Respond CAD
Computer Aided Dispatch for EMS

TriTech's Respond CAD is a feature-rich, Computer Aided Dispatch (CAD) solution developed exclusively for EMS agencies to manage emergency and non-emergency call taking and dispatching operations. This highly reliable, innovative product captures all major data points throughout each call to provide comprehensive data immediately to enable rapid decisions in situations when every second counts.

Scheduled Call Taking
This patient-based feature allows users to schedule one or more patients for one or more transports. Users can enter minimal information in the mandatory fields or enter much more complete data about the patient, insurance, or payment guarantor information and medical needs during transport.

Patient Demographic
Users can enter or view patient personal information, billing and insurance information, and patient-related comments. Patient comments can be flagged to be automatically added to the scheduled transport comments to provide important medical or historical patient information to paramedics. Additionally, if there have been previous calls at the location, the Premise History icon will provide the information about earlier calls at this location. When duplicate patients are entered, users can view, verify, and edit the information easily to make any necessary corrections. If a duplicate patient is verified, patient records and incident data can be merged. When a patient is deceased, users can easily mark a patient as deceased to cancel all future scheduled transports.

Flexible Call Scheduling
Users can schedule multiple trips for a single patient or schedule one trip for multiple patients, and changes can be made to trip information up to the time a call is dispatched. Transports and calls can be entered as a Multi-Trip, Return, Will Call, or Wait and Return trips, and Respond CAD will automatically dispatch and place units at appropriate status according to default trip configurations. Similarly, additional trip legs can be set up, and all legs link to the original master incident number and trip legs do not appear in incident queues. Respond CAD allows users to set up multiple duplicate trips for a patient by pattern recurrence.

Call Loading
The Call Loading Information Window provides a comprehensive look at the number of scheduled calls for a particular day or hour of the day to help determine how many responses are scheduled. Viewing hourly call information can help users prevent overloading the system at any particular time of day or day of the week. Users can also compare scheduled call information with the number of units available for transporting patients. This comparison can help determine which hours of the day are most appropriate for scheduling calls. Users can identify

developing patterns and adjust staffing levels accordingly.

Timers and Warnings

Respond CAD features numerous timers and warning configurations to ensure response time compliancy and efficient system status management. With the Timers and Warnings utility, System Administrators can configure timers, warnings, facility warning colors, and timestamps throughout the Respond CAD system.

Warnings

System Administrators can set up warnings for various unit status levels for each priority. These warnings alert the dispatcher when a unit or call approaches the recommended allowable time in a given status. Warnings can include both visual and audio alerting.

Facility Warning Colors

Respond CAD provides quick communication of facility warning through a color code system. For example, ER Divert, Trauma Divert, Overflow, etc. warning status can be color coded for quick visual representation.

Facility Divert

Under some circumstances, a facility will not be able to accept patients due to a service being unavailable or an ER being full. The information may come from the facility, from a unit that has called the facility to advise of a transport, or from a 3rd party software interface such as Critical. The dispatcher can place the facility on divert status and may want to page other units that dispatch that the facility is not accepting transports. If the facility that a first responder is transporting to is on divert, a warning message will appear. The dispatcher has the choice to override the message and continue with the transport. The Override is documented in the Comments/ Notes Tab of the call taking screen for that incident.

ProQA Integration

TriTech is a certified CAD vendor partner of Priority Dispatch. TriTech has seamlessly integrated ProQA with Respond CAD. ProQA is located within the Emergency Call Taking screen in Respond CAD. When the user reaches the point that a determinant is created, this information can be passed back to Respond CAD and the problem types updated. As the user inputs data into ProQA, the problem, nature, and priority of the incident will be upgraded or downgraded depending on the summary of response from the ProQA screen. If there is an upgrade/ downgrade of the call information, a notice will be sent to the dispatch stations advising the change. Once the ProQA session is complete, the user is returned to Respond CAD.

Browser Module

Respond CAD Browser Module combines the power of the integrated Respond CAD solution with the Internet, to provide thin client, remote desktop access to mission critical information. Whether at headquarters, substation, fire station or out in the field, public safety personnel have secure, real-time access to administrative and operational views of their organization.

Paging Module

Users can send a quick page to one or more units currently assigned to a call. Send a page to one or more selected personnel, locations, stations, paging groups or units using the Page Distribution Utility.

ANI/ALI Module

Respond CAD provides ANI/ALI integrated to accept or decline ANI/ALI call data. When users accept, the location address, along