation statements in the window to the right of the program display.

Once you have entered data to each of the fields, you can execute the “Change Password” function by pressing the corresponding button in the lower left section of the screen.

Upon successful completion of the change password function, you will have changed the user’s password on the database in question. Also, the new information will be written to the database connection configuration file. This file is fully encrypted to prevent unauthorized access to its data, or the server data these credentials make available.

The configuration is named info.encrypt, and will be located in the data path for your program. The data path will be in the directory named ESSS_Data, located under the directory holding the executable program for ESSS Dispatch, or it will be in the common application data path, typically under C:\ProgramData\ESSS Software\ESSS Dispatch.



The info.encrypt file will quite possibly contain entries for many connections, depending upon how many agencies your dispatch organization manages. Any common server/database/user record will be modified as you change data. Any new records will simply be added to the file as needed.

When the ESSS Dispatch application is run, it will look for this data file any time you specify a discrete user name for database access. Additionally, any time the database must be updated because of a newer version of the software, this file will be accessed for credentials to allow updating the database without errors for lack of permission, which would normally result by using active directory group membership credentials.



Chapter 7 – SQL Database Encryption Key Management

Some of the data collected by the ESSS Dispatch application is protected under HIPAA regulations.

- The software will comply with all HIPAA technical safeguards including **45 CFR 164.312** (a) including but not limited to Unique user identification, Automatic logoff, and encryption and decryption of protected health information.
(b) audit controls.

To that end, the ESSS Dispatch application makes use of some of the technology for data encryption/protection within the SQL Server itself.

Each SQL server has a Service Master Key (SMK) which is created when the server is first started. This key is used to generate database specific keys. In order to allow for a successful reinstallation of the server, or a migration of the server data to another SQL server host, the SMK must be backed up safely by the server administrator.

The service master key is the root of the encryption hierarchy in SQL Server. It should be backed up and stored in a secure, off-site location. Creating this backup should be one of the first administrative actions performed on the server.

To back up the service master key

1. In SQL Server Management Studio, connect to the SQL Server instance containing the service master key you wish to back up.
2. Choose a password that will be used to encrypt the service master key on the backup medium. This password is subject to complexity checks. For more information, see [Password Policy](#).
3. Obtain a removable backup medium for storing a copy of the backed-up key.
4. Identify an NTFS directory in which to create the backup of the key. This is where you will create the file specified in the next step. The directory should be protected with highly restrictive ACLs.
5. In Query Editor, execute the following Transact-SQL command: `BACKUP SERVICE MASTER KEY TO FILE = '<complete path and filename>' ENCRYPTION BY PASSWORD = '<password>' ; GO`
6. Copy the file to the backup medium and verify the copy.
7. Store the backup in a secure, off-site location.



Each database within the SQL server also has a Database Master Key (DMK). The credentials of the DMK are based upon the credentials of the SMK. There can be only one DMK per database. As ESSS Dispatch is used to create the necessary databases for operation, the program also creates the DMK for those databases. In order to protect the information within the database, this key should be treated as securely as the SMK, and backed up in case recovery is later required.

The database master key is used to encrypt other keys and certificates inside a database. If it is deleted or corrupted, SQL Server may be unable to decrypt those keys, and the data encrypted using them will be effectively lost. For this reason, you should back up the database master key, and store the backup in a secure off-site location.

To back up the database master key

1. In SQL Server Management Studio, connect to the database containing the database master key you wish to back up.
2. Choose a password that will be used to encrypt the database master key on the backup medium. Do not use the same password that is used to encrypt the key in the database.
3. Obtain a removable backup medium for storing a copy of the backed-up key.
4. Identify an NTFS directory in which to create the backup of the key. This is where you will create the file specified in the next step. The directory should be protected with highly restrictive ACLs.
5. In Query Editor, execute the following Transact-SQL command: `BACKUP MASTER KEY TO FILE = '<complete path and filename>' ENCRYPTION BY PASSWORD = '<password>' ; GO`
6. Copy the file to the backup medium and verify the copy.
7. Store the backup in a secure, off-site location.



Appendices

Appendix I – Sample Daily Run Sheet

ESS Software Development Team

PO Box 10555, Loves Park, IL 61110 815-555-1212

Date: 1/10/2012

Ambulance Calls:

Call:	Time:	Where To:
1	1647	12300 blk 6th St

Engine Calls:

Call:	Time:	Where To:	What/Why:
1	1648	65400 blk 1st St	Automatic Fire Alarm



Appendix II – Sample Individual Run Sheet

Print preview

Close

Page 1

Med:331 1st St SOUTH BELOIT, IL 61080
SBFD14-0001; NWFD14-0003
Alarm Time: 11/11/2014 10:31
Description: AFA
Radio Oper: Randy Lovelace
Notification Method: 389-3097
Patient Name: Tom Jones
Station: 1

Vehicle Name	Enroute	OnScene	Move Up	Hospital	To Hosp.	Start Mi	At Hosp.	End Mi	Return	Quarters
Dep Chief	1032	1056							1057	1057
Chief	1417	1424								
C-30	1417	1211		No		0		0		
Barton, Zachary				Transport						
Bloyer, Colleen										
S-35	1417									
Schultz, Bob										

Dispatcher Comments

Automatic alarm called in by alarm company

12:11: C-30 Patient Contact

12:12 - Lt. Smokey assumed command.



Appendix III – Sample Daily Schedule Listing

Scheduled Runs for WSFD

Beginning: 10/24/2013 12:00:00 AM

Scheduled Pick-Ups

Date/Time	Pick Up	Address	City,St,Zip	Phone	Drop Off	Address	City,St,Zip	Reason
10/24/2013 8:45:00 AM	Paul Dawes Jr.	2111 1st St 4C	Rockford, IL		Swedish American Hospital	E State St Cath Lab	Rockford, IL	Physical Therapy



Appendix IV – Global Configuration Element Definitions

MainPageDistrictTitle	The text in this field is placed in the caption bar of the main window, and is followed by the user name of the logged in user.
RunTreeTitle	Deprecated
DailyDocumentTitle	This field indicates the prefix that will be applied to the filename for any daily run document printed to a file location.
DailyDocumentHeaderLine1	This is the first line of the header text printed on the daily run list.
DailyDocumentHeaderLine2	This is the second line of the header text printed on the daily run list.
DailyDocumentFooterPrintedBy	This text is printed at the lower right corner of the daily run list.
Display_10-8Title	This is the text used to indicate “En-Route” for a vehicle on the vehicle data window and the run printout. You can leave it as Enroute, or replace it with 10-codes.
Display_10-23Title	This is the text used to indicate “On Scene” for a vehicle on the vehicle data window and the run printout.
Display_10-19Title	This is the text used to indicate “Returning” for a vehicle on the vehicle data window and the run printout.
Display_10-96Title	This is the text used to indicate “In Quarters” for a vehicle on the vehicle data window and the run printout.
Display_10-8Hosp Title	This is the text used to indicate “En-Route to Hospital” for a vehicle on the vehicle data window and the run printout.
Display_10-23Hosp Title	This is the text used to indicate “On Scene at Hospital” for a vehicle on the vehicle data window and the run printout.
RunInfo_StationCount	This indicates the number of stations which should be supported for the run data. At this time, the limit is 3, but that can be rapidly increased based upon subscriber need.
RunDocumentTitlePrefix	This field indicates the prefix that will be applied to the filename for any individual run document printed to a file location.
RunDocumentFooterPrintedBy	This text is printed at the lower right corner of an individual run report.
FDAcronym	This text is used as a prefix for SMS messages to subscribers.
SendGroupedMessages	If true, messages will be sent as a single message with many recipients. If false, individual messages will be sent to each subscriber.
MedicsNeededMsg	This is the text to apply to the end of a Medic response request.
WantIamRespondingTextMsgs	Deprecated.
ResourceFireOutText	This text is used on the resources window and the individual run report to indicate a fire is under control.
EMTsNeededMsg	This is the text to apply to the end of an EMT response request.
FireFightersNeededMsg	This is the text to apply to the end of a Firefighter response request.
OperatorsNeededMsg	This is the text to apply to the end of an Engineer response request.
SendMessages	When unchecked, the system will not send text messages to subscribers as incident events progress.
LatestSoftwareVersion	The most recent software (ESSS Dispatch) that has been run against your database.



ShowNetworkStatusDialogs	When unchecked, the program will not prompt you each time you lose or regain network access.
DeptMailAddress	This is the email address of a department mail account for the reception of emailed run sheets and daily run documentation.
RunInternetPing	This field indicates whether the system should ping internet addresses as a part of the network status validation.
DeptFaxNumber	This is the assigned fax number for the selected department.
DeptFaxRecipient	This is the name of the department or user receiving the fax at the department.
FaxSenderName	This is the name assigned as the sender of a fax (the dispatcher's organization reference) to a department receiving that same fax.
FAXServerName	This is the name of the fax server computer in a networked environment sending faxes via a central fax server.
InactivityTimeoutMins	This is the number of minutes of idle time to allow before logging the user out and closing the application.
LoginAgainstLDAP	If true, this indicates that the current computer user's credentials will be used to log in to the application.
GroupAdministrators	This is the name of the group assigned for ESSS Administrators in the LDAP.
GroupDispatchers	This is the name of the group assigned for ESSS Dispatchers in the LDAP.
GroupUsers	This is the name of the group assigned for ESSS Users in the LDAP. Users cannot change any data, they can only view incident information.
AllowAutoLogin	If LogInAgainstLDAP is false, and this parameter is true, the program will automatically log in the current computer user if their name exists within the user's data table.
ESSSWebSite	This is the url of the website for Emergency Services Software Solutions, Inc., which the program help items will direct you to.
Greyed out entries in the table	Items that a displayed with a greyed out background are read-only fields. Although you cannot edit their values, you can see the values. At times, this may help with debugging if required.



Appendix V – Text Message Formats

Format of a text message for an emergency call. This message contains a hyperlink to mapping software for the call address.

S:HRFD:12020 Queen Oaks Dr	Call Address
M:Structure Fire – Flames Showing	Nature of call
http://maps.google.com/maps?f=q&q=12020+Queen+Oaks+Dr+MACHESNEY+PARK+IL+61115	Map reference for call address

Format of a text message for a medical call with patient refusal.

S:HRFD12-0076: Refusal	Run number + Refusal
M:C-14 Perryville and West Lane	Call Address
03/16/2012 12:30	Date/Time call was dispatched
12:30PM	Enroute time
12:36PM	On scene time
PC:12:36PM	Patient contact time

Format of a text message for a medical call with transport to the hospital. This message includes the address of the call in the subject line. In the message body is the run number, the vehicle for this patient, the date/time the call was dispatched, the enroute time, on scene time, patient contact time, time to the hospital, time at the hospital and the starting and ending odometer readings.

S:_HRFD: Perryville and West Lane	Call Address
M: Run #: HRFD12-0076	Run number
C-52	Associated vehicle
03/16/2012 12:30	Date/Time call was dispatched
Swedish American	Hospital patient was transported to
12:31	Enroute time
12:36	On scene time
PC:12:37	Patient contact time
12:41	Enroute to hospital time
12:48	At hospital time
91 / 99.3	Mileage at start/end of transport



Appendix VI – Modifications to ESSS Dispatch

v2.5.33

- 574 2/5/2016 Added "Send Active Incident Notification to Selected Users" to the Request To Report menu item to allow sending call notices to specific individuals (i.e. MD-1 notification of call)
- 573 2/5/2016 Applied default notification method for all agency call types and apply through Create Run button in Run Information window.
- 572 2/4/2016 Add support for users to be messaged for ANY defined call type. Modified User List export, EXCEL routines, Selective Messaging routines.
- 571 2/2/2016 Modified Call Types dialog control layout elements.
- 570 1/25/2016 Rolodex SetColumns checks column exists before modifying fields

v2.5.27

- 567 1/24/2016 Activated filtering of Trauma report. Added Trauma pt sub-type to reported data on Trauma report.
- 562 1/23/2016 Modified incident mapping layout for issues in control size when changing fonts.
- 560 1/20/2016 Updated user documentation
- 559 1/19/2016 RunInformation window now subscribed to vehicleChangeEvent to manage re-enable of Unlink department menu item when all vehicles from that department have been removed from the call.

v2.5.26

- 555 1/18/2016 Added location name to detailed reports/email when it exists
- 554 1/18/2016 Vehicle/crew contacts now accessed notification messages. All recipients listed in log files.
- 553 1/12/2016 Fixed null object exception in call tree double click. Offered printing of maps (2x4, 3x3, 4x4) on detailed incident reports. Stopped asking user for department on detailed reports if only 1 department was on the call.
- 551 1/9/2016 Applied format mods for Vehicle List to Excel

v2.5.24

- 548 1/8/2016 Rework vehicle list configuration. Add contactRefs to vehicles. If vehicle has contact refs, send call message when vehicle is assigned to a call. (Support for MD1)
- 547 1/6/2016 Color control for skinning applied to EssNotices (status bar)
- 546 1/6/2016 Forced context menu for disposition timer when run window is created.
- 544 1/5/2016 Added more skinning choices to user interface
- 542 1/5/2016 Got Email Pre-Plan reinstalled in features



- 540 1/5/2016 Added Skinning to application. Removed PDF windows from application.
- 536 12/29/2015 Added reporting capability for TRAUMA calls, or calls with TRAUMA vehicle
- 535 12/21/2015 Trauma call or trauma vehicles on call now force patient dialog to use MD REACT data dialog. RED coloring only used for MD REACT calls, event if MD REACT patient data is used.
- 534 12/18/2015 Fixed duplicate patient names when creating scheduled runs and added routine to find disconnected patients
- 533 12/18/2015 Installed start up routines to check/clean database
- 532 12/17/2015 Added Sql Manual Interface for queries and data manipulation (god mode only)
- 531 12/16/2015 Added facility number to patient data and necessary reports
- 530 12/16/2015 Modify Rolodex view/edit/print/export/db interface to support Facility Number field
- 529 12/16/2015 Rolodex Export to Excel added
- 528 12/16/2015 Accounted for global config var Printer Settings / UseREACTPatientInitials when exporting MD REACT to Excel for patient type
- 527 12/16/2015 Split patient last and first name to separate columns in MD REACT Excel export
- 526 12/16/2015 Fixed YesBlank column for MD REACT reports (printer and Excel)
- 525 12/15/2015 Ensure RunInformation create run button has a selectedItem before calling events with the .ToString() conversion
- 524 12/15/2015 Added Excel export to billing report
- 523 12/14/2015 Added search by contact name to MD REACT and Scheduling in order to find match from Rolodex hints and correct selection casing
- 522 12/12/2015 Signing certificate for 2016 applied to codebase
- 521 12/10/2015 Corrected zip code resource file

v2.5.12

- 518 12/9/2015 Added extra sql connection attempt in sql updater for idle servers. Made search dialogs allow individual selections of detailed reports to output.
- 517 12/7/2015 Incident mapping mode is now a configurable parameter
- 516 12/7/2015 Changed text on mapping window caption and tab
- 515 12/7/2015 Added activity message for sent mail to show recipient lists when message is queued
- 514 12/7/2015 Allow any patient birthdate. Prevent duplication of patients in list for a call by first/last name and DOB.
- 513 12/3/2015 Formatted Excel output for REACT calls to suit needs of other departments
- 512 12/3/2015 Fixed billing report showing patient ghost data in successive calls once a name was present in patientInfo table
- 511 12/3/2015 Added vehicle shading for vehicles on calls based upon existing parameter setting in global config



- 510 12/3/2015 Corrected sort order of vehicles. Some depts used * for generic ref to other dept vehicles, those were coming up before department vehicles. Now come up before # vehicles
- 509 12/2/2015 Corrected sp call for DeleteCommentEntryMatching, to pass string arg, not int32
- 508 12/1/2015 Sending selective messages now allows for selection of members based upon types of calls they wish to receive (fire, med, Code 60, etc.)
- 507 12/1/2015 Config data for call failure codes and med/fire call codes can now export to Excel
- 506 12/1/2015 Config data for cell/pager providers can export to Excel
- 505 12/1/2015 Configuration data for vehicle list, call types and REACT patient subTypes can be exported to Excel
- 504 12/1/2015 Configuration data for Hospital list, Response Agencies and Station list can now export to Excel
- 503 12/1/2015 Added user configuration export to Excel
- 502 11/30/2015 Provided warning and test for user contact addresses in dialog.
- 501 11/30/2015 Basic bugFix check-in with new SqlUpdater and parallel db updates

v2.5.9

- 498 11/30/2015 Recreate db update process allowing for sequenced updates across all entities. Run updates on multiple systems in parallel.

v2.5.3

- 493 11/28/2015 Putting code signing certificates with repository
- 492 11/28/2015 Informed SqlDbUpdater of primary DB to reduce workload on non-primary databases
- 490 11/24/2015 Updated mod file text

v2.5.2

- 489 11/24/2015 Made call address button populate location field, just as the ++ selections do for tab titles and call tree titles
- 485 11/24/2015 Added mail test app and optimized dataset management

v2.5.1

- 482 11/20/2015 Installed global config param for activation of cached mapping
- 481 11/20/2015 New mapping strategy developed - save level 1

v2.4.27

- 479 11/19/2015 Corrected checks applied to MD REACT data for consideration of complete



v2.4.26

- 476 11/16/2015 Fixed new runs not releasing UI controls
- 474 11/16/2015 Corrected "forgot password" lookup for location of contact information in MemberContact table

v2.4.25

- 471 11/13/2015 Removed duplicated records from calls with vehicles dialog

v2.4.24

- 467 11/11/2015 Accounted for Undeliverable in specific smtp exception handler
- 466 11/11/2015 Reordered filtering ops and pt assignment to dataset coming in, assigned records in datagrid were an intermediate snapshot, not final output
- 465 11/11/2015 Corrected run comments textbox overlap. Add debug dialog to primary display selections.

v2.4.23

- 463 Randy Lovelace 11/9/2015 8:45:51 AM Validated DOB functions, MD REACT report no longer includes Trauma type calls.
- 462 Randy Lovelace 11/6/2015 1:22:35 PM Dialogs and message boxes now centered on application screen, not using Windows Default Location.

v2.4.22

- 456 10/28/2015 Corrected run tree address color when disposition changes on local computer
- 455 10/24/2015 Master table manager can output to Excel now
- 454 10/24/2015 Bug fix for out of memory when creating run window
- 452 10/23/2015 Correction applied for SQL 2005 support
- 450 10/23/2015 Documentation update

v2.4.21

- 449 10/23/2015 Broke incident comments into records per comment entry, modified "Edit Comments" dialog
- 448 10/22/2015 Applied rate/size controls to User Actions data display window
- 447 10/22/2015 Changed usage of ToolTips on forms - just one per form, not one per control
- 446 10/21/2015 Bug fix - placed handler on exception when writing user config file
- 445 10/20/2015 v2.4.21 Documentation updated
- 444 10/19/2015 Disposition and location name propagated to linked departments on calls
- 443 10/19/2015 REACT call filters applied to search dialog



v2.4.16

- 442 10/18/2015 Corrected filtering with contains when empty string returns in first element of split
- 441
10/18/2015 Search dialogs can now export table data to Excel reports (requires Excel 2010 or newer on machine exporting data)
- 440 10/16/2015 Search dialogs offer ability to copy selected row, for pasting into Excel
- 439
10/16/2015 Addresses with corresponding location names now won't ask user for location name when multiple exist at the same address. It will apply the locName provided.
- 438 10/16/2015 Search dialogs can now command printing detailed reports of runs in data grid
- 437 10/16/2015 Doubled up timestamps on user comments has been corrected. Only a single timestamp, with dispatcher initials, is now applied
- 436 10/16/2015 Changing patient count now forces a re-read of patient data to update the button text
- 435 10/16/2015 A vehicle marked not active can now be used for aliasing the # vehicles
- 434 10/16/2015 Manual time updates now manage the button enables for vehicles
- 433 10/16/2015 Found reason user was asked twice for time values in resource window - fixed
- 432 10/16/2015 RunDateTime now allows date/time, just date or just time
- 431 10/16/2015 Connected location name to events to trigger proper updates
- 430 10/15/2015 Clipboard now supports locationname data field
- 429 10/15/2015 Added location name support to incidents
- 428 10/13/2015 Modified schedule reports for landscape mode, larger font
- 427 10/12/2015 Putting modification text to repository

v2.4.8 - Administrator can now enter user messages (displayed in status bar) from Tools menu

v2.4.5 - Added support for multiple patients per call

v2.3.35 - Debug Support of Upgrade Process

- 418 10/8/2015 Added /d command line argument support for debugging the update process

v2.3.34 - Bug fix of 2.3.33

- 416 10/7/2015 Fixed case of no patient DOB entered

v2.3.33 - Bug fix of 2.3.21

- 412
10/5/2015 Assigned initial fonts when program starts based upon user name logged into computer.



- 411 10/5/2015 Font size now allows small/large, no medium. (Original medium size is now large size)
- 410 10/4/2015 Automated developer messaging by parameter settings now
- 409 10/4/2015 Changed text of new run items in File/New Run menu to use dept. short names.
- 408 10/4/2015 Added user notices to code writing to status bar
- 407
 - 10/3/2015 Added filters for vehicles on calls. Can load/save filters for later reuse. Added metrics to vehicles on calls report.
- 406 10/2/2015 Billing report now allows printing ONLY transport operations if desired
- 405 10/2/2015 Added metrics to the billing report
- 404
 - 10/1/2015 Added disposition column, tied to detailed and billing reports. Loaded from selection of FailureReasons
- 403
 - 10/1/2015 Modified date range limits for scheduled reports, allowed for defaulting to a single date with checkbox.
- 402 10/1/2015 Forced search dialogs to format date/time in 24 hr format
- 401
 - 10/1/2015 Added full volume control (master/user) and sound selection dialog for administrator
- 398 9/28/2015 Tied incident active/closed to call failure reasons menus.
- 396 9/28/2015 Updated modification history text

v2.3.21 - Big fix of 2.3.4

- 395
 - 9/28/2015 Reformatted schedule alarms in windows and reports to consolidate data into reasonable columns, and make info easier to read.
- 394
 - 9/28/2015 Description in global configuration now tells if a parameter is only read from the primary database.
- 393
 - 9/27/2015 Added Trauma calls to calls using MD REACT dialog, modified search REACT dialog as well.
- 392
 - 9/27/2015 Made EVERY feature of email configurable for better diagnostic and tuning of errors with hospital's internal mail server.



- 391
9/26/2015 Fixed hidden message boxes. Added complete patient data to schedule information. Fixed data for lat/long addressing.
- 390 9/25/2015 Made zip range checker a thread to give window control back to user
- 389
9/25/2015 Added support for dispatcher zip code and search radius, and dialog to recalculate allowed zip codes based upon those parameters.
- 388 9/24/2015 Supported user provided database master key password
- 387 9/24/2015 Applied ability to update license from inside the program help menu
- 386 9/24/2015 Formatted mapping URLs to support lat/long addresses
- 385
9/24/2015 Modified data display ordering (date, oldest first) on search reports and verified search still functions after reordering commands.
- 384
9/24/2015 Added run selection dialog from print/preview over a range of dates before printing the output
- 383 9/23/2015 Added MD REACT data to the detailed reports
- 382 9/23/2015 Selective recipient dialog now begins with no user selected
- 381
9/23/2015 Fixed Rolodex permissions. Added schedule clearing routines for expired schedules.
- 380 9/23/2015 Forcing item 873 status change
- 379
9/23/2015 Added forcing first displayed agency to be selected in vehicle list after mass open or all runs closed.
- 378 9/22/2015 Modified for thread-safe queuing of event triggers to prevent system crashes
- 377 9/19/2015 Modified message for closing incident
- 376 9/19/2015 Clean up newlines in ambulance times/miles message
- 375
9/18/2015 Applied agency short names to prevent dispatchers from selecting wrong agency for a call (PFPD and RFPD looked the same)
- 374
9/18/2015 Set default REACT acceptance and transport nothing selected, rewrite all tables and stored procedures to support.
- 373
9/18/2015 Provided support for formatted patient phone numbers in pt data and react data
- 372 9/18/2015 Added pt. age computations to patient data areas and reports



- 371
9/17/2015 Added buttons to open all active runs, and a button to close all inactive run windows

v2.3.4 - Bug fix of 2.3.3

- 368 9/17/2015 Corrected scheduling and call creation issues. Created Alarm Cleaner button.

v2.3.3 - Bug fix of 2.2.2

- 364
9/16/2015 Fixing bug for mismatch in DepartmentSelector list box when creating a new run. Left users unable to create the proper run type for a department selected in that box.

v2.3.2 - Feature Updated - Added Weather Info

- 360
9/15/2015 Added ability to reorder display of department names in menus and list boxes without reordering actual databases. Use parameter AgencyListOrder in first agency. RHS parameter value should be 5,4,0,1,2,3
- 359 9/14/2015 OK/Cancel buttons now on Agency Specific Run Number dialog
- 358 9/14/2015 Incorporated Weather reader feature into code branch

v2.2.68 - Bug fix of 2.2.59

- 353 9/14/2015 Updated diagnostic support for closed runs being reopened
- 351 9/13/2015 Added support for detailed run reports in landscape mode
- 350
9/13/2015 Set default vehicle to white on green. Added incident display parameter for only tracking vehicle availability, setting default value to true
- 349 9/13/2015 Modified run address code to accept location names without the leading ++
- 348 9/13/2015 Reinstalled logging of emails for calls/ambulance via ButtonNotifications
- 347
9/13/2015 Removed Request to Report Selective General Message that was left hanging in main menu of RequestToReport dropDownButton with multiple agencies.



- 346 9/13/2015 Laid out labels better on MD REACT form to help indicate the field they reflect.
- 345 9/13/2015 Allow schedule dialog start date to track along with end date for date limits. Removed initial state of locking the start date max to today's date.
- 344 9/13/2015 Allowed max length comments for runs. This will allow up to 32767 characters in the comment block now.
- 343 9/13/2015 Modified stored procedures to ensure a REACT record exists for every REACT call.
- 342 9/13/2015 If only 1 call type exists for department, check it automatically and clear the error for no selection.
- 341 9/12/2015 Modified permissions setting new run number. Managed login access variables.
- 340 9/12/2015 Put try/catch around all printer calls - hardware may return errors we don't need
- 339 9/12/2015 Flash MD REACT if not done, ask user if they really want to close incomplete form. Fix stagnant data issue on MD REACT dialog.
- 338 9/12/2015 Added developer messages to help debug email issues found at RHS
- 337 9/12/2015 Corrected sizing control of the vehicle alias dialog box
- 336 9/12/2015 Provided for user-defined pre-view time value on scheduled items

v2.2.59 - Big fix of 2.2.58

- 331 9/10/2015 Correction applied to schedule to re-manage context menus after any manipulation (same correction that was applied to sorting operations)

v2.2.58 - Bug fix of 2.2.57

- 328 9/10/2015 Updates for MD REACT bugs and confirming vehicle delete from run



- 327
9/10/2015 Modified display features of pop up windows for sizing of controls and access to all controls on forms, no matter the system display sizing

v2.2.57 - Bug fix of 2.2.52

- 322 9/8/2015 Corrected crew list splitting - added comma in addition to semicolon for split
- 320
9/6/2015 Mass run renumber available for admins. Modify global config permissions. Make system support 5 digit run number sequences.
- 317
9/6/2015 Corrected resource errors in vehicle selector when closing lots of runs at a single time.
- 316
9/5/2015 Modified software to alert developers of old code running, or of update processed from new code in order to identify versions running at customer sites.
- 315
9/5/2015 Added diagnostics for memory available and loading of crew icons to determine why 1 computer at RHS does not load the icons to the buttons.
- 314
9/5/2015 Fixed table create/populate issue where duplicate timestamps could exist, and the system would not see the highest version update installed.
- 313 9/5/2015 *** SQL Update -
Must update all computers to this version at same time. *** Added global config control to manage quickUpdate process, default is allowed to run when update is applied.
- 312
9/5/2015 Trapped exceptions in background window updates in case window is being closed out and controls no longer exist
- 311
9/5/2015 Ensure all Invoke calls catch object disposed, and that all first test isDisposed or Disposing before invocation

v2.2.52 - Bug fix of 2.2.44

- 307 9/4/2015 v2.2.52 - Bugfix for disappearing run data which is refreshed a minute later



v2.2.44 - Bug Fix of 2.2.43 release

- 300 9/2/2015 Modified toolStripStationsComboBox font size based upon user selections.
- 299 9/2/2015 Modified sizing of crew assignment and selection dialogs for user screen issues.
- 291 8/28/2015 Context menus had to be realigned after deleting a schedule entry. (reported by RHS)
 - Solution prior to fix - delete an entry, close and reopen schedule window to delete next entry.
- 290 8/28/2015 Billing reports made be accessible to dispatchers, not just administrators. (reported by RHS/MG)
 - Solution prior to fix - report had to be generated only by administrator.
- 289 8/27/2015 Crew list selected item changed may find no object in selection due to empty list, causing failure assigning as string to textbox. (reported by program)
 - Solution prior to fix - none needed, failure was silent to user.
- 288 8/26/2015 If dispatcher creates a call with an address beginning with # character, parsing for preplan file name fails on SubString call. (reported by program)
 - Solution prior to fix - edit call address, putting street address first, and suite/apt/room after a # character

V2.2.29

- Reconnected cellular provider references to user contacts in user list.
- Modified member data to allow for multiple contact methods for a single person.
- Added an incident timer to the run window. Timer turns red after every 10 minutes to alert dispatcher of elapsed time on incident. Right clicking on timer allows dispatcher to close the run and stop the timer.
- Runs initiated in the last 2 days that are NOT closed by the dispatcher will open automatically when the dispatcher logs into the application.
- Modified data errors in the Run Resource Agency window.
- Added dispatcher initials to all comments entered for incident via dispatcher or program actions.
- Corrected refusal messages to send aliased name of vehicle if it was provided.
- Created editable patient sub-type list for REACT dialog.
- Added print functions to quick entry call codes and call failure reasons tables.
- Added "No Transport" to REACT dialog.



- Corrected MD REACT reports, reformatting patient name, and putting referrer and receivers into proper columns.
- Modified MD REACT report to show Yes or blank for calls for review, rather than true/false.
- Added routine to capitalize all state names in Rolodex tables, and modify form to allow uppercase only for state names.
- Modified scheduled call editor to update calls already triggered into “Scheduled Events” window.
- Modified formatting of patient data on detailed incident report.
- Modified code to tone out a linked department via messaging when the link is set or cleared.
- Modified local configuration dialog to support infinite agencies for support, rather than the 6 that were hard-coded for support.

V2.2.0

- Integrated PrePlan PDF files to database with field in Rolodex, tying preplans to addresses.
- Integrated PrePlan and Map tabs (along with Vehicles tab) into each Run Window to support having access to multiple maps and preplans at one time, without confusion about the run for which that document was opened.
- Changed RunWindow to only load menus for Quick Entry Call Codes and Run Failure Reasons when the program loads, rather than when the selected run changes. This led to a considerable performance improvement in the application when changing and/or creating incidents.

V2.1.96

- Roll up of previous bug fixes.
- Added crew assignment capability in vehicle selector window.
- Added ability to assign a new run to a different department before the run is actually created.
- Added timed alert pop-up messages for scheduled activities based upon administrator’s assignment of settings.
- Added capability to select linked departments individually on fax and email requests of detailed run reports.
- Added comments to run when linking other agencies, indicating time those departments were dispatched.
- Created dialog to allow administrator to edit failed call reasons.
- Connected Rolodex hints to MD REACT form and schedule dialogs.
- Connected Rolodex hints to hospital destination for each ambulance.
- Added capability to enter, and later search for agency defined run numbers which differ from the ESSS generated numbers.
- Added agency run numbers to detailed reports when they have been assigned.
- Added ability to create a “return trip” from an incident if that incident had any return information available.



- Added capability to send general messages to users selected from a list.
- Added ability for user to select from 3 font sizes in application, and save their selection to the database.
- Added control which shows user the department for which they're creating the run, and allows a different agency selection before creating the run record.
- Added Code 60 (RHS Stroke) run type to user list for transmission of run messages.
- Removed dispatcher assignment dialog from application, and tied dispatcher user level to the user dialog form.

V2.1.80

- Roll up of previous bug fixes.
- Added hint support to call address from Rolodex, by address, speed code or contact name.
- Added Rolodex hint support to the incident comment entry dialog.
- Separated patient data into an encrypted table, and added data fields for patient information.
- Modified look/feel to many of the windows to simplify user interaction.
- Added ability to display special icons for new call types.
- Added ability to create new call types.
- Consolidated dispatcher list with user list, rather than having 2 separate windows.
- Modified how data updates across multiple systems all dispatching for the same agencies.
- Added multiple capabilities to the Rolodex interface.
- Added crew assignment a vehicle level rather than just at run level.
- Added graphics to simplify identification of assigned crews.
- Added automatic transmission of debug info to developers in case of unanticipated errors.

V2.1.30

- Modified operation of response timers on incident with no vehicles yet responding.
- Added REACT support to Run Types, Run Information window and Search tools.
- Added support for helicopters on incidents.
- Modified Rolodex to include speed codes and record types.
- Supported Hosp and REACT types within program.
- Added use of speed codes to run information window and scheduling windows.

V2.1.2

- Modified application to user LDAP and user group membership for user credentials.
- Corrected memory leaks found within the application.
- Modified event dispatching/management structure within the application to become an event factory, making management, subscription and debugging more efficient.



- Created database password manager application to support encrypted, yet changing, passwords for database access.

V2.0.26 (roll-up)

- Included definitions of primary keys and indices for tables in the SQL management code.
- Moved data domain knowledge from application source to stored procedures.
- Added user-defined context menus for vehicles.
- Created dialogs for management of user-defined context menu items.
- Added ability to manually enter drop-off locations when name isn't in list of emergency drop-off locations.
- Validated reporting output.
- Applied bug fixes based upon user reports and internal testing operations.

V2.0.5

- Added Rolodex
- Added ActiveDirectory access for logins
- Added IntegratedSecurity for SQL access, using AD groups and usernames.
- Added capability to print any search reports.
- Added billing documentation.
- Added HIPAA access log reporting.
- Added ability to double-click any record from a search window to populate the call tree, and open the run automatically in the application.
- Provided capability to run from a common shared drive, keeping data file locations relative to the executable file. If the administrator creates an ESSS_Data directory under the application executable path, data files will be stored in that directory. Otherwise, they will be stored in the common application data path (usually under the C:\ProgramData directory).
- Provided method of copying a "run reversal" from a scheduled run entry, to allow for the return trip that takes a patient back to their home location.

V1.6.76

- Added parameter for FAX Server Name for networked fax server configurations.

V1.6.75

- Added FAX capability to the print menu of the currently active incident.
- Corrected enable/disable of the FAX and Email incident menu items.

V1.6.73



- Added search features by patient name, vehicle, call address and crew member names.
- Added ability to link departments to a single incident.
- Modified reporting to reflect linked calls and master data references from a linked call.
- Modified run information to include patient name.
- Added patient name to scheduled operations dialogs, and set for paste to the run information window with the schedule is executed.
- Added daily log capability, with free-form comments for log entries.
- Modified email and printed reports to include patient names.
- Created crew assignment display windows, dialogs for creating crews, and methods of assigning crews to vehicles during incidents.
- Modified reporting to show assigned crews in detailed reports.
- Created vehicle aliasing functions, created necessary database modifications to hold aliases, and modified reports to reflect alias names for vehicles, rather than original names.
- Modified search routines to search by alias name as well as original names.
- Created main menu option for Search, which includes all search dialogs. This allows users to reference a single location to trigger a search, rather than having to remember where the search might be found in the other windows.
- Modified call tree displays to show linked call numbers as well as the originating incident number in hover text.
- Modified call tree to display vehicle alias rather than original names.
- For linked departments during a report generation, triggered generation of the report personalized for the linked departments as well. This includes within email and printed reports.

V1.6.31

- Added configuration variable named RunInternetPing to help control internet connectivity testing functions of the software.

V1.6.30

- Added full ability to schedule transport operations, have those operations displayed in a notification window as their appoint time approaches, to copy those appointment addresses to an incident window, and to print or preview appointments for a specific day for an agency.

V1.6.18

- Modified software to execute on local databases as well as ESSS-managed remote databases.
- Developed licensing mechanism to allow local databases to adhere to the subscription services method of presentation provided for ESSS Dispatcher.



- The software now gives notices when license expiration is within 30 days, and when the license has expired up to 30 days after expirations. After that time, the software terminates without running.
- User has the ability, with the installation tool, to set the expiration data for their system based upon information received from ESSS.
- Modified software to support the ability to dispatch for up to six (6) different departments from a single location.
- Modified software to support emailing of pertinent run data sheets as well as daily summary sheets to their respective department email addresses. This allows for a department to have the dispatch data in a presentable format from a location not accessible to the ESSS database.
- Developed a user-friendly schema installation tool for use with a user's local Microsoft SQL server installations.
- Finalized mapping geographic addresses via the users' browser from the context menu associated with a run window. (right click window tab / Map Address)
- Added default administrative user for database installations to give installers initial access to system configuration. This user is DefaultAdmin, and the login password is pa55w0rd. This user should be deleted after installing the local administrative user's credentials.
- Added the ability to "renumber" department calls, and to automatically reset the next call number value from the Run Information window.
- Modified the "Delete Run" function of the call tree to reset the next run number for that department's database.
- Appended the acronym of the department having jurisdiction to the end of the call address on the run window tabs. This allows for easier identification of calls when a dispatcher is handling multiple departments at one time.

V1.6.10

- Applied User Issues data table, and began trapping dispatcher "Issues", including:
 1. Store computer name and Window's user name along with program version when program starts.
 2. Store user name of person logging into the Dispatch program.
 3. Trap when call addresses have & character in them.
 4. Trap when call is missing any of city, state or Zip information.
 5. Trap when ambulance times/miles are sent to users more than 1 minute after arriving at the hospital.
 6. Trap when refusal or transport messages are sent with no record of "Patient Contact" times.
- Prevent opening of program in two separate instances. Now, if the program is already opened, and a user tries to start it again, the original instance is brought up on the user's screen.
- Added ability to make vehicles inactive, removing them from the vehicle selector window.



- Added test for program updates available from Help menu.
- Added run window refresh from context menu on window tab.
- Put comparisons on sent messages to prevent duplicates from being sent for a call address or for ambulance time/miles.

V1.6.8

- Modifications applied to fix detailed reports for missing information.
- New parameter applied to prevent user dialogs from being displayed each time the network status changes.

V1.6.7

- Added Vehicle History query from the vehicle management tool (Vehicle List).

V1.6.6

- Added vehicles on a run to the call tree. Bold entries have not yet returned. Double-clicking on the vehicle will make that incident window the active window of the program. Note: vehicles on the call are not shown unless the window has been opened. Vehicles will not be shown after a call tree refresh unless that incident window is still opened. (This prevents spending a lot of time to load the tree with data you don't need yet).

V1.6.5

- Provided feedback to user after requesting a forgotten password.
- Allowed the ability to create new runs without sending messages to subscribers.
- Created menu items to allow for printing Incident Detail Reports over a range of dates.
- ****Bug fix** – Incident detail reports were always showing station 1 assigned for a call, without regard for the user's selections in the run data. Corrected.
- ****Bug fix** – Submitting a run from the Run Information window would sometimes cause multiple runs to be created in the database. Corrected.
- Reduced zip code city result sets by allowing zip codes with a quality of Primary only. Now disregarding zip codes with a quality of Acceptable and Not Acceptable.
- Expanded "search for all calls at a specific address" to allow user to modify the search terms after the initial search. This allows for finding runs even if a street is misspelled by selecting a smaller set of characters for the search.
- Modified code to show all times as military time, should have no more AM or PM references on the time stamps.
- Set incident detail reports to not show Police calls unless there are actually calls.



- Removed KNOX Box and Key Holder information from run information window; comment block allows storing this information without requiring screen real estate for the data.
- Changed text of menu items for run reports to detailed incident reports.
- Added capability to print or preview detailed incident reports over a range of dates.

V1.6.3

- Correction applied to prevent run creation with address of “Enter an address”
- Correction to prevent double-prompting to resend run information after changing the address
- Changed document icons in the docking window dropdown list for open runs to reference the run type, rather than using the default ESSS icon.
- Corrections applied to print-preview commands. Documents were printing with headers, titles and footers, but no data from print preview.
- Added “on scene” time to refusal text messages.
- Modified documentation to show references for officers and automatic aid vehicle definitions.
- Corrected documentation to change references to “24 hour period” to “calendar day”.
- Added examples of text messages, with descriptions of what each line of the message indicates in relationship to the call data.
- Modified local configuration dialog to restart system only if server data was changed.
- Modified local configuration dialog to force call tree reset (for max items, max item age) upon return from dialog.
- Added feature to search for all calls to a specific address in the call tree by right-clicking the address in the tree.

Appendix VII – Program Requirements and DLL files

The ESSS Dispatch application requires the following redistributables to be installed on machines running the application. Each of these redistributables will be checked and/or installed by the ESS Dispatch installer application as necessary.

- Microsoft .NET Framework 3.5
- Microsoft .NET Framework 3.5 sp1
- Microsoft .NET Framework 4.0 Client
- Microsoft .NET Framework 4.5 Full

The ESSS Dispatch installer will require Windows Installer 3.1 or 4.5 (depending upon the host architecture) in order to complete the installation. This will be installed as the .MSI file executes.

The following executable and .DLL files must be accessible to computers running the application. These files are installed into the directory specified for installation.

- ESSS_Dispatcher.exe (primary application)



- ESSSDispatch_DatabaseAuthorizer.exe (used only during configuration and relicensing for clients running local data servers)
- DBPasswordManager.exe
- EntityFramework.dll
- EntityFramework.SqlServer.dll
- GMap.NET.Core.dll
- GMap.NET.WindowsForms.dll
- Interop.FAXCOMEXLib.dll
- Microsoft.Practices.EnterpriseLibrary.Common.dll
- Microsoft.Practices.EnterpriseLibrary.Data.dll
- Microsoft.SqlServer.ConnectionInfo.dll
- Microsoft.SqlServer.Management.Sdk.Sfc.dll
- Microsoft.SqlServer.Smo.dll
- Microsoft.SqlServer.SmoExtended.dll
- Microsoft.SqlServer.SqlEnum.dll
- ServiceUpdater.dll
- System.Data.SQLite.dll
- System.Data.SQLite.EF6.dll
- System.Data.SQLite.Linq.dll
- WeifenLuo.WinFormsUI.Docking.dll

Program data files will be stored in the computer-defined Common Application Data Path (usually under C:\ProgramData), unless the administrator creates a directory named ESSS_Data in the folder that contains the executable file. In that case, all program data will be stored within that single directory, allowing for shared drive access to the executable.

Appendix VIII – Considerations for Pre-Plan File Locations

The Rolodex Primary Contact editor will offer you the ability to select a preplan file for the contact.

A screenshot of a software window titled "Rolodex: Primary Contact". The window contains several input fields for contact information. The "Name" field is filled with "Adventist La Grange Memorial Hospital 18IL". The "Address (line 1)" field is filled with "5101 WILLOW SPRINGS RD". The "City" field is filled with "LA GRANGE", the "State" field with "IL", and the "Zip" field with "60525". There are fields for "Phone" (filled with "(708) 245-9000") and "Fax", each with an "Ext" (extension) field next to it. There are also fields for "Speed Code" and "Facility Type". A "Special Notes" text area is located below these fields. At the bottom left, there is a "PrePlan File:" label followed by a text field and an ellipsis button "...". At the bottom right are "OK" and "Cancel" buttons.

Pressing the ellipsis button just above the Cancel button will open a file dialog, positioned to the location of your PrePlans folder based upon your installation configuration.

You can create folders within that directory to help group your preplan PDF files. Simply navigate to the folder containing your file, select the file and press Open, or double-click the specific file you want.

There are some issues to consider in determining where to store your preplan files.

- Will the ESSS Dispatch program be available to users from multiple computers on your network?
- Will the ESSS Dispatch program be accessible to multiple users on a single computer?
- Do you currently back-up drives, or directory paths within your current environment?

It is important to remember that the database stores the path and filename that you have selected for your PDF file. The specified path to the files must be exactly the same for all users of the application, whether you utilize only one computer or multiple computers in your computer environment.

You should only choose storage locations for these PDF files that are accessible to all users by the same name, and these locations should be a part of your normal back-up plan. Your storage locations should be a part of your regular back-up strategy.



If you store the files on your local computer, you should create a drive letter mapping to the location of the files. Then, share that folder with other users of the ESSS Dispatch application, and ensure that they have the path to that location mapped as the same drive letter.

If you will store your files on a network file server, all users of the application must have access to that file server in order to access the PDF preplan files from their current location.

Within the Rolodex, the preplan files are associated with contacts, but the search for the preplan file is done by matching address, city, state and zip code of the incident to find a contact in the Rolodex that contains a preplan file reference.

If you have listed the same address for multiple Rolodex contacts, the first contact found with a preplan reference is the one that will be applied to the PrePlan tab of an incident. If you actually have a need for multiple preplan files at one address, which is often the case for suites or apartments, include the apartment or suite number as #<number> in the address line. The # character separates the address from the apartment or suite for mapping, but allows the address to be significantly different enough to provide specific preplan files.

It is recommended that you have preplan files for all locations where the public will gather for any reason, as well as any special use facilities, or residences with special needs patients. Because business names can change over time at a single address, it is our recommendation that you name your preplan files according to the address they support.

Finally, from the root of the preplan file storage location, you may find it useful to create subdirectories to help keep the files separated. Whether the separation is by still, geographic boundaries (city or township borders, etc.), or by facility types, you can choose your structure. It is important to adopt your standards early, and follow them as a part of preplan management policy. In that way, you'll always know where your files are, and can quickly, and accurately update them as needed.

Finally, because of the number of different applications which create preplan files, and the number of different ways each program reflects document artifacts, we have adopted a method which can support the greatest number of preplan package providers. Our software will simply read Adobe PDF files and display them in the Pre-Plan tab. From the application you use, either save your preplan file as a PDF document, if possible, or print the document to a PDF file. There are many tools available in the internet to support this feature; some paid, and some free.

One such free tool is the CutePDF Writer, which can be found at <http://cutepdf.com/>





Contacting Emergency Services Software

You can request information, sales support or technical support at

Info@EmergencyServicesSolutions.com

Support@EmergencyServicesSolutions.com.

Telephone: (815) 988-0313

Reach us on the web at <http://EmergencyServicesSolutions.com>