

ProQA® 3.4

Emergency Dispatch Software



**Priority
Dispatch™**

User Guide

Intellectual Property Rights

Intellectual property rights in and to this document and to all licensed products referenced in it are held and controlled by Jeff J. Clawson, M.D. and Medical Priority Consultants, Inc., d.b.a. Priority Dispatch Corp., SLC, Utah, USA (PDC). All rights not specifically granted or licensed in writing by PDC are reserved to PDC.

Copyrights to the ProQA software and its documentation are registered with the U.S. Copyright Office.

Under international copyright law and treaties, neither this document, nor the software or related licensed products described in it, may be copied, in whole or in part, without the prior, express, written consent of PDC, as provided in written license or other agreements with PDC. The same proprietary and copyright notices must be affixed to any permitted copies as were part of the original. Copyrights, patents, and other intellectual property rights will be enforced against suppliers and users of unlicensed copies and derivative works.

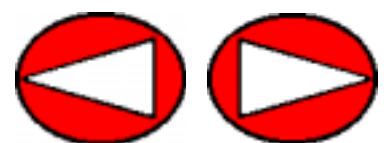
The content of this document is furnished for informational use only, is subject to change without notice, and should not be construed as imposing or implying any obligation upon PDC. Further, PDC assumes no responsibility or liability for any error or inaccuracy that may appear in this document.

Priority Dispatch, Medical Priority, Medical Priority Dispatch System, MPDS, Advanced Medical Priority Dispatch System, AMPDS, Fire Priority Dispatch System, FPDS, Police Priority Dispatch System, PPDS, Zero-Minute Response Time, First at Helping People First, Professional Quality Assurance, ProQA, the ProQA logo, PDQA, Advanced Quality Assurance, AQUA, the AQUA logo, the caduceus logo, and the Priority Dispatch logo are all trademarks or servicemarks of PDC.

National Academies of Emergency Dispatch, NAED, National Academy of Emergency Medical Dispatch, NAEMD, National Academy of Emergency Fire Dispatch, NAEFD, National Academy of Emergency Police Dispatch, NAEPD, are all trademarks or servicemarks of the National Academies of Emergency Dispatch.

Microsoft, MS-DOS, and Windows are registered trademarks of Microsoft Corporation. FairCom and FairCom Server are registered trademarks of FairCom Corporation. Intel and Pentium are registered trademarks of Intel Corporation. Mention of third-party products is for informational purpose only and constitutes neither an endorsement nor a recommendation. PDC assumes no responsibility with regard to the performance or use of these products.

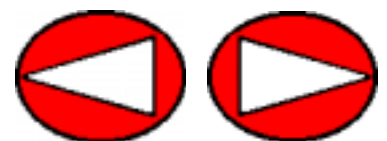
Protocols contained in the ProQA® software and described in this document may be covered by one or more of the following U.S. Patents: 5,857,966; 5,989,187; 6,004,266; 6,010,451; 6,053,864; 6,076,065; 6,078,894; 6,106,459; and Patents Pending. The Protocols are not in the public domain.



ProQATM User's Guide

Table of Contents

Intellectual Property Rights	2
Introduction	16
Chapter Highlights	16
What is ProQA?	17
Before Using ProQA.	17
Priority Dispatch System Protocols	18
The Medical Priority Dispatch System.	18
The Fire Priority Dispatch System	18
The Police Priority Dispatch System	19
Conventions Used In The User's Guide	19
Windows Terminology	19
Typing Conventions	20
Symbols	20
Contacting Technical Support	21
ProQA User's Guide Feedback	21
Contacting The National Academies Of Emergency Dispatch	22
1-ProQA User Interface	23
Chapter Highlights	23
Starting ProQA	24
ProQA for Medical	24
ProQA for Fire	24
ProQA for Police	24
ProQA Logon	25
Starting a New Case	26
ProQA Window Overview	27
Menu Bar	27
Tool Bar	28
ProQA Tabs	28
Status Bar	28
Operator	28
Case Number	28
Language	29



Case Information	29
Dispatch Code	29
Incident Location and Callback Number	29
ProQA Menus and Controls	30
File Menu	30
File New Case	30
File Open Case	30
File Close Case	31
File Caller Hangup	31
File Hold Case	31
File Pick-up Case	32
File Change Case Number	32
File Print Case	33
File Exit	34
View Menu	34
View Hints	34
View Sort Chief Complaints	34
Spec Logs Menu	35
Spec Logs Log Comments	35
Spec Logs Urgent Message	36
Spec Logs HAZMAT Info (ProQA for Medical)	37
Spec Logs CBRN (ProQA for Medical)	38
Spec Logs SARS (ProQA for Medical)	39
Spec Logs Vehicle Description (ProQA for Fire and Police)	40
Spec Logs In-flight Info (ProQA for Fire)	41
Spec Logs Boat Emergency Information (ProQA for Fire)	42
Spec Logs Persons Description (ProQA for Police)	43
Options Menu	44
Options Logout Operator	44
Options Go To Protocol	44
Options Go To Specific PAI	44
Options Reconfigure Response	45
Options Delay Dispatch	45
Options Enable Dispatch	45
Go To Language Menu	46
Go To Language Operator Text	46
Go To Language Caller Text	46
Tabs Menu	46
Tabs Case Entry	46
Tabs Key Questions	46

Tabs Post Dispatch Instructions	46
Tabs Dispatch Life Support	46
Tabs Case Summary	47
Tabs Next Tab	47
Tabs Prior Tab	47
Tabs Additional information	47
Version Menu	47
Help Menu	48
Help Contents	48
Help Search For Help On	48
Help How To Use Help	48
Help About ProQA	48
ProQA Tool Bar	49
New Case Button	49
Close Case Button	49
Hold Case Button	49
Pick-up Case Button	49
Log Comments Button	49
Urgent Message Button	49
Go To Specific PAI Button	49
Rule of Nines Button (ProQA for Medical)	50
Reconfigure Response Button	50
Arrest Button (ProQA for Medical)	50
HAZMAT Info Button (ProQA for Medical)	51
CBRN Button (ProQA for Medical)	51
SARS Button (ProQA for Medical)	51
Vehicle Description Button (ProQA for Fire and Police)	51
In-flight Info Button (ProQA for Fire)	51
Boat Information Button (ProQA for Fire)	51
Persons Description Button (ProQA for Police)	51
Breathing Detector Button (ProQA for Medical)	52
Pulse Check Button (ProQA for Medical)	52
Compressions Monitor Button (ProQA for Medical)	52
Chief Complaint Button	52
Case Timer	53
Dispatch Icon	53
Cases On Hold Icon	53
The Display Case Summary and Search For Incident Number Dialog Boxes	54
Incidents Tab	54
Display Criteria Tab	55

Drop-Down Calendar	58
ProQA Diagnostic Tools (ProQA for Medical)	60
Menu Bar	61
ProQA Diagnostic Tools Tabs	61
Using the Breathing Detector Diagnostic Tool	62
Using the Pulse Check Diagnostic Tool	64
Using the Compressions Monitor Diagnostic Tool	66
2-Caller Interrogation.....	68
Chapter Highlights	68
Case Entry (Entry Tab)	69
Case Entry Help Field.....	70
Default Answers	70
Drop-Down Answer Lists.....	70
Case Entry Questions	71
What's the address of the emergency?	71
What's the phone number you're calling from?	71
What's your name? (ProQA for Fire and Police)	71
Tell me exactly what happened.	72
Are you with the patient now? (ProQA for Medical)	73
How many people are hurt (sick)? (ProQA for Medical)	73
How old is the patient? (ProQA for Medical)	73
Is the patient male or female? (ProQA for Medical)	74
Is the patient conscious? (ProQA for Medical)	74
Is the patient breathing? (ProQA for Medical)	75
Chief Complaint	75
Advanced Features	78
Fast Track (ProQA for Medical)	78
Automatic Chief Complaint Selection And Sorting	80
Key Questions (KQ Tab)	82
Question/Answer Fields	83
Question Field	83
Answer Selection List	83
Arrow Buttons	84
Resize Bar	85
KQ Sub-Tabs	86
Question Answers Sub-Tab	86
Determinants/Suffixes Sub-Tab	86
Determinant Codes Sub-Tab	87
Additional Information Sub-Tab	87

Send Dispatch Screen	88
Send Dispatch Screen Buttons	89
KQ Answers Field	90
Determinants and Responses Fields	90
Responder Script	91
Status Bar	91
Tool Bar	91
3-Dispatch Life Support.....	92
Chapter Highlights	92
Post-Dispatch Instructions (PDI/CEI Tab)	93
Post-Dispatch Instructions Sub-Tab	94
PDIs Provided Buttons	94
Additional Information Sub-Tab	95
DLS Links Buttons	96
Return to KQs Button	96
Dispatch Life Support (DLS Tab)	97
DLS Title Field	98
Instruction Panel	98
Additional Information Sub-Tab	98
Other Sub-Tabs	99
Question Panel	99
Pathway Director Buttons	100
4-The Summary Tab.....	101
Chapter Highlights	101
Summary Tab Overview	102
Summary Tab Buttons	103
Previous and Next Case Buttons	103
Print Button	103
Find Case Button	103
Refresh Button	104
Open Case Button	104
Back Button	104
Case Information Fields	105
Case Number Field	105
Operator Field	105
Chief Complaint Field	105
Location Field	105

Responder Script / KQ Answers Sub-Tab	106
Response/Dispatch Fields	106
Responder Script	107
Key Question Answers Field	107
Sequences Sub-Tab	108
Reverse Sequence Button	108
Sequence Display Field	108
Dispatch Information Sub-Tab	110
Callback Field	110
Problem Field	110
Number Of Patients Field (ProQA for Medical)	110
Age Field (ProQA for Medical)	110
Gender Field (ProQA for Medical)	110
Conscious Field (ProQA for Medical)	111
Breathing Field (ProQA for Medical)	111
Recommended Dispatch Code Field	111
Actual Dispatch Code Field	111
Reconfigured Dispatch Code Field	111
Medical/Fire/Police Response Field	111
Dispatch Level Field	111
Time Stamps Sub-Tab	112
Date Case Initiated Field	112
Time Case Initiated Field	112
Dispatch Time Field	112
Key Questions Initiated Field	113
Key Questions Ended Field	113
PDI/CEIs Entered Field	113
PAIs/Exit Entered Field	113
Case Summary Field	113
Case Ended Field	113
Running Times Sub-Tab	114
Time In Case Entry Field	114
Time In Key Questions Field	114
Time To Effect Dispatch Field	114
Time in PDIs/CEIs Field	115
Time in PAIs/Exit Field	115
Total Case Time Field	115
Using The Summary Tab To Dispatch A Case (Vertical Dispatch)	116
Using The Summary Tab To Dispatch A Case (Horizontal Dispatch)	118
Using The Summary Tab To Review A Completed Case	121

5-Configuration Utility	123
Chapter Highlights	123
Starting the Configuration Utility	124
ProQA for Medical	124
ProQA for Fire	124
ProQA for Police	124
Configuration Utility Overview	125
Menu Bar	125
Configuration Utility Tabs	125
Configuration Utility Menus and Controls	126
File Menu	126
File Save	126
File Revert	126
File Print	126
File Exit	126
View Menu	126
Options Menu	127
Help Menu	127
Help Contents	127
Help Search	127
Help Help On Help	127
Using The Configuration Utility	128
Paths & Files Tab	128
Protocol Path Field	128
Database Path Field	128
COMMFIL FILE Name Field	129
File Access Mode Field	129
Server Name Field	129
Configuration Tab	130
User Interface Sub-Tab	131
Print On Send Sub-Tab	134
Print On Close Sub-Tab	135
Medical/Fire/Police Control Sub-Tab	136
CAD (Misc.) Sub-Tab	137
CAD (Polling) Sub-Tab	140
Responder Script Sub-Tab	141
License Sub-Tab	142
Abort Reasons Tab	142

International Tab.	143
Operator Text Sub-Tab	143
Caller Text Sub-Tab	144
6-Operator Maintenance Utility	145
Chapter Highlights	145
Starting The Operator Maintenance Utility	146
ProQA for Medical	146
ProQA for Fire	146
ProQA for Police	146
ProQA Logon	147
Operator Maintenance Utility Overview	148
Menu Bar	148
Tool Bar	148
Database Fields	149
Operator ID Field	149
First Name Field	149
Last Name Field	149
Password Field	149
Logon Level Field	150
Navigation Bar	150
Operator Maintenance Utility Menus and Controls	151
File Menu	151
File Logoff	151
File Import	151
File Export	151
File Print	151
File Exit	151
View Menu	152
View Toolbar	152
View Navigation bar	152
View Change Languages	152
Record Menu	152
Record First	152
Record Last	152
Record Prior	152
Record Next	153
Record New	153
Record Delete	153
Record Undo Changes	153
Record Save Changes	153

Options Menu	153
Options Verify Deletions	153
Options Verify Losing Changes	154
Options Auto-Save Changes	154
Help Menu	154
Help Contents	154
Help Search	154
Help Help On Help	154
Operator Maintenance Utility Tool Bar	155
Print Button	155
First Button	155
Prior Button	155
Next Button	155
Last Button	155
New Button	155
Delete Button	155
Undo Changes Button	156
Save Changes Button	156
Change Languages Button	156
Operator Maintenance Navigation Bar	156
First Button	156
Last Button	156
Prior Button	156
Next Button	156
New Button	157
Delete Button	157
Undo Button	157
Save Button	157
Using The Operator Maintenance Utility	158
Adding A New Employee	158
Modifying An Existing Record	159
Deleting A Record	160
Importing Operator Information	160
Exporting Operator Information	161
Printing Operator Information	162

7-Response Configuration Utility	165
Chapter Highlights	165
Starting The Response Configuration Utility	166
ProQA for Medical	166
ProQA for Fire	166
ProQA for Police	166
ProQA Logon	167
Response Configuration Utility Overview	168
Menu Bar	168
Tool Bar	168
Chief Complaint List	169
Response Configuration Fields	169
Determinants Column	169
Responses Column(s)	169
CAD Codes Column(s)	170
Condition Codes Column (ProQA for Medical)	170
Response Configuration Utility Menus and Controls	170
File Menu	170
File Save	170
File Revert	170
File Logoff	171
File Export	171
File Import	171
File Print	171
File Exit	171
View Menu	171
View Toolbar	171
View Sort Chief Complaints	171
View Change Language	172
Chief Complaint Menu	172
Chief Complaint First	172
Chief Complaint Last	172
Chief Complaint Prior	172
Chief Complaint Next	172
Options Menu	172
Options Verify Losing Changes	172
Options Auto-Save Changes	173

Help Menu	173
Help Contents	173
Help Search	173
Help Help On Help	173
Response Configuration Utility Tool Bar.....	173
Print Button	173
First Button	173
Prior Button	174
Next Button	174
Last Button	174
Save Changes Button	174
Revert Button	174
Change Language Button	174
Using The Response Configuration Utility	175
Customizing Response Configurations and Codes.....	175
Default Responses	175
Specific Responses, CAD Codes, and Condition Codes	176
Importing Response Configuration Information	177
Exporting Response Configuration Information	178
Printing Response Configuration Information	179
8-Export/Purge/Import Utility	180
Chapter Highlights	180
Starting The Export/Purge/Import Utility	181
ProQA for Medical	181
ProQA for Fire	181
ProQA for Police	181
ProQA Logon	182
Export/Purge/Import Utility Overview	183
Menu Bar	183
Export/Purge/Import Utility Tabs.....	183
Export/Purge/Import Utility Menus and Controls	184
File Menu	184
File Logoff	184
File Exit	184
View Menu	184
Options Menu	185
Options Select ProQA Database	185
Options Advanced Export Settings	187
Options Advanced Import Settings	191
Options Always Start With Default Settings	192

Help Menu	192
Help Contents	192
Help Search	192
Help Help On Help	192
Using The Export/Purge/Import Utility	193
Exporting Data From The Database	193
Purging Data From The Database	196
Importing Data From An Export File	199
9-File Maintenance Utility	202
Chapter Highlights	202
Starting The File Maintenance Utility	203
ProQA for Medical	203
ProQA for Fire	203
ProQA for Police	203
File Maintenance Utility Overview	204
Menu Bar	204
Database List	205
Buttons	206
Create	206
Rebuild	206
Compact	206
Delete	206
File Maintenance Utility Menus and Controls	207
File Menu	207
View Menu	207
Actions Menu	207
Actions Create	207
Actions Rebuild	207
Actions Compact	208
Actions Delete	208
Help Menu	208
Help Contents	208
Help Search	208
Help Help On Help	208
Using The File Maintenance Utility	208
Creating Databases	208
Rebuilding Databases	209
Compacting Databases	209
Deleting Databases	209

10-ProQA Reports Utility	210
Chapter Highlights	210
Starting The ProQA Reports Utility	211
ProQA for Medical	211
ProQA for Fire	211
ProQA for Police	211
ProQA Logon	212
ProQA Reports	213
Incident Case History	213
Operator Comparative History	213
Dispatch Level Comparative History	214
Dispatch Code Comparative History	214
Master Dispatch Analysis	214
Incident Condition Code (ProQA for Medical)	215
Incident Condition Code Summary (ProQA for Medical)	215
ProQA Reports Utility Overview	216
Menu Bar	216
Reports Tool Bar	217
Report Filter Area	217
Status Bar	217
ProQA Reports Utility Menus and Controls	218
File Menu	218
File Change Discipline	218
File Settings	218
File Exit	218
Database Menu	219
Database Data Manager	219
Help Menu	219
Help Version	219
Data Manager	220
Source Fields	220
Destination Buttons	221
Using The ProQA Reports Utility	222
Creating a New ProQA Reports Database	222
Loading and Updating an Existing ProQA Reports Database	224
Generating Reports	228
Using the Report Viewer	231
11-Frequently Asked Questions	232
Frequently Asked Questions	233

ProQATM User's Guide

Introduction

Chapter Highlights

What is ProQA?, page 17

Before Using ProQA, page 17

Priority Dispatch System Protocols, page 18

The Medical Priority Dispatch System, page 18

The Fire Priority Dispatch System, page 18

The Police Priority Dispatch System, page 19

Conventions Used In The User's Guide, page 19

Windows Terminology, page 19

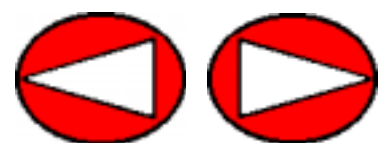
Typing Conventions, page 20

Symbols, page 20

Contacting Technical Support, page 21

Contacting The National Academies Of Emergency Dispatch, page 22

ProQA User's Guide Feedback, page 21



What is ProQA?

ProQA® is the premier prioritized emergency dispatch software package. It offers you the automated tools necessary to provide the very best in public safety dispatch service using the National Academies of Emergency Dispatch® (NAED®) Priority Dispatch System Protocols (see [“Priority Dispatch System Protocols” on page 18](#)). During the course of an emergency call, ProQA guides you through the process of collecting vital information, choosing an appropriate dispatch code, and providing appropriate instructions until responders arrive at the scene.

ProQA is an expert system designed to help you provide the very best in service and speed. Prioritized dispatch codes are often determined in less than one minute. Additionally, ProQA helps you provide immediate Post-Dispatch and Pre-Arrival Instructions to improve scene safety and prevent well-meaning bystanders from accidentally making a bad situation worse. These immediate instructions make it possible for you to provide a Zero-Minute Response™.

ProQA is built on a foundation of empirical literature and emergency dispatch experience. It purposely takes into account the unique, non-visual nature of the public safety dispatch environment, where help is provided by remote control. The NAED Protocols contained in the ProQA software meet or exceed standards published by the U.S. Department of Transportation, the National Association of EMS Physicians, the American College of Emergency Physicians, the National Institutes of Health, and the National Academies of Emergency Dispatch.

The use of ProQA software by Emergency Dispatchers trained and certified by NAED results in state-of-the-art emergency dispatching. NAED also offers training for communication center supervisors, medical directors, and public safety administrators in the form of a Leadership Seminar. This seminar provides instruction on management, supervision, and training issues related to this software.

ProQA, along with its companion software package AQUA™ (Advanced QQuality Assurance), provides a superb quality assurance platform designed specifically for the needs of quality improvement coordinators, medical directors, and emergency dispatch supervisors.

Before Using ProQA

Prior to using ProQA you must be:

- Trained and certified in the use of the appropriate NAED Priority Dispatch System(s).
- Trained in the operation of ProQA

Priority Dispatch System Protocols

Protocols included in ProQA are maintained by the National Academies of Emergency Dispatch (NAED). NAED is made up of the National Academy of Emergency Medical Dispatch (NAEMD), the National Academy of Emergency Fire Dispatch (NAEFD), and the National Academy of Emergency Police Dispatch (NAEPD) which are responsible for maintaining the Medical Priority Dispatch System® (MPDS®), the Fire Priority Dispatch System™ (FPDS™), and the Police Priority Dispatch System™ (PPDS™) respectively.

The NAED College of Fellows is made up of a number of internationally recognized experts in emergency medical services, emergency fire services, emergency police services, and emergency telecommunications. These experts employ an orderly process to develop and maintain legally-defensible standards and protocols.

In an effort to continually improve the Priority Dispatch System Protocols, NAED welcomes proposals for change from protocol users. Contact NAED for information on how to submit a proposal for change (see [“Contacting The National Academies Of Emergency Dispatch” on page 22](#)).

The Medical Priority Dispatch System

The MPDS was developed more than twenty-five years ago by Jeff J. Clawson, M.D. Over the years it has been updated and revised to reflect state-of-the-art practice in Emergency Medical Dispatch. Today it is maintained by the NAEMD.

The MPDS is simple, yet complete. It includes Chief Complaint protocols which help Emergency Medical Dispatchers (EMDs) quickly obtain vital information about patient status and scene conditions. The EMD uses this information to send the appropriate response configuration as determined by local medical and EMS control. The MPDS also includes DLS treatment sequence protocols covering arrest, choking, and childbirth. These protocols enable a trained and certified EMD to assist the caller in immediately helping the patient.

The Fire Priority Dispatch System

The FPDS is the first complete protocol system for processing fire/rescue emergency calls. It includes Chief Complaint protocols which help Emergency Fire Dispatchers (EFDs) quickly obtain vital information about the incident. The EFD uses this information to send the appropriate response configuration as determined by local authorities. The FPDS also includes Pre-Arrival Instructions for trapped callers, people on fire, sinking vehicles, and people in water. These protocols enable a trained and certified EFD immediately help people in danger.

The Police Priority Dispatch System

The PPDS is to Emergency Police Dispatch what the MPDS is to Emergency Medical Dispatch and the FPDS is to Emergency Fire Dispatch. It includes Chief Complaint protocols which help Emergency Police Dispatchers (EPDs) quickly obtain vital information about the incident. The EPD uses this information to send the appropriate response configuration as determined by local authorities. The PPDS also includes critical instructions for callers in danger.

Conventions Used In The User's Guide

Windows Terminology

Point:	To move the mouse until the mouse pointer is over the specified item.
Click:	To point to an item with the mouse, than press and release the left mouse button once.
Double-click:	To point to an item with the mouse, then click twice in rapid succession.
Right-click:	To point to an item with the mouse, then press and release the right mouse button once.
Drag and Drop:	To move the mouse pointer over the specified item, press and hold the left mouse button, move the item to the specified location (drag), and then release the mouse button (drop).
Select:	To mark or highlight an item by placing the mouse pointer in front of the item, pressing the left mouse button and moving the pointer over the selection, then releasing the mouse button. You can select an individual item (word, button, menu item, etc.) by clicking on it once with the mouse.

Typing Conventions

Bold Type	Bold type is used to indicate commands that you should execute or text that you should enter from the keyboard. Bold type is also used to highlight specific user interface items.
Blue Type	Blue type is used to indicate a hyperlink. Clicking on a hyperlink will automatically take you to a different section of the user's guide.
Black Type	Black type is used for section titles. Black type is also used to indicate notes, tips, or helpful hints.
Red Type	Red type is used to indicate a warning. This is used when the action could result in a loss of data or another significant problem.

Symbols

Ctrl	Keyboard keys are indicated by the text displayed on the key. For example, Ctrl , Alt , and Enter refer to the Control key, the Alternate key, and the Enter key respectively.
OK	Buttons are indicated by the text that is displayed on the button. For example, “click on the OK button.”
	A vertical bar is used to indicate “then select” when a menu command is presented in an instruction. Instead of saying “Select the File command from the menu bar, then select the Save command from the File menu,” we say “Select File Save .”
+	The plus sign is used to indicate that you should press a key and then press another key without releasing the first key. For example, Ctrl+S means to press the S key while holding down the Ctrl key.
,	A comma is used to indicate that you should press a key, release it, and then press another key. For example, Alt,F means that you should press and release the Alt key, and then press and release the F key.

Contacting Technical Support

If you need technical assistance, or have questions related to the use of ProQA not covered in this user's guide, you can contact Priority Dispatch Technical Support at:

Priority Dispatch Corp.
Attn: Technical Support
139 E. South Temple, Suite 500
Salt Lake City, Utah 84111
United States of America

USA/Canada: 800-363-9127
International: 801-363-9127
Fax: 801-363-9144
Email: technical.support@prioritydispatch.net
Website: www.prioritydispatch.net

ProQA User's Guide Feedback

This user's guide is a continually growing work. In an attempt to provide you with the best customer service possible we would greatly appreciate any input or suggestions that you may have regarding this user's guide, its contents, or organization. Please send your suggestions to:

Priority Dispatch Corp.
Attn: Software Documentation
139 E. South Temple, Suite 500
Salt Lake City, Utah 84111
United States of America

Fax: 801-363-9144
Email: technical.support@prioritydispatch.net

Contacting The National Academies Of Emergency Dispatch

If you have questions regarding the MPDS, FPDS, or PPDS, please contact the National Academies of Emergency Dispatch at:

NAED

139 E. South Temple, Suite 200

Salt Lake City, Utah 84111

United States of America

USA/Canada: 800-960-6236

International: 801-359-6916

Fax: 801-359-0996

Website: www.emergencydispatch.org

ProQATM User's Guide

1-ProQA User Interface

This chapter contains important information about the ProQA user interface. You will learn how to start and logon to ProQA. You will also be provided with an overview of the ProQA window. Finally, you will learn the functions of ProQA menu bar commands, shortcut keystrokes, and various ProQA buttons.

Chapter Highlights

Starting ProQA, page 24

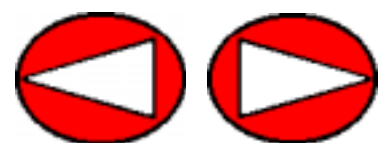
ProQA Logon, page 25

Starting a New Case, page 26

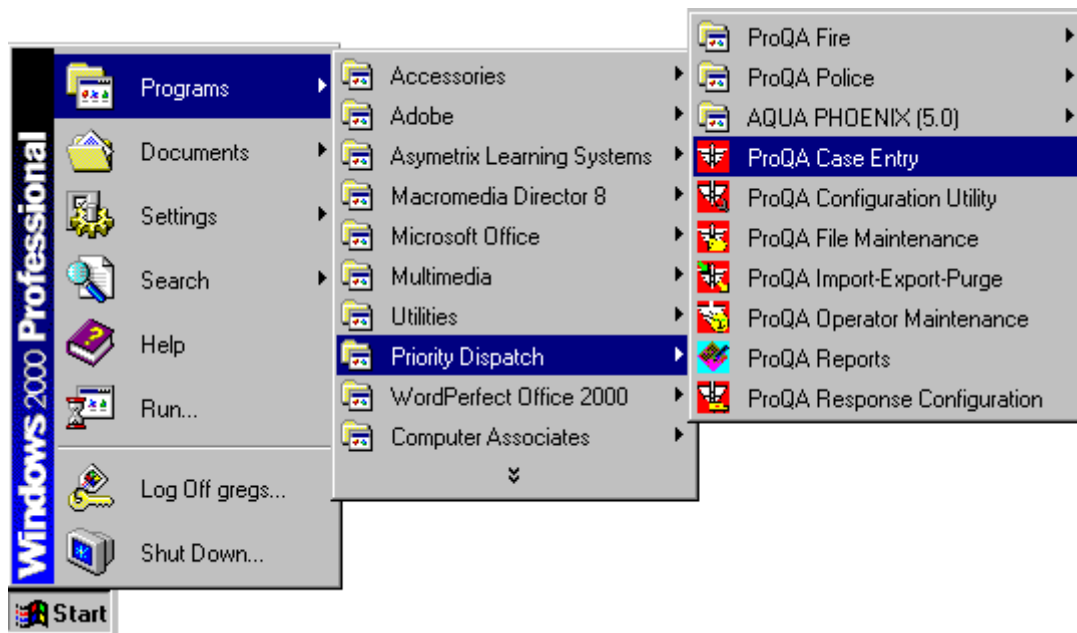
ProQA Window Overview, page 27

ProQA Menus and Controls, page 30

ProQA Diagnostic Tools (ProQA for Medical), page 60



Starting ProQA



ProQA for Medical

To start ProQA for Medical, click on the Windows **Start** button and select **Programs | Priority Dispatch | ProQA Case Entry**.

ProQA for Fire

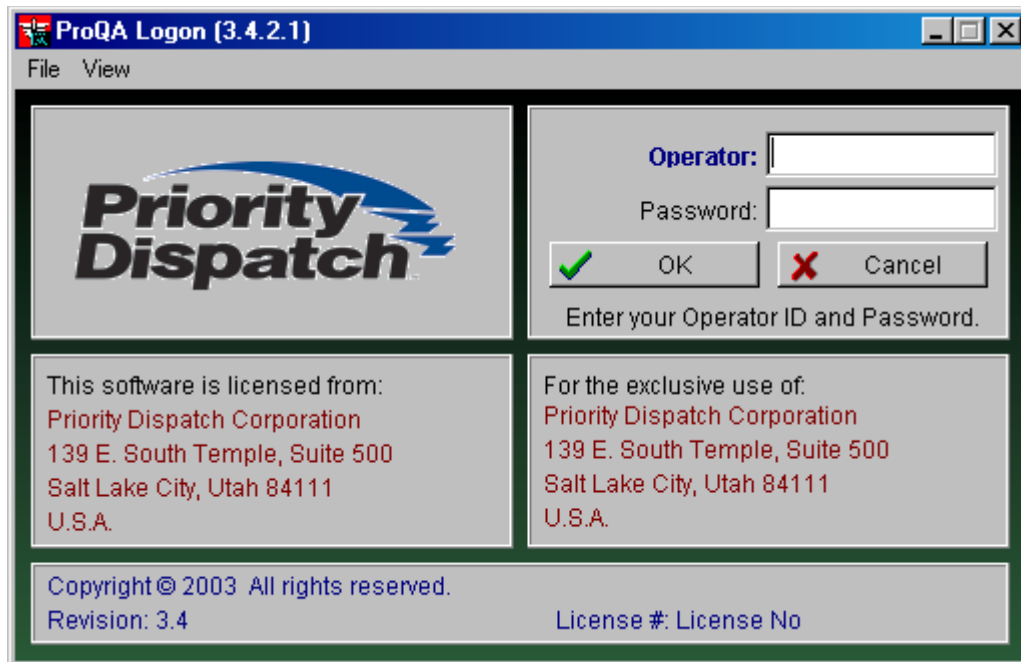
To start ProQA for Fire, click on the Windows **Start** button and select **Programs | Priority Dispatch | ProQA Fire | Case Entry**.

ProQA for Police

To start ProQA for Police, click on the Windows **Start** button and select **Programs | Priority Dispatch | ProQA Police | Case Entry**.

ProQA Logon

The first thing you will see when you start ProQA is the **ProQA Logon** window.



To logon to ProQA, enter your operator logon name and password in the appropriate fields and click on the **OK** button or press **Enter**.

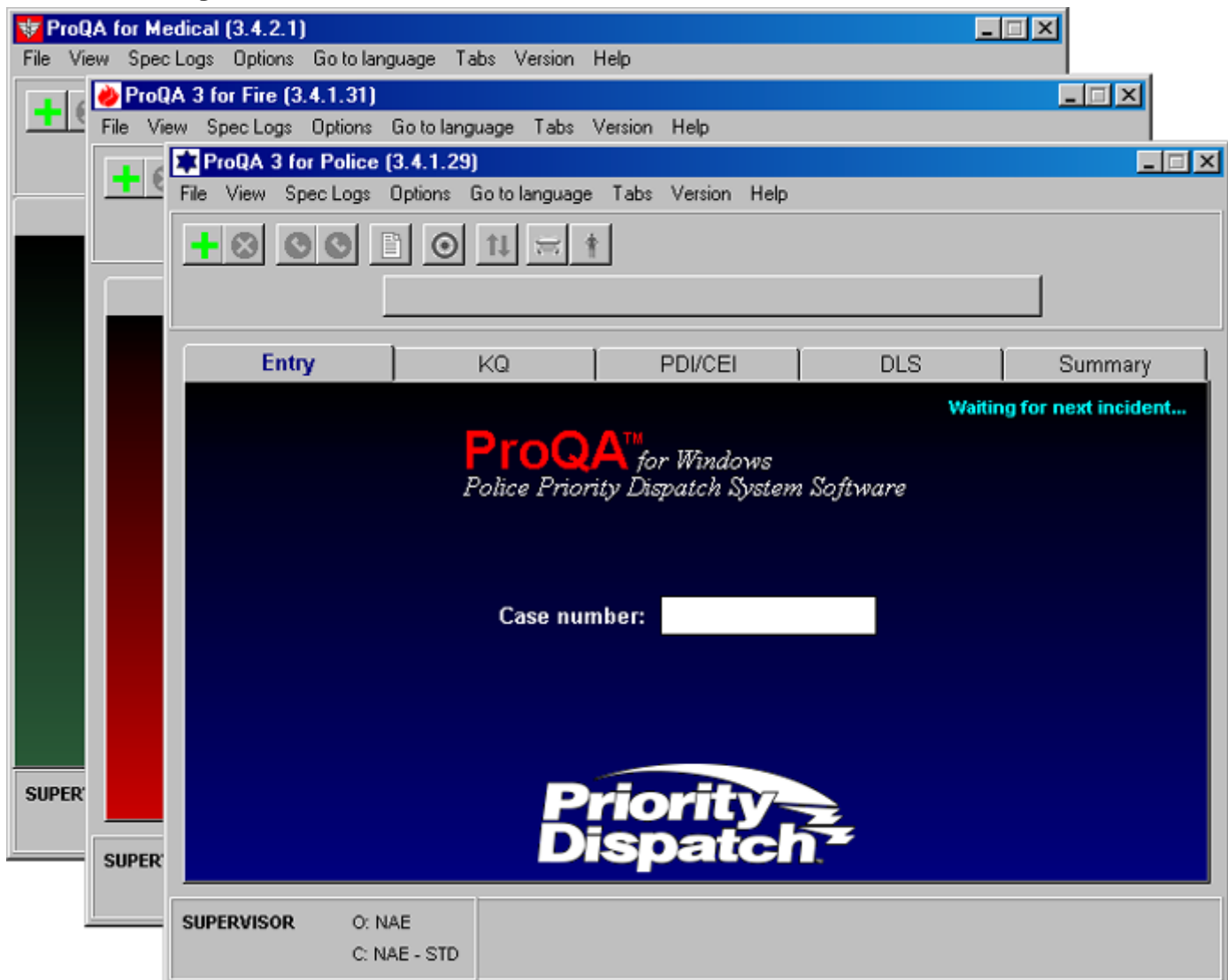
A logon name and password must be assigned to you by the system administrator.

If the computer does not recognize your logon name and password after three attempts, the program will automatically close.

The initial operator logon name is **SUPERVISOR**. The initial password is **PROQA**.

The initial logon name and password should be removed once an administrator has been added to the system. To add an administrator, see [“6-Operator Maintenance Utility” on page 145](#).

Starting a New Case



The first thing you see after you logon to ProQA is the **Waiting For Next Incident** screen.

If a Low Resources warning message appears, contact your system administrator immediately to prevent your workstation from freezing up.

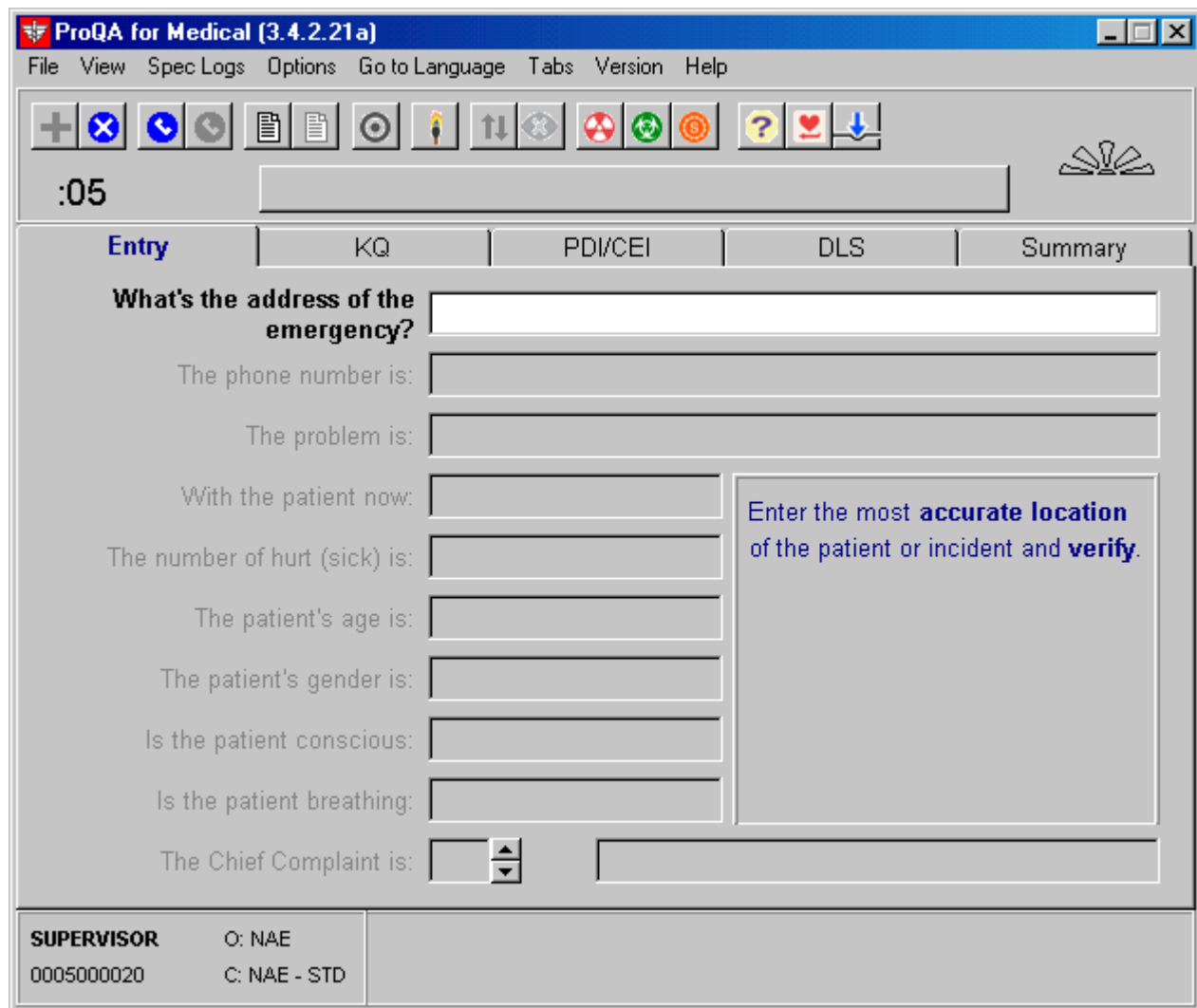
To start a new case, simply enter a case number in the **Case number** field and press **Enter**.

If you press Enter without entering a case number, ProQA will automatically assign a case number to the case.

In some agencies, the case number is entered automatically by CAD. Contact your system administrator to learn how to start a new case.

ProQA Window Overview

The first thing you see when you start a new case is the **ProQA** window.



Menu Bar



The **Menu bar** contains several drop-down menus that contain the commands necessary to operate ProQA. See [“ProQA Menus and Controls” on page 30](#) for detailed information on each of the menu commands.

Tool Bar



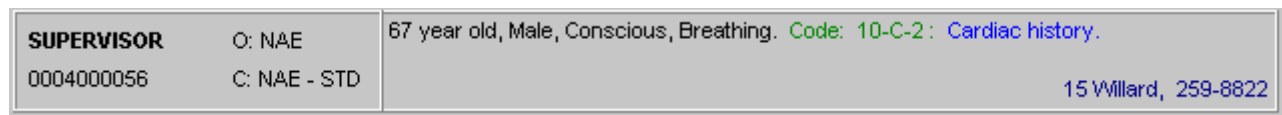
The **Tool bar** contains shortcut buttons for commonly used ProQA commands. See [“ProQA Tool Bar” on page 49](#) for detailed information on each of the buttons.

ProQA Tabs



There are five tabbed pages in the ProQA window: **Entry**, **KQ**, **PDI/CEI**, **DLS**, and **Summary**. For detailed information on how to use these tabbed pages see [“Case Entry \(Entry Tab\)” on page 69](#), [“Key Questions \(KQ Tab\)” on page 82](#), [“Post-Dispatch Instructions \(PDI/CEI Tab\)” on page 93](#), [“Dispatch Life Support \(DLS Tab\)” on page 97](#), and [“Summary Tab Overview” on page 102](#).

Status Bar



The **Status bar** is located at the bottom of the ProQA window and contains the following information.

Operator

The **Status bar** shows you which operator is logged on to ProQA. In the example above, operator **SUPERVISOR** is logged on.

Case Number

The **Status bar** shows you the case number of the active case. In the example above, the active case number is **0004000056**.

Language

O: NAE
C: NAE - STD

The **Status bar** shows you which language is selected for the operator and the caller. In the example above, the operator is using North American English (NAE) as indicated by the code **O:NAE**. The caller is also using NAE as indicated by the code **C:NAE**.

If two languages are installed on your system, you can toggle between them by clicking on the language codes.

You can also press F11 to toggle the operator language, or F12 to toggle the caller language.

✓ North American English
North American French
European German
European Italian
North American Spanish
Finnish
Australasian English
UK English

If more than two languages are installed on your system, you can click on these language codes to display a language selection menu. To change languages, simply click on the desired language.

You can also press F11 to display the operator language selection menu, or F12 to display the caller language selection menu.

Case Information

67 year old, Male, Conscious, Breathing
You are responding to a Structure Fire.
You are responding to Alarms.

After you have completed Case Entry, the **Status bar** shows you important case information. ProQA for Medical shows you the patient's age, gender, status of consciousness, and status of breathing. ProQA for Fire and ProQA for Police show you a brief responder script containing the Chief Complaint.

Dispatch Code

Code: 10-C-2: Cardiac history.

After you have dispatched the case, the **Status bar** shows you the dispatch code and Determinant Descriptor text.

Incident Location and Callback Number

15 Willard, 259-8822

The **Status bar** shows you the incident location and callback number for the active case.

ProQA Menus and Controls

File Menu

File	View	Spec Logs	Options	Tab
New case			Ctrl+N	
Open case...			Ctrl+O	
Close case			Ctrl+F4	
Caller hangup				
Hold case			Ctrl+H	
Pick-up case...			Ctrl+P	
Change case number...				
Print case...				
Exit				

File | New Case

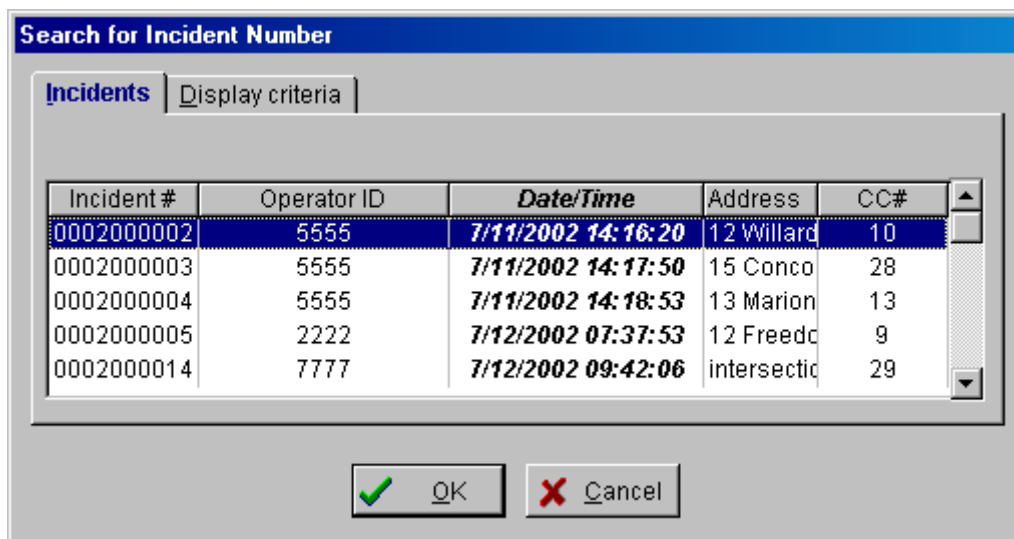
Select **File | New case** or press **Ctrl+N** to start a new case.

This command is not available for CAD-interfaced installations.

File | Open Case

Select **File | Open case** or press **Ctrl+O** open a previously completed or aborted case.

The **Search for Incident Number** dialog box appears.



The dialog box titled "Search for Incident Number" has two tabs: "Incidents" (selected) and "Display criteria". It contains a table with the following data:

Incident #	Operator ID	Date/Time	Address	CC#
0002000002	5555	7/11/2002 14:16:20	12 Willard	10
0002000003	5555	7/11/2002 14:17:50	15 Conco	28
0002000004	5555	7/11/2002 14:18:53	13 Marion	13
0002000005	2222	7/12/2002 07:37:53	12 Freedc	9
0002000014	7777	7/12/2002 09:42:06	intersectio	29

At the bottom of the dialog box are two buttons: "OK" (with a green checkmark icon) and "Cancel" (with a red X icon).

Double-click on the case you want to open or select the appropriate case and click on the **OK** button.

See [“The Display Case Summary and Search For Incident Number Dialog Boxes” on page 54](#) for detailed instructions on how to use the **Search for Incident Number** dialog box.

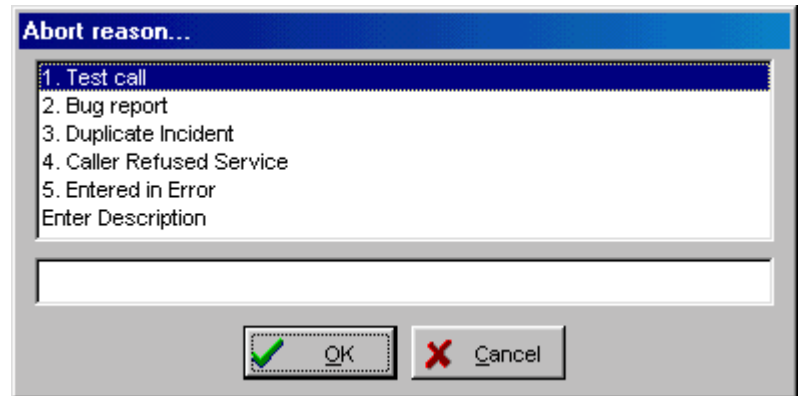
File | Close Case

Select **File | Close case** or press **Ctrl+F4** to close a case.

If you close a case that has not been dispatched, ProQA will ask for the reason you are aborting the case.

Select the appropriate reason from the list, or type the reason in the free text field located directly below the list, and click on the **OK** button.

The system administrator can configure the system to disable the free text field (see [“Abort Reasons Tab” on page 142](#)).



File | Caller Hangup

Select **File | Caller hangup** to close a case in which the caller disconnects the call before the case has been dispatched.

This is essentially the same as aborting a case except you are not asked for an abort reason.

File | Hold Case

Select **File | Hold case** to place a case on hold.

The elapsed time indicator continues to run while the case is on hold.

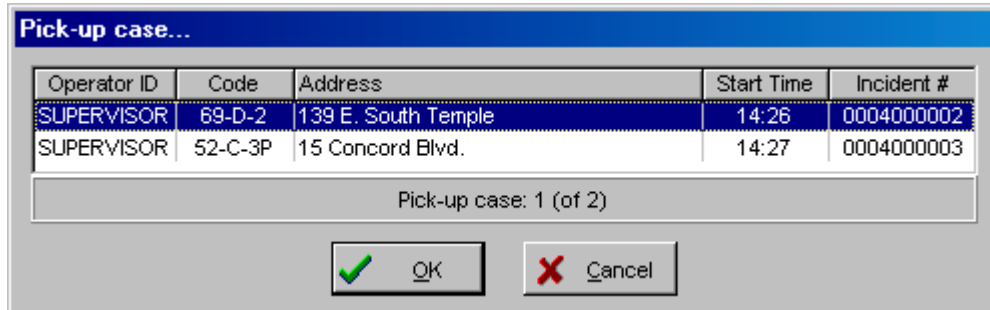
This command may be disabled (see [“Allow Cases To Be Held Checkbox” on page 131](#)). This decision is made by the local agency or CAD vendor.

File | Pick-up Case

Select **File | Pick-up case** to return to a case that has been placed on hold.

This command is not available for CAD-interfaced installations. If your agency uses a CAD interface, you must use your CAD system to pick up a case on hold.

The **Pick-up case** dialog box appears.



Operator ID	Code	Address	Start Time	Incident #
SUPERVISOR	69-D-2	139 E. South Temple	14:26	0004000002
SUPERVISOR	52-C-3P	15 Concord Blvd.	14:27	0004000003

Pick-up case: 1 (of 2)

☒ OK ☐ Cancel

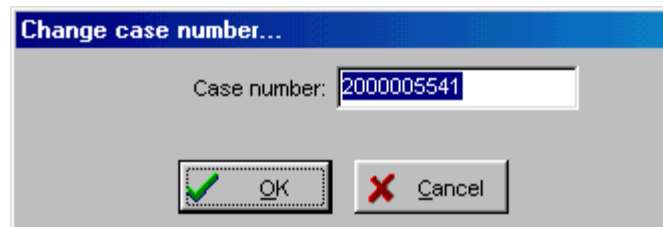
Double-click on the case you want to pick-up, or select the appropriate case and click on the **OK** button.

Cases that have been placed on hold from another workstation are available for pick-up if the computers share ProQA database files.

File | Change Case Number

Select **File | Change case number** to change the control number used to identify the case.

The **Change case number** dialog box appears.



Change case number...

Case number:

☒ OK ☐ Cancel

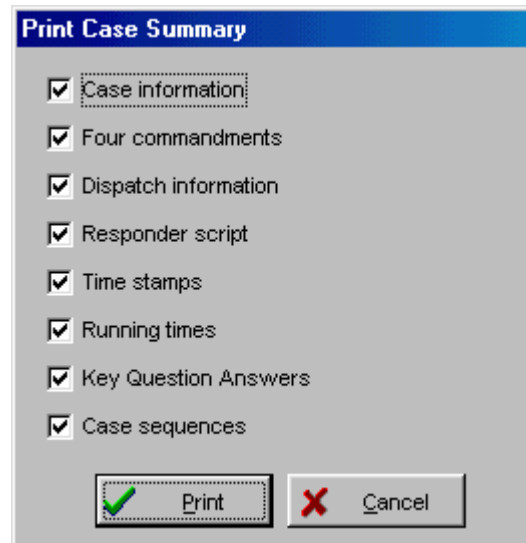
Simply type the new case number in the text box and click on the **OK** button.

File | Print Case

Select **File | Print case** to print a case summary.

If no case is currently open, the **Search for Incident Number** dialog box appears allowing you to select the case to print (see [“The Display Case Summary and Search For Incident Number Dialog Boxes” on page 54](#)).

The **Print Case Summary** dialog box appears.



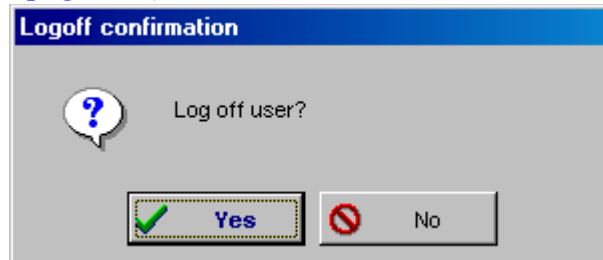
Simply select the information you want printed and click on the **Print** button.

File | Exit

Select **File | Exit** to exit ProQA.

If you have not dispatched the current case, you will be asked for the reason you are aborting the case (see [“File | Close Case” on page 31](#)).

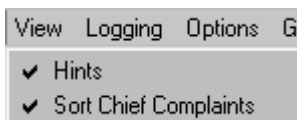
Depending on your system settings, the **Logoff confirmation** dialog box may or may not appear (see [“On Exit Field” on page 132](#)).



Click on the **Yes** button to exit ProQA and logoff.

Click on the **No** button to exit ProQA without logging off. This allows you to open ProQA again later without logging on again. You should only do this if you know that you will be the next person to open ProQA.

View Menu



A check mark next to an item on the **View menu** indicates that the item will be shown. No check mark indicates that the item will be hidden.

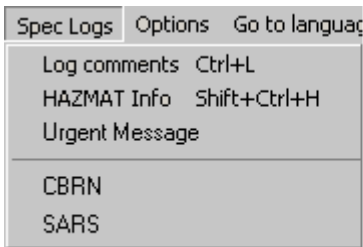
View | Hints

Select **View | Hints** to show or hide the help hints feature. When this feature is on, a hint is displayed when the mouse pointer is moved over selected objects.

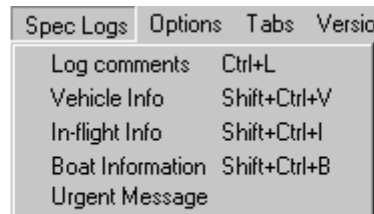
View | Sort Chief Complaints

Select **View | Sort Chief Complaints** to display the list of Chief Complaints in alphabetical or numerical order (see [“Chief Complaint” on page 75](#)). When **Sort Chief Complaints** is checked, the list is displayed in alphabetical order. When **Sort Chief Complaints** is unchecked, the list is displayed in numerical order.

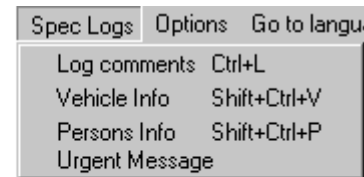
Spec Logs Menu



ProQA for Medical



ProQA for Fire

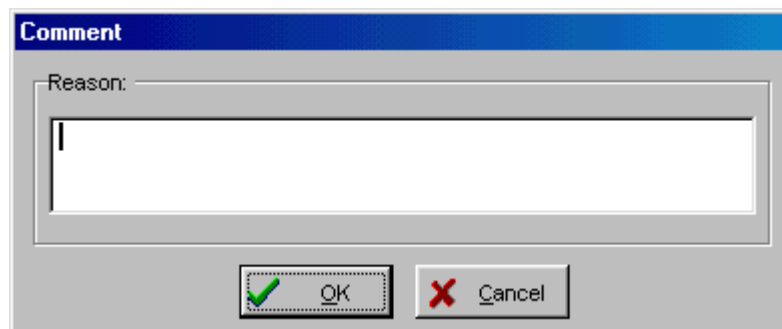


ProQA for Police

Spec Logs | Log Comments

Select **Spec Logs | Log Comments** or press **Ctrl+L** to enter comments about the case.

The **Comments** dialog box appears.



Simply type your comment in the text field and click on the **OK** button.

The text field will accept up to 60 alphanumeric characters.

Comments appear in the sequence of events recorded in the case log and can be viewed on the **Summary tab** (see [“Sequences Sub-Tab” on page 108](#)).

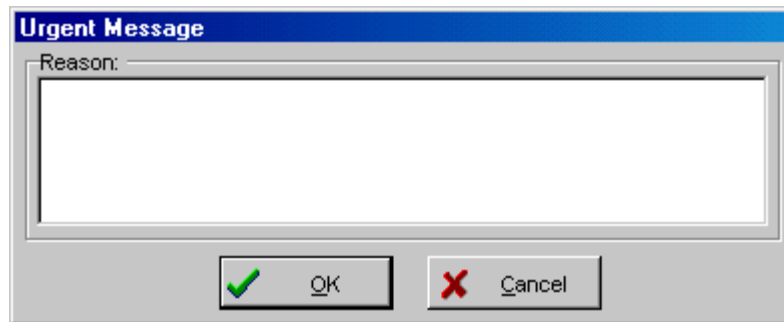
Comments are not passed to CAD and should not be used for urgent messages. Urgent messages can be passed to CAD using the Urgent Message command (see [“Spec Logs | Urgent Message” on page 36](#)).

Spec Logs | Urgent Message

Select **Spec Logs | Urgent Message** to send an urgent message to CAD.

This feature may not be supported by all CAD systems. Check with your CAD vendor to make sure this feature is supported before using it.

The **Urgent Message** dialog box appears.



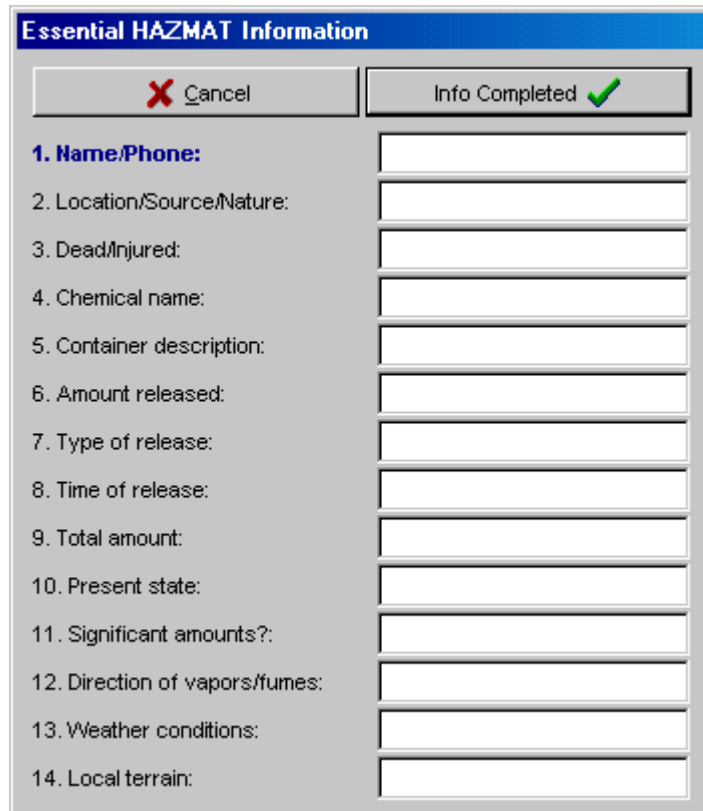
Simply type your message in the text field and click on the **OK** button.

The text field will accept up to 60 alphanumeric characters.

When ProQA is integrated with a CAD system that supports this feature, urgent messages are passed to CAD. Urgent messages also appear in the sequence of events recorded in the case log and can be viewed on the **Summary tab** (see [“Sequences Sub-Tab” on page 108](#)).

Spec Logs | HAZMAT Info (ProQA for Medical)

Select **Spec Logs| HAZMAT Info** or press **Shift+Ctrl+H** to display the **Essential HAZMAT Information** dialog box.



You can use the **Essential HAZMAT Information** dialog box to view, edit, or enter essential information for HAZMAT cases. Simply type the applicable information in the appropriate fields and then click on the **Info Completed** button to close the dialog box.

Essential HAZMAT Information is displayed on the **Key Questions tab** (see [“Question Answers Sub-Tab” on page 86](#)). It also appears in the sequence of events and can be viewed on the **Summary tab** (see [“Sequences Sub-Tab” on page 108](#)).

You can view HAZMAT information at any time by displaying the Essential HAZMAT Information dialog box.

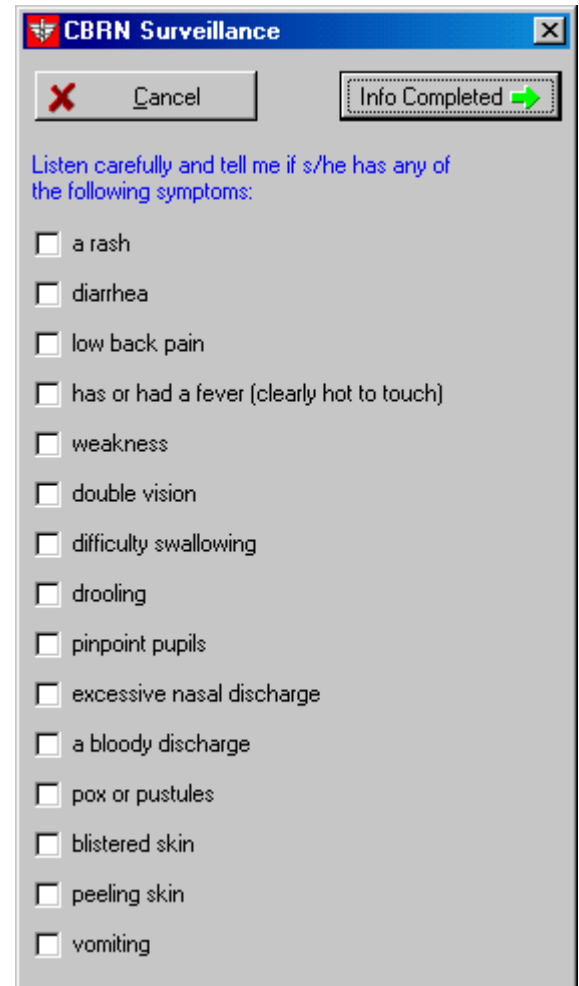
Spec Logs | CBRN (ProQA for Medical)

Select **Spec Logs| CBRN** to display the **CBRN Surveillance** dialog box.

You can use the **CBRN Surveillance** dialog box to view, edit, or enter essential information for potential Chemical, Biological, Radiological, or Nuclear (CBRN) attacks. Simply check the reported symptoms and then click on the **Info Completed** button to close the dialog box.

CBRN Surveillance Information is displayed on the **Key Questions tab** (see [“Question Answers Sub-Tab” on page 86](#)). It also appears in the sequence of events and can be viewed on the **Summary tab** (see [“Sequences Sub-Tab” on page 108](#)).

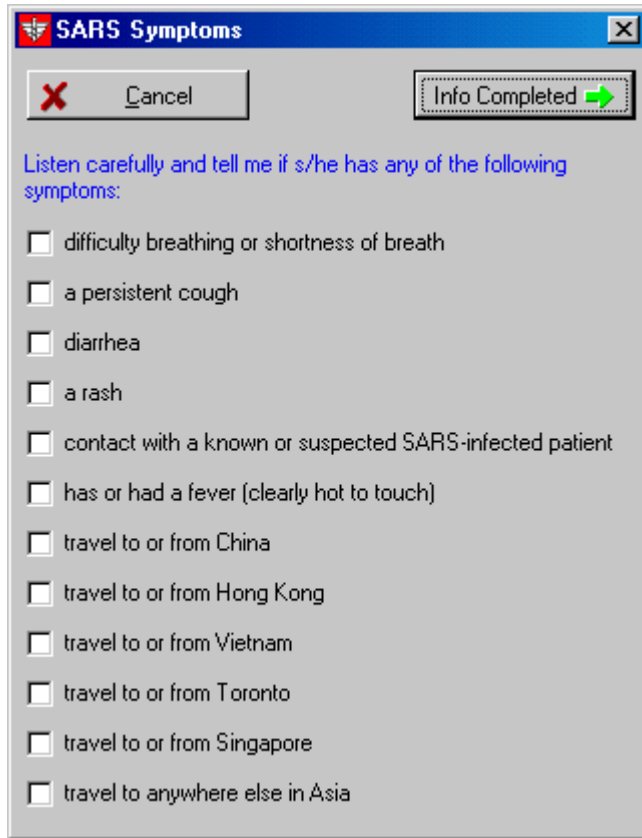
You can also view CBRN information at any time by displaying the CBRN Surveillance dialog box.



The screenshot shows a window titled "CBRN Surveillance" with a close button (X) in the top right corner. Below the title bar, there are two buttons: "Cancel" with a red X icon and "Info Completed" with a green arrow icon. The main area of the dialog box contains the text "Listen carefully and tell me if s/he has any of the following symptoms:" followed by a list of symptoms, each with an unchecked checkbox:

- ☐ a rash
- ☐ diarrhea
- ☐ low back pain
- ☐ has or had a fever (clearly hot to touch)
- ☐ weakness
- ☐ double vision
- ☐ difficulty swallowing
- ☐ drooling
- ☐ pinpoint pupils
- ☐ excessive nasal discharge
- ☐ a bloody discharge
- ☐ pox or pustules
- ☐ blistered skin
- ☐ peeling skin
- ☐ vomiting

Spec Logs | SARS (ProQA for Medical)



SARS Symptoms

Listen carefully and tell me if s/he has any of the following symptoms:

- ☐ difficulty breathing or shortness of breath
- ☐ a persistent cough
- ☐ diarrhea
- ☐ a rash
- ☐ contact with a known or suspected SARS-infected patient
- ☐ has or had a fever (clearly hot to touch)
- ☐ travel to or from China
- ☐ travel to or from Hong Kong
- ☐ travel to or from Vietnam
- ☐ travel to or from Toronto
- ☐ travel to or from Singapore
- ☐ travel to anywhere else in Asia

Select **Spec Logs| SARS** to display the **SARS Symptoms** dialog box.

You can use the **SARS Symptoms** dialog box to view, edit, or enter essential information for potential SARS cases. Simply check the reported symptoms and then click on the **Info Completed** button to close the dialog box.

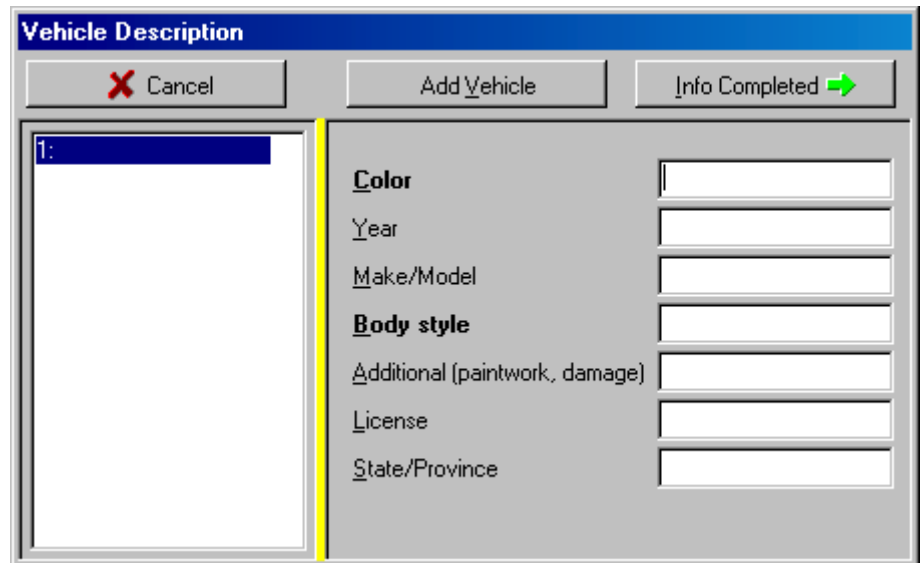
SARS Symptoms Information is displayed on the **Key Questions** tab (see [“Question Answers Sub-Tab” on page 86](#)). It also appears in the sequence of events and can be viewed on the **Summary** tab (see [“Sequences Sub-Tab” on page 108](#)).

You can also view SARS information at any time by displaying the SARS Symptoms dialog box.

Spec Logs | Vehicle Description (ProQA for Fire and Police)

Select **Spec Logs| Vehicle Description** or press **Shift+Ctrl+V** to display the **Vehicle Description** dialog box.

You use the **Vehicle Description** dialog box to view, edit, and enter vehicle descriptions. Simply type the applicable information in the appropriate fields and then click on the **Info Completed** button to close the dialog box.



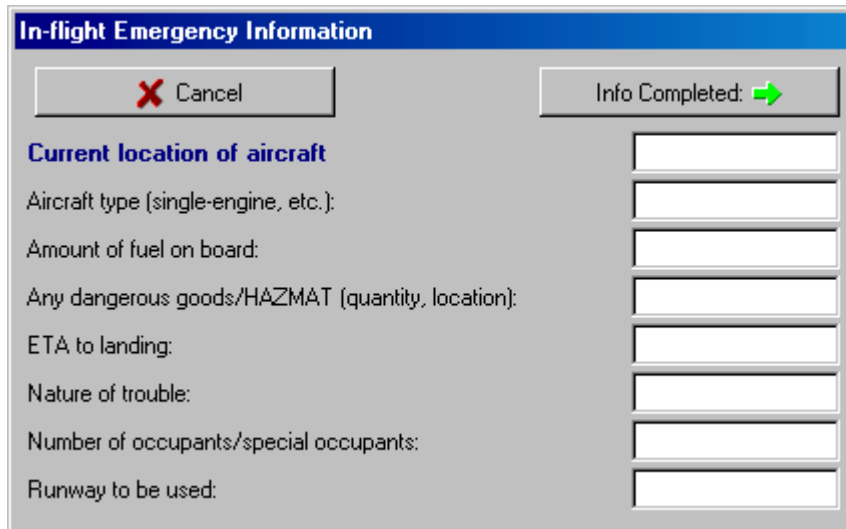
The **Vehicle Description** dialog box features a title bar with the text "Vehicle Description". Below the title bar are three buttons: "Cancel" (with a red X icon), "Add Vehicle", and "Info Completed" (with a green right-pointing arrow icon). The main area of the dialog box is divided into two sections. The left section contains a list box with a single entry labeled "1:". The right section contains several input fields for vehicle information: "Color", "Year", "Make/Model", "Body style", "Additional (paintwork, damage)", "License", and "State/Province". Each input field is represented by a text box with a small icon to its left.

The Vehicle Description dialog box appears automatically when a Key Question asks for a vehicle description.

To enter descriptions for more than one vehicle, enter the appropriate description for the first vehicle and then click on the **Add Vehicle** button. The description fields are cleared and the description of the first vehicle appears in the **Completed** field on the left side of the dialog box. Repeat this process until all vehicle descriptions have been entered. If you need to edit the description of a previously entered vehicle, simply click on the appropriate description in the **Completed** field. When you are finished, click on the **Info Completed** button to close the dialog box.

Vehicle descriptions are displayed on the **Key Questions tab** (see [“Question Answers Sub-Tab” on page 86](#)). They also appear in the sequence of events and can be viewed on the **Summary tab** (see [“Sequences Sub-Tab” on page 108](#)).

Spec Logs | In-flight Info (ProQA for Fire)



The dialog box is titled "In-flight Emergency Information". It features a "Cancel" button with a red 'X' icon and an "Info Completed:" button with a green arrow icon. Below the title bar, there are several input fields for the following information:

- Current location of aircraft
- Aircraft type (single-engine, etc.):
- Amount of fuel on board:
- Any dangerous goods/HAZMAT (quantity, location):
- ETA to landing:
- Nature of trouble:
- Number of occupants/special occupants:
- Runway to be used:

Select **Spec Logs| In-flight Information** or press **Shift+Ctrl+I** to display the **In-flight Emergency Information** dialog box.

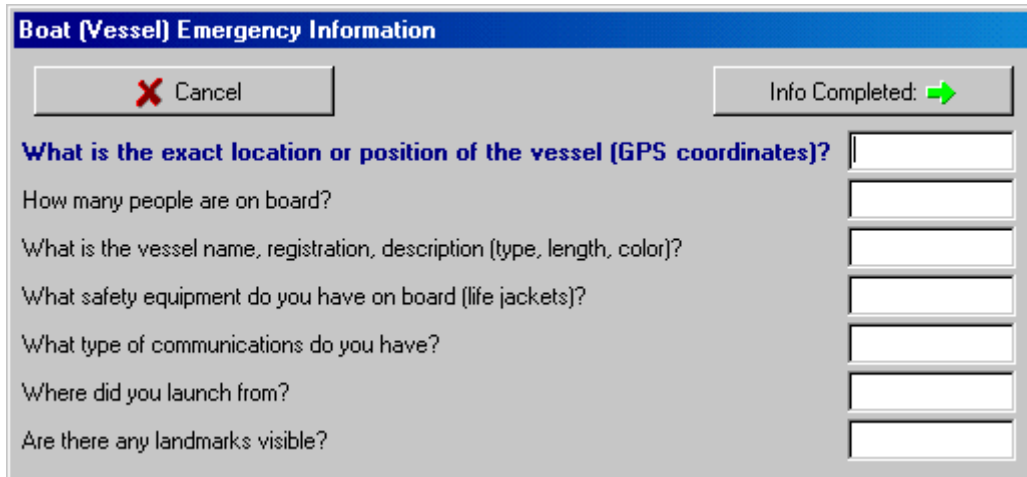
You use the **In-flight Emergency Information** dialog box to view, edit, and enter in-flight emergency information for aircraft emergencies. Simply type the applicable information in the appropriate fields and then click on the **Info Completed** button to close the dialog box.

The In-flight Emergency Information dialog box appears automatically when a Key Question asks for the information.

In-flight emergency information is displayed on the **Key Questions tab** (see [“Question Answers Sub-Tab” on page 86](#)). It also appears in the sequence of events and can be viewed on the **Summary tab** (see [“Sequences Sub-Tab” on page 108](#)).

Spec Logs | Boat Emergency Information (ProQA for Fire)

Select **Spec Logs| Boat (Vessel) Emergency Information** or press **Shift+Ctrl+B** to display the **Boat (Vessel) Emergency Information** dialog box.



You use the **Boat (Vessel) Emergency Information** dialog box to view, edit, and enter emergency information for boat-related emergencies. Simply type the applicable information in the appropriate fields and then click on the **Info Completed** button to close the dialog box.

The Boat (Vessel) Emergency Information dialog box appears automatically when a Key Question asks for the information.

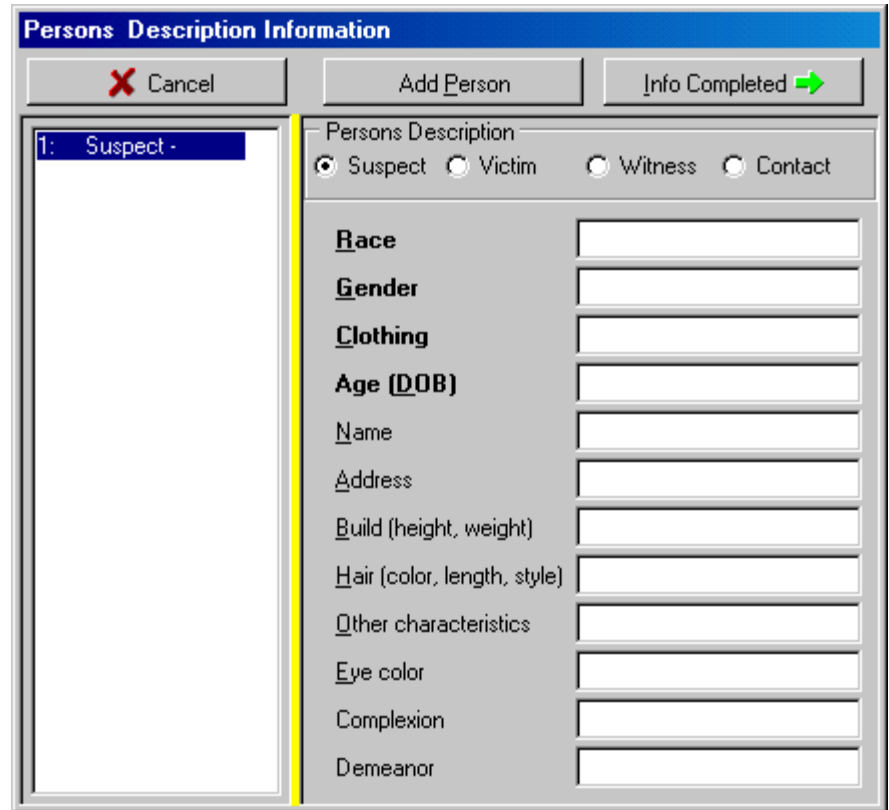
Boat emergency information is displayed on the **Key Questions tab** (see [“Question Answers Sub-Tab” on page 86](#)). It also appears in the sequence of events and can be viewed on the **Summary tab** (see [“Sequences Sub-Tab” on page 108](#)).

Spec Logs | Persons Description (ProQA for Police)

Select **Spec Logs| Persons Description** or press **Shift+Ctrl+P** to display the **Persons Description** dialog box.

You use the **Persons Description** dialog box to view, edit, and enter persons descriptions. Simply type the applicable information in the appropriate fields and then click on the **Info Completed** button to close the dialog box.

The Persons Description dialog box appears automatically when a Key Question asks for a persons description.

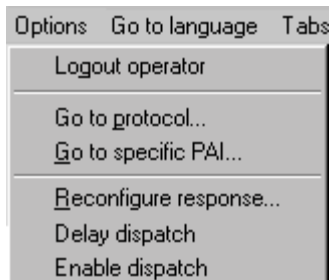


The dialog box is titled "Persons Description Information". It has three buttons at the top: "Cancel" (with a red X icon), "Add Person", and "Info Completed" (with a green arrow icon). On the left is a list box containing "1: Suspect -". To the right of the list box is a section titled "Persons Description" with four radio buttons: "Suspect" (selected), "Victim", "Witness", and "Contact". Below these are several text input fields with labels: "Race", "Gender", "Clothing", "Age (DOB)", "Name", "Address", "Build (height, weight)", "Hair (color, length, style)", "Other characteristics", "Eye color", "Complexion", and "Demeanor".

To enter descriptions for more than one person, enter the appropriate description for the first person and then click on the **Add Person** button. The description fields are cleared and the description of the first person appears in the **Completed** field on the left side of the dialog box. Repeat this process until all persons descriptions have been entered. If you need to edit the description of a previously entered person, simply click on the appropriate description in the **Completed** field. When you are finished, click on the **Info Completed** button to close the dialog box.

Persons descriptions are displayed on the **Key Questions tab** (see [“Question Answers Sub-Tab” on page 86](#)). They also appear in the sequence of events and can be viewed on the **Summary tab** (see [“Sequences Sub-Tab” on page 108](#)).

Options Menu



Options | Logout Operator

Select **Options | Logout operator** to logout of ProQA. The **ProQA Logon** window appears waiting for the next operator.

Options | Go To Protocol

Select **Options | Go to protocol** to change the Chief Complaint during the interrogation process.

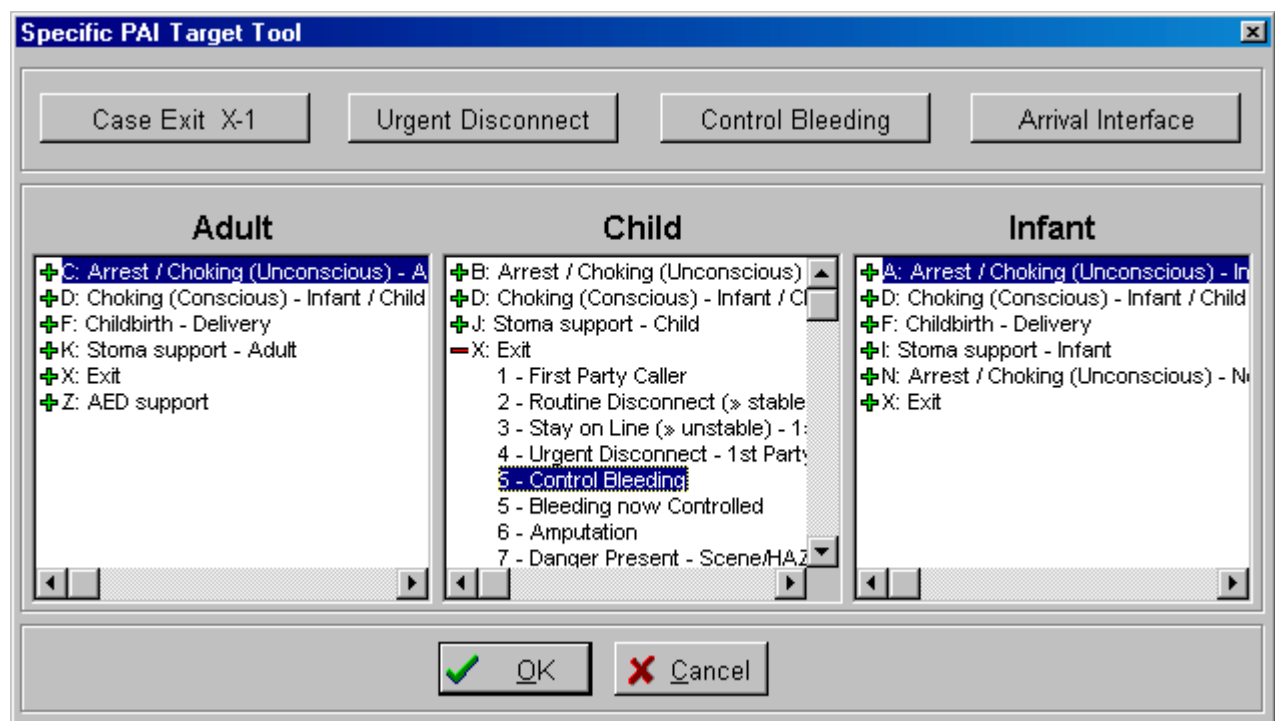
This command allows you to switch to a more suitable protocol (when necessary) as you obtain more information from the caller.

Options | Go To Specific PAI

Select **Options | Go to specific PAI** to go to a specific Pre-Arrival Instructions protocol.

This command is only available after you have finished Case Entry and Key Questions.

The **Specific PAI Target Tool** dialog box appears.



Click on a specific PAI to display the list of steps within the PAI. Select the appropriate step and then click on the **OK** button to go to the step.

Clicking on the PAI title again collapses the list of steps.

Click on the **Case Exit X-1** button to go immediately to Case Exit instructions (ProQA for Medical)

Click on the **Urgent Disconnect** button to go immediately to Urgent Disconnect instructions (ProQA for Medical).

Click on the **Control Bleeding** button to go immediately to Control Bleeding instructions (ProQA for Medical).

Click on the **Arrival Interface** button to go immediately to Arrival Interface instructions (ProQA for Medical).

Options | Reconfigure Response

Select **Options | Reconfigure response** to reconfigure the dispatch code after a code has been assigned to the case.

ProQA takes you to the **Send Dispatch Screen** on the **Key Questions tab** (see [“Send Dispatch Screen” on page 88](#)). Select the appropriate code and click on the **Shift** button.

Options | Delay Dispatch

Select **Options | Delay dispatch** to delay the dispatch of a case until after additional Key Questions have been answered.

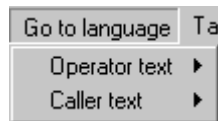
This command is only available when it is possible to dispatch the case, and not all of the Key Questions have been answered.

Exercise caution when delaying dispatch. Do it only when you feel you need to ask additional Key Questions before dispatching, and when the additional delay will not be detrimental to the patient.

Options | Enable Dispatch

Select **Options | Enable dispatch** to enable dispatch after it has been delayed.

Go To Language Menu



This menu does not appear when only one language is installed.

Go To Language | Operator Text

Select **Go to language | Operator text** to change the **Operator text** (see [“Language” on page 29](#)).

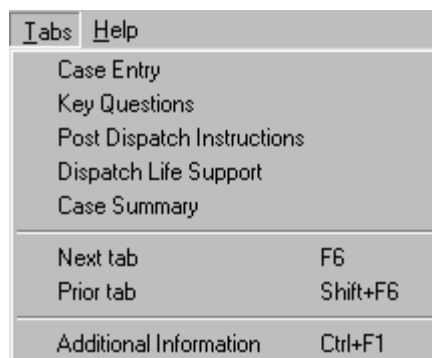
A check mark appears next to the selected language.

Go To Language | Caller Text

Select **Go to language | Caller text** to change the **Caller text** (see [“Language” on page 29](#)).

A check mark appears next to the selected language.

Tabs Menu



Tabs | Case Entry

Select **Tabs | Case Entry** (or click on the **Entry tab**) to go to the **Entry tab** (see [“Case Entry \(Entry Tab\)” on page 69](#)).

Tabs | Key Questions

Select **Tabs | Key Questions** (or click on the **KQ tab**) to go to the **KQ tab** (see [“Key Questions \(KQ Tab\)” on page 82](#)).

Tabs | Post Dispatch Instructions

Select **Tabs | Post Dispatch Instructions** (or click on the **PDI/CEI tab**) to go to the **PDI/CEI tab** (see [“Post-Dispatch Instructions \(PDI/CEI Tab\)” on page 93](#)).

Tabs | Dispatch Life Support

Select **Tabs | Dispatch Life Support** (or click on the **DLS tab**) to go to the **DLS tab** (see [“Dispatch Life Support \(DLS Tab\)” on page 97](#)).

Tabs | Case Summary

Select **Tabs | Case Summary** (or click on the **Summary tab**) to go to the **Summary tab** (see [“Summary Tab Overview” on page 102](#)).

Tabs | Next Tab

Select **Tabs | Next tab** or press **F6** to go to the next tab in the sequence.

Tabs | Prior Tab

Select **Tabs | Prior tab** or press **Shift+F6** to go to the previous tab in the sequence.

Tabs | Additional information

Select **Tabs | Additional Information** or press **Ctrl+I** to go directly to the **Additional Information sub-tab** of the active tab.

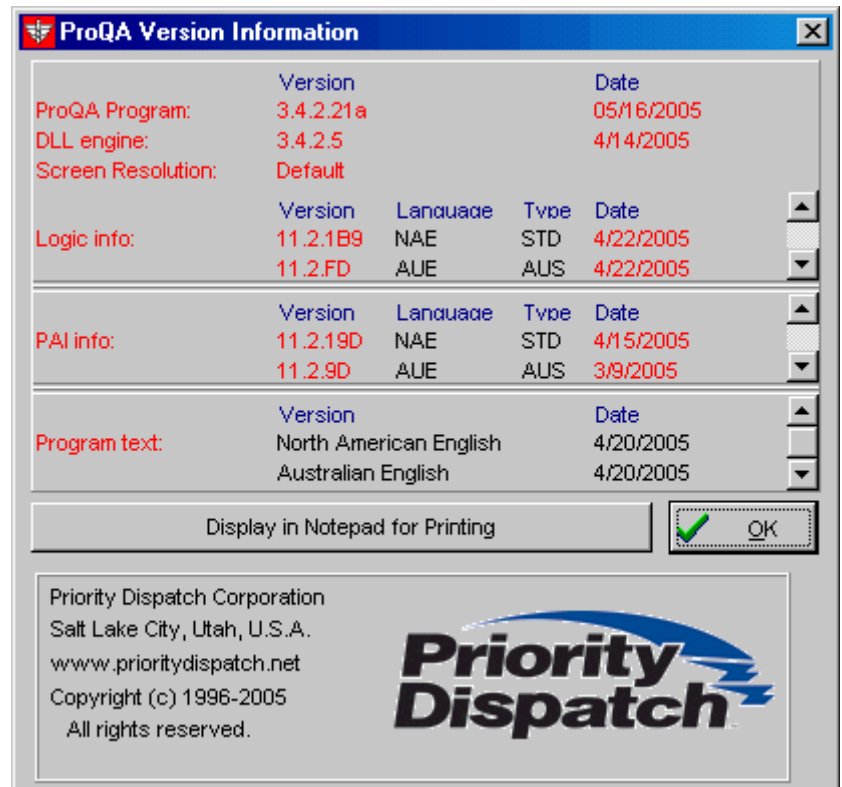
Version Menu

Version

Select **Version** to display the **ProQA Version Information** information box.

Click on the **Display in Notepad for Printing** to display the information in Microsoft® Notepad from which it can be printed.

**Priority Dispatch
Technical Support
personnel may ask for this
information if you call for
assistance (see [“Contacting
Technical Support” on
page 21](#)).**



	Version	Date
ProQA Program:	3.4.2.21a	05/16/2005
DLL engine:	3.4.2.5	4/14/2005
Screen Resolution:	Default	

	Version	Language	Type	Date
Logic info:	11.2.1B9	NAE	STD	4/22/2005
	11.2.FD	AUE	AUS	4/22/2005

	Version	Language	Type	Date
PAL info:	11.2.19D	NAE	STD	4/15/2005
	11.2.9D	AUE	AUS	3/9/2005

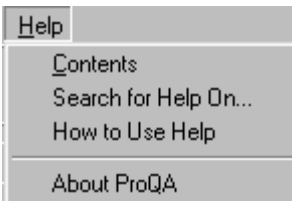
	Version	Date
Program text:	North American English	4/20/2005
	Australian English	4/20/2005

Display in Notepad for Printing ☒ OK

Priority Dispatch Corporation
Salt Lake City, Utah, U.S.A.
www.prioritydispatch.net
Copyright (c) 1996-2005
All rights reserved.



Help Menu



Help | Contents

Select **Help | Contents** to start the ProQA online help.

Help | Search For Help On

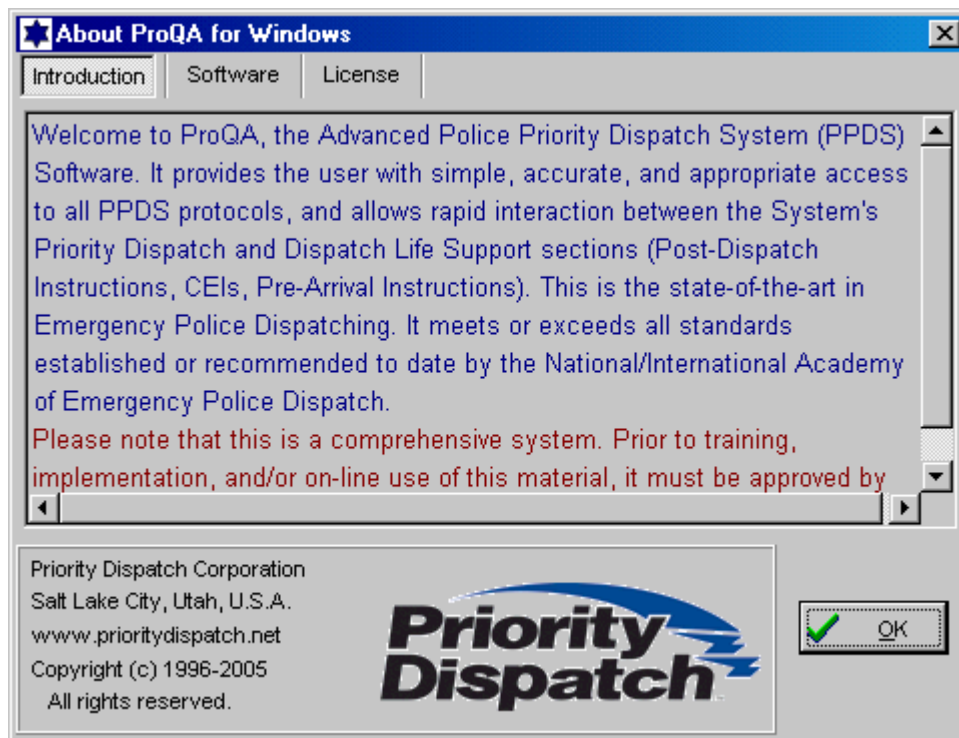
Select **Help | Search for Help On** to search for a specific topic in the ProQA online help.

Help | How To Use Help

Select **Help | How to Use Help** to learn how to use Windows help.

Help | About ProQA

Select **Help | About ProQA** to display the **About ProQA** information box.



Click on the **Introduction tab** to read a brief introduction to ProQA.

Click on the **Software tab** to see the software credits, settings, and release information.

Click on the **License tab** to see your ProQA license and serial number.

ProQA Tool Bar



The **ProQA Tool bar** contains shortcut buttons for commonly used ProQA commands.

New Case Button



Click on the **New Case** button to start a new case (see [“File | New Case” on page 30](#)).

Close Case Button



Click on the **Close Case** button to close a case (see [“File | Close Case” on page 31](#)).

The **Close Case** button has an X in it before the case has been dispatched and a - in it after the case has been dispatched.

Hold Case Button



Click on the **Hold Case** button to place a case on hold (see [“File | Hold Case” on page 31](#)).

Pick-up Case Button



Click on the **Pick-up Case** button to return to a case that has been placed on hold (see [“File | Pick-up Case” on page 32](#)).

Log Comments Button



Click on the **Log Comments** button to enter comments about the case (see [“Spec Logs | Log Comments” on page 35](#)).

Urgent Message Button



Click on the **Urgent Message** button to send an urgent message to CAD (see [“Spec Logs | Urgent Message” on page 36](#)).

Go To Specific PAI Button

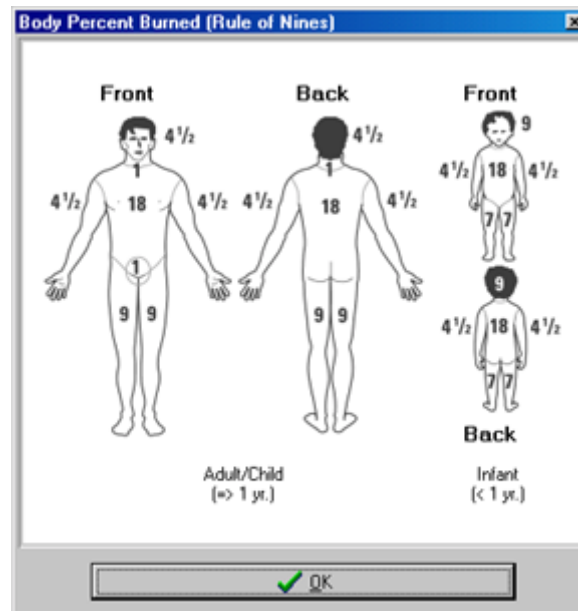


Click on the **Go To Specific PAI** button to go to a specific Pre-Arrival Instruction (see [“Options | Go To Specific PAI” on page 44](#)).

Rule of Nines Button (ProQA for Medical)



Click on the **Rule of Nines** button to display the **Rule of Nines** information box.



Click on the **OK** button to close the **Rule of Nines** information box.

Reconfigure Response Button



Click on the **Reconfigure Response** button to reconfigure the dispatch code after a code has been assigned to the case (see [“Options | Reconfigure Response” on page 45](#)).

Arrest Button (ProQA for Medical)



Click on the **Arrest** button to trigger an arrest response (9-D-1) when the caller tells you that the patient becomes unconscious and not breathing during caller interrogation or DLS instructions.

When you click on the Arrest button, ProQA automatically changes the answers to the Case Entry conscious and breathing questions to “No” and shunts to the Cardiac or Respiratory Arrest/Death Protocol. ProQA will present the Key Question, “Is there a defibrillator (AED) available?” and then dispatch a 9-D-1 code.

HAZMAT Info Button (ProQA for Medical)



Click on the **HAZMAT Info** button to display the **Essential HAZMAT Information** dialog box (see [“Spec Logs | HAZMAT Info \(ProQA for Medical\)” on page 37](#)).

CBRN Button (ProQA for Medical)



Click on the **CBRN** button to display the **CBRN Surveillance** dialog box (see [“Spec Logs | CBRN \(ProQA for Medical\)” on page 38](#)).

SARS Button (ProQA for Medical)



Click on the **SARS** button to display the **SARS Symptoms** dialog box (see [“Spec Logs | SARS \(ProQA for Medical\)” on page 39](#)).

Vehicle Description Button (ProQA for Fire and Police)



Click on the **Vehicle Description** button to display the **Vehicle Description** dialog box (see [“Spec Logs | Vehicle Description \(ProQA for Fire and Police\)” on page 40](#)).

In-flight Info Button (ProQA for Fire)



Click on the **In-flight Info** button to display the **In-flight Emergency Information** dialog box (see [“Spec Logs | In-flight Info \(ProQA for Fire\)” on page 41](#)).

Boat Information Button (ProQA for Fire)



Click on the **Boat Information** button to display the **Boat (Vessel) Emergency Information** dialog box (see [“Spec Logs | Boat Emergency Information \(ProQA for Fire\)” on page 42](#)).

Persons Description Button (ProQA for Police)



Click on the **Persons Description** button to display the **Persons Description** dialog box (see [“Spec Logs | Persons Description \(ProQA for Police\)” on page 43](#)).

Breathing Detector Button (ProQA for Medical)



Click on the **Breathing Detector** button to display the **Breathing Detector Diagnostic Tool** (see [“Using the Breathing Detector Diagnostic Tool” on page 62](#)).

Pulse Check Button (ProQA for Medical)



Click on the **Pulse Check** button to display the **Pulse Check Diagnostic Tool** (see [“Using the Pulse Check Diagnostic Tool” on page 64](#)).

Compressions Monitor Button (ProQA for Medical)



Click on the **Compressions Monitor** button to display the **Compressions Monitor** button (see [“Using the Compressions Monitor Diagnostic Tool” on page 66](#)).

Chief Complaint Button

11: Choking

When a new case is started, the **Chief Complaint** button is blank. After a Chief Complaint has been selected in Case Entry, it is displayed in the **Chief Complaint** button.

When you click on the **Chief Complaint** button, a drop-down box containing a list of all of the Chief Complaints appears. When possible, ProQA pre-selects likely candidates and places them at the top of the list for you to consider first.

- | | |
|---|---|
| 01: Abdominal Pain / Problems | 17: Falls |
| 02: Allergies (Reactions) / Envenomations (Stings, Bites) | 18: Headache |
| 03: Animal Bites / Attacks | 19: Heart Problems / A.I.C.D. |
| 04: Assault / Sexual Assault | 20: Heat / Cold Exposure |
| 05: Back Pain (Non-Traumatic or Non-Recent Trauma) | 21: Hemorrhage / Lacerations |
| 06: Breathing Problems | 22: Industrial / Machinery Accidents |
| 07: Burns (Scalds) / Explosion | 23: Overdose / Poisoning (Ingestion) |
| 08: Carbon Monoxide / Inhalation / HazMat | 25: Psychiatric / Abnormal Behavior / Suicide Attempt |
| 09: Cardiac or Respiratory Arrest / Death | 26: Sick Person (Specific Diagnosis) |
| 10: Chest Pain | 27: Stab / Gunshot Wound / Penetrating Trauma |
| 11: Choking | 28: Stroke (CVA) |
| 12: Convulsions / Seizures | 29: Traffic / Transportation Accidents |
| 13: Diabetic Problems | 30: Traumatic Injuries (Specific) |
| 14: Drowning (near) / Diving / SCUBA Accident | 31: Unconscious / Fainting (Near) |
| 15: Electrocution / Lightning | 32: Unknown Problem (Man Down) |
| 16: Eye Problems / Injuries | 33: Interfacility / Palliative Care |

Notice in this ProQA for Medical example that Protocol 24: Pregnancy/Childbirth/Miscarriage is not in the list because the patient is male.

Simply click on the appropriate Chief Complaint to go to the appropriate Key Questions.

Case Timer



The **Case Timer** shows the total elapsed time since the case was started. In the example shown, the case has been open for thirty-three seconds (:33).

After you dispatch the case, the elapsed time from the start of the case until dispatch is displayed next to the **Case Timer**. In the example shown the case was dispatched at twenty-eight seconds (:28).

Dispatch Icon



When you first open a case, the **Dispatch Icon** is gray.



The **Dispatch Icon** flashes red when the Send Dispatch screen is displayed (see [“Send Dispatch Screen” on page 88](#)).



After sending dispatch, the dispatch code assigned is displayed directly below the **Dispatch Icon**. You can click on the code to reconfigure the response (see [“Options | Reconfigure Response” on page 45](#)).



The **Dispatch Icon** flashes yellow when another dispatch code of the same level becomes available for the case. When appropriate, you can click on the code to reconfigure the response (see [“Options | Reconfigure Response” on page 45](#)).

Cases On Hold Icon



If cases are on hold, you will see **Cases on Hold** icon on the **Tool bar**. You can click on this icon to display the **Pick-up case** dialog box which you can use to pick up a case that is on hold (see [“File | Pick-up Case” on page 32](#)).

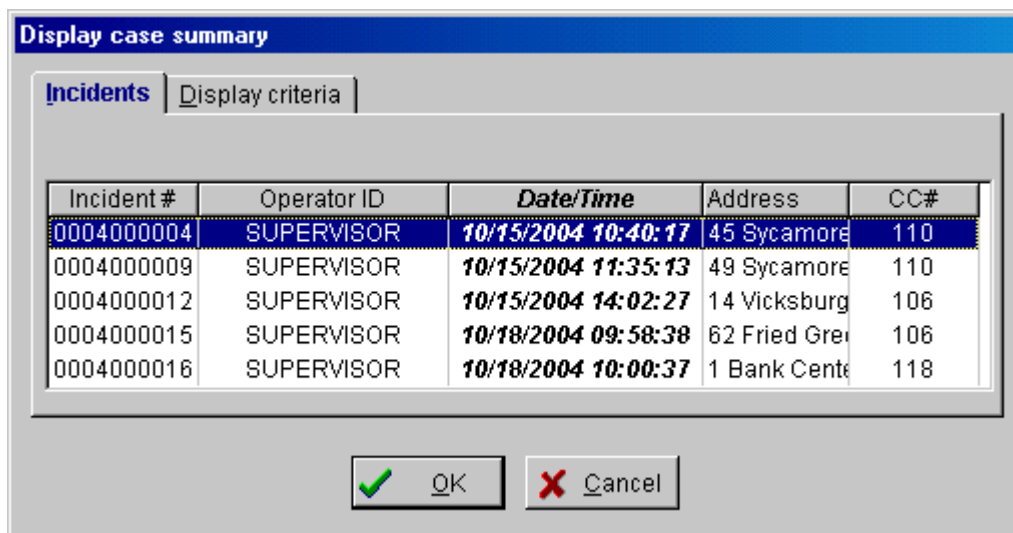
This feature may be disabled (see [“Use Pending Change File” on page 131](#)).

This decision is made by the local agency or CAD vendor.

The Display Case Summary and Search For Incident Number Dialog Boxes

The **Display case summary** dialog box and the **Search for Incident Number** dialog box are used to select a case from the ProQA database. Both dialog boxes have two tabbed pages labeled **Incidents** and **Display criteria**.

Incidents Tab



The **Incidents Tab** displays a list of cases from the ProQA database. To select a case, simply double-click on the desired case, or select the desired case and click on the **OK** button.

You can use the arrow keys on your keyboard or the scroll bar to scroll through the list of cases.

You can sort the list by incident number by clicking on the Incident # column heading. You can also sort the list by date/time by clicking on the Date/Time column heading. The sort column is displayed in bold.

Incident Number Column

The **Incident #** column displays the incident number for each case. Click on the column header to toggle the sort order between descending (highest to lowest) and ascending (lowest to highest).

Incident numbers are shown in italics when sorted by ascending incident #.

Operator ID Column

The **Operator ID** column displays the operator ID of the calltaker who handled each case.

Date/Time Column

The **Date/Time** column displays the date and time the call was received for each case. Click on the column header to toggle the sort order between descending (newest case to oldest case) and ascending (oldest case to newest case).

Dates and times are shown in italics when sorted by ascending date/time.

Address Column

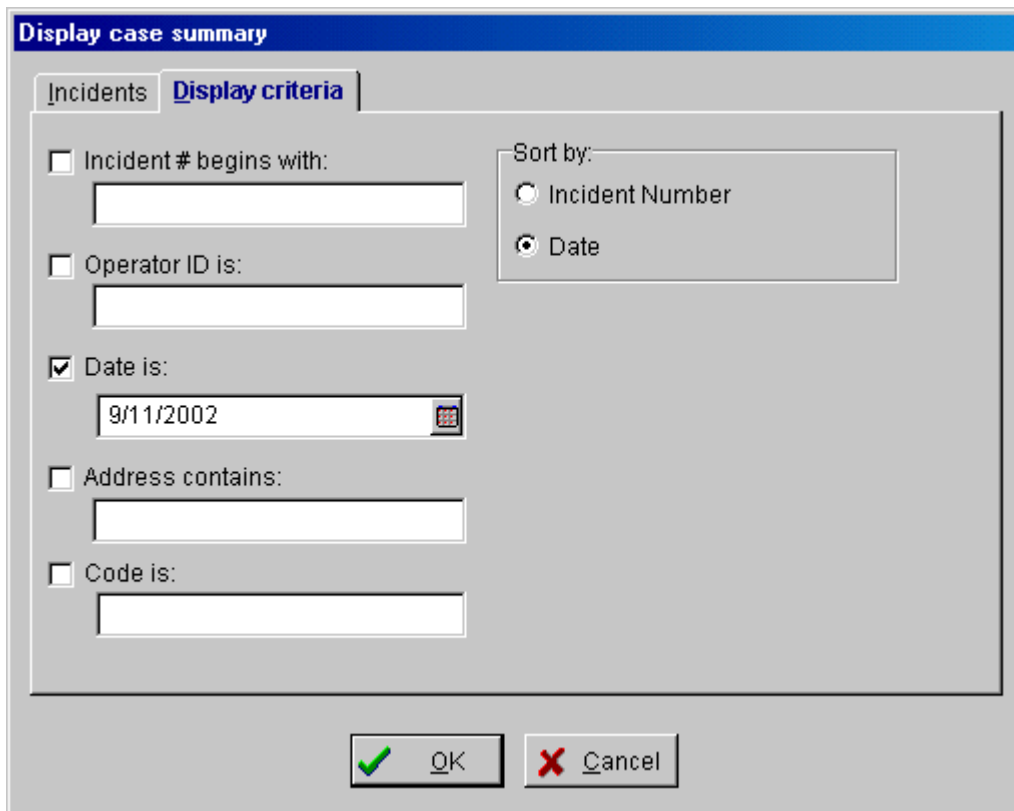
The **Address** column displays the location of each case.

This column automatically expands when the dialog box is made wider.

Chief Complaint Number Column

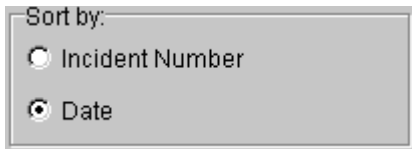
The **CC #** column displays the Chief Complaint selected for each case.

Display Criteria Tab



The **Display criteria tab** is used to control which cases are displayed in the cases list on the **Incidents tab**. You can select cases by incident number, operator ID, date, address, and Chief Complaint code.

Sort By



Sort by:

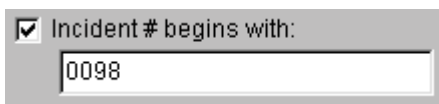
☐ Incident Number

☒ Date

Select **Incident Number** or **Date** as the sort order field.

Selecting cases by a field other than the sort order field may take a considerable amount of time.

Incident Number Begins With



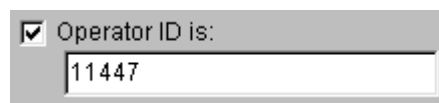
☒ Incident # begins with:

0098

To include only cases with incident numbers that begin with a specific sequence of numbers, check the **Incident number begins with:** checkbox and enter the desired numbers in the field. When you are finished, click on the **OK** button. In the example shown, only cases with incident numbers beginning with **0098** will appear in the cases list.

Enter the entire incident number in the field to find a specific case.

Operator ID

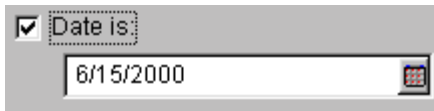


☒ Operator ID is:

11447

To include only cases handled by a specific calltaker, check the **Operator ID is:** checkbox and enter the calltaker's operator ID in the field. When you are finished, click on the **OK** button. In the example shown, only cases handled by operator **11447** will appear in the cases list.

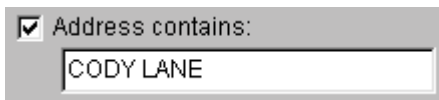
Date



To include only cases that took place on a particular day, check the **Date is:** checkbox and enter the date in the field. When you are finished, click on the **OK** button. In the example shown, only cases that took place on **6/15/2000** will appear in the cases list.

Click on the  button to display a drop-down calendar which you can use to select the date (see [“Drop-Down Calendar” on page 58](#)). You can also type in “today,” “tomorrow,” “yesterday,” “last Tuesday,” etc., and ProQA will automatically enter the correct date.

Address Contains



To include only cases with addresses that contain a specific alphanumeric string, check the **Address contains:** checkbox and enter the string in the field. When you are finished, click on the **OK** button. In the example shown, only cases with addresses that contain **CODY LANE** will appear in the cases list.

Code

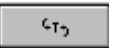


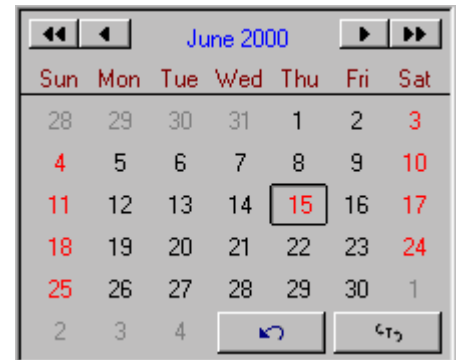
To include only cases with a specific Chief Complaint code, check the **Code is:** checkbox and enter the Chief Complaint code in the field. When you are finished, click on the **OK** button. In the example shown, only cases with Chief Complaint code **10** will appear in the cases list.

Drop-Down Calendar

The drop-down calendar is a specialized edit control that provides enhanced date entry capabilities.

To select a date, use the   buttons to select the desired month and the   buttons to select the desired year, and then click on the desired date in the calendar. In the example above, June 15, 2000 has been selected.

To return to the previously selected date, click on the  button. To return to the current date (today's date), click on the  button.

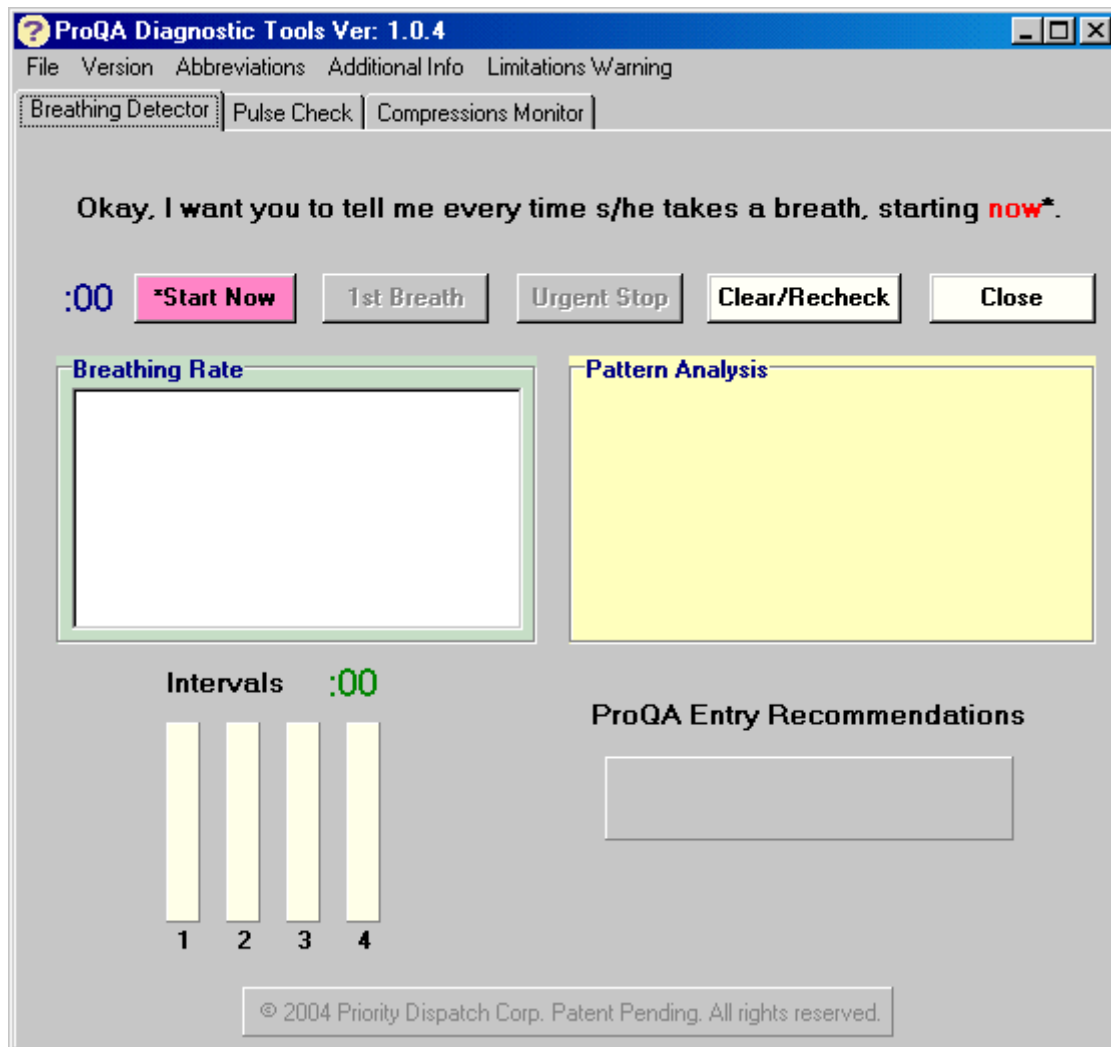


You can also use the following keystrokes to select the desired date.

- Right Arrow:** This keystroke moves the selection to the next day (if the last day of the month is selected, this keystroke moves the selection to the first day of the next month).
- Left Arrow:** This keystroke moves the selection to the previous day (if the first day of the month is selected, this keystroke moves the selection to the last day of the previous month).
- Down Arrow:** This keystroke moves the selection to the same day of the next week (if a day in the last week of the month is selected, this keystroke moves the selection to the first week of the next month).
- Up Arrow:** This keystroke moves the selection to the same day of the previous week (if a day in the first week of the month is selected, this keystroke moves the selection to the last week of the previous month).
- Page Down:** This keystroke moves the selection to the same day of the next month.
- Page Up:** This keystroke moves the selection to the same day of the previous month.
- Home:** This keystroke moves the selection to the first day of the month.

- End:** This keystroke moves the selection to the last day of the month.
- Ctrl+Page Down:** This keystroke moves the selection to the same day of the same month of the next year.
- Ctrl+Page Up:** This keystroke moves the selection to the same day of the same month of the previous year.
- Ctrl+Home:** This keystroke moves the selection to the first day of the year.
- Ctrl+End:** This keystroke moves the selection to the last day of the year.

ProQA Diagnostic Tools (ProQA for Medical)



The ProQA Diagnostic Tools are optionally enabled tools designed to help EMDs determine agonal breathing, perform pulse checks, and monitor CPR compressions. When enabled, these tools can be accessed at any time by clicking on the **ProQA Diagnostic Tools** buttons (see [“Breathing Detector Button \(ProQA for Medical\)” on page 52](#), [“Pulse Check Button \(ProQA for Medical\)” on page 52](#), and [“Compressions Monitor Button \(ProQA for Medical\)” on page 52](#)).

The ProQA Diagnostic Tools must be enabled or disabled by the system administrator (see [“Activate Diagnostics \(ProQA for Medical\)” on page 132](#)).

Menu Bar



File Version Abbreviations Additional Info Limitations Warning

The **Menu bar** contains several drop-down menus that contain commands used to operate the ProQA Diagnostic Tools.

File Menu

File | Exit

Select **File | Exit** to exit and close the ProQA Diagnostic Tools.

Version Menu

Select **Version** to display the **ProQA Diagnostic Tools Version** information box.

Abbreviations Menu

Select **Abbreviations** to display a list of abbreviations related to the selected diagnostic tool.

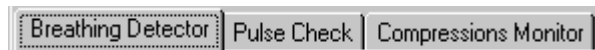
Additional Info Menu

Select **Additional Info** to display Additional Information related to the selected diagnostic tool.

Limitations Warning

Select **Limitations Warning** to display limitations warnings related to use of the selected diagnostic tool.

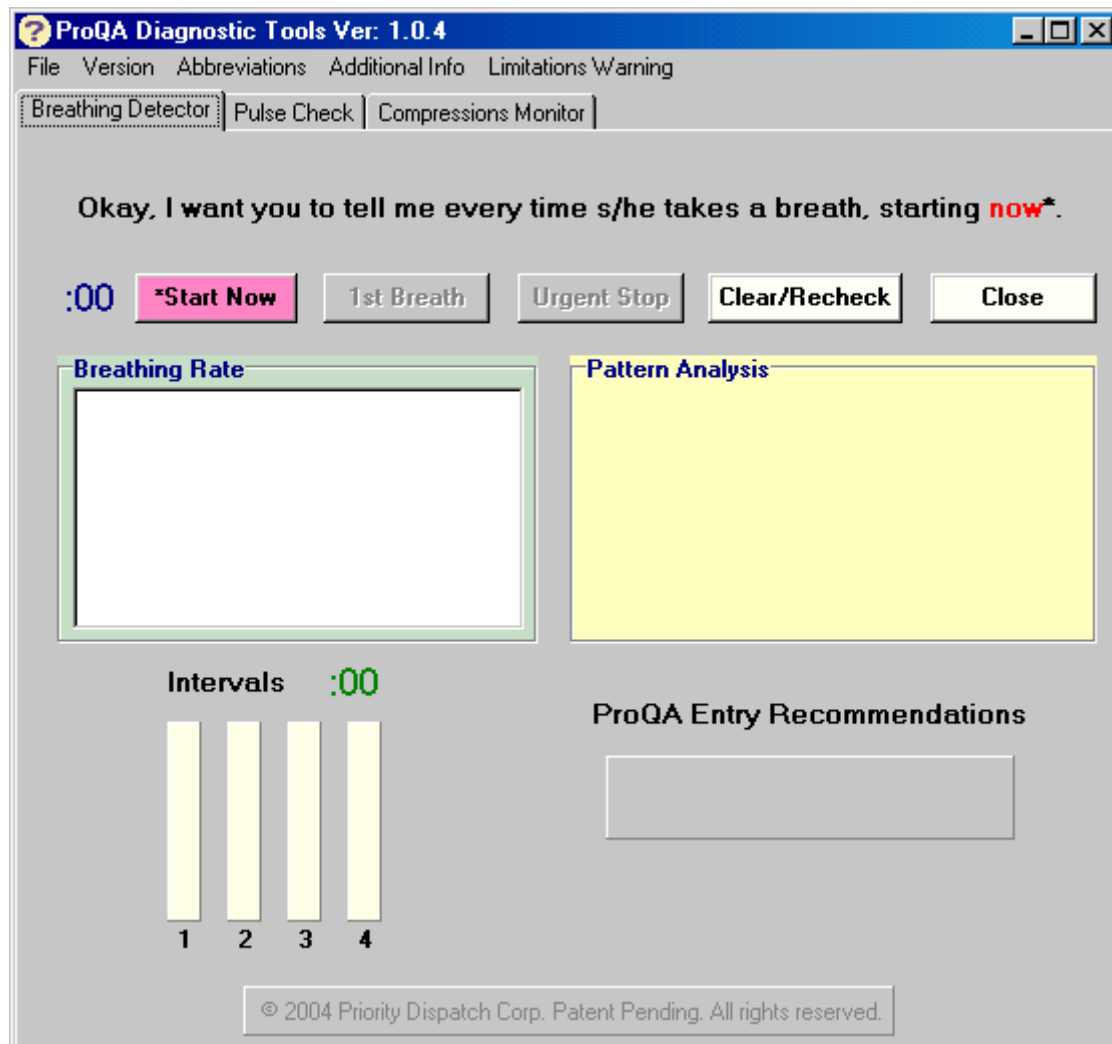
ProQA Diagnostic Tools Tabs



Breathing Detector | Pulse Check | Compressions Monitor

The **ProQA Diagnostic Tools Tabs** allow you to quickly switch between any of the three diagnostic tools. When you click on any of the **ProQA Diagnostic Tools** buttons (see [“Breathing Detector Button \(ProQA for Medical\)” on page 52](#), [“Pulse Check Button \(ProQA for Medical\)” on page 52](#), and [“Compressions Monitor Button \(ProQA for Medical\)” on page 52](#)), the ProQA Diagnostic Tools automatically displays the selected diagnostic tool. To select another tool, simply click on the appropriate tab.

Using the Breathing Detector Diagnostic Tool



Several limitations exist in using this device. Other than the determination of agonal breathing (more than 10 seconds between breaths), the breathing rate and pattern formulas do not specifically apply to non-adults. Arrests reported in patients under age 18 are considered to be respiratory in nature until proven otherwise and the “Ventilations 1st” pathway in the Airway/Arrest PAI should be chosen in these cases. Further work on the rates and patterns in infants, children, and teenagers may be done to determine the extended use of this tool.

As directed by protocol and local agency policy, the **Breathing Detector Diagnostic Tool** can be used to help determine agonal or ineffective breathing. To access this tool, simply click on the **Breathing Detector** button on the **Tool bar** (see [“Breathing Detector Button \(ProQA for Medical\)” on page 52](#)).

***Start Now**

To use the **Breathing Detector** diagnostic, instruct the caller: “**Okay, I want you to tell me every time s/he takes a breath, starting now.**” and then click immediately on the **Start Now** button to start the timer.

1st Breath

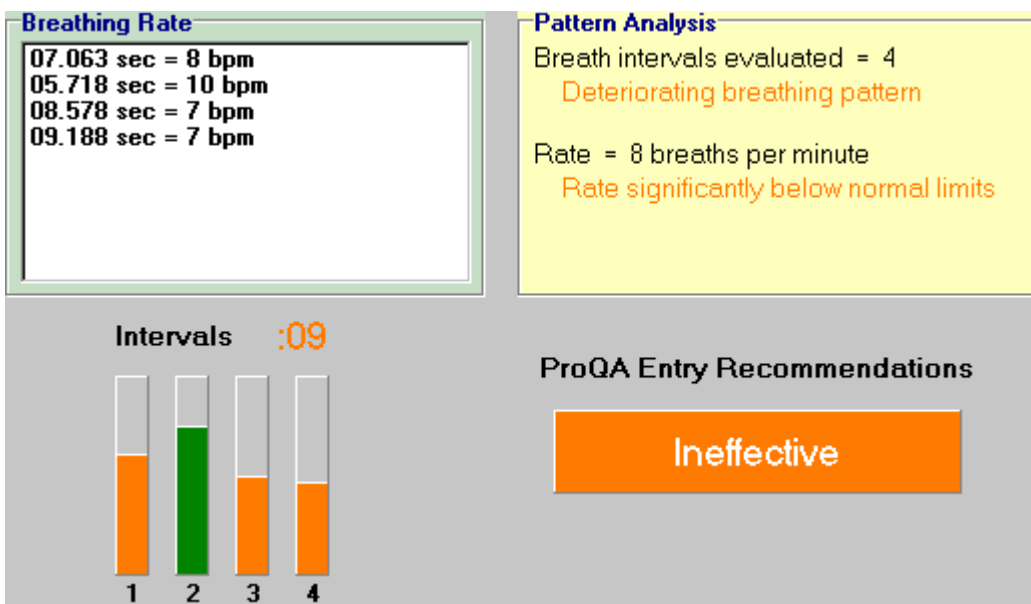
When the caller tells you that the patient takes a breath, click immediately on the **1st Breath** button.

Next Breath

When the caller tells you that the patient takes another breath, click immediately on the **Next Breath** button. Click on this button again each time the caller reports that the patient takes a breath until the diagnostic stops and provides a ProQA entry recommendation.

The **Breathing Detector** continues until four breath intervals have been tested or until agonal breathing has been detected. If you need to stop the tool before it has finished, click on the **Urgent Stop** button to immediately receive a ProQA entry recommendation based on the available information.

Urgent Stop



When the diagnostic stops, the **Breathing Detector** presents you with the patient’s breathing rate, a pattern analysis, and a graphical representation of each interval tested. It also presents you with a ProQA entry recommendation.

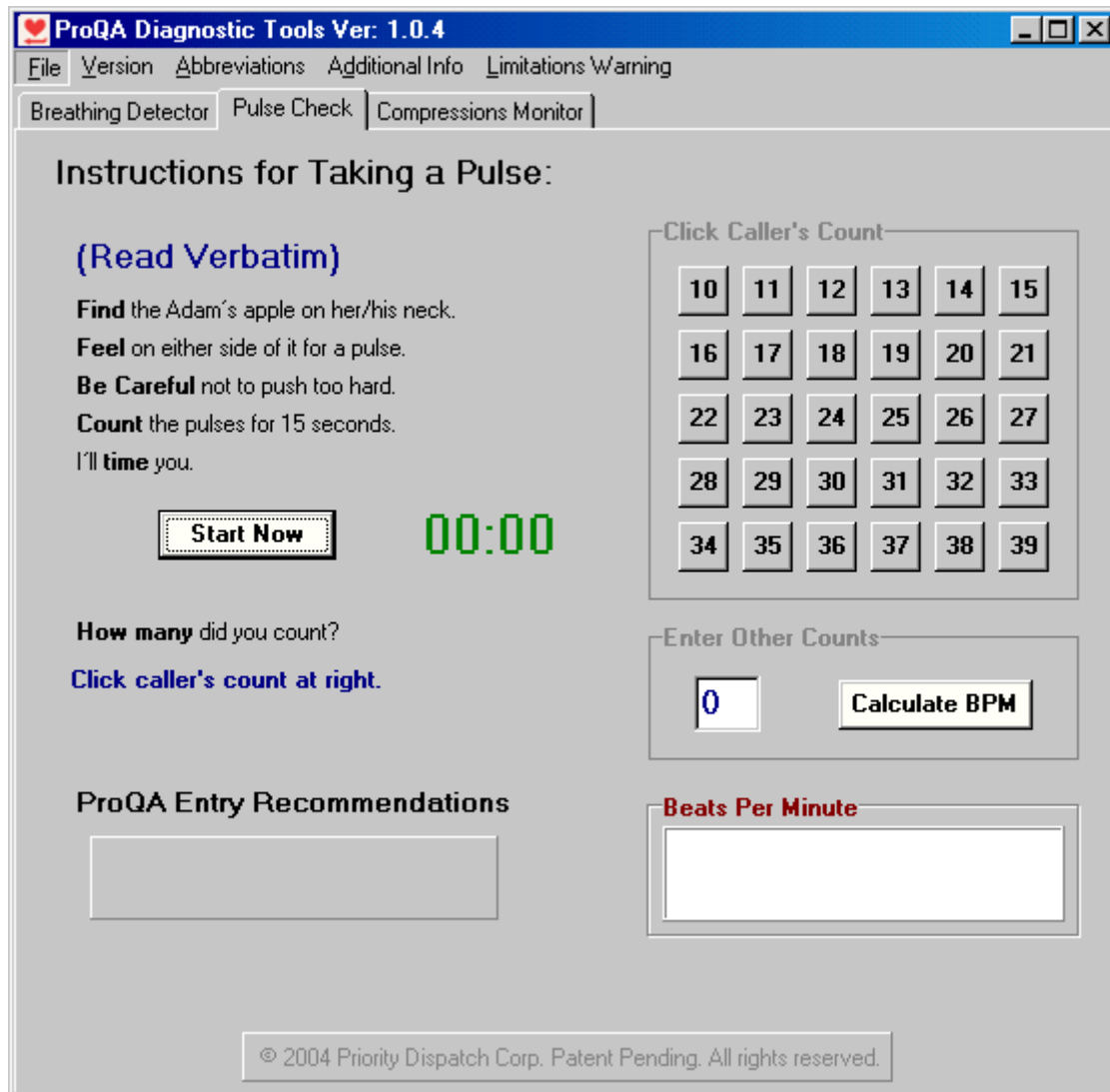
If you need to recheck the patient’s breathing, simply click on the **Clear/Recheck** button to restart the timer. When you are finished, click on the **Close** button to return to ProQA.

Clear/Recheck

Close

The **Breathing Detector Diagnostic Tool** does not automatically enter any information into ProQA. It is designed as a tool to help EMDs determine the correct breathing status to enter for the patient. After using this tool, the EMD must enter the appropriate information into ProQA.

Using the Pulse Check Diagnostic Tool



While this Pulse Check Tool may be used on patient's of any age, the ProQA Key Question answer recommendations only applies to patients age 8 and over. Further work on the rates and patterns in infants, and young children may be done to determine the extended use of this tool.

As directed by protocol and local agency policy, the **Pulse Check Diagnostic Tool** can be used to help determine the patient's heart rate. To access this diagnostic tool, simply click on the **Pulse Check** button on the **Tool bar** (see [“Pulse Check Button \(ProQA for Medical\)” on page 52](#)).

Start Now

To use the **Pulse Check** tool, instruct the caller to: **“Find the Adam’s apple on her/his neck. Feel on either side of it for a pulse. Be careful not to push too hard. Count the pulses for 15 seconds. I’ll time you.”** After providing these instructions, click immediately on the **Start Now** button to start the timer.

When the timer stops, ask the caller: **“How many did you count?”** If the caller’s answer is between 10 and 39, click on the caller’s count in the **Click Caller’s Count** field.

Click Caller's Count

10	11	12	13	14	15
16	17	18	19	20	21
22	23	24	25	26	27
28	29	30	31	32	33
34	35	36	37	38	39

Enter Other Counts

If the caller’s answer is lower than 10 or higher than 39, enter the caller’s answer in the **Enter Other Counts** field and click on the **Calculate BPM** button.

When you enter the caller’s answer, the **Pulse Check Diagnostic Tool** presents you with the patient’s heart rate and a ProQA entry recommendation.

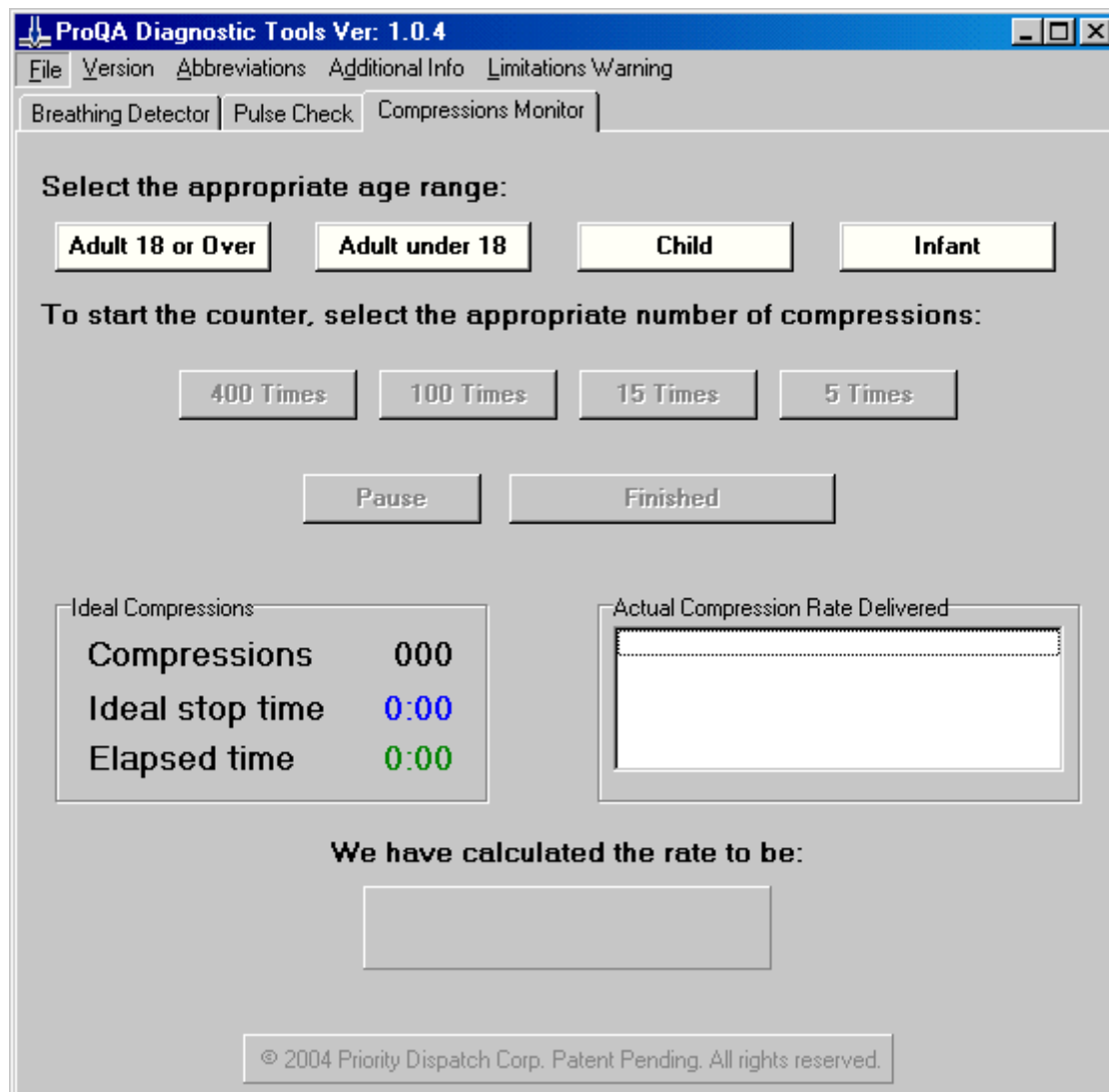
ProQA Entry Recommendations	Beats Per Minute
Rate => 130	132

If you need to recheck the patient’s pulse, simply click on the **Clear/Restart** button to restart the timer.

Clear/Restart

The Pulse Check Diagnostic Tool does not automatically enter any information into ProQA. It is designed as a tool to help EMDs determine the correct heart rate to enter for the patient. After using this tool, the EMD must enter the appropriate information into ProQA.

Using the Compressions Monitor Diagnostic Tool



ProQA Diagnostic Tools Ver: 1.0.4

File Version Abbreviations Additional Info Limitations Warning

Breathing Detector Pulse Check **Compressions Monitor**

Select the appropriate age range:

Adult 18 or Over Adult under 18 Child Infant

To start the counter, select the appropriate number of compressions:

400 Times 100 Times 15 Times 5 Times

Pause Finished

Ideal Compressions

Compressions 000

Ideal stop time 0:00

Elapsed time 0:00

Actual Compression Rate Delivered

We have calculated the rate to be:

© 2004 Priority Dispatch Corp. Patent Pending. All rights reserved.

As directed by protocol and local agency policy, the **Compressions Monitor Diagnostic Tool** can be used to help monitor CPR compression rates. To access this diagnostic tool, simply click on the **Compressions Monitor** button on the **Tool bar** (see [“Compressions Monitor Button \(ProQA for Medical\)” on page 52](#)).

To use the **Compressions Monitor**, first select the patient’s age range by clicking on the appropriate **Age range** button.



Select the appropriate age range:

Adult 18 or Over Adult under 18 Child Infant

Next, select the number of compressions the rescuer has been instructed to perform by clicking on the appropriate **Number of compressions** button.

To start the counter, select the appropriate number of compressions:

400 Times

100 Times

15 Times

5 Times

Pause

Finished

Pause

Resume

The timer will automatically start. If you need to pause the timer, click on the **Pause** button and then click on the **Resume** button to continue when you are ready.

Finished

When the rescuer has completed the appropriate number of compressions, click on the **Finished** button.

When you click on the **Finished** button, the **Compressions Monitor** presents you with the compression rate and indicates if this rate is too slow, too fast, or OK.

Ideal Compressions		Actual Compression Rate Delivered
Compressions	400	102 cpm Set 1
Ideal stop time	3:33	
Elapsed time	3:55	
We have calculated the rate to be:		
Too Slow		

Clear/Restart

To monitor another set of compressions, click on the **Clear/Restart** button and then select the appropriate number of compressions. The timer will start again automatically. When the rescuer has completed the appropriate number of compressions, click on the **Finished** button to see the compression rate for the second set of compressions.

Ideal Compressions		Actual Compression Rate Delivered
Compressions	100	118 cpm Set 2 102 cpm Set 1
Ideal stop time	0:50	
Elapsed time	0:51	
We have calculated the rate to be:		
OK		

ProQATM User's Guide

2-Caller Interrogation

This chapter describes the **Entry tab** and the **KQ tab** which you will use during caller interrogation.

Chapter Highlights

Case Entry (Entry Tab), page 69

Case Entry Help Field, page 70

Default Answers, page 70

Drop-Down Answer Lists, page 70

Case Entry Questions, page 71

Advanced Features, page 78

Key Questions (KQ Tab), page 82

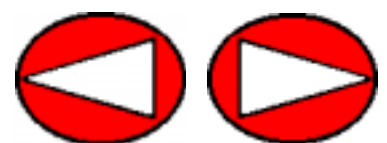
Question Answers Sub-Tab, page 86

Determinants/Suffixes Sub-Tab, page 86

Determinant Codes Sub-Tab, page 87

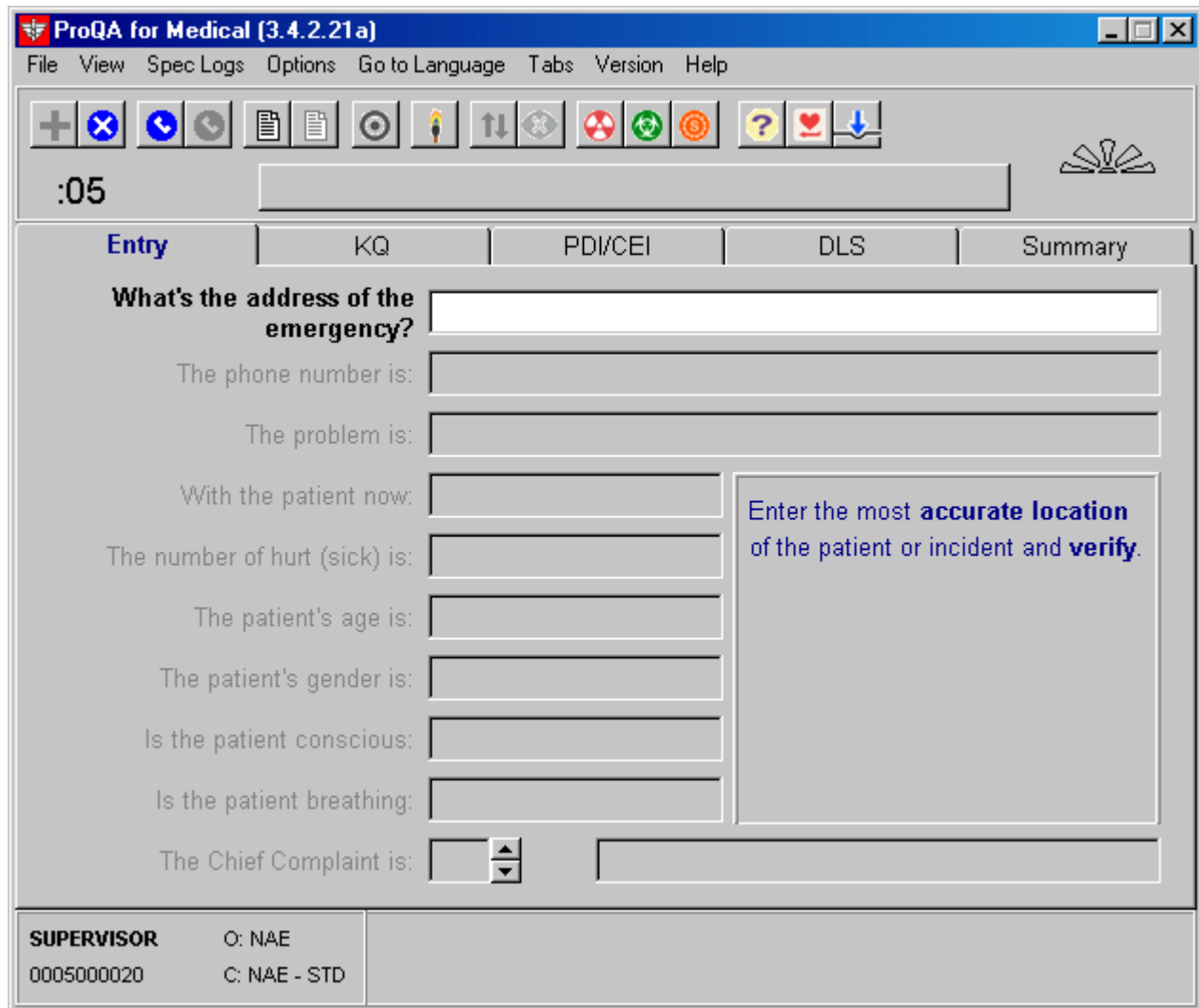
Additional Information Sub-Tab, page 87

Send Dispatch Screen, page 88



Case Entry (Entry Tab)

The **Entry tab** appears when you start a new case (see [“Starting a New Case” on page 26](#)).



The **Entry tab** is used to conduct Case Entry interrogation.

The **Entry tab** contains several fields used to enter case information. Notice that when you start a new case, the answer field for the first question is active and ready for you to input information. After you enter the address of the emergency, simply press **Enter** and ProQA automatically moves you to the next question.

The active question (the one you are to ask the caller) is displayed in bold.

Case Entry Help Field

Enter the most **accurate location** of the patient or incident and **verify**.

The **Case Entry Help** field provides you with information or instructions about the active question.

Default Answers

How many people are hurt (sick)? **1**

Some fields on the **Entry tab** may contain default answers. When possible, the default answer reflects the most common answer for the question. In the example above from ProQA for Medical, the question “**How many people are hurt (sick)?**” has a default answer of **1**. Every time you move to this question, a highlighted **1** will be automatically entered. If the default answer is correct, simply press **Enter** to move on to the next question. If the default answer is not correct, type in the correct answer and press **Enter**.

The default answer is automatically replaced by the answer you type in. You do not need to delete the default answer first.

Drop-Down Answer Lists

Is the patient male or female? **Male**
Female
Unknown

Some fields on the **Entry tab** may have a drop-down list of possible answers. In the example above from ProQA Medical, the question “**Is the patient male or female?**” has a drop-down answer list with **Male**, **Female**, and **Unknown** as the possible answers. The default answer is automatically highlighted. If the default answer is correct, simply press **Enter** to move on to the next question. If the default answer is not correct, select the correct answer using the up and down arrow keys on your keyboard and press **Enter**.

You can also select an answer from a drop-down list by pressing the first letter of the desired answer or by clicking on the desired answer with your mouse.

Case Entry Questions

What's the address of the emergency?

What's the address of the emergency?	6668 Cody Lane
--------------------------------------	----------------

Enter the exact physical location of the incident. If the caller does not have an exact street address, enter the most precise description of the location possible.

The incident location is relayed to responding units exactly as you enter it.

Verify the address by having the caller repeat it (**not** by reading it back to the caller). If the location is entered correctly, press **Enter** to go on to the next question. If the location is not entered correctly, correct it before pressing **Enter**.

If your agency verifies the incident location and callback number using a CAD system that is linked to ProQA, the location and phone number will automatically be entered in the appropriate fields.

What's the phone number you're calling from?

What's the phone number you're calling from?	255-5112
--	----------

Enter the phone number the caller is calling from.

Verify the phone number by having the caller repeat it (**not** by reading it back to the caller). If the phone number is entered correctly, press **Enter** to go on to the next question. If the phone number is not entered correctly, correct it before pressing **Enter**.

If your agency verifies the incident location and callback number using a CAD system that is linked to ProQA, the location and phone number will automatically be entered in the appropriate fields.

What's your name? (ProQA for Fire and Police)

The caller's name is:	Gray Towski
-----------------------	-------------

Enter the caller's name and then press **Enter** to move on to the next question.

Tell me exactly what happened.

What's the problem, tell me exactly what happened?

Hanging (now)
 Underwater
 Verified Choking
 Strangulation
 Suffocation

Enter a brief description of the problem, or select the appropriate ECHO driver from the drop-down list, and then press **Enter** to move on to the next question.

See [“Fast Track \(ProQA for Medical\)” on page 78](#).

ECHO Drivers and Case Entry Post-Dispatch Instructions

When you select any of the ECHO drivers, ProQA immediately takes you to the **Send Dispatch Screen** (see [“Send Dispatch Screen” on page 88](#)). When you click on the **Send** (see [“Send” on page 89](#)) button, ProQA returns you to the **Entry tab** and displays the **Case Entry Post-Dispatch Instructions**.

The problem is:

Are you with the patient now? ☒ Yes ☐ No

The number of hurt (sick) is:

The patient's age is:

Ask only if **not** obvious.
4th party = referring agency
 such as police, airport, or other

Case Entry Post-Dispatch Instructions
 a. **(ECHO)** I'm sending the **paramedics (ambulance)** to help you now. **Stay on the line.**
 c. **(Underwater)** Do not go in the water unless it's **safe** to do so.
 f. **(Critical Caller Danger)** (If it's too **dangerous to stay** where you are, and you think you can leave safely,) **get away** and **call me** from somewhere **safe**.

The **Case Entry Post Dispatch Instructions** are automatically hidden as soon as you answer the next Case Entry Question. If you need to see these instructions again, simply click in the space between the **Chief Complaint** filed and the **Status bar**.

The Chief Complaint is:

SUPERVISOR
 0005000024

O: NAE
 C: NAE - STD

click here to see the
 Case Entry PDIs again

3435 Cassidy Circle, 259-8311

Are you with the patient now? (ProQA for Medical)

Are you with the patient now?	Yes
	No
	1st party

If the default answer (**Yes**) is correct, simply press **Enter** to move on to the next question. If the default answer is not correct, select the correct answer using the up and down arrow keys on your keyboard and press **Enter**.

You can also select an answer from the drop-down list by pressing the first letter of the desired answer.

How many people are hurt (sick)? (ProQA for Medical)

How many people are hurt (sick)?	1
----------------------------------	---

If the default answer (**1**) is correct, simply press **Enter** to move on to the next question. If the default answer is not correct, enter the number of people who need emergency assistance and press **Enter**.

If the caller knows there are multiple patients, but does not know exactly how many, enter **M** for **Multiple**. If the caller doesn't know if there is more than one patient, enter **U** for **Unknown**.

In cases with multiple or unknown patients, ProQA automatically goes to the Chief Complaint field and fills all in-between fields with Unknown.

How old is the patient? (ProQA for Medical)

How old is the patient?	23	month(s)
		year(s)

Enter the age of the patient and press **Enter**.

If the number entered is greater than 24, ProQA will automatically select **years** as the time unit and move on to the next question. If the number entered is less than 24, ProQA will activate the time units drop-down selection list. If the default answer (**years**) is correct, simply press **Enter** to move on to the next question. If the default answer is not correct, select the correct answer using the up and down arrow keys on your keyboard and press **Enter**.

You can also select an answer from the drop-down list by pressing the first letter of the desired answer.

If you enter **Unknown** as the answer to the age question and there is only one patient, ProQA allows you to continue with the questioning. However, if Dispatch Life Support is necessary, you will be required to choose **Infant, Child, or Adult** before ProQA can display the appropriate instructions (see [“Dispatch Life Support \(DLS Tab\)” on page 97](#)).

Is the patient male or female? (ProQA for Medical)

Is the patient male or female?	Male
	Female
	Unknown

If the default answer (**Male**) is correct, simply press **Enter** to move on to the next question. If the default answer is not correct, select the correct answer using the up and down arrow keys on your keyboard and press **Enter**.

You can also select an answer from the drop-down list by pressing the first letter of the desired answer.

ProQA uses the information entered in this field to automatically select the correct gender-specific pronouns for questions and instructions throughout the rest of the case. For example, If you enter **Female**, the next question will read **“Is she conscious?”** as opposed to **“Is the patient conscious?”**

Is the patient conscious? (ProQA for Medical)

Is the patient conscious?	Yes
	No
	Unknown

If the default answer (**Yes**) is correct, simply press **Enter** to move on to the next question. If the default answer is not correct, select the correct answer using the up and down arrow keys on your keyboard and press **Enter**.

You can also select an answer from the drop-down list by pressing the first letter of the desired answer.

Is the patient breathing? (ProQA for Medical)

Is the patient breathing?	Yes
	No
	Unknown (3rd/4th Party)
	Uncertain (2nd Party)
	Ineffective (2nd Party)

If the default answer (**Yes**) is correct, simply press **Enter** to move on to the next question. If the default answer is not correct, select the correct answer using the up and down arrow keys on your keyboard and press **Enter**.

You can also select an answer from the drop-down list by pressing the first letter of the desired answer.

Select **Unknown** if you have a 3rd/4th party caller who doesn't know if the patient is breathing. Select **Uncertain** if you have a 2nd party caller who is unsure if the patient is breathing or not. Select **Ineffective** if the patient is unconscious and breathing is irregular or slow.

When enabled by the system administrator, the Breathing Detector Diagnostic Tool can be used to help determine the breathing status of the patient (see [“Using the Breathing Detector Diagnostic Tool” on page 62](#)).

Chief Complaint

Standard Input Method

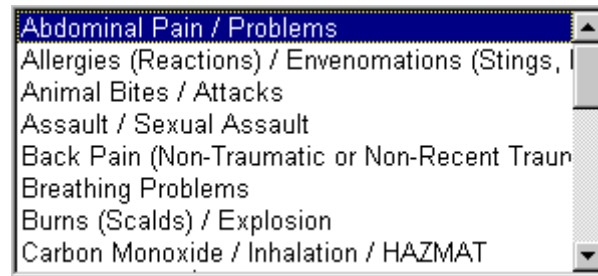
Chief Complaint Code?	1	→	Abdominal Pain/Problems
-----------------------	---	---	-------------------------

When possible, ProQA pre-selects a likely Chief Complaint code based on the answers to the Case Entry questions (see [“Automatic Chief Complaint Selection And Sorting” on page 80](#)). If ProQA does not have enough information to select a likely Chief Complaint code, the default is **1**, **51**, or **101** for medical, fire, and police cases respectively.

If the default code is correct, simply press **Enter** to move on to the Key Questions. If you need to select a different code, you can do it in one of the following three ways:

1. Change the number in the **Chief Complaint Code** field by typing in the correct number or by using the spinner buttons  .

2. Select the appropriate Chief Complaint from the **Chief Complaint** drop-down list located next to the **Chief Complaint Code** field.



3. Select the appropriate Chief Complaint by clicking on the **Chief Complaint** button located on the **Tool bar** (see [“Chief Complaint Button” on page 52](#)).



When you click on the **Chief Complaint** button, a drop-down box containing a list of all available Chief Complaints appears. In some cases, ProQA pre-selects likely candidates and places them at the top of the list for you to consider first.

01: Abdominal Pain / Problems	17: Falls
02: Allergies (Reactions) / Envenomations (Stings, Bites)	18: Headache
03: Animal Bites / Attacks	19: Heart Problems / A.I.C.D.
04: Assault / Sexual Assault	20: Heat / Cold Exposure
05: Back Pain (Non-Traumatic or Non-Recent Trauma)	21: Hemorrhage / Lacerations
06: Breathing Problems	22: Industrial / Machinery Accidents
07: Burns (Scalds) / Explosion	23: Overdose / Poisoning (Ingestion)
08: Carbon Monoxide / Inhalation / HazMat	25: Psychiatric / Abnormal Behavior / Suicide Attempt
09: Cardiac or Respiratory Arrest / Death	26: Sick Person (Specific Diagnosis)
10: Chest Pain	27: Stab / Gunshot Wound / Penetrating Trauma
11: Choking	28: Stroke (CVA)
12: Convulsions / Seizures	29: Traffic / Transportation Accidents
13: Diabetic Problems	30: Traumatic Injuries (Specific)
14: Drowning (near) / Diving / SCUBA Accident	31: Unconscious / Fainting (Near)
15: Electrocution / Lightning	32: Unknown Problem (Man Down)
16: Eye Problems / Injuries	33: Interfacility / Palliative Care

Notice in the example from ProQA for Medical above that protocol 24: Pregnancy/Childbirth/Miscarriage is not on the list. This protocol only appears on the list if the patient is female or if the patient’s gender is unknown.

Simply click on the appropriate Chief Complaint to select it.

Alphanumeric Input Method



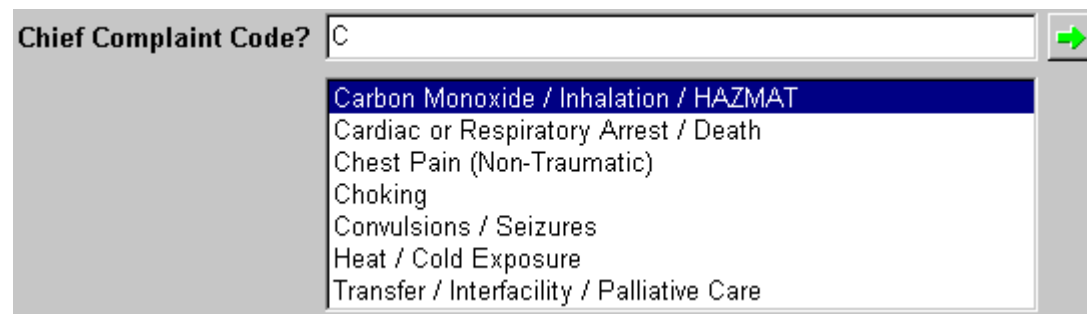
The alphanumeric input method is an alternative Chief Complaint input method that must be enabled by the system administrator (see [“Alphanumeric Chief Complaint Checkbox” on page 132](#)).

When enabled, the alphanumeric input method allows you to quickly select the appropriate Chief Complaint by typing letters or numbers in the expanded **Chief Complaint Code** field.

If you know the Chief Complaint code number for the appropriate Chief Complaint, simply type the number and press **Enter** to select the Chief Complaint and move on to Key Questions.



When using the alphanumeric input method, you may also type letters in the **Chief Complaint Code** field to display a list of Chief Complaint titles containing words that start with the typed letters. For example, typing “C” in the **Chief Complaint Code** field brings up a list of all Chief Complaint titles that contain a word that starts with the letter “C.”



The first Chief Complaint in the list is automatically highlighted in blue. If the highlighted Chief Complaint is correct, simply press **Enter** to move on to Key Questions.

If the highlighted Chief Complaint is not correct, you can highlight any item in the list by clicking on the appropriate item or by using the arrow keys on your keyboard. You can also type additional letters in the **Chief Complaint Code** field. For example, if you type “CH,” ProQA automatically highlights the first Chief Complaint that starts with the letters “CH” (Chest Pain). If you type “CHO,” ProQA automatically highlights the first Chief Complaint that starts with the letters “CHO” (Choking). When the correct Chief Complaint is highlighted in blue, simply press **Enter** to move on to Key Questions.

Advanced Features

Fast Track (ProQA for Medical)

Chief Complaint Fast Track (3rd or 4th Party Callers)

If the Chief Complaint is one of the following, and you are speaking with a 3rd or 4th party caller, you can enter the Chief Complaint code number directly into the **What's the problem?** field to use the Chief Complaint Fast Track feature.

What's the problem, tell me exactly what happened?	29
--	----

- **4: Assault/Sexual Assault**
- **7: Burns (Scalds)/Explosion**
- **8: Carbon Monoxide/Inhalation/HAZMAT**
- **14: Drowning (Near)/Diving/SCUBA Accident**
- **22: Industrial/Machinery Accidents**
- **27: Stab/Gunshot/Penetrating Trauma**
- **29: Traffic/Transportation Accidents**
- **32: Unknown Problem (Man Down)**

When you enter one of the Fast Track Chief Complaint codes in the **What's the problem?** field, ProQA automatically enters **Unknown** in the age, gender, status of consciousness, and status of breathing fields. ProQA also automatically enters the code in the **Chief Complaint Code** field.

The problem is:	Traffic / Transportation Accidents		
With the patient now:	No	Enter the Chief Complaint code which most closely describes the foremost symptom or incident.	
The number of hurt (sick) is:	5		
The patient's age is:	Unknown		
The patient's gender is:	Unknown		
Is the patient conscious?	Unknown		
Is the patient breathing?	Unknown (3rd/4th Party)		
Chief Complaint Code?	29	→	Traffic / Transportation Accidents

Simply press **Enter** to move on to the Key Questions.

Age/Gender Fast Track (1 patient)

In many cases the caller answers the age and gender questions spontaneously (e.g. “My 15-year-old daughter just passed out”). In these cases, you can enter this information in the **What’s the problem?** field and ProQA will automatically enter it into the appropriate fields.

For example, if the caller says “My 15-year-old daughter just passed out,” you can enter **15yof passed out** in the **What’s the problem?** field.

What’s the problem, tell me exactly what happened?	15yof passed out
--	------------------

ProQA interprets **y** or **yo** to mean **years old** and **f** to mean **female** and automatically fills the number hurt, age, and gender fields with the appropriate information.

The problem is:	15 yof passed out	
With the patient now:	Yes	
The number of hurt (sick) is:	1	
The patient's age is:	15	year(s)
The patient's gender is:	Female	
Is she conscious?	Yes	
Is she breathing?	Unknown	

If consciousness is unknown, immediately verify whether the patient is breathing.

ProQA also interprets **m** or **mo** to mean **months old** and **m** to mean **male**. This means that you could enter **11mof** to mean **11-month-old female** or **6mm** to mean **6-month-old male**. You could also enter **45yom** to mean **45-year-old male** or **27yf** to mean **27 year-old-female**.

The Chief Complaint Fast Track and Age/Gender Fast Track do not work together. If you choose to use the Fast Track feature you will have to use one or the other. The Chief Complaint Fast Track should always supersede the Age/Gender Fast Track.

Automatic Chief Complaint Selection And Sorting

In some cases, the answers to the Case Entry questions suggest a few likely Chief Complaints. In these cases, ProQA automatically sets the default answer for the **Chief Complaint Code** field to the most likely Chief Complaint and sorts the Chief Complaint lists to show other likely candidates first (see [“Chief Complaint” on page 75](#)). This makes selecting the appropriate Chief Complaint faster and easier.

In the example from ProQA for Medical below, ProQA automatically selected **9: Cardiac/Respiratory Arrest** as the most likely Chief Complaint for the answers provided during Case Entry.

Entry	KQ	PDI/CEI	DLS	Summary
The location is:	southwest corner of State and Vine Street			
The phone number is:	956-8544			
The problem is:	man down			
With the patient now:	No	When the patient is not conscious and breathing is absent, agonal, or uncertain,		
The number of hurt (sick) is:	1			
The patient's age is:	Unknown			
The patient's gender is:	Male			
Is he conscious?	No			
Is he breathing?	Unknown (3rd/	Cardiac or Respiratory Arrest / Death Choking Drowning (near) / Diving / SCUBA Accident Electrocution / Lightning Unconscious / Fainting (Near) Abdominal Pain / Problems Allergies (Reactions) / Envenomations (Stings, I Animal Bites / Attacks		
Chief Complaint Code?	9	→		

ProQA also automatically sorted the **Chief Complaint** drop-down list to show **Cardiac/Respiratory Arrest, Choking, Drowning, Electrocution, and Unconscious/Fainting** at the top of the list.

ProQA likewise sorted the **Chief Complaint** button list to show **Cardiac/Respiratory Arrest, Choking, Drowning, Electrocutation, and Unconscious/Fainting** first.

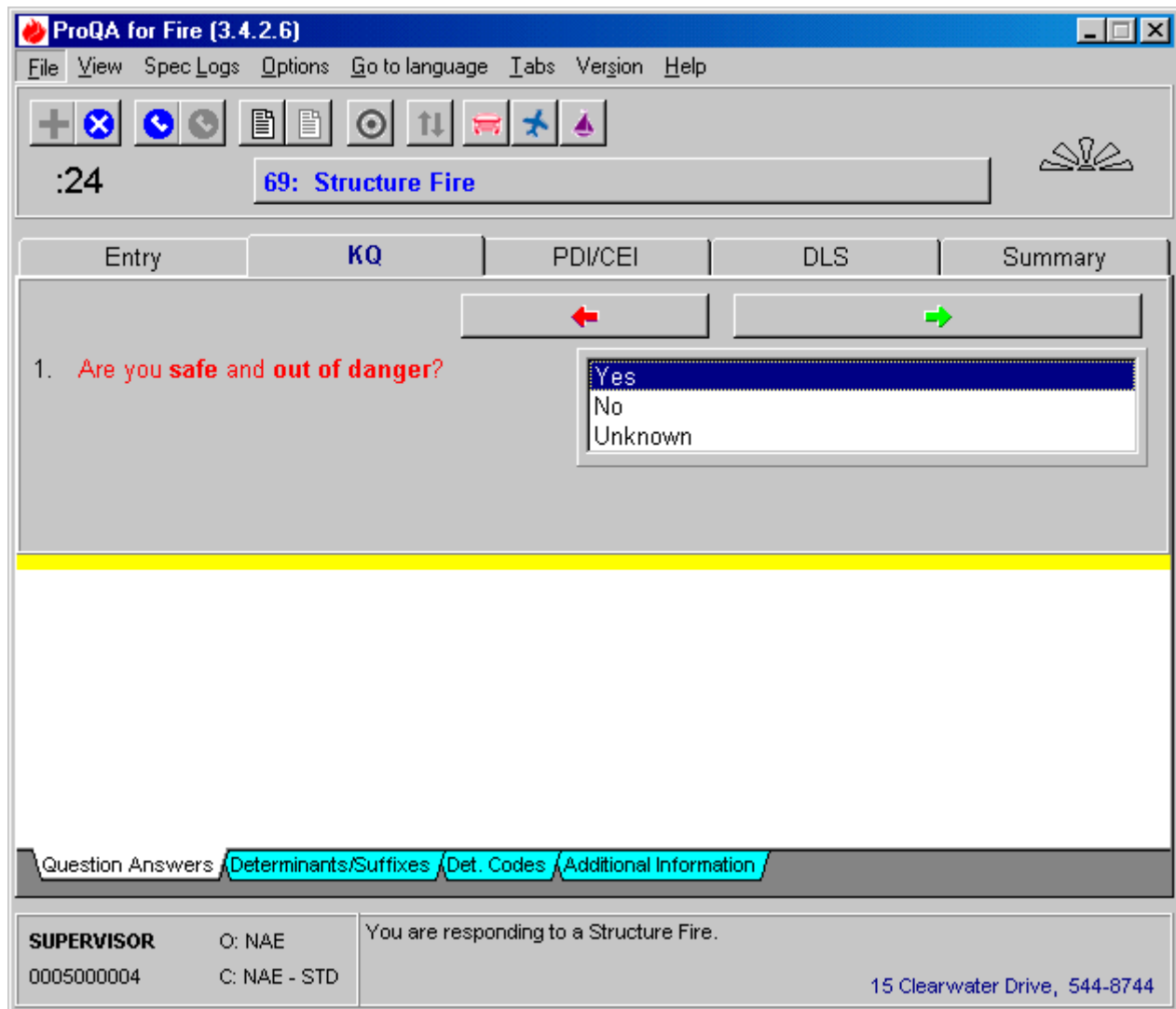
9: Cardiac/Respiratory Arrest

09: Cardiac or Respiratory Arrest / Death	16: Eye Problems / Injuries
11: Choking	17: Falls
14: Drowning (near) / Diving / SCUBA Accident	18: Headache
15: Electrocutation / Lightning	19: Heart Problems / A.I.C.D.
31: Unconscious / Fainting (Near)	20: Heat / Cold Exposure
01: Abdominal Pain / Problems	21: Hemorrhage / Lacerations
02: Allergies (Reactions) / Envenomations (Stings, Bites)	22: Industrial / Machinery Accidents
03: Animal Bites / Attacks	23: Overdose / Poisoning (Ingestion)
04: Assault / Sexual Assault	25: Psychiatric / Abnormal Behavior / Suicide Attempt
05: Back Pain (Non-Traumatic or Non-Recent Trauma)	26: Sick Person (Specific Diagnosis)
06: Breathing Problems	27: Stab / Gunshot Wound / Penetrating Trauma
07: Burns (Scalds) / Explosion	28: Stroke (CVA)
08: Carbon Monoxide / Inhalation / HazMat	29: Traffic / Transportation Accidents
10: Chest Pain	30: Traumatic Injuries (Specific)
12: Convulsions / Seizures	32: Unknown Problem (Man Down)
13: Diabetic Problems	33: Interfacility / Palliative Care

Notice the line between 31: Unconscious/Fainting and 01: Abdominal Pain/Problems. This line separates the most likely Chief Complaints from the rest of the list.

Key Questions (KQ Tab)

As soon as you select a Chief Complaint, ProQA takes you to the **KQ Tab**.



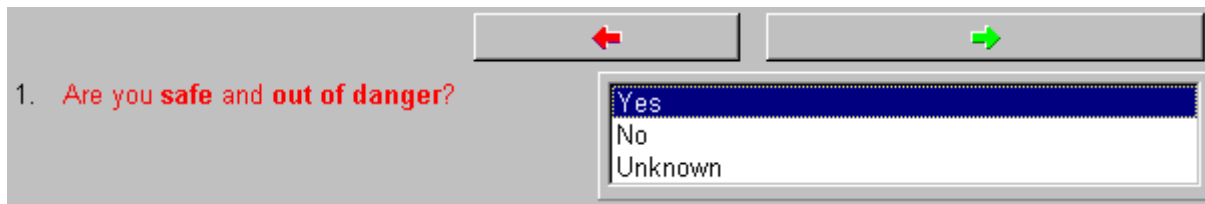
The screenshot shows the ProQA for Fire (3.4.2.6) application window. The title bar reads "ProQA for Fire (3.4.2.6)". The menu bar includes File, View, Spec Logs, Options, Go to language, Tabs, Version, and Help. Below the menu bar is a toolbar with various icons. A status bar at the top shows ":24" and "69: Structure Fire". The main interface has a tabbed view with "Entry", "KQ", "PDI/CEI", "DLS", and "Summary". The "KQ" tab is active, displaying a question: "1. Are you **safe** and **out of danger**?". To the right of the question is a dropdown menu with options: "Yes", "No", and "Unknown". Below the question area is a yellow horizontal bar. At the bottom of the window, there is a section for "Question Answers" with tabs for "Determinants/Suffixes", "Det. Codes", and "Additional Information". The "Determinants/Suffixes" tab is active, showing "SUPERVISOR" with "O: NAE" and "C: NAE - STD". To the right of this, it says "You are responding to a Structure Fire." and "15 Clearwater Drive, 544-8744".

The **KQ tab** presents the Key Questions appropriate for the case in the order they should be asked.

ProQA does not present Key Questions that have been precluded by a Pre-Question Qualifier (PQQ).

ProQA automatically shunts to other protocols when directed by the protocol.

Question/Answer Fields



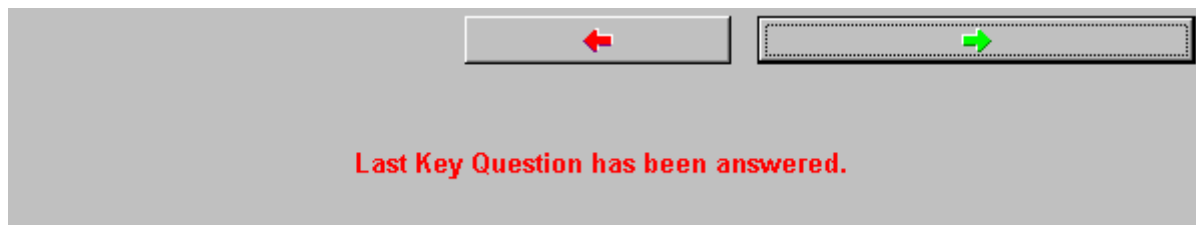
Question Field



The question you should ask the caller is displayed in the gray area at the top of the **KQ Tab**.

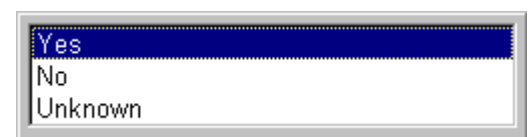
When appropriate, the Key Questions are presented using the correct gender-specific pronoun unless Unknown was selected for gender during Case Entry.

When you have finished all of the Key Questions, the text “**Last Key Question has been answered**” may appear in the **Question** field.



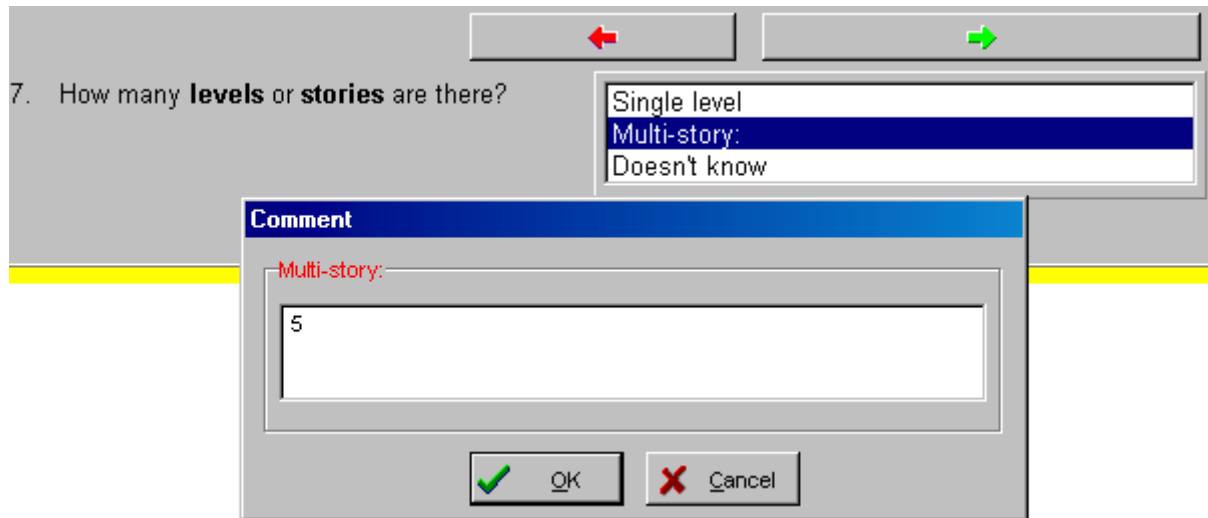
Answer Selection List

The answer choices for the current question are presented in the **Answer** selection list. The default answer is highlighted in blue. If the default answer is correct, simply press **Enter** to move on to the next question. If the default answer is not correct, select the correct answer using the up and down arrow keys on your keyboard and press **Enter**.



You can also select an answer from the Answer selection list by pressing the first letter of the desired answer.

The answer choices for some Key Questions require you to type in additional information. A **Comment** dialog box appears in these cases. Simply type the appropriate answer in the box and press **Enter** to move on to the next question.



7. How many **levels** or **stories** are there?

Single level
Multi-story:
Doesn't know

Comment

Multi-story:

5

OK Cancel

Answer choices that require you to enter additional information are followed by a colon (:).

Arrow Buttons

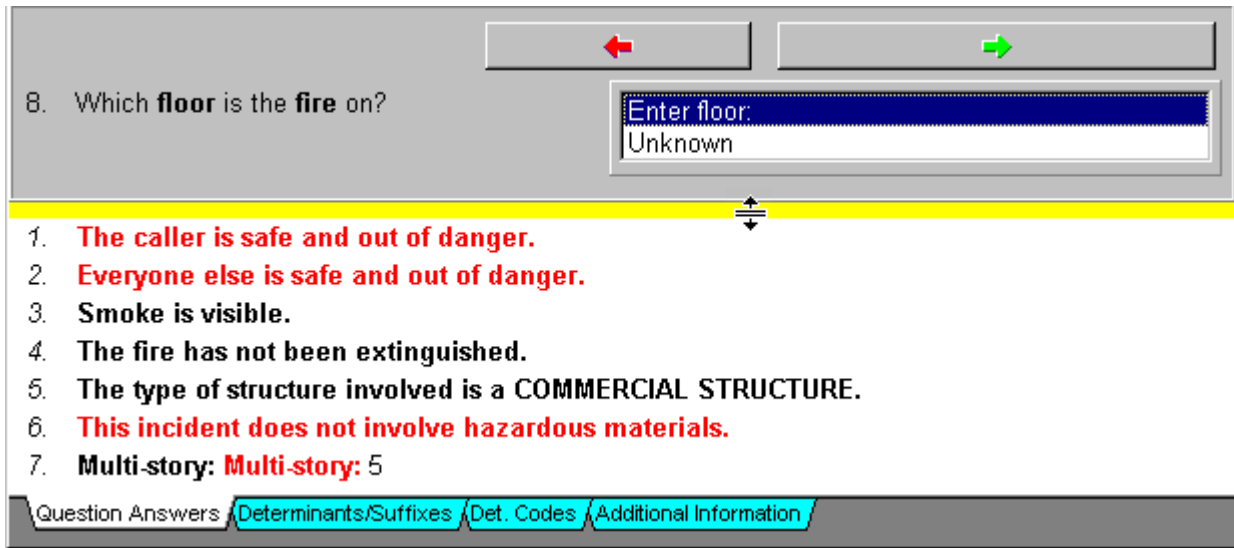


Click on the right (green) arrow button to move on to the next question. Click on the left (red) arrow button to return to the previous question.

Clicking on the right (green) arrow button is the same as pressing Enter.

You can also use the left and right arrow keys on your keyboard to return to the previous question or move on to the next question.

Resize Bar



8. Which **floor** is the **fire** on?

Enter floor:
Unknown

1. **The caller is safe and out of danger.**
 2. **Everyone else is safe and out of danger.**
 3. **Smoke is visible.**
 4. **The fire has not been extinguished.**
 5. **The type of structure involved is a COMMERCIAL STRUCTURE.**
 6. **This incident does not involve hazardous materials.**
 7. **Multi-story: Multi-story: 5**

Question Answers Determinants/Suffixes Det. Codes Additional Information

The yellow **Resize bar** located directly beneath the **Question/Answer** fields allows you to adjust the relative sizes of the **Question/Answer** fields and the **KQ** sub-tabs. To use the resize bar, move your mouse pointer over the bar. When the mouse pointer is over the bar, the pointer icon changes to the resize icon . When the resize icon is visible, you can resize your screen by holding the left mouse button down and dragging the bar up or down to the desired location.

KQ Sub-Tabs

The **KQ tab** has four sub-tabs labeled **Question Answers**, **Determinants/Suffixes**, **Det. Codes**, and **Additional information**. To access any sub-tab, simply click on the tab or press **Ctrl+Right Arrow** or **Ctrl+Left Arrow** to scroll through the tabs.

Question Answers Sub-Tab

The caller is safe and out of danger. Everyone else is safe and out of danger. Smoke is visible. The fire has not been extinguished. The type of structure involved is a COMMERCIAL STRUCTURE. This incident does not involve hazardous materials. Multi-story: Multi-story: 5	Vehicles: red 2000 Ford Mustang 691 ARC Utah
Question Answers Determinants/Suffixes Det. Codes Additional Information	

The answer entered for each Key Question is listed on the **Question Answers sub-tab** along with any vehicle, boat, or persons descriptions. When available, HAZMAT, CBRN, SARS, and in-flight emergency information is also displayed on the **Question Answers sub-tab** (see [“Spec Logs Menu” on page 35](#)).

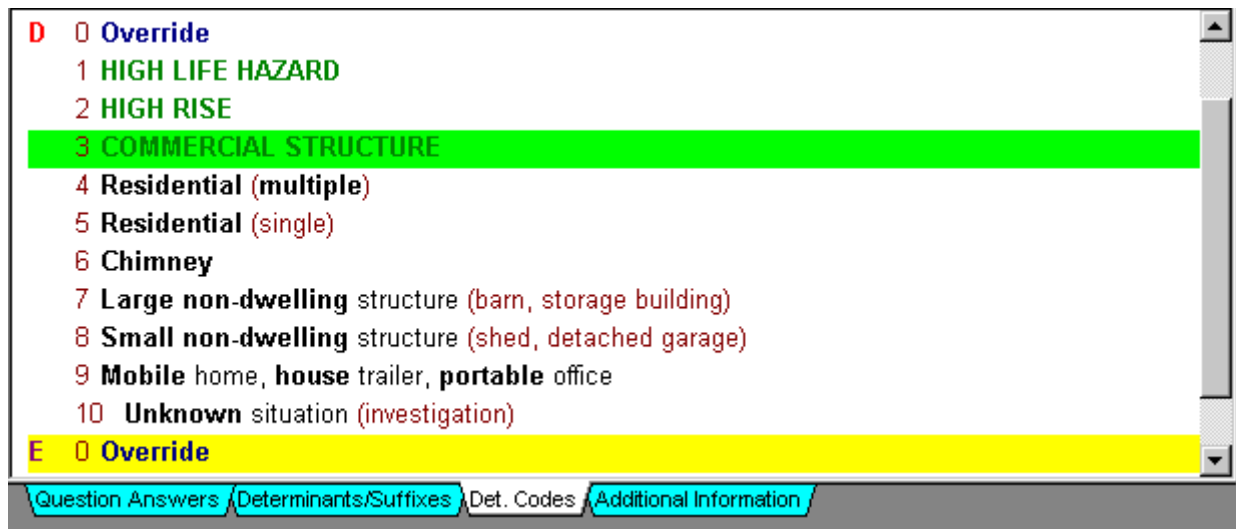
Determinants/Suffixes Sub-Tab

Determinants	Responses (user-defined)
3 COMMERCIAL STRUCTURE 4 Residential (multiple)	S: Delta H: Delta Z: Delta Delta S: Delta H: Delta
Question Answers Determinants/Suffixes Det. Codes Additional Information	

The **Determinants/Suffixes sub-tab** displays a list of all of the determinants and suffixes available for the selected Chief Complaint along with the response code assigned by your local agency (see [“7-Response Configuration Utility” on page 165](#)). The dispatch code that has been sent for the case is highlighted in green. Dispatch codes highlighted in yellow can be used to reconfigure the response (see [“Options | Reconfigure Response” on page 45](#)).

The Determinants/Suffixes sub-tab is for reference only. You cannot enter or select information.

Determinant Codes Sub-Tab



D 0 **Override**

1 **HIGH LIFE HAZARD**

2 **HIGH RISE**

3 **COMMERCIAL STRUCTURE**

4 **Residential (multiple)**

5 **Residential (single)**

6 **Chimney**

7 **Large non-dwelling** structure (barn, storage building)

8 **Small non-dwelling** structure (shed, detached garage)

9 **Mobile home, house trailer, portable** office

10 **Unknown** situation (investigation)

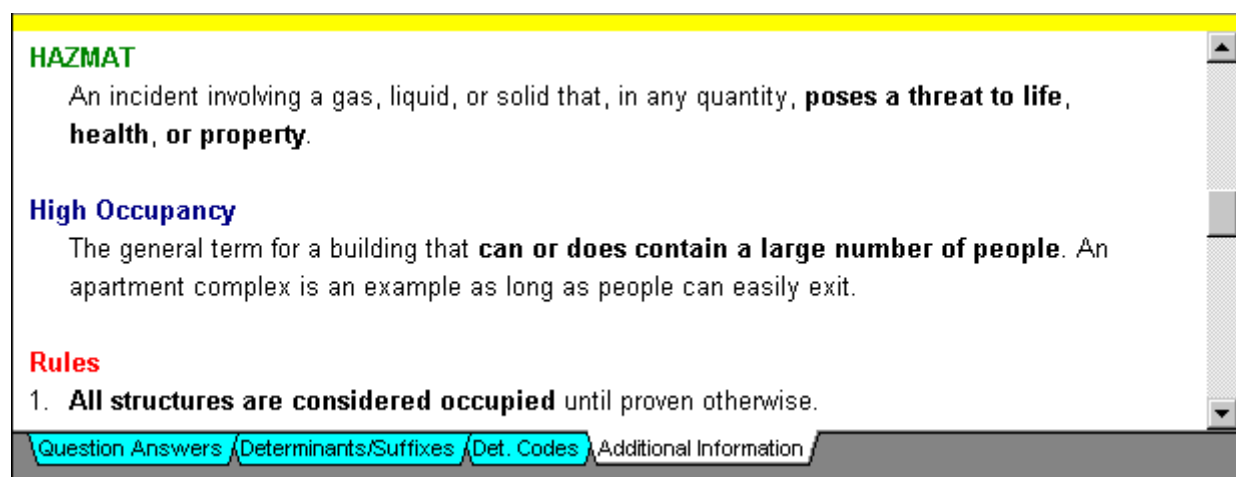
E 0 **Override**

Question Answers / Determinants/Suffixes / Det. Codes / Additional Information

The **Det. Codes sub-tab** displays a list of all of the determinant codes available for the selected Chief Complaint without the suffixes. The dispatch code that has been sent for the case is highlighted in green. Dispatch codes highlighted in yellow can be used to reconfigure the response (see [“Options | Reconfigure Response” on page 45](#)).

The Det. Codes sub-tab is for reference only. You cannot enter or select information

Additional Information Sub-Tab



HAZMAT

An incident involving a gas, liquid, or solid that, in any quantity, **poses a threat to life, health, or property.**

High Occupancy

The general term for a building that **can or does contain a large number of people.** An apartment complex is an example as long as people can easily exit.

Rules

1. **All structures are considered occupied** until proven otherwise.

Question Answers / Determinants/Suffixes / Det. Codes / Additional Information

The **Additional Information sub-tab** displays quick reference information related to the selected Chief Complaint. This is the same information that appears on the Additional Information cards of the MPDS, FPDS, or PPDS card sets.

The information on the **Additional Information sub-tab** may not be in the same order as it is on the card sets. It is prioritized so the information used most often appears first. Use the scroll bar or press **Ctrl+up arrow** or **Ctrl+down arrow** to scroll through the information.

The **Additional Information sub-tab** is automatically displayed when there is additional information pertinent to the current question. You are automatically returned to the previously selected sub-tab as soon as you answer the question.

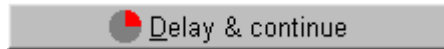
Send Dispatch Screen

Entry	KQ	PDI/CEI	DLS	Summary
Delay & continue		Send: 110-B-1		
KQ Answers 1. It is not known when this incident occurred. 2. The suspect/person is not on scene or in the area. 3. This incident involves a BURGLARY. 4. The description of the items taken is: Info: stereo, television, dvd player				
Determinants		Responses (user-defined)		
O 1 Information 2 Referral B 0 Override 1 Past BURGLARY (Break-and-Enter) 2 Past HOME INVASION D 0 Override 1 BURGLARY (Break and Enter)		Omega Omega Bravo Bravo Bravo Delta Delta		
You are responding to a Burglary (Break-and-Enter) / Home Invasion. Code: 110-B-1:				

The **Send Dispatch Screen** appears as soon as ProQA has enough information to recommend a dispatch code. This may be after all of the Key Questions have been answered, or it may be in the middle of the questioning process. The **Send Dispatch Screen** may even appear during Case Entry for ECHO level determinants (see [“ECHO Drivers and Case Entry Post-Dispatch Instructions” on page 72](#)).

Send Dispatch Screen Buttons

Delay & Continue



The **Delay & continue** button appears in select situations when it may be appropriate to ask additional Key Questions prior to sending dispatch.

When appropriate, click on the **Delay & continue** button to delay dispatch and continue caller interrogation (see [“Options | Delay Dispatch” on page 45](#)).

Exercise caution when delaying dispatch. Do it only when you need to ask additional questions before sending dispatch.

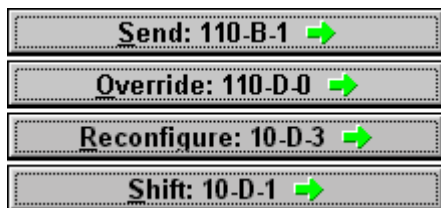
Left Arrow



Click on the left (red) arrow button to return to the previous question.

You can also use the Left Arrow key on your keyboard.

Send



Click on the **Send** button (or press **Enter**) to immediately send the dispatch code displayed on the button.

When you select an override code, the caption on the Send button changes from Send to Override.

When ProQA automatically reconfigures the dispatch code based on new or changed information, the caption changes to Reconfigure.

When you manually reconfigure the dispatch code, the caption changes to Shift (see [“Options | Reconfigure Response” on page 45](#)).

Notice that the **Send** button is outlined with a dotted line. This indicates that you can initiate this command by pressing **Enter** or by pressing the **Space bar**. Notice also that the **S** in **Send** is underlined. This indicates that you can initiate this command by pressing **S** on your keyboard.

See [“Using The Summary Tab To Dispatch A Case \(Vertical Dispatch\)” on page 116](#) or [“Using The Summary Tab To Dispatch A Case \(Horizontal Dispatch\)” on page 118](#) for more information on dispatching a case.

KQ Answers Field

Entry	KQ	PDI/CEI	DLS	Summary
		← Send: 110-B-1 →		
KQ Answers	1. It is not known when this incident occurred. 2. The suspect/person is not on scene or in the area. 3. This incident involves a BURGLARY. 4. The description of the items taken is: Info: stereo, television, dvd player			

The **KQ Answers** field is located directly below the buttons on the **KQ tab**. This field displays the answers to the Key Questions that have been asked.

This field does not appear for ECHO level determinants since no Key Questions have been asked yet.

Determinants and Responses Fields

Determinants	Responses (user-defined)
0 1 Information	Omega
2 Referral	Omega
B 0 Override	Bravo
1 Past BURGLARY (Break-and-Enter)	Bravo
2 Past HOME INVASION	Bravo
D 0 Override	Delta
1 BURGLARY (Break-and-Enter)	Delta

The **Determinants** field displays all of the determinants available for the selected Chief Complaint. The response assigned by your local agency for each dispatch code is displayed in the **Responses** field. See [“7-Response Configuration Utility” on page 165](#) for information on how to configure responses.

The dispatch code recommended by ProQA is highlighted in green when you first see the **Send Dispatch Screen**. To send the recommended dispatch code, simply press **Enter**, press **S**, or click on the **Send** button (see [“Send” on page 89](#)).

Dispatch codes highlighted in yellow are allowed alternatives to ProQA’s recommendation. To select an alternative code, select the appropriate code using the arrow keys on your keyboard and then press **Enter**, press **S**, or click on the **Send** button (see [“Send” on page 89](#)).

The selected code is highlighted in green and displayed on the Send button.

Exercise caution when overriding ProQA’s recommended dispatch code.

Resize Bar

The yellow **Resize bar** located directly beneath the **KQ Answers** field allows you to adjust the relative sizes of the **KQ Answers** field and the **Determinants and Responses** fields. To use the resize bar, move your mouse pointer over the bar. When the mouse pointer is over the bar, the pointer icon changes to the resize icon . When the resize icon is visible, you can resize your screen by holding the left mouse button down and dragging the bar up or down to the desired location.

Responder Script

You are responding to a Burglary (Break-and-Enter) / Home Invasion. Code: 110-B-1:

The **Responder Script** contains select information obtained during caller interrogation and is designed to be read to responders at time of dispatch.

Status Bar

SUPERVISOR 0004000009	O: NAE C: NAE - STD	You are responding to a Burglary (Break-and-Enter) / Home Invasion. Code: 110-B-1: 49 Sycamore, 255-9882
---------------------------------	------------------------	---

The **Status Bar** shows you important information about the case including the dispatch code selected, the address of the emergency, and the callback number.

Tool Bar

       	1:05 1:02 110: Burglary (Break-and-Enter) / Home Invasion	 110-B-1
---	--	--

After sending dispatch, the elapsed time of dispatch is displayed on the **Case Timer** and the dispatch code selected appears beneath the **Dispatch Icon** on the **Tool Bar** (see [“Case Timer” on page 53](#) and [“Dispatch Icon” on page 53](#)). When appropriate, you can click on the dispatch code to reconfigure the response.

ProQATM User's Guide

3-Dispatch Life Support

This chapter describes the **PDI/CEI tab** and the **DLS tab** which you will use to provide Dispatch Life Support instructions.

Chapter Highlights

Post-Dispatch Instructions (PDI/CEI Tab), page 93

Post-Dispatch Instructions Sub-Tab, page 94

Additional Information Sub-Tab, page 95

DLS Links Buttons, page 96

Dispatch Life Support (DLS Tab), page 97

DLS Title Field, page 98

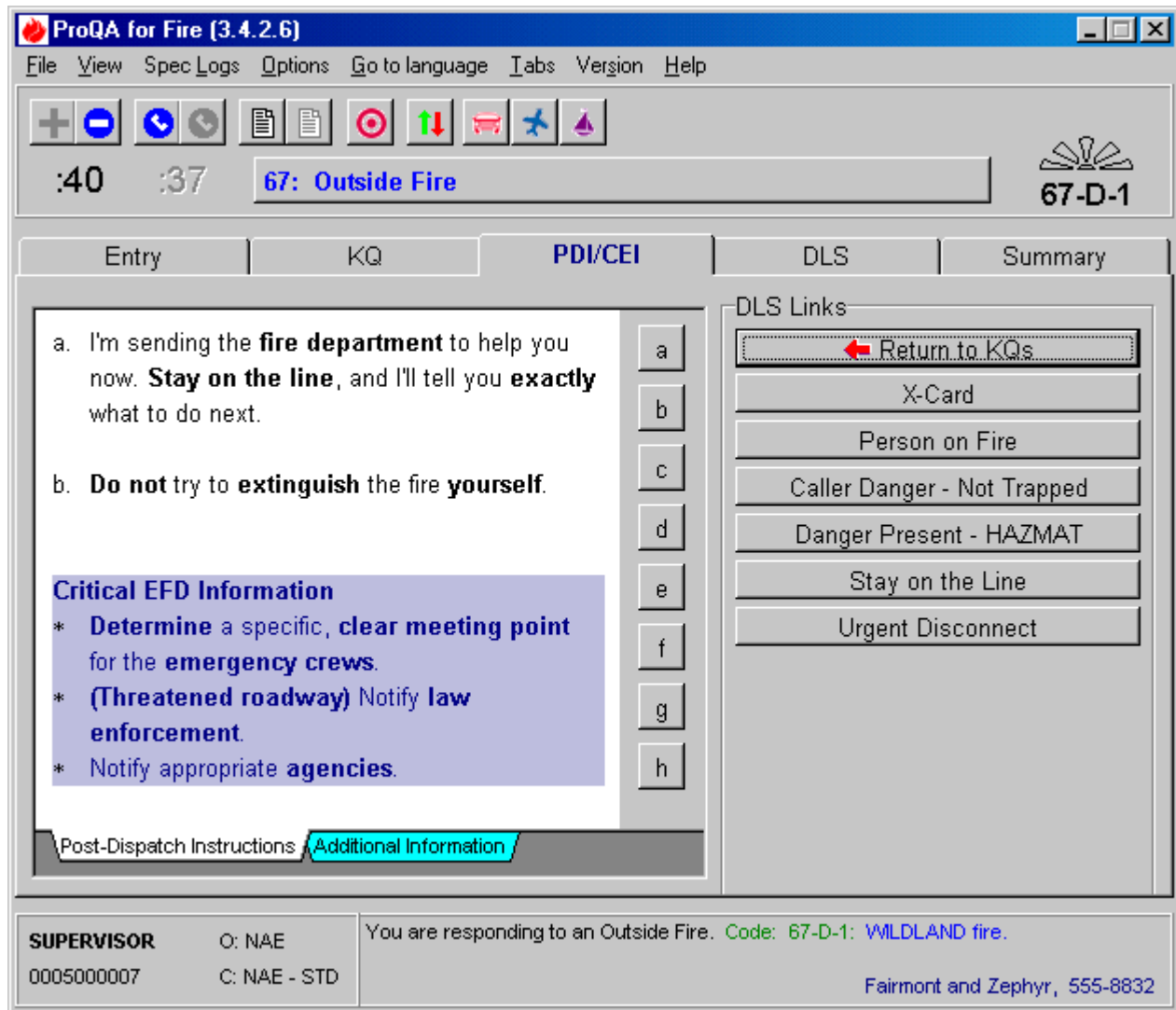
Instruction Panel, page 98

Question Panel, page 99

Pathway Director Buttons, page 100

Post-Dispatch Instructions (PDI/CEI Tab)

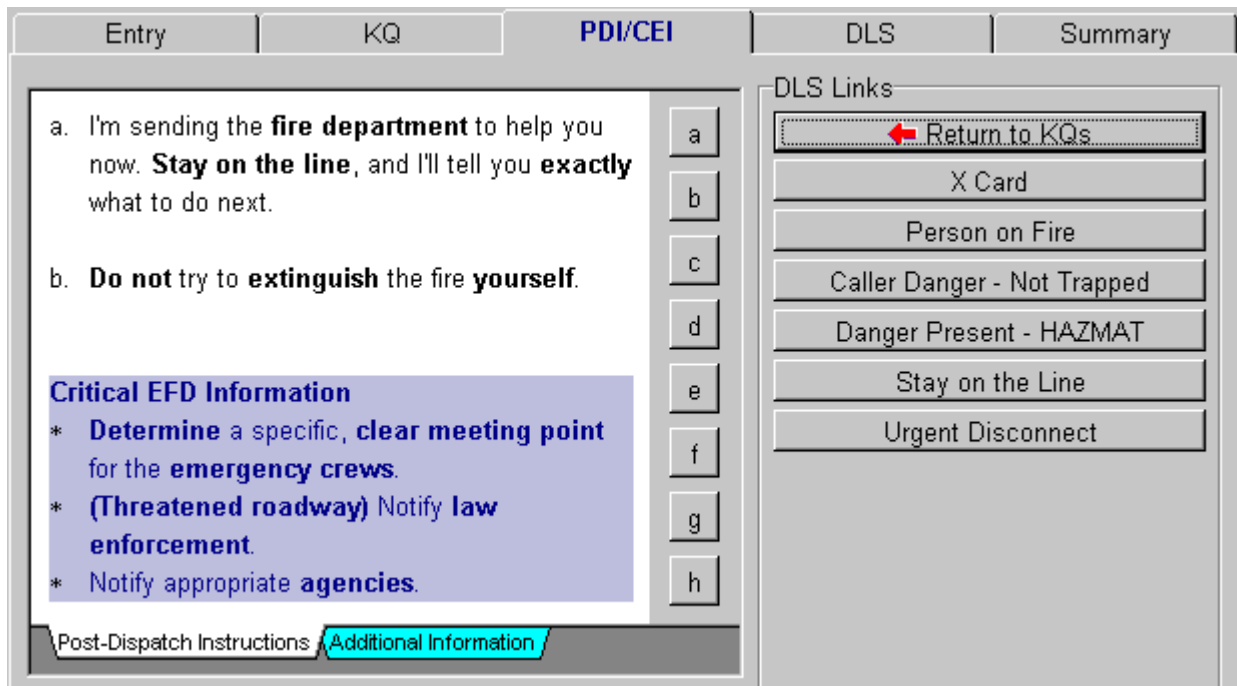
After completing caller interrogation and dispatching the case, ProQA opens the **PDI/CEI tab**.



The **PDI/CEI tab** presents the appropriate Post-Dispatch Instructions (PDIs), Critical EMD/EFD/EPD Information (CEI), and DLS Links for the selected Chief Complaint.

The **PDI/CEI tab** has two sub-tabs labeled **Post-Dispatch Instructions** and **Additional Information**. To access either sub-tab, simply click on the tab or press **Ctrl+Right Arrow** or **Ctrl+Left Arrow** to scroll through the tabs.

Post-Dispatch Instructions Sub-Tab



The **Post-Dispatch Instructions sub-tab** presents the PDIs and CEI for the selected Chief Complaint. PDIs are presented in black text on a white background. CEI is presented in blue text on a blue background.

Use the scroll bar or press **Ctrl+up arrow** or **Ctrl+down arrow** to scroll through the instructions when necessary.

PDIs Provided Buttons



The **PDIs Provided** buttons allow you to mark the PDIs you provide to the caller. To mark a PDI as provided, simply click on the letter of the appropriate PDI. Marked PDIs appear as a depressed button. In the example shown PDIs **a** and **b** have been marked as provided. PDIs **c** and **d** have not been read to the caller.

Marked PDIs appear in the sequence of events recorded in the case log and can be viewed on the Summary tab (see [“Sequences Sub-Tab” on page 108](#)).

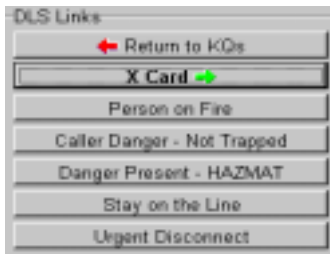
Additional Information Sub-Tab

Entry	KQ	PDI/CEI	DLS	Summary
WILDLAND Fire A forest, tree farm, or heavy brush fire, regardless of the type of vegetation. LARGE OUTSIDE Fire The following may be considered to be a LARGE OUTSIDE fire: • Agricultural products (hay/cotton) • Cardboard (bulk) • Landfill • Lumber pallets • Mulch (bulk) • Oil pumping units • Railroad ties Post-Dispatch Instructions Additional Information			DLS Links Return to KQs X Card Person on Fire Caller Danger - Not Trapped Danger Present - HAZMAT Stay on the Line Urgent Disconnect	

The **Additional Information sub-tab** displays quick reference information related to the selected Chief Complaint. This is the same information that appears on the Additional Information cards on the MPDS, FPDS, and PPDS card sets.

The information on the Additional Information sub-tab may not be in the same order as it is on the card sets. It is prioritized so the information used most often appears first. Use the scroll bar or press Ctrl+up arrow or Ctrl+down arrow to scroll through the information.

DLS Links Buttons

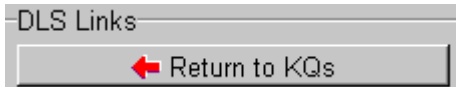


The **DLS Links** buttons take you to specific DLS protocols. The buttons that appear depend on the Chief Complaint.

You should select the X Card button when none of the other buttons is more appropriate.

A green arrow appears on the active button. In the example shown from ProQA for Fire, the **X Card** button is active. You can use the up and down arrow keys on your keyboard to change the active button. You can then press **Enter** to go the instructions specified on the active button. You can also click on any button to go to the specified instructions.

Return to KQs Button

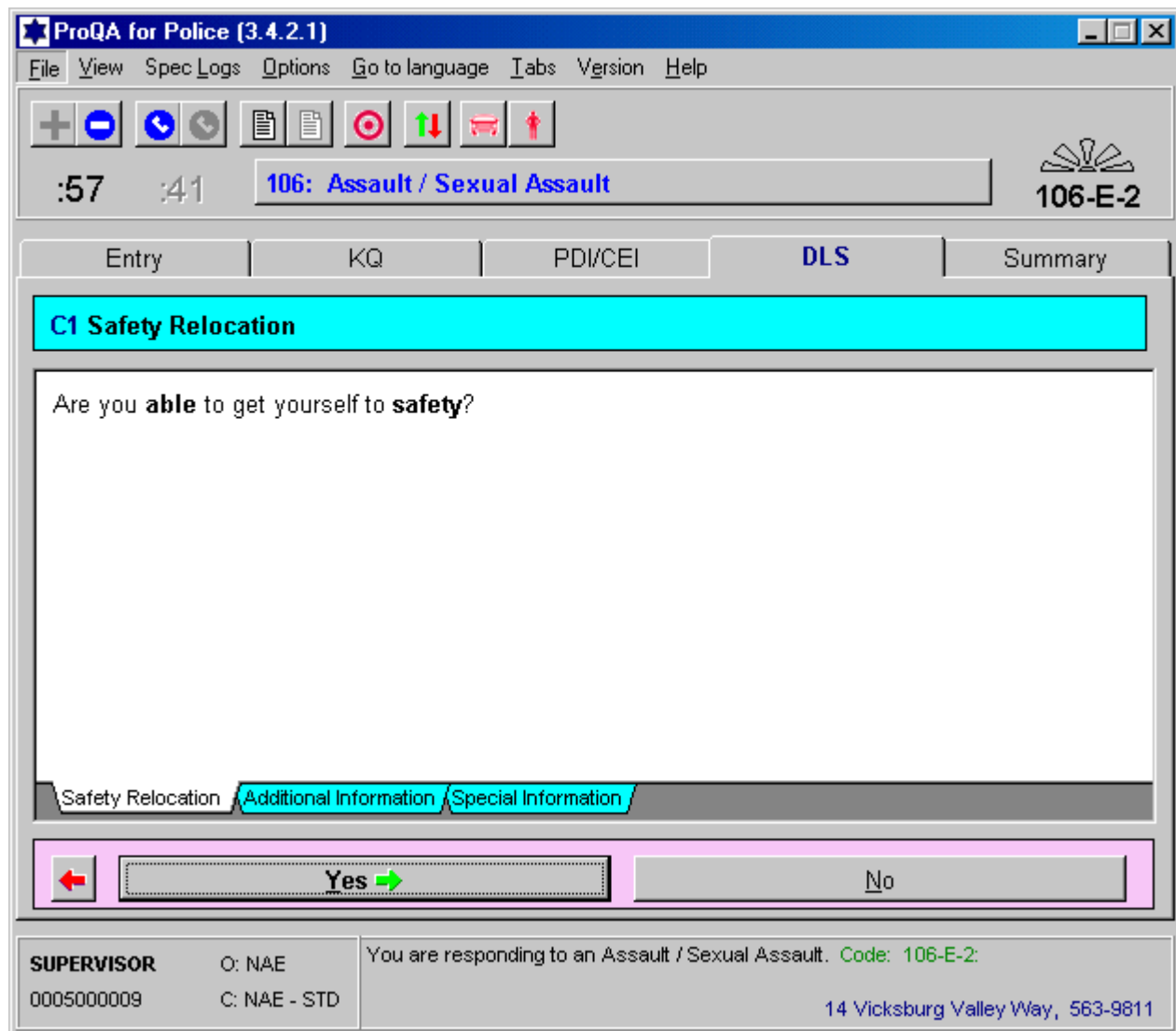


When directed by the protocol, ProQA occasionally displays the **PDI/CEI tab** prior to the completion of all Key Questions. In these cases, you should provide all appropriate

PDIs and then look to the **DLS Links** buttons. When scene safety issues make Pre-Arrival Instructions appropriate, you should click on the link to the appropriate instructions. When Pre-Arrival Instructions are not necessary, you should click on the **Return to KQs** button to complete Key Questioning. After all of the Key Questions have been completed, ProQA returns you to the **PDI/CEI tab** so you can select the appropriate Case Exit Instructions.

Dispatch Life Support (DLS Tab)

When you click on any of the **DLS Links** buttons (see [“DLS Links Buttons” on page 96](#)), ProQA takes you to the **DLS tab**.



The **DLS tab** presents the DLS instructions applicable to the current case.

The **DLS tab** is not available until you access it using the **DLS Links** buttons, or until ProQA automatically accesses it as directed by the protocol. Once you have accessed the **DLS tab**, you can go to other tabs and then return to the **DLS tab** by clicking on it. ProQA saves your place in the instructions when you leave the **DLS tab**, so you can continue exactly where you left off when you return.

DLS Title Field

C1 Safety Relocation

The **DLS Title** field displays the protocol, instruction number, and instruction title of the instruction currently being displayed.

Instruction Panel

Stay calm and listen carefully so that I can help you get out. I will tell you **exactly** what to do next.

Release your **seat belt** and **unlock** your **door**.

Sinking Vehicle (1st party) Additional Information Special Information

The text of the current instruction is given in the **Instruction Panel**. The instruction should be read to the caller exactly as it is written.

The **Instruction Panel** has a variable number of sub-tabs depending on the type of instructions being presented. To access any sub-tab, simply click on the sub-tab or press **Ctrl+Right Arrow** or **Ctrl+Left Arrow** to scroll through the tabs.

The left-most sub-tab is always the main text of the current instruction.

Additional Information Sub-Tab

HIGH OCCUPANCY

The general term for a building that **can or does contain a large number of people** (e.g., stadium, shopping center, or cinema).

DESCRIPTION ESSENTIALS

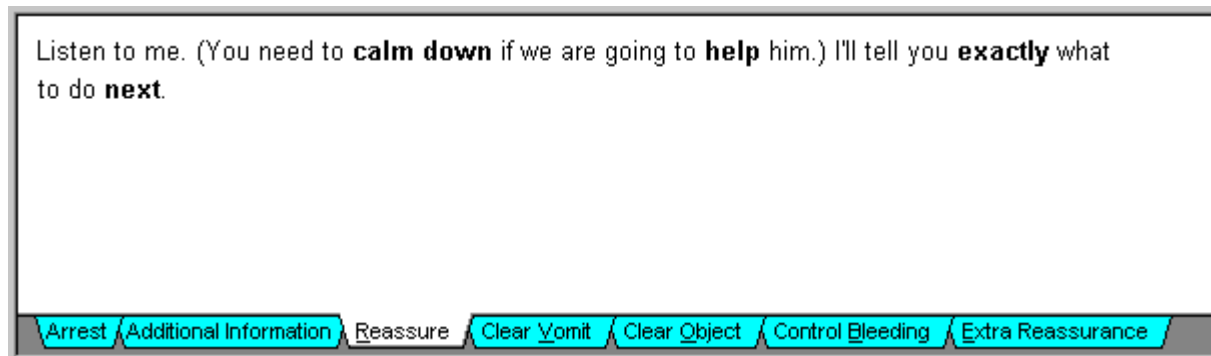
Weapons

- Gun (pistol, rifle, shotgun)
- Knife (long, short)

Bomb / Potential Explosives Additional Information Special Information

The **Additional Information sub-tab** displays quick reference information related to the selected Chief Complaint. This is the same information that appears on the Additional Information cards on the MPDS, FPDS, and PPDS card sets.

Other Sub-Tabs



Several other sub-tabs may appear depending on the type of instructions being presented. These sub-tabs provide instructions for handling specific events that may occur. You can click on these sub-tabs at any time to access the instructions. To return to the current instruction, simply click on the main instruction sub-tab on the far left.

Question Panel



After many of the instructions, you need to ask the caller a question before you can continue. These questions are displayed in the **Question Panel** located directly beneath the **Instruction Panel**. After reading the question, click on the button representing the caller's answer. ProQA will automatically take you to the next appropriate instruction.

A green arrow appears on the active button. In the example above from ProQA for Police, the Below button is active. You can change the active button by pressing Tab or Shift+Tab. You can then press Enter to follow the active button.

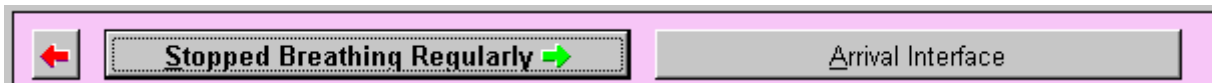
If you need to go back to the previous instruction, click on the  button or press the **Left Arrow** key on your keyboard.

Pathway Director Buttons

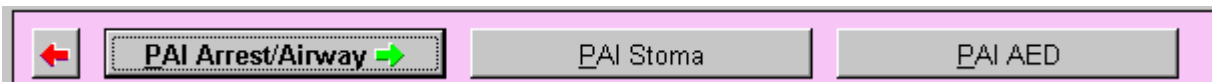
Some instructions do not have a question that needs to be asked before you can continue. These instructions have one or more **Pathway Director** buttons in place of the **Question Panel**.

If you need to go back to the previous instruction, click on the  button or press the **Left Arrow** key on your keyboard.

The text on the **Pathway Director** buttons, in many cases, is the title of the next instruction in the series. Simply click on the appropriate button to go on to the next instruction.



In other cases, the **Pathway Director** buttons refer to specific instruction sequences. If you need to access one of the sequences, simply click on the appropriate button to go to the instructions.



When you get to the last instruction in the series, the **Pathway Director** button reads “**Last instruction for this series**”. Simply click on the button to return to the **PDI/CEI tab** (see [“Post-Dispatch Instructions \(PDI/CEI Tab\)” on page 93](#)).



ProQATM User's Guide

4-The Summary Tab

This chapter describes the **Summary tab** which can be used for dispatching and reviewing cases.

Chapter Highlights

Summary Tab Overview, page 102

Responder Script / KQ Answers Sub-Tab, page 106

Sequences Sub-Tab, page 108

Dispatch Information Sub-Tab, page 110

Time Stamps Sub-Tab, page 112

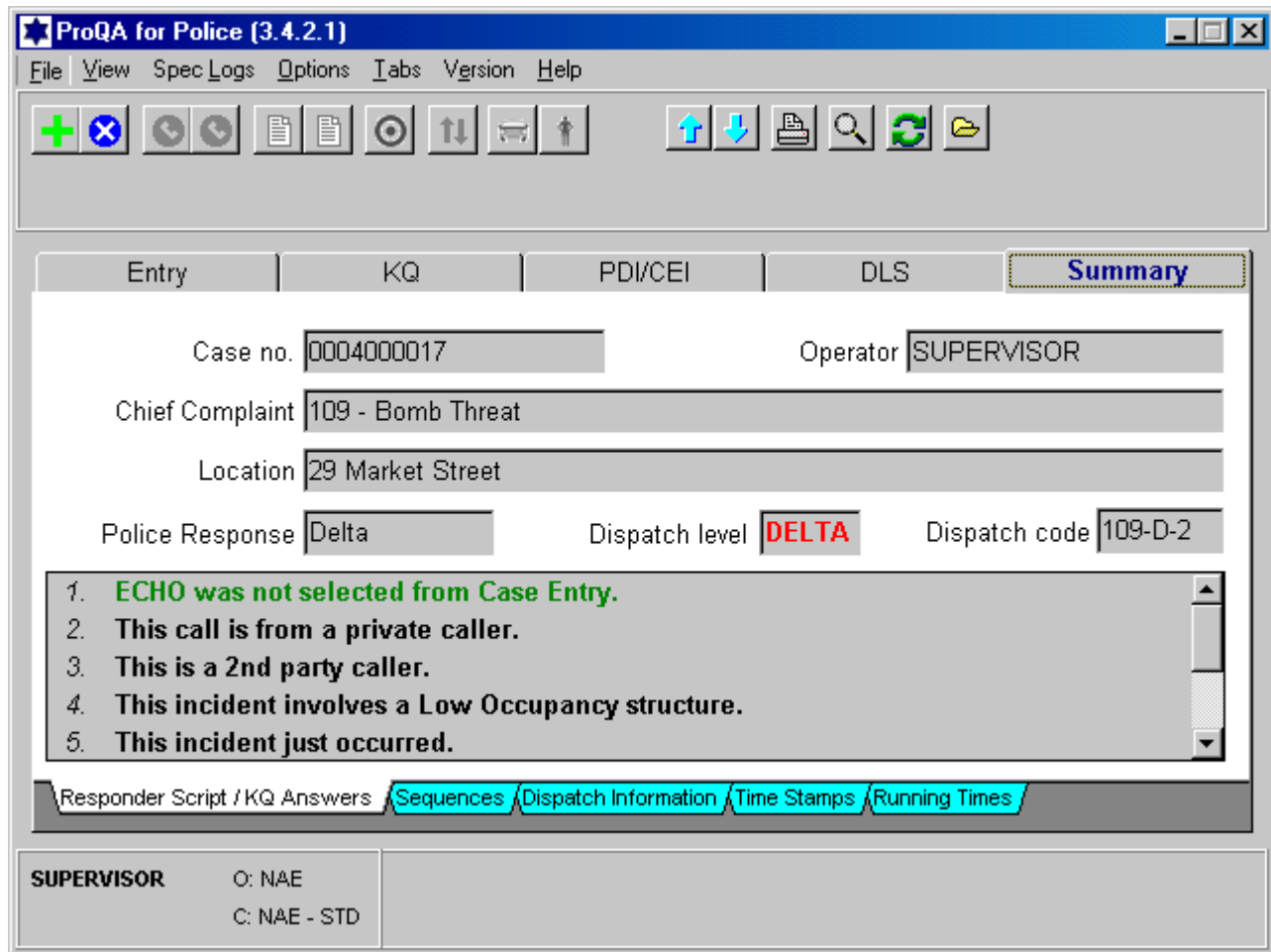
Running Times Sub-Tab, page 114

Using The Summary Tab To Dispatch A Case (Vertical Dispatch), page 116

Using The Summary Tab To Dispatch A Case (Horizontal Dispatch), page 118

Using The Summary Tab To Review A Completed Case, page 121

Summary Tab Overview



The **Summary tab** shows a summary of all information collected and all actions taken with respect to a selected case.

To access the summary for an open case, simply click on the **Summary tab** when the case is open. The case remains open and the case timer continues to run while the summary is displayed. To return to the case, simply click on any other available tab (see [“ProQA Tabs” on page 28](#)).

To access the summary for a previously closed or aborted case, click on the **Summary tab** from the **Waiting For Next Incident** screen (see [“Starting a New Case” on page 26](#)). The **Display case summary** dialog box appears allowing you to select the desired case (see [“The Display Case Summary and Search For Incident Number Dialog Boxes” on page 54](#)). To return to the **Waiting For Next Incident** screen simply click on the **Entry tab** (see [“ProQA Tabs” on page 28](#)).

Summary Tab Buttons

Several additional buttons appear on the ProQA **Tool bar** (see [“Tool Bar” on page 28](#)) when you go to the **Summary tab**.

Previous and Next Case Buttons



Click on the **Previous Case** button to move to the summary for the previous case in the database.



Click on the **Next Case** button to move to the summary for the next case in the database.

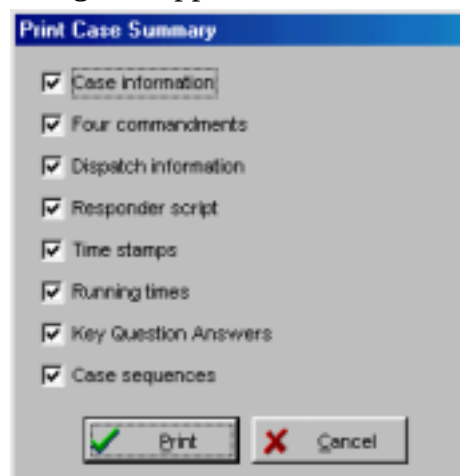
These buttons do not appear if you access the Summary tab from within an open case.

Print Button



Click on the **Print** button to print a case summary.

The **Print Case Summary** dialog box appears.



Simply select the information you want printed and click on the **Print** button.

Find Case Button



Click on the **Find Case** button to find the summary for a specific case.

This button does not appear if you access the Summary tab from within an open case.

The **Display case summary** dialog box appears (see [“The Display Case Summary and Search For Incident Number Dialog Boxes” on page 54](#)) allowing you to select the desired case.

Refresh Button



Click on the **Refresh** button to refresh the information on the **Summary** tab.

This command is useful in horizontal dispatch situations when the calltaker is still interrogating the caller and the dispatcher needs updated information.

Open Case Button



Click on the **Open Case** button to open the case currently displayed on the **Summary** tab. This allows you to enter information and move through the various ProQA tabs.

This button does not appear if you access the Summary tab from within an open case or if ProQA is integrated with a CAD system.

Be careful not to open a case that is still in progress on another workstation. Entering information into such a case could corrupt the case.

When you open a previously closed or aborted case, it automatically opens to the place in the case where the calltaker was when s/he closed or aborted the case. The case timer starts again at the time the case was closed, and continues to run until the case is closed again. For example, if the case timer was at 1:22 and you were on the second Key Question when you aborted the case, you will automatically be taken to the second Key Question and the timer will continue from 1:22 when you open the case again.

When finished working in the case, you must click on the Close case button to close the case again (see [“Close Case Button” on page 49](#)).

Back Button



Click on the **Back** button to go back to where you were before accessing the **Summary** tab.

This button does not appear if you access the Summary tab from the Waiting For Next Incident screen.

Case Information Fields

Entry	KQ	PDI/CEI	DLS	Summary
Case no.	0002000002		Operator	5555
Chief Complaint	10 - Chest Pain			
Location	12 Willardson Way			

Case Number Field

The case number of the case is displayed in the **Case no.** field. In the example above, the case number is **0002000002**.

Operator Field

The operator ID of the calltaker who handled the case is displayed in the **Operator** field. In the example above, the operator is **5555**.

Chief Complaint Field

The Chief Complaint selected for the case is displayed in the **Chief Complaint** field. In the example above from ProQA for Medical, the Chief Complaint is **10 - Chest Pain**.

Location Field

The incident location is displayed in the **Location** field. In the example above, the location is **12 Willardson Way**.

Responder Script / KQ Answers Sub-Tab

Entry	KQ	PDI/CEI	DLS	Summary
Case no.	0002000002	Operator	5555	
Chief Complaint	10 - Chest Pain			
Location	12 Willardson Way			
Medical Response	Charlie	Dispatch level	CHARLIE	Dispatch code
You are responding to a patient with chest pain . The patient is a 56-year-old male , who is conscious and breathing . Code: 10-C-2 : Cardiac history .				
1. The caller is with the patient. 2. He is completely awake (alert). 3. He is breathing normally. 4. He is not changing color.				
Responder Script / KQ Answers Sequences Dispatch Information Time Stamps Running Times				

The **Responder Script / KQ Answers sub-tab** can be used to dispatch a case over the radio.

Response/Dispatch Fields

Medical/Fire/Police Response Field

The locally determined medical, fire, or police response assigned to the case is displayed in the **Medical/Fire/Police Response** field (see [“7-Response Configuration Utility” on page 165](#)). In the example above from ProQA for Medical, the medical response is **Charlie**.

Dispatch Level Field

The dispatch level assigned to the case is displayed in the **Dispatch level** field. In the example above, the dispatch level is **CHARLIE**.

Dispatch Code Field

The dispatch code assigned to the case is displayed in the **Dispatch code** field. In the example above from ProQA for Medical, the dispatch code is **10-C-2**.

Responder Script

You are responding to a patient with **chest pain**. The patient is a **56-year-old male**, who is **conscious** and **breathing**. **Code: 10-C-2 : Cardiac history**.

The **Responder Script** contains select information obtained during caller interrogation and is designed to be read to responders at time of dispatch.

Key Question Answers Field

1. **The caller is with the patient.**
2. **He is completely awake (alert).**
3. **He is breathing normally.**
4. **He is not changing color.**
5. **He is not clammy.**
6. **He has history of heart problems.**
7. **He did not take any drugs (medications) in the past 12hrs.**

The answers to the Key Questions for the case are displayed at the bottom of the **Responder Script / KQ Answers sub-tab**.

Use the scroll bar or the arrow keys on your keyboard to scroll through the answers.

Sequences Sub-Tab

Entry	KQ	PDI/CEI	DLS	Summary																												
Case no.	0002000002		Operator	5555																												
Chief Complaint	10 - Chest Pain																															
Location	12 Willardson Way																															
Reverse sequence																																
<table border="1"> <tbody> <tr> <td>1.</td> <td>00:00:05</td> <td>14:16:25</td> <td>Location: 12 Willardson Way</td> </tr> <tr> <td>2.</td> <td>00:00:09</td> <td>14:16:29</td> <td>Callback: 255-5022</td> </tr> <tr> <td>3.</td> <td>00:00:12</td> <td>14:16:32</td> <td>Problem description: chest pain</td> </tr> <tr> <td>4.</td> <td>00:00:14</td> <td>14:16:34</td> <td>No. of patients: 1</td> </tr> <tr> <td>5.</td> <td>00:00:16</td> <td>14:16:36</td> <td>Age: 56 years</td> </tr> <tr> <td>6.</td> <td>00:00:17</td> <td>14:16:37</td> <td>Gender: Male</td> </tr> <tr> <td>7.</td> <td>00:00:18</td> <td>14:16:38</td> <td>Conscious: Yes</td> </tr> </tbody> </table>					1.	00:00:05	14:16:25	Location: 12 Willardson Way	2.	00:00:09	14:16:29	Callback: 255-5022	3.	00:00:12	14:16:32	Problem description: chest pain	4.	00:00:14	14:16:34	No. of patients: 1	5.	00:00:16	14:16:36	Age: 56 years	6.	00:00:17	14:16:37	Gender: Male	7.	00:00:18	14:16:38	Conscious: Yes
1.	00:00:05	14:16:25	Location: 12 Willardson Way																													
2.	00:00:09	14:16:29	Callback: 255-5022																													
3.	00:00:12	14:16:32	Problem description: chest pain																													
4.	00:00:14	14:16:34	No. of patients: 1																													
5.	00:00:16	14:16:36	Age: 56 years																													
6.	00:00:17	14:16:37	Gender: Male																													
7.	00:00:18	14:16:38	Conscious: Yes																													
Responder Script / KQ Answers Sequences Dispatch Information Time Stamps Running Times																																

The **Sequences sub-tab** displays each action performed by the calltaker during the call and the time that each action was completed.

Reverse Sequence Button

Reverse sequence

Click on the **Reverse sequence** button to reverse the order of the sequence in the **Sequence Display** field.

Sequence Display Field

1.	00:00:05	14:16:25	Location: 12 Willardson Way
2.	00:00:09	14:16:29	Callback: 255-5022
3.	00:00:12	14:16:32	Problem description: chest pain
4.	00:00:14	14:16:34	No. of patients: 1
5.	00:00:16	14:16:36	Age: 56 years
6.	00:00:17	14:16:37	Gender: Male
7.	00:00:18	14:16:38	Conscious: Yes

The **Sequence Display** field shows each action performed by the calltaker during the call and the time that each action was completed.

Use the scroll bar or the arrow keys on your keyboard to scroll through the sequence of actions.

Sequence Order Column

1. The **Sequence Order** column displays the sequence number for each action performed by the calltaker.
- 2.
- 3.
4. The default order is first action to last action. This order can be reversed using the Reverse sequence button.
- 5.

Case Timer Column

- 00:00:05
 - 00:00:09
 - 00:00:12
 - 00:00:14
 - 00:00:16
 - 00:00:17
- The **Case Time** column displays the elapsed case time when each action was taken.

Time Of Day Column

- 14:16:25
 - 14:16:29
 - 14:16:32
 - 14:16:34
 - 14:16:36
 - 14:16:37
- The **Time of Day** column displays the actual time of day when each action was taken.

Action Description Column

- Location: 12 Willardson Way
 - Callback: 255-5022
 - Problem description: chest pain
 - No. of patients: 1
 - Age: 56 years
 - Gender: Male
- The **Action Description** column displays a description of each action performed by the calltaker including answers entered for Case Entry and Key Questions and all logged comments.

Dispatch Information Sub-Tab

Entry	KQ	PDI/CEI	DLS	Summary
Case no.	0002000002	Operator	5555	
Chief Complaint	10 - Chest Pain			
Location	12 Willardson Way			
Callback	255-5022	Problem	chest pain	
Number of patients	1	Rcmd	10-C-2	
Age	56 years	Conscious?	Yes	Actual
Gender	Male	Breathing?	Yes	Rcfg
Medical Response	Charlie		Dispatch level	CHARLIE
Responder Script / KQ Answers Sequences Dispatch Information Time Stamps Running Times				

The **Dispatch Information sub-tab** displays a summary of the information that was dispatched.

Callback Field

The callback number for the case is displayed in the **Callback** field. In the example above, the callback number is **255-5022**.

Problem Field

The brief description of the problem entered by the calltaker for the case is displayed in the **Problem** field. In the example above from ProQA for Medical, the problem is **chest pain**.

Number Of Patients Field (ProQA for Medical)

The number of patients for the case is displayed in the **Number of patients** field. In the example above, the number of patients is **1**.

Age Field (ProQA for Medical)

The patient's age is displayed in the **Age** field. In the example above, the patient's age is **56**.

Gender Field (ProQA for Medical)

The patient's gender for the case is displayed in the **Gender** field. In the example above, the patient's gender is **Male**.

Conscious Field (ProQA for Medical)

The answer to the Case Entry question **Is the patient conscious?** is displayed in the **Conscious?** field. In the example above, the answer is **Yes**.

Breathing Field (ProQA for Medical)

The answer to the Case Entry question **Is the patient breathing?** is displayed in the **Breathing?** field. In the example above, the answer is **Yes**.

Recommended Dispatch Code Field

The dispatch code recommended by ProQA for the case is displayed in the **Rcmd** field. In the example above from ProQA for Medical, the recommended dispatch code is **10-C-2**.

Actual Dispatch Code Field

The original dispatch code actually assigned to the case is displayed in the **Actual** field. In the example above from ProQA for Medical, the dispatch code assigned is **10-C-2**.

Reconfigured Dispatch Code Field

If the calltaker reconfigured the dispatch code, the reconfigured code for the case is displayed in the **Rcfg** field. If the original dispatch code assigned was not reconfigured this field is blank. In the example above, the field is blank indicating that the dispatch code was not reconfigured.

Medical/Fire/Police Response Field

The locally determined medical, fire, or police response assigned to the case is displayed in the **Medical/Fire/Police Response** field (see [“7-Response Configuration Utility” on page 165](#)). In the example above from ProQA for Medical, the medical response is **Charlie**.

Dispatch Level Field

The dispatch level assigned to the case is displayed in the **Dispatch level** field. In the example above, the dispatch level is **CHARLIE**.

Time Stamps Sub-Tab

Entry	KQ	PDI/CEI	DLS	Summary
Case no.	0002000002	Operator	5555	
Chief Complaint	10 - Chest Pain			
Location	12 Willardson Way			
Date Case initiated	7/11/2002	PDis/CEIs entered	14:16:47	
Time Case initiated	14:16:20	PAIs/Exit entered	14:16:48	
Dispatch time	14:16:47	Case summary	n/a	
KQ initiated	14:16:42	Case ended	14:16:50	
KQ ended	14:16:46			

Responder Script / KQ Answers / Sequences / Dispatch Information / Time Stamps / Running Times

The **Time Stamps sub-tab** displays a summary of timing for the case. It displays the date and time of day the calltaker initiated each phase of the case.

If a specific phase was never initiated for a case, n/a appears in the relevant field indicating that the time is not applicable.

Date Case Initiated Field

The date the calltaker started the case in ProQA is displayed in the **Date Case initiated** field. In the example above, the date is **7/11/2002**.

Time Case Initiated Field

The time of day the calltaker started the case in ProQA is displayed in the **Time Case initiated** field. In the example above, the case was initiated at **14:16:20**.

Dispatch Time Field

The time of day the calltaker clicked on the **Send** button (see [“Send” on page 89](#)) to initiate dispatch for the case is displayed in the **Dispatch time** field. In the example above, the dispatch time is **14:16:47**.

Key Questions Initiated Field

The time of day the calltaker entered the Key Questions phase of the case is displayed in the **KQ initiated** field. In the example above, the Key Questions were initiated at **14:16:42**.

Key Questions Ended Field

The time of day the calltaker ended the Key Questions phase of the case is displayed in the **KQ ended** field. In the example above, the Key Questions were ended at **14:16:46**.

PDI/CEIs Entered Field

The time of day the calltaker entered the PDI/CEI phase of the case is displayed in the **PDI/CEIs entered** field. In the example above, the PDI/CEIs were entered at **14:16:47**.

PAIs/Exit Entered Field

The time of day the calltaker entered the PAI/Exit phase of the case is displayed in the **PAIs/Exit entered** field. In the example above, the PAIs/Exit were entered at **14:16:48**.

Case Summary Field

The time of day the calltaker accessed the **Summary tab** for the case is displayed in the **Case summary** field. In the example above, the summary was never accessed (**n/a**).

Case Ended Field

The time of day the calltaker ended or aborted the case is displayed in the **Case ended** field. In the example above, the case was ended at **14:16:50**.

Running Times Sub-Tab

Entry	KQ	PDI/CEI	DLS	Summary
Case no.	0002000002		Operator	5555
Chief Complaint	10 - Chest Pain			
Location	12 Willardson Way			
Time in Case Entry	0:22	Time in PDIs/CEIs	0:01	
Time in Key Questions	0:04	Time in PAIs/Exit	0:02	
Time to effect dispatch	0:27	Total case time	0:30	

Responder Script / KQ Answers / Sequences / Dispatch Information / Time Stamps / Running Times

The **Running Times sub-tab** displays a summary of the actual time in minutes and seconds the calltaker spent in each phase of the case.

If a specific phase was never initiated for a case, n/a appears in the relevant field indicating that the time is not applicable.

Time In Case Entry Field

The amount of time the calltaker spent in Case Entry for the case is displayed in the **Time in Case Entry** field. In the example above, the calltaker spent 22 seconds (**0:22**) in Case Entry.

Time In Key Questions Field

The amount of time the calltaker spent in Key Questions for the case is displayed in the **Time in Key Questions** field. In the example above, the calltaker spent 24 seconds (**0:24**) in Key Questions.

Time To Effect Dispatch Field

The elapsed time between the time the case was started and the time the calltaker clicked on the **Send** button (see [“Send” on page 89](#)) to initiate dispatch for the case is displayed in the **Time to effect dispatch** field. In the example above, 27 seconds (**0:27**) elapsed before dispatch.

Time in PDIs/CEIs Field

The amount of time the calltaker spent in PDIs/CEIs for the case is displayed in the **Time in PDIs/CEIs** field. In the example above, the calltaker spent 1 second (**0:01**) in PDIs/CEIs.

Time in PAIs/Exit Field

The amount of time the calltaker spent in PAIs/Exit for the case is displayed in the **Time in PAIs/Exit** field. In the example above, the calltaker spent 2 seconds (**0:02**) in PAIs/Exit.

Total Case Time Field

The elapsed time between the time the case was started and the time the case was closed or aborted is displayed in the **Total case time** field. In the example above, the case lasted 30 seconds (**0:30**).

Using The Summary Tab To Dispatch A Case (Vertical Dispatch)

Many agencies practice vertical dispatch, where a single EMD is responsible for caller interrogation, radio dispatch, and Dispatch Life Support. If this is the case in your agency, you may choose to access the **Summary tab** from within an open case to help you dispatch the case.

ProQA automatically displays the **Send Dispatch Screen** as soon as it has enough information to recommend a dispatch code (see [“Send Dispatch Screen” on page 88](#)).

The screenshot shows the ProQA for Fire (3.4.2.6) interface. The title bar indicates the version. The menu bar includes File, View, Spec Logs, Options, Go to language, Tabs, Version, and Help. The toolbar contains various icons for navigation and actions. The main display area shows the case details for a Structure Fire. The 'Summary' tab is selected, displaying a list of KQ Answers and a table of Determinants and Responses.

KQ Answers:

- It is not known if everyone else is safe and out of danger.
- Flames are visible.
- The type of structure involved is a COMMERCIAL STRUCTURE.
- This incident does not involve hazardous materials.

Determinants and Responses (user-defined):

Determinants	Responses (user-defined)
C 1 Appliance (contained)	Charlie
2 Extinguished fire	Charlie
D 0 Override	Delta
1 HIGH LIFE HAZARD	Delta
2 HIGH RISE	Delta
3 COMMERCIAL STRUCTURE	Delta
4 Residential (multiple)	Delta

SUPERVISOR: 0005000010
O: NAE
C: NAE - STD

You are responding to a Structure Fire. COMMERCIAL STRUCTURE.
 139 Westwood Avenue, 344-9811

All of the information you need to dispatch the case can be found on this screen.

Most EMDs, EFDs, and EPDs dispatch directly from the Send Dispatch Screen.

However, if you prefer, you may also use the **Summary tab** to help you dispatch the case. To do this, first click on the **Send** button, and then click on the **Summary tab**.

The screenshot shows the ProQA for Fire (3.4.2.6) software interface. The window title is "ProQA for Fire (3.4.2.6)". The menu bar includes File, View, Spec Logs, Options, Go to language, Tabs, Version, and Help. The toolbar contains various icons for navigation and actions. The main display area shows the "Summary" tab selected, displaying case information:

- Case no.: 0005000010
- Operator: SUPERVISOR
- Chief Complaint: 69 - Structure Fire
- Location: 139 Westwood Avenue
- Fire Response: Delta
- Dispatch level: DELTA
- Dispatch code: 69-D-3

Below the case information, there is a list of six items:

1. 20953910
2. The caller is safe and out of danger.
3. It is not known if everyone else is safe and out of danger.
4. Flames are visible.
5. The type of structure involved is a COMMERCIAL STRUCTURE.
6. This incident does not involve hazardous materials.

At the bottom, there is a "Responder Script/KQ Answers" sub-tab with a list of sequences and dispatch information. The text reads: "You are responding to a Structure Fire. Code: 69-D-3: COMMERCIAL STRUCTURE. 139 Westwood Avenue, 344-9811".

The **Responder Script / KQ Answers sub-tab** provides important information to help you dispatch the case (see [“Responder Script / KQ Answers Sub-Tab” on page 106](#)).

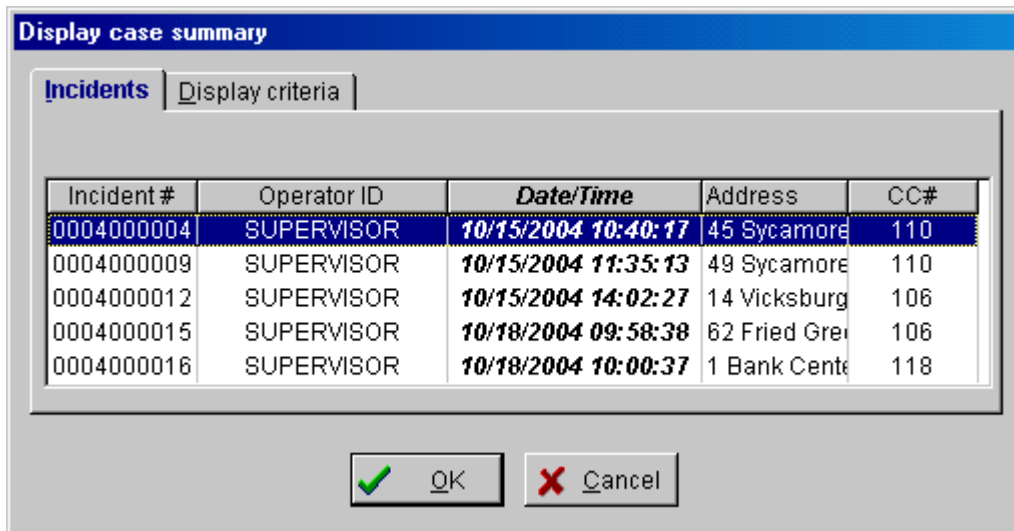
After dispatching the case, click on the button to return to where you were before accessing the **Summary tab**.

Using The Summary Tab To Dispatch A Case (Horizontal Dispatch)

Many agencies practice horizontal dispatch, where a calltaker is responsible for caller interrogation and Dispatch Life Support, and a separate dispatcher is responsible for radio dispatch. If this is the case in your agency, the dispatcher can use the **Summary tab** to dispatch a case in progress.

To see the summary of a case in progress simply click on the **Summary tab** from the **Waiting for next incident** screen (see [“Starting a New Case” on page 26](#)).

The **Display case summary** dialog box appears.



The dialog box titled "Display case summary" has two tabs: "Incidents" (selected) and "Display criteria". It contains a table with the following data:

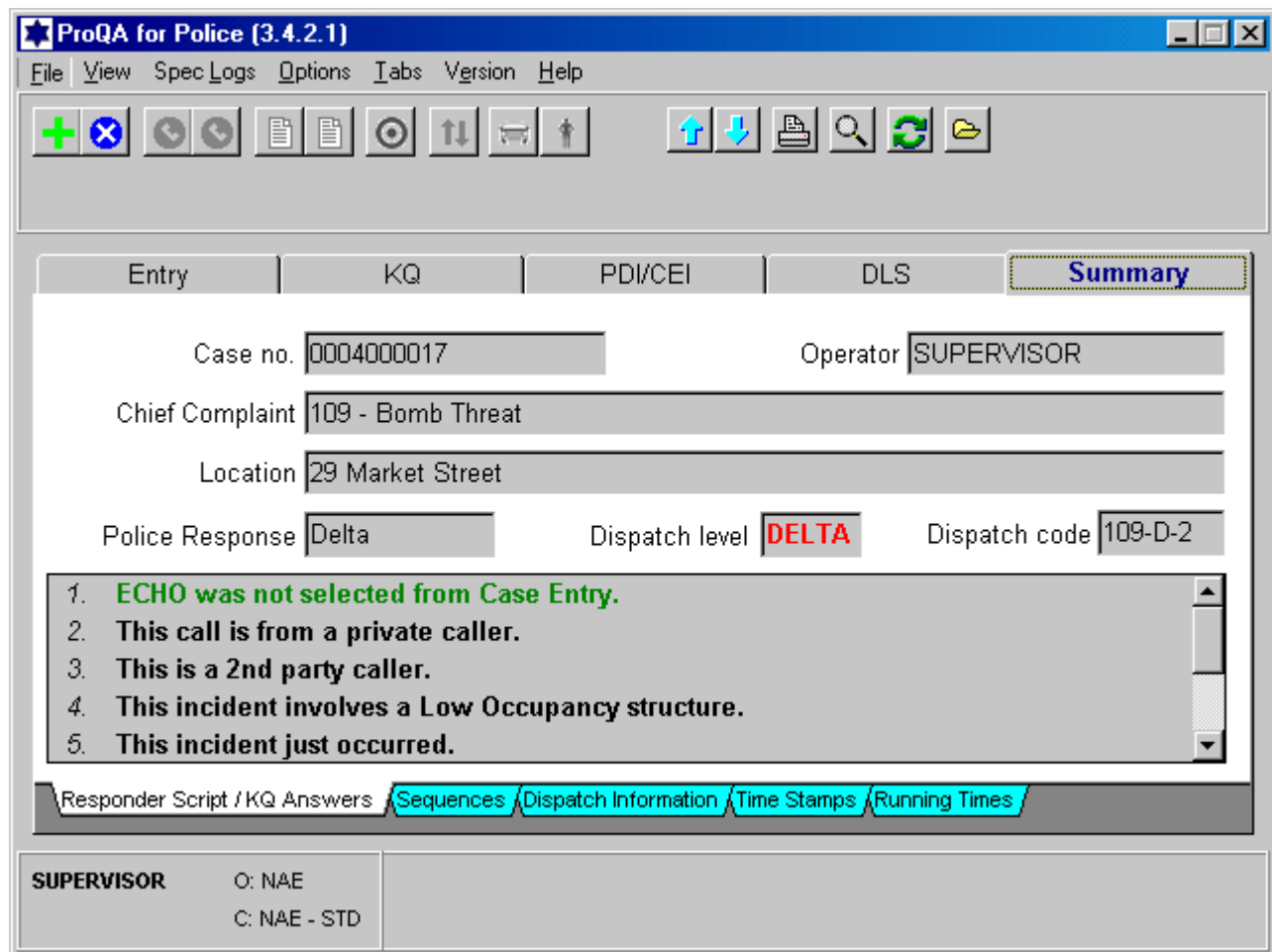
Incident #	Operator ID	Date/Time	Address	CC#
0004000004	SUPERVISOR	10/15/2004 10:40:17	45 Sycamore	110
0004000009	SUPERVISOR	10/15/2004 11:35:13	49 Sycamore	110
0004000012	SUPERVISOR	10/15/2004 14:02:27	14 Vicksburg	106
0004000015	SUPERVISOR	10/18/2004 09:58:38	62 Fried Gre	106
0004000016	SUPERVISOR	10/18/2004 10:00:37	1 Bank Cente	118

At the bottom of the dialog box are two buttons: "OK" (with a green checkmark icon) and "Cancel" (with a red X icon).

Double-click on the case you want to see, or select the appropriate case and click on the **OK** button to display the **Responder Script / KQ Answers sub-tab** for the case.

Click on the Date/Time column header to sort the cases from most recent to least recent.

See [“The Display Case Summary and Search For Incident Number Dialog Boxes” on page 54](#) for detailed instructions on how to use the Display case summary dialog box.



The **Responder Script / KQ Answers sub-tab** provides important information to help you dispatch the case (see [“Responder Script / KQ Answers Sub-Tab” on page 106](#)).

If you are looking at the summary of a case that is still in progress, some of the fields may be empty because the calltaker has not yet entered the information. You may need to click on the



button periodically to refresh (update) the data on your screen.

If you need to see what DLS instructions have been given, click on the **Sequences sub-tab**.

Entry	KQ	PDI/CEI	DLS	Summary
Case no.	0004000017		Operator	SUPERVISOR
Chief Complaint	109 - Bomb Threat			
Location	29 Market Street			
Reverse sequence				
19.	00:01:07	10:03:03	PDI-b given	
20.	00:01:11	10:03:07	Key Questions entered	
21.	00:01:13	10:03:09	KQ: The building/area will be evacuated.	
22.	00:01:13	10:03:09	PDIs/CEIs displayed	
23.	00:01:13	10:03:09	DLS (PAI) card X4	
Responder Script / KQ Answers Sequences Dispatch Information Time Stamps Running Times				

The **Sequences sub-tab** displays a list of each action performed by the calltaker during the call including any DLS instructions provided (see [“Sequences Sub-Tab” on page 108](#)).

If you are looking at a case in progress, you may need to click on the  button periodically to refresh (update) the list.

If you need to see the summary for a different case you can click on the  button to display the **Display case summary** dialog box, or you can click on the  or  button to see the previous or next case in the database (see [“Summary Tab Buttons” on page 103](#)).

Using The Summary Tab To Review A Completed Case

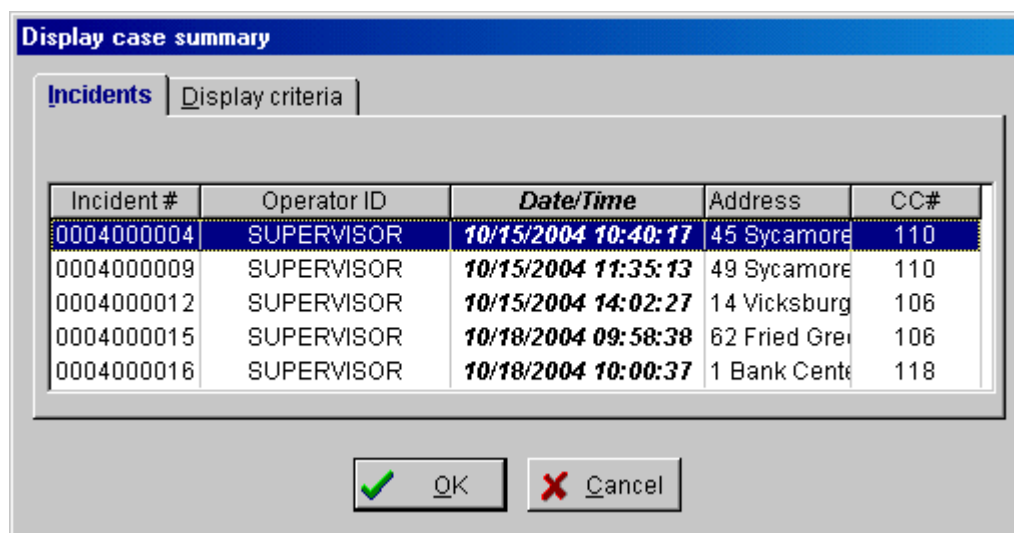
The **Summary tab** provides a complete summary for every case in the database. This summary can be used to review cases as part of a quality assurance program.

For more information on quality assurance procedures, please contact Priority Dispatch Corp. by calling 800-363-9127 (USA/Canada) or 801-363-9127 (International) and ask about the ED-Q (Emergency Dispatch-Quality) course. For more information on contacting Priority Dispatch see [“Contacting Technical Support” on page 21](#).

You may also want to ask about AQUA (Advanced Quality Assurance). AQUA is a computer software package that makes case review faster, easier, and more accurate.

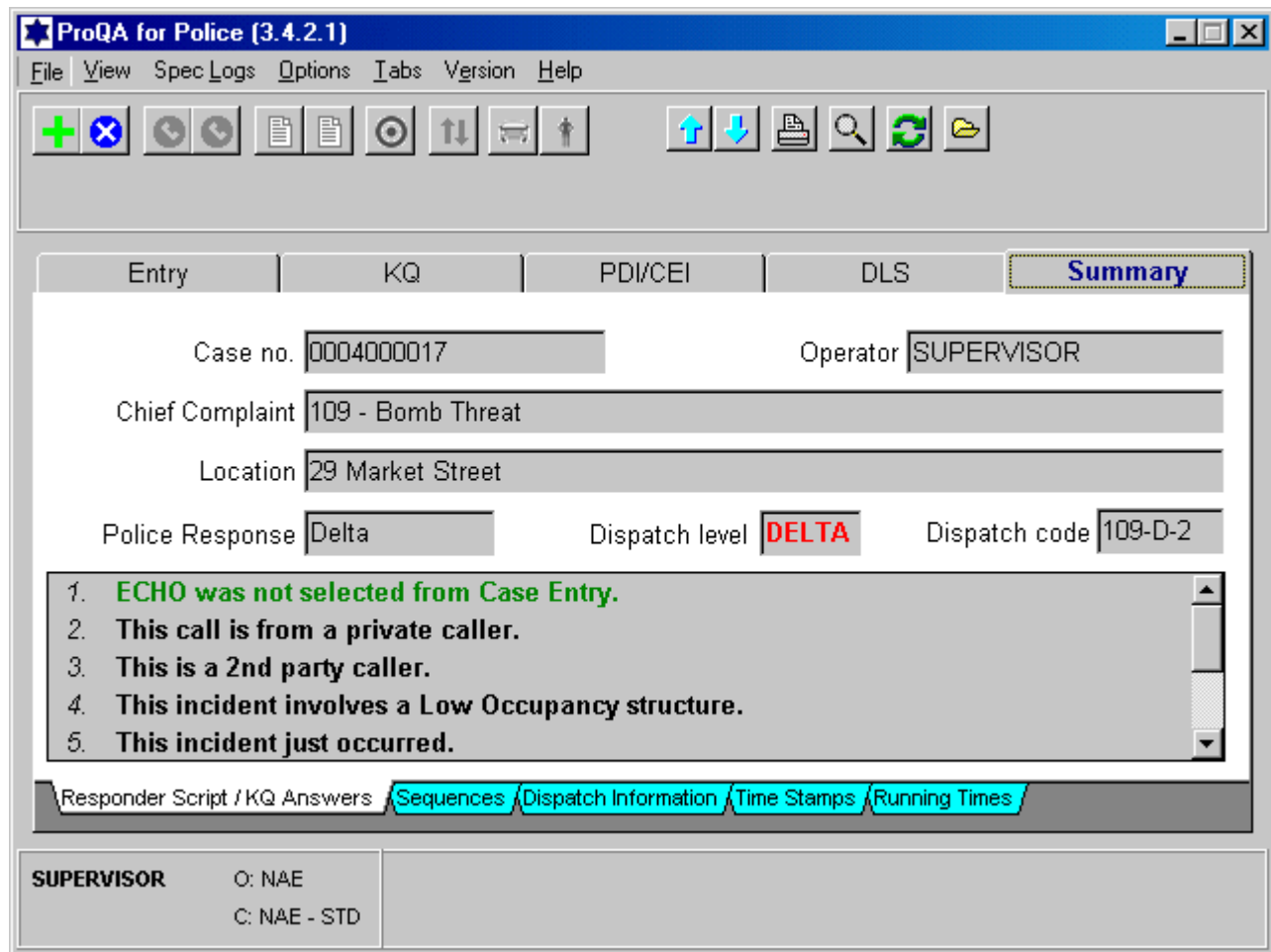
To see the summary of a completed case, simply click on the **Summary tab** from the **Waiting For Next Incident** screen (see [“Starting a New Case” on page 26](#)).

The **Display case summary** dialog box appears (see [“The Display Case Summary and Search For Incident Number Dialog Boxes” on page 54](#)).



You can filter the list of cases by incident #, operator ID, date, address, and code using the Display criteria tab.

Double-click on the case you want to see, or select the case and click on the **OK** button to display the **Summary tab** for the case.



The **Summary tab** has five sub-tabs which contain the information you will need to review the case. For a detailed description of each of these sub-tabs see:

- [“Responder Script / KQ Answers Sub-Tab” on page 106](#)
- [“Sequences Sub-Tab” on page 108](#)
- [“Dispatch Information Sub-Tab” on page 110](#)
- [“Time Stamps Sub-Tab” on page 112](#)
- [“Running Times Sub-Tab” on page 114](#)

If you need to see the summary for a different case you can click on the  button to display the **Display case summary** dialog box, or you can click on the  or  button to see the previous or next case in the database (see [“Summary Tab Buttons” on page 103](#)).

ProQATM User's Guide

5-Configuration Utility

The Configuration Utility allows you to set user defined parameters that control the way ProQA functions. You should use the Configuration Utility when you first install ProQA to customize the program to meet your agency's specific needs. You can also use the Configuration Utility to make changes to your configuration later, if necessary.

Chapter Highlights

Starting the Configuration Utility, page 124

Configuration Utility Overview, page 125

Configuration Utility Menus and Controls, page 126

File Menu, page 126

View Menu, page 126

Options Menu, page 127

Help Menu, page 127

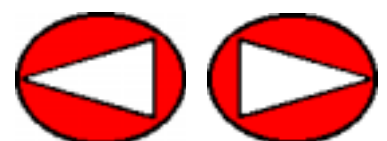
Using The Configuration Utility, page 128

Paths & Files Tab, page 128

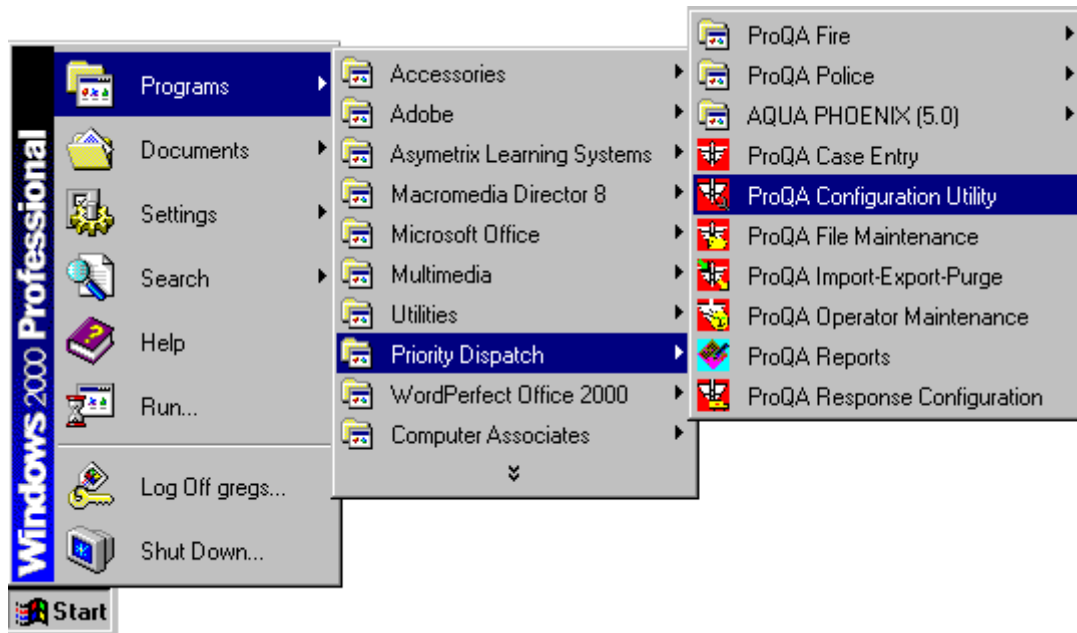
Configuration Tab, page 130

Abort Reasons Tab, page 142

International Tab, page 143



Starting the Configuration Utility



ProQA for Medical

To start the ProQA for Medical Configuration Utility, click on the Windows **Start** button and select **Programs | Priority Dispatch | ProQA Configuration Utility**.

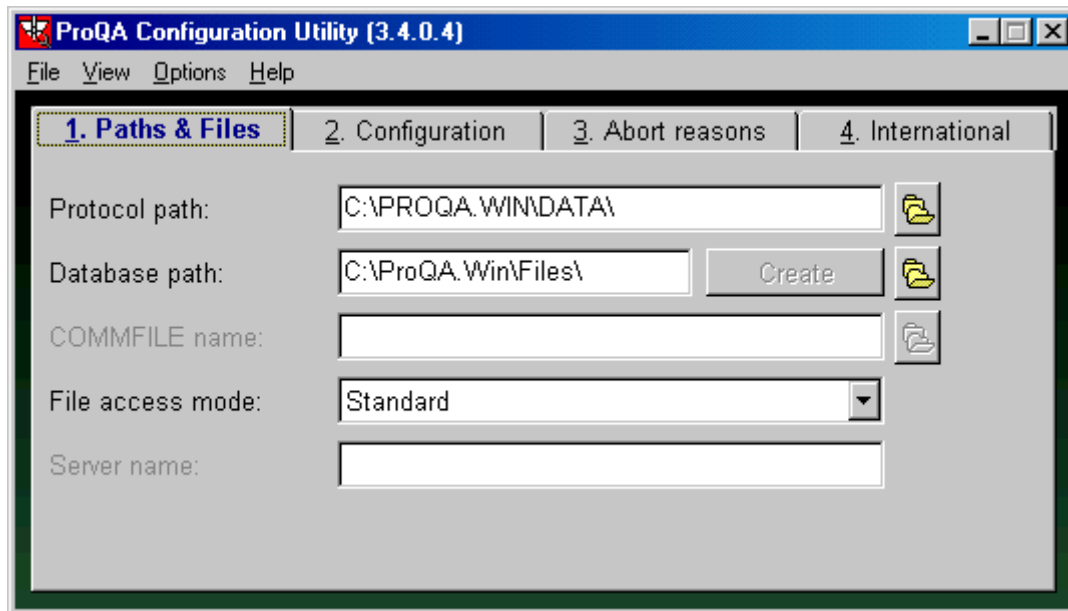
ProQA for Fire

To start the ProQA for Fire Configuration Utility, click on the Windows **Start** button and select **Programs | Priority Dispatch | ProQA Fire | Configuration Utility**.

ProQA for Police

To start the ProQA for Police Configuration Utility, click on the Windows **Start** button and select **Programs | Priority Dispatch | ProQA Police | Configuration Utility**.

Configuration Utility Overview



Menu Bar



The **Menu bar** contains several drop-down menus that contain the commands necessary to operate the Configuration Utility.

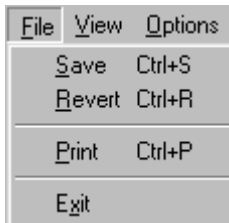
Configuration Utility Tabs



The Configuration Utility has four tabbed pages labeled **Paths & Files**, **Configuration**, **Abort reasons**, and **International**. See [“Using The Configuration Utility” on page 128](#) for detailed instructions on each of these pages.

Configuration Utility Menus and Controls

File Menu



File | Save

Select **File | Save** or press **Ctrl+S** to save changes made in the Configuration Utility.

File | Revert

Select **File | Revert** or press **Ctrl+R** to undo all changes made in the Configuration Utility since the last save.

Once you have saved changes, you cannot undo them using this command.

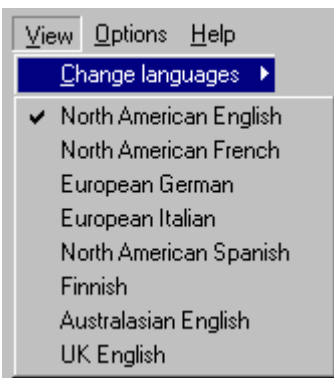
File | Print

Select **File | Print** or press **Ctrl+P** to print a list of all configuration settings.

File | Exit

Select **File | Exit** to exit the Configuration Utility.

View Menu

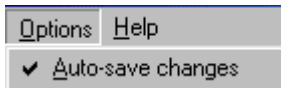


Select **View | Change languages** to display a list of all languages installed on your system. To change languages, simply click on the desired language.

A check mark appears next to the selected language.

The View menu is not available if only one language is installed on your system.

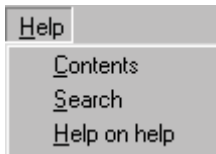
Options Menu



Select **Options | Auto-save changes** to toggle the automatic save feature on or off. When this feature is on, any changes made in the Configuration Utility are automatically saved when you exit the program

A check mark appears next to Auto-save changes when the automatic save feature is turned on. No check mark appears when the feature is turned off.

Help Menu



Help | Contents

Select **Help | Contents** to start the Configuration Utility online help.

Help | Search

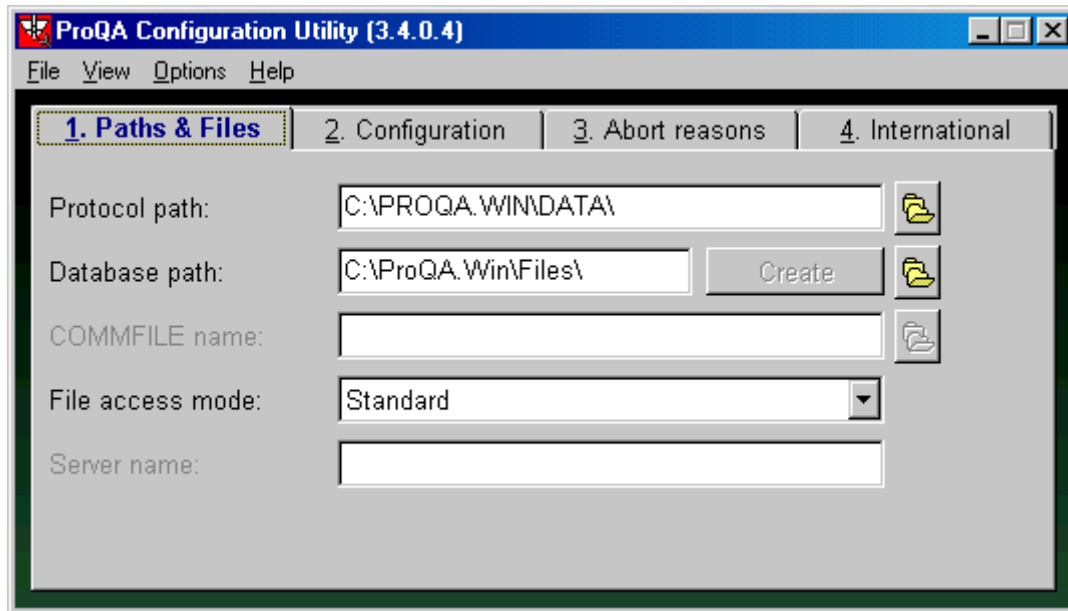
Select **Help | Search for Help On** to search for a specific topic in the Configuration Utility online help.

Help | Help On Help

Select **Help | Help on help** to learn how to use Windows help.

Using The Configuration Utility

Paths & Files Tab



Protocol Path Field

The **Protocol path** field is used to set the path of the ProQA protocol files. To specify a path, simply type the path in the field or use the  button to browse to the appropriate directory.

Database Path Field

The **Database path** field is used to set the path of the ProQA databases. To specify a path, simply type the path in the field or use the  button to browse to the appropriate directory.

The database files can be stored locally or on a shared network directory. For Client/Server installations, this path is relative to the server and usually begins with ./ or ../ depending on the server configuration.

Click on the **Create** button to create a new ProQA database. See [“9-File Maintenance Utility” on page 202](#) for detailed instructions.

COMMFIL Name Field

This field is only used if your agency has an integrated Computer Aided Dispatch (CAD) system.

The **COMMFIL name** field is used to set the path and filename of the file used to communicate between ProQA and CAD in Block mode. In TCP mode, the COMMFIL name should be the IP address of the local machine followed by a space followed by the port number where CAD is expecting ProQA.

This field is not used in DDE or Standalone modes.

To specify the COMMFIL name, simply type the appropriate information in the field or use the



button to browse to the appropriate file.

Contact your CAD vendor for the path and filename of your COMMFIL.

File Access Mode Field

The **File access mode** field is used to select the type of database access your agency is using. To set the file access mode, click on the  button and then select **Standard** or **Client/Server** from the drop-down selection list.

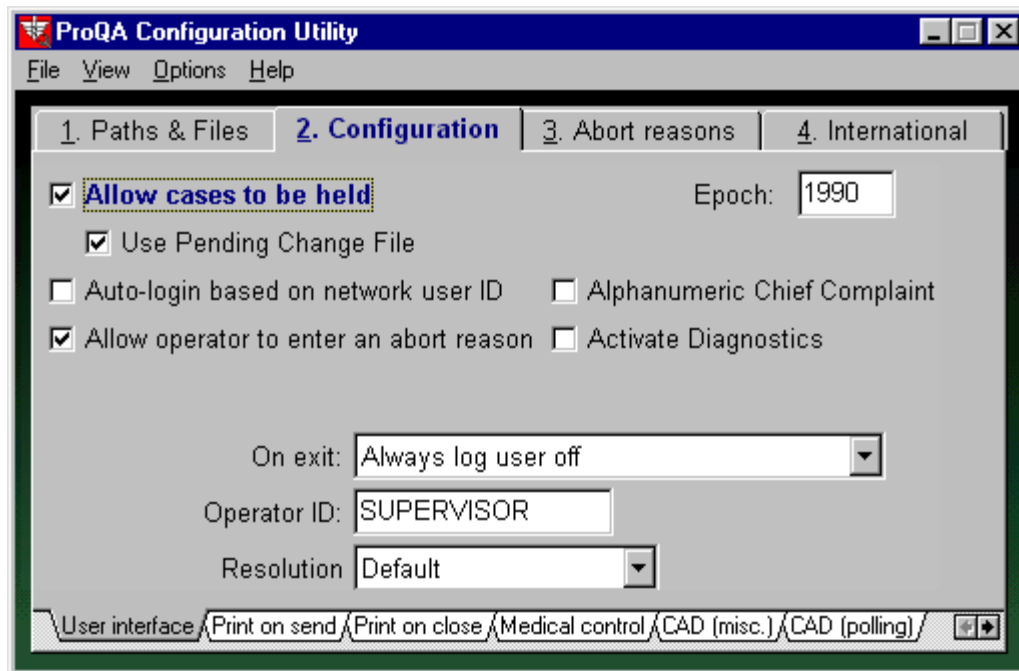
The Client/Server mode requires the installation of separately licensed server software. The Client/Server mode utilizes TCP/IP to communicate from ProQA (client) to the database server. Contact software support at 800-363-9127 (USA/Canada) or 801-363-9127 (International) for more information on this option (see [“Contacting Technical Support” on page 21](#)).

Server Name Field

This field is only used if you are running ProQA in Client/Server mode.

The **Server name** field is used to designate the machine name or IP address of the machine running the ProQA server software.

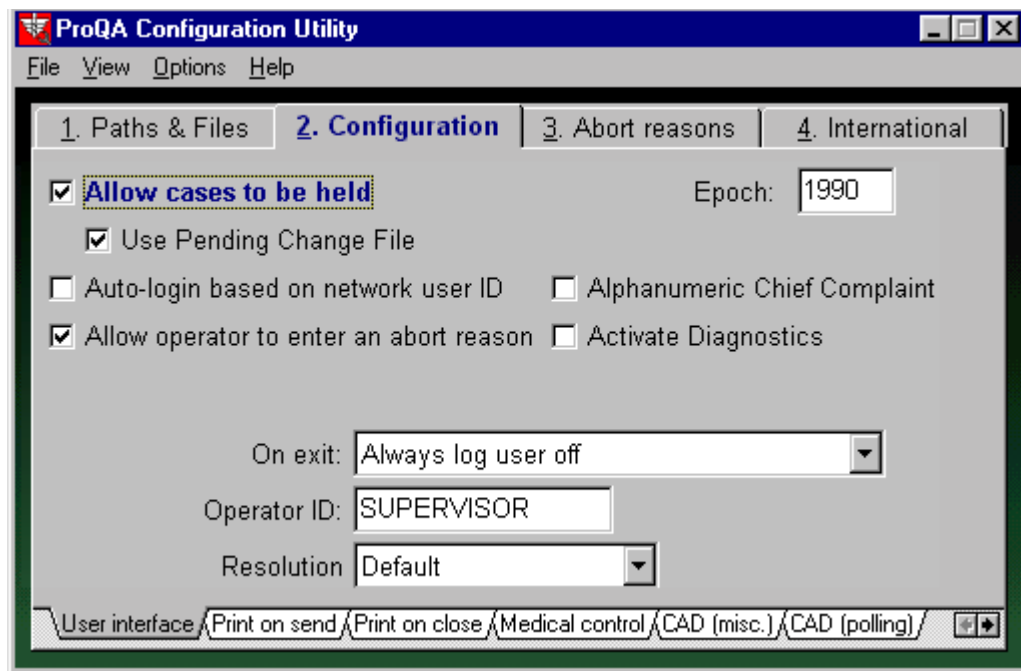
Configuration Tab



The **Configuration tab** has sub-tabs labeled **User interface**, **Print on send**, **Print on close**, **Medical/Fire/Police control**, **CAD (misc.)**, **CAD (polling)**, **Responder script**, and **License**. To access any of these sub-tabs, simply click on the desired sub-tab at the bottom of the **Configuration tab**.

If the **Configuration Utility window** is too small to display all seven sub-tabs, you can use the  buttons to scroll through the sub-tabs. You can also stretch the **Configuration Utility window** so all seven sub-tabs can be displayed at once.

User Interface Sub-Tab



Allow Cases To Be Held Checkbox

Check the **Allow cases to be held** checkbox to allow operators to place calls on hold.

If your agency is using an integrated CAD system, check with the CAD vendor to make sure this feature is supported before selecting this option.

Use Pending Change File

Check the **Use Pending Change File** checkbox to use the pending change file for held cases. When this box is checked, the **Cases on Hold** icon (see [“Cases On Hold Icon” on page 53](#)) appears on the **Tool Bar** (see [“Tool Bar” on page 28](#)) when cases are on hold. When this box is unchecked, the **Cases on Hold** icon does not appear when cases are on hold.

This box is typically not checked for CAD-interfaced installations. If your agency uses a CAD interface, you must use your CAD system to pick up a case on hold making the Cases on Hold icon unnecessary in ProQA.

Auto-Login Based On Network User ID Checkbox

This feature is not available in this release.

Allow Operator To Enter An Abort Reason Checkbox

Check the **Allow operator to enter an abort reason** checkbox to allow the operator to enter a custom abort reason. This allows or disables the ability of a calltaker to enter a free text abort reason in the **Abort reason** dialog box (see [“File | Close Case” on page 31](#)).

This option is used by most ProQA users and CADs.

Alphanumeric Chief Complaint Checkbox

Check the **Alphanumeric Chief Complaint** checkbox to use the alphanumeric Chief Complaint input method (see [“Alphanumeric Input Method” on page 77](#)).

Activate Diagnostics (ProQA for Medical)

Check the **Activate Diagnostics** checkbox to activate the **ProQA Diagnostic Tools** buttons (see [“Breathing Detector Button \(ProQA for Medical\)” on page 52](#), [“Pulse Check Button \(ProQA for Medical\)” on page 52](#), [“Compressions Monitor Button \(ProQA for Medical\)” on page 52](#)).

On Exit Field

The **On exit** field is used to specify whether or not the user should be automatically logged off when exiting ProQA. To specify the desired setting, click on the  button and then select **Always log user off**, **Do not log user off**, or **Ask if user wants to log off** from the drop-down selection list.

The following security breach warning appears when you select **Do not log user off** or **Ask if user wants to log off**. This breach does not affect ProQA functionality, but may allow unauthorized users to access the software.

This setting allows a user to exit ProQA’s security system without logging off. Another individual may subsequently enter ProQA, masquerading as the first user. The suggested setting is to always log off. Installations using CAD interface always bypass ProQA’s security system, depending on the CAD system to validate users in Case Entry.

Operator ID Field

The **Operator ID** field displays the ID of the operator who is currently logged onto ProQA on the local workstation. If no one is currently logged on, **logged out** appears in this field.

Resolution Field

The **Resolution** field is used to set the ProQA screen resolution. To set the resolution, click on the  button and then select the desired resolution from the drop-down selection list.

Epoch Property

ProQA's epoch property is used to help solve some of the problems related to the change of the century and the use of two digit year entries (Y2K bug) by allowing you to specify the beginning year of a 100 year period or epoch. To set the epoch property, simply enter the year you want to use as the beginning year of your epoch in the **Epoch** field. You should set the epoch property to the year of the oldest case in your ProQA database.

If you were to set the epoch property to 1996, you could then use two digit year entries for the years 1996 through 2095 as shown below.

96 = 1996

97 = 1997

00 = 2000

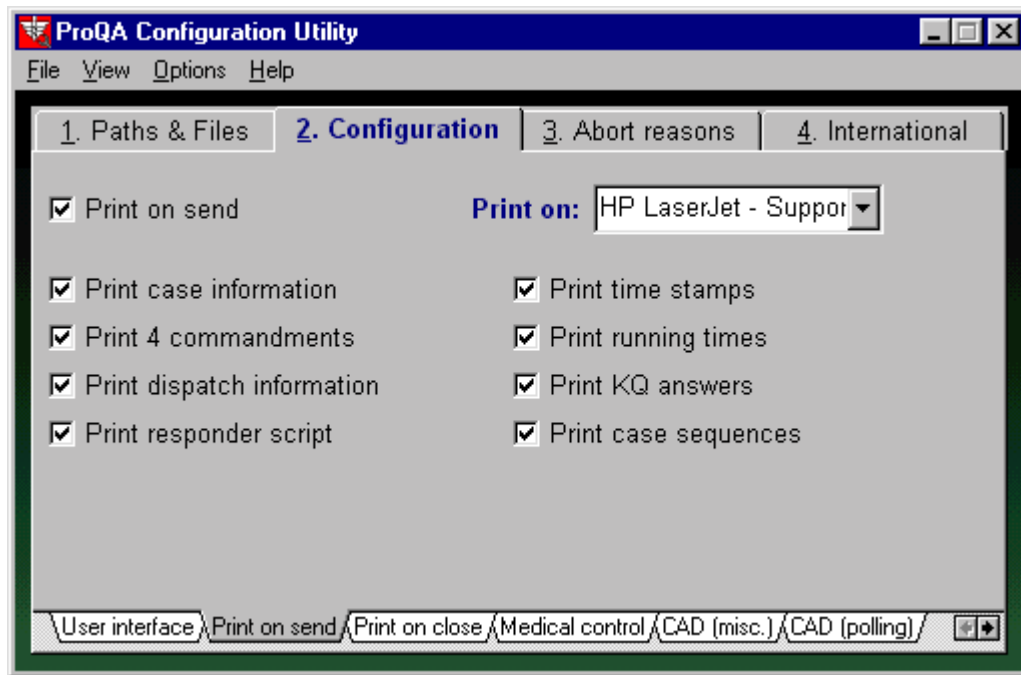
04 = 2004

16 = 2016

95 = 2095

If you use four digit year entries, the epoch property has no effect. For example, 1995 = 1995, 1996 = 1996, and 2002 = 2002 regardless of the year specified in the epoch property.

Print On Send Sub-Tab



Print On Send Checkbox

Check the **Print on send** checkbox to automatically print the selected case information when the operator clicks on the **Send** button (see [“Send” on page 89](#)).

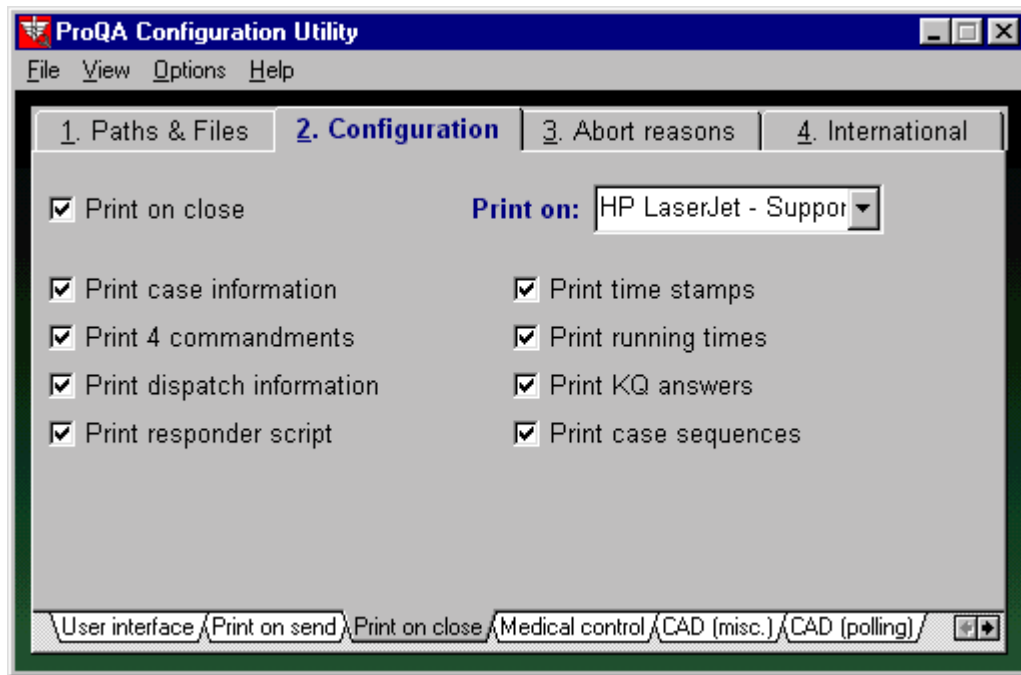
Print Selection Checkboxes

The **Print Selection** checkboxes are used to select the case information that is printed when the **Print on send** checkbox is checked. Simply check the items you want to have printed.

Print On Field

The **Print on** field is used to select the printer that should be used to print the case information when the **Print on send** checkbox is checked. To select a printer, click on the  button and then select the desired printer from the drop-down selection list.

Print On Close Sub-Tab



Print On Close Checkbox

Check the **Print on close** checkbox to automatically print the selected case information when the operator closes a case.

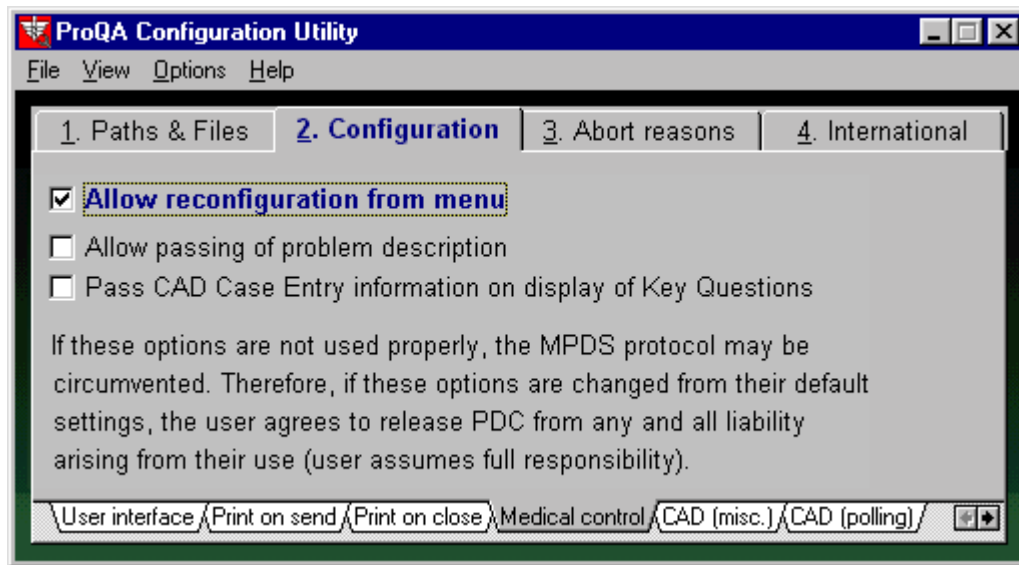
Print Selection Checkboxes

The **Print Selection** checkboxes are used to select the case information that is printed when the **Print on close checkbox** is checked. Simply check the items you want to have printed.

Print On Field

The **Print on** field is used to select the printer that should be used to print the case information when the **Print on close** checkbox is checked. To select a printer, click on the  button and then select the desired printer from the drop-down selection list.

Medical/Fire/Police Control Sub-Tab



If these options are not used properly, the MPDS, FPDS, or PPDS protocol may be circumvented. Therefore, if these options are changed from their default settings, the user agrees to release Priority Dispatch from any and all liability arising from their use (user assumes full responsibility).

Allow Reconfiguration From Menu Checkbox

Check the **Allow reconfiguration from menu** checkbox to allow the operator to use the ProQA **Menu bar** or **Tool bar** to reconfigure (change) a dispatch code that has already been sent (see [“Options | Reconfigure Response” on page 45](#), [“Reconfigure Response Button” on page 50](#), and [“Send” on page 89](#)).

This option is selected by default.

Allow Passing Of Problem Description Checkbox

Check the **Allow passing of problem description** checkbox to allow a CAD system to pass the problem description text entered in CAD to ProQA’s **“What’s the problem?”** field (see [“Tell me exactly what happened.” on page 72](#)).

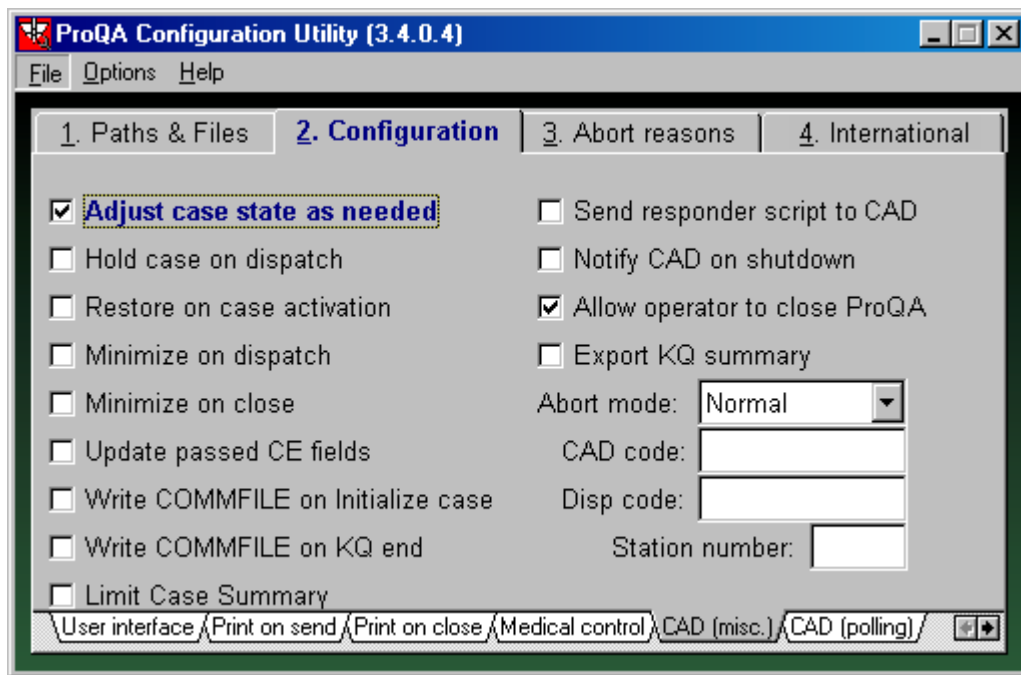
This option is not usually selected. It generally applies only to UK systems.

Pass CAD Case Entry Information On Display Of Key Questions Checkbox

Check the **Pass CAD Case Entry information on display of Key Questions** checkbox to cause ProQA to update a CAD system when the operator exits ProQA's **Case Entry** tab (see [“Case Entry \(Entry Tab\)” on page 69](#)).

This option is not usually selected. See your CAD documentation for more information.

CAD (Misc.) Sub-Tab



Adjust Case State As Needed Checkbox

Check the **Adjust case state as needed** checkbox to allow ProQA to seek cases which may have been placed on hold and thought to be in the closed file, and cases which may have been closed and thought to be in the held file.

Hold Case On Dispatch Checkbox

Check the **Hold case on dispatch** checkbox to cause ProQA to automatically place a case on hold after a dispatch occurs.

Restore On Case Activation Checkbox

Check the **Restore on case activation** checkbox to automatically open and return focus to ProQA (if it is minimized) when a new case is started, opened (interfaced with CAD), or when a case summary is called.

This option may be used when the CAD system cannot control the windowing environment.

Minimize On Dispatch Checkbox

Check the **Minimize on dispatch** checkbox to automatically minimize the ProQA window when the operator clicks on the **Send** button (see [“Send” on page 89](#)).

This option is not used by most CAD clients using multiple monitors or by agencies using horizontal dispatch techniques.

This option may be used when the CAD system cannot control the windowing environment.

Minimize On Close Checkbox

Check the **Minimize on close** checkbox to automatically minimize the ProQA window when the operator closes a case.

This option may be used when the CAD system cannot control the windowing environment.

Update Passed CE Fields Checkbox

Check the **Update passed CE fields** checkbox to allow operators to change an **address** and **phone number** that was brought in by a CAD system.

This option is not generally selected because address and phone number information should be verified in CAD before it is brought into ProQA.

If you select this option, your CAD system must be able to update it's records upon return to CAD.

Write COMMFILE On Initialize Case Checkbox

Check the **Write COMMFILE on Initialize case** checkbox to send the ProQA **Case Number** to CAD via the text COMMFILE or via the DDE link.

Write COMMFILE On KQ End Checkbox

Check the **Write COMMFILE on KQ end** checkbox to cause the COMMFILE to be updated when all Key Questions are finished in cases where dispatch occurs prior to the completion of all Key Questions. This allows CAD to get the remaining Key Question answers prior to case close.

Limit Case Summary Checkbox

Check the **Limit Case Summary** checkbox to disable the **Find, Next Case,** and **Previous Case** features on the ProQA **Summary tab** (see [“Summary Tab Buttons” on page 103](#)). Case summary will be controlled by CAD.

Send Responder Script to CAD Checkbox

Check the **Send responder script to CAD** checkbox to include the **Responder Script** (see [“Responder Script” on page 107](#)) in the COMMFILE.

Notify CAD On Shutdown Checkbox

Check the **Notify CAD on shutdown** checkbox to send a **T** terminate case state flag back to CAD when ProQA is exited.

Export KQ Summary Checkbox

Check the **Export KQ Summary** checkbox to export the Key Question Summary.

Allow Operator To Close ProQA Checkbox

Check the **Allow operator to close ProQA** checkbox to allow operators to close ProQA. When this checkbox is left empty, ProQA can only be closed through a CAD interface.

Abort Mode Field

To select an abort mode, click on the  button and select **Normal** or **DispClose** from the drop-down selection list.

Select **Normal** from the **Abort Mode** field to send an **A** back to CAD when a case is aborted.

Select **DispClose** from the **Abort Mode** field to send a **D** to dispatch the case immediately, followed by a **C** to close the case.

The DispClose option was designed for a problem encountered with some CAD's method of interface, and should only be used with a DDE or TCP/IP interface.

CAD Code Field

The **CAD code** field is used when **DispClose** is selected from the **Abort Mode** field to enter the CAD code to be sent to CAD when an abort occurs.

Disp Code Field

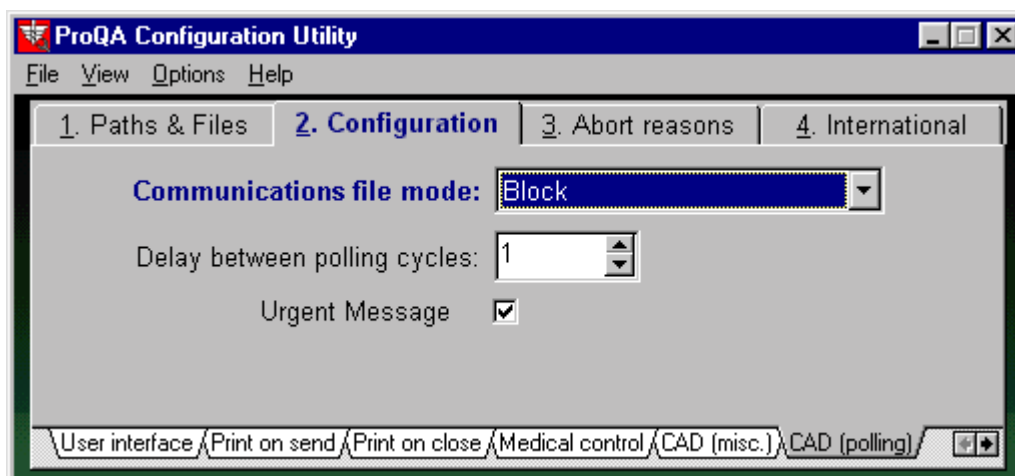
The **Disp code** field is used when **DispClose** is selected from the **Abort Mode** field to enter the ProQA code to be sent to CAD when an abort occurs.

Station Number Field

The **Station number** field is used to enter a two digit alphanumeric identifier to be attached to the beginning of the ProQA case number for cases created on the local workstation.

This identifier may be used by some standalone or CAD users to identify which workstation the case came from.

CAD (Polling) Sub-Tab



Communications File Mode Field

The **Communications file mode** field is used to select the type of file transfer that ProQA will use to talk with your CAD system. To select a communications file mode, click on the  button and select **None**, **Block**, **DDE**, or **TCP** from the drop-down selection list.

Select **None** for no CAD interface. Select **Block** for text mode transfer. Select **DDE** for memory transfer. Select **TCP** to use a TCP/IP port.

If TCP is selected, the COMMFILE name should be the IP address of the local machine followed by a space followed by the port number where CAD is expecting ProQA.

Delay Between Polling Cycles Field

The **Delay between polling cycles** field is used to specify the number of seconds ProQA should wait between reading (polling) the COMMFIL. To specify the delay, simply enter the number of seconds in the field or use the  buttons to select the desired number of seconds.

This field is only used in Block mode.

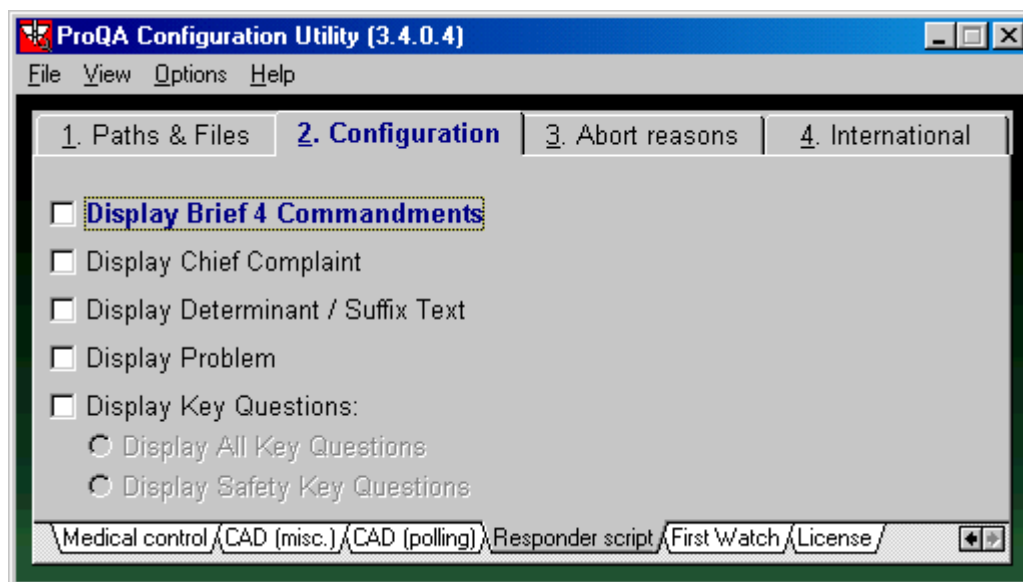
In the example above, 1 second has been entered in the **Delay between polling cycles** field. This means that ProQA will poll the COMMFIL and look for a change in status once every second.

Urgent Message Checkbox

Check the **Urgent Message** checkbox to activate the **Urgent Message** function allowing calltakers to send urgent messages to CAD (see [“Spec Logs | Urgent Message” on page 36](#) and [“Urgent Message Button” on page 49](#)).

Check with your CAD vendor to make sure this feature is supported before selecting this option.

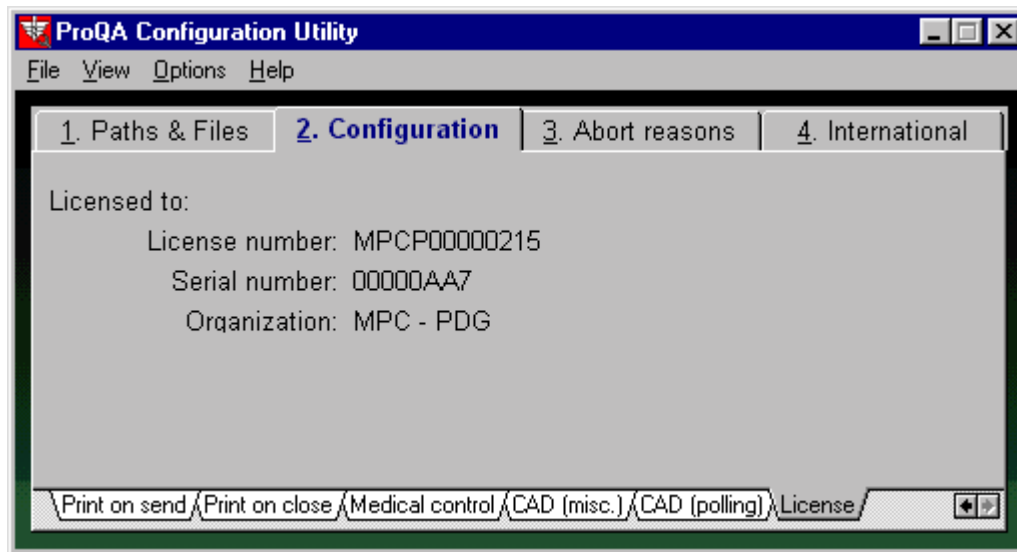
Responder Script Sub-Tab



The **Responder script sub-tab** allows you to select information for the **Responder Script** that is sent to CAD. Check the appropriate boxes to select the desired information.

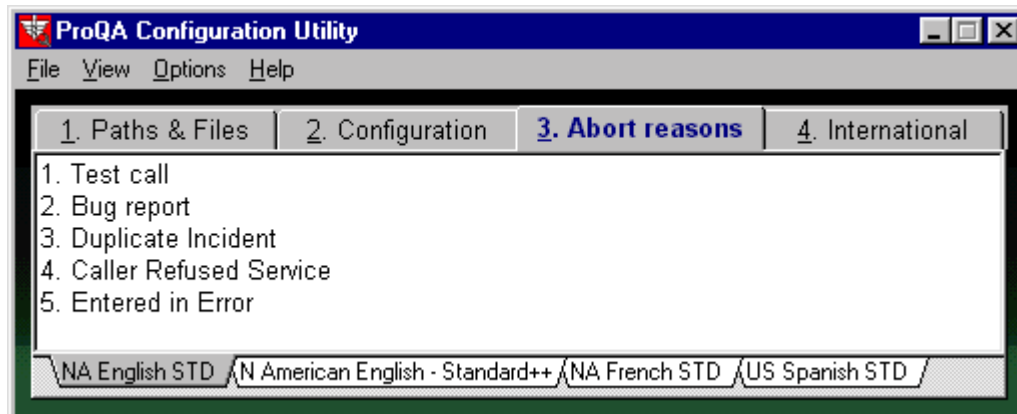
This sub-tab is only used if your agency has an integrated Computer Aided Dispatch (CAD) system that supports the Responder Script.

License Sub-Tab



The **License sub-tab** displays the license number, serial number, and organization registered for your copy of ProQA.

Abort Reasons Tab

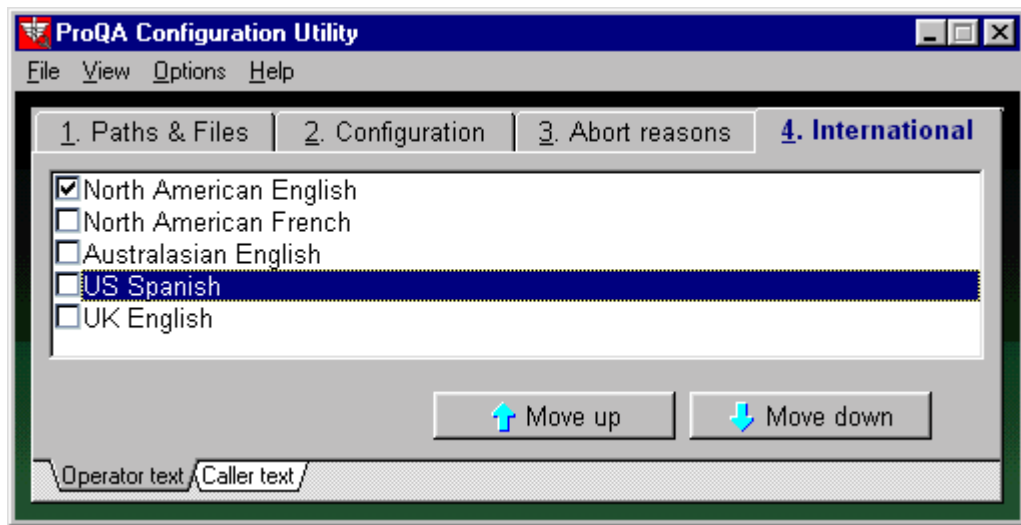


The **Abort reasons tab** is used to add or change your agency specific acceptable reasons to abort a case. These reasons appear in the **Abort reason** dialog box that appears when the operator closes a case before dispatch (see [“File | Close Case” on page 31](#)).

This is a free form text field. Each line is interpreted as a new abort reason.

Use the language sub-tabs located at the bottom of the **Abort-reasons tab** to enter the abort reasons in each language installed on your system.

International Tab



The **International tab** is used to set the selection order of the languages used by ProQA (see [“Language” on page 29](#)). It can also be used to select a default language to be used whenever you start a new case in ProQA (see [“Starting a New Case” on page 26](#)).

The International tab is inactive (inaccessible) if you have only one language installed on your system.

Operator Text Sub-Tab

The **Operator text sub-tab** allows you to set the selection order for the operator text. To move a language up in the order, select the desired language and click on the **Move up** button. To move a language down in the order, select the desired language and click on the **Move down** button.

You can also select a default operator language to be used whenever you start a new case in ProQA. To select a default operator language, simply click on the box to the left of the desired language. A check mark will appear in the box indicating that the language has been selected as the default. Notice in the example above that a check mark appears in the box next to **North American English** (NAE) indicating that NAE has been selected as the default operator language. This means that ProQA will automatically switch to NAE as the operator language whenever a new case is started in ProQA.

If no default language is selected, ProQA uses the currently selected operator language when starting a new case.

Caller Text Sub-Tab

The **Caller text sub-tab** allows you to set the selection order for the caller text. To move a language up in the order, select the desired language and click on the **Move up** button. To move a language down in the order, select the desired language and click on the **Move down** button.

You can also select a default caller language to be used whenever you start a new case in ProQA. To select a default caller language, simply click on the box to the left of the desired language. A check mark will appear in the box indicating that the language has been selected as the default. For example, a check mark in the box next to **North American English STD (NAE)** indicates that NAE has been selected as the default caller language. This means that ProQA will automatically switch to NAE as the caller language whenever a new case is started in ProQA.

If no default language is selected, ProQA uses the currently selected caller language when starting a new case.

ProQATM User's Guide

6-Operator Maintenance Utility

The Operator Maintenance Utility is used to maintain your ProQA operator database. It allows you to enter new operators, modify data on existing operators, and delete operators that should no longer be listed in the database.

Each operator must be assigned an operator ID and password to logon to ProQA. ProQA uses operator IDs to track the actions of individual operators. In CAD-interfaced environments, the operator ID is automatically entered as a record in the database the first time the operator logs into CAD and starts a new case in ProQA. However, you will still need to use this utility to enter the operator's name, password and logon level.

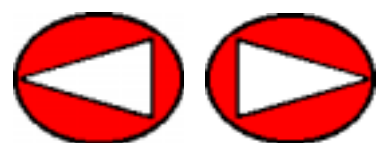
Chapter Highlights

Starting The Operator Maintenance Utility, page 146

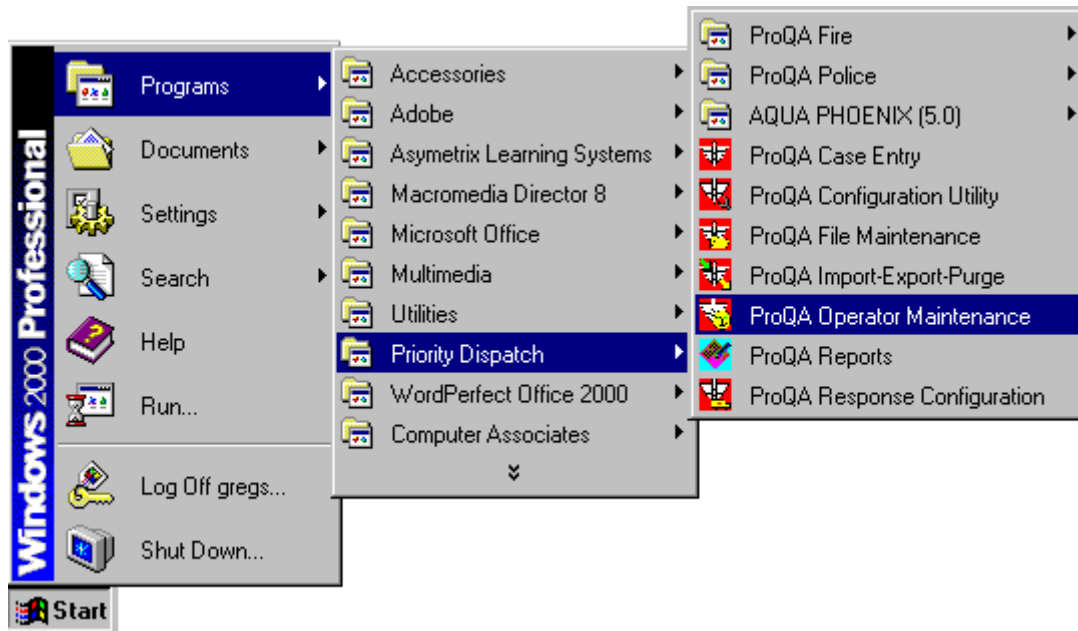
Operator Maintenance Utility Overview, page 148

Operator Maintenance Utility Menus and Controls, page 151

Using The Operator Maintenance Utility, page 158



Starting The Operator Maintenance Utility



ProQA for Medical

To start the ProQA for Medical Operator Maintenance Utility, click on the Windows **Start** button and select **Programs | Priority Dispatch | ProQA Operator Maintenance**.

ProQA for Fire

To start the ProQA for Fire Operator Maintenance Utility, click on the Windows **Start** button and select **Programs | Priority Dispatch | ProQA Fire | Operator Maintenance**.

ProQA for Police

To start the ProQA for Police Operator Maintenance Utility, click on the Windows **Start** button and select **Programs | Priority Dispatch | ProQA Police | Operator Maintenance**.

ProQA Logon

The first thing you will see when you start this Utility is the **ProQA Logon** window.



To logon to ProQA, enter your operator logon name and password in the appropriate fields and click on the **OK** button or press **Enter**.

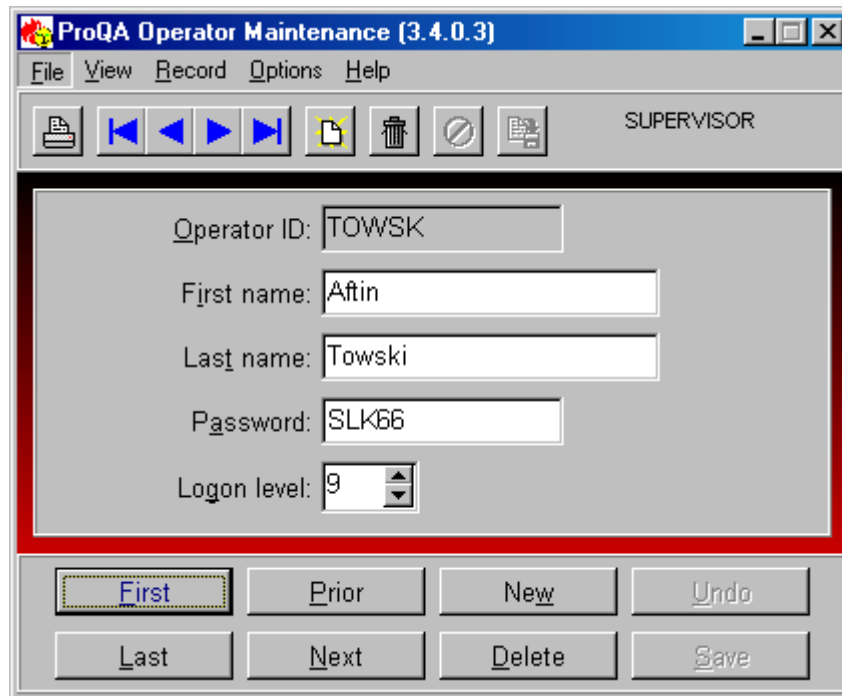
A logon name and password must be assigned to you by the system administrator.

If the computer does not recognize your logon name and password after three attempts, the program will automatically close.

The initial operator logon name is **SUPERVISOR**. The initial password is **PROQA**.

The initial logon name and password should be removed once an administrator has been added to the system.

Operator Maintenance Utility Overview



Menu Bar



The **Menu bar** contains several drop-down menus that contain the commands necessary to operate the Operator Maintenance Utility.

Tool Bar



The **Tool bar** contains shortcut buttons for commonly used Operator Maintenance Utility commands. See [“Operator Maintenance Utility Tool Bar” on page 155](#) for detailed information on each of the buttons.

The **Tool bar** also displays the name of the operator who is logged on to ProQA. In the example above operator **SUPERVISOR** is logged on.

Database Fields



Operator ID:	TOWSK
First name:	Aftin
Last name:	Towski
Password:	SLK66
Logon level:	9

Operator ID Field

When the background of the **Operator ID** field is gray (as shown above), you can type the operator ID of any employee in the database to automatically go to the record for that employee.

When you create a new record (see [“Adding A New Employee” on page 158](#)), the background of the **Operator ID** field turns white. When the background is white, you can enter an operator ID for the new employee. This ID must be unique for each employee, and can contain up to 10 alphanumeric characters. If your agency interfaces ProQA with a CAD system, the operator ID is assigned by the CAD.

Operator IDs must be unique. If you assign an operator ID that is already in use to a new employee, the original employee record will be lost. If you are unsure if an operator ID is already in use, try typing the ID in the Operator ID field when the background is gray. If the operator ID is in use, you will be taken to the record for the employee who is assigned the ID.

First Name Field

The **First name** field is used to enter the employee's first name. This field will accept up to 20 alphanumeric characters.

Last Name Field

The **Last name** field is used to enter the employee's last name. This field will accept up to 20 alphanumeric characters.

Password Field

The **Password** field is used to enter a password for the employee. This field will accept up to 10 alphanumeric characters. ProQA passwords are not case sensitive.

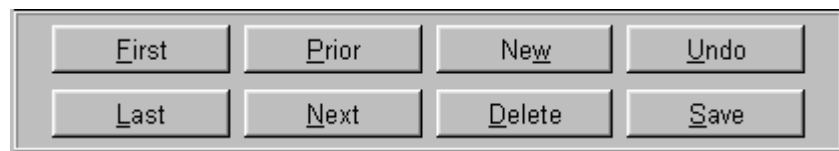
Logon Level Field

The **Logon level** field is used to specify a logon level for the employee. The logon level controls the employee's access to ProQA and the ProQA Utilities.

To specify a logon level, simply type the level (0-9) in the **Logon level** field or use the  buttons to select the appropriate level. The access allowed by each logon level is shown below.

- 0-1** Levels 0-1 are training levels (not implemented).
- 2-6** Levels 2-6 allow access to **ProQA Case Entry**, the **Configuration Utility**, and the **File Maintenance Utility**.
- 7** Level 7 allows access to **ProQA Case Entry** and **all utilities except Operator Maintenance**. However, Level 7 operators cannot alter case numbers.
- 8** Level 8 allows access to **ProQA Case Entry** and **all utilities**. However, Level 8 operators cannot delete operators, see passwords, or assign logon levels higher than 8.
- 9** Level 9 allows **full access** to **ProQA Case Entry** and **all utilities**. The system administrator should have level 9 access.

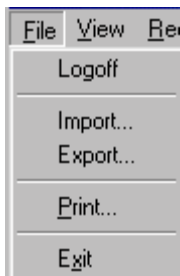
Navigation Bar



The **Navigation bar** contains shortcut buttons for commonly used Operator Maintenance Utility navigation commands. See [“Operator Maintenance Navigation Bar” on page 156](#) for detailed information on each of the buttons.

Operator Maintenance Utility Menus and Controls

File Menu



File | Logoff

Select **File | Logoff** to log off of the Operator Maintenance Utility without closing the program.

File | Import

Select **File | Import** to import operator database data from a comma delimited text file. You will be prompted to select the text file for import.

A comma delimited text file of an operator database can be created using the export command described below. The import function allows you to import data that has been exported from a database located on a different machine.

File | Export

Select **File | Export** to export your operator database data to a comma delimited text file. You will be prompted to enter a name for your export file.

File | Print

Select **File | Print** to print a report of selected operators in the database. The report contains the operator ID, first name, last name, password, and logon level for each operator. See [“Printing Operator Information” on page 162](#) for detailed instructions on how to print a report.

Passwords are only displayed if the currently logged on user has a logon level of 9 (see [“Logon Level Field” on page 150](#)).

File | Exit

Select **File | Exit** to exit the Operator Maintenance Utility.

View Menu



A check mark next to an item on the **View menu** indicates that the item will be shown. No check mark indicates that the item will be hidden.

View | Toolbar

Select **View | Toolbar** to display or hide the **Tool bar** (see [“Tool Bar” on page 148](#)).

View | Navigation bar

Select **View | Navigation bar** to display or hide the **Navigation bar** (see [“Navigation Bar” on page 150](#)).

View | Change Languages

Select **View | Change languages** to display a list of all languages installed on your system. To change languages, simply click on the desired language.

A check mark appears next to the selected language.

This option does not appear if only one language is installed on your system.

Record Menu



Record | First

Select **Record | First** or press **F5** to go to the first record in the database.

Record | Last

Select **Record | Last** or press **F8** to go to the last record in the database.

Record | Prior

Select **Record | Prior** or press **F6** to go to the previous record in the database.

Record | Next

Select **Record | Next** or press **F7** to go to the next record in the database.

Record | New

Select **Record | New** to enter a new record to the database.

You must have level 8 access or higher to enter a new record.

Record | Delete

Select **Record | Delete** to delete a record from the database.

You must have level 9 access to delete a record.

Employees who have generated cases should not be deleted.

Record | Undo Changes

Select **Record | Undo changes** to undo any changes you have made to a record.

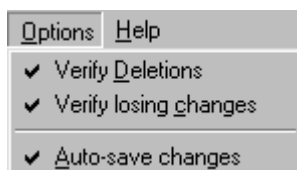
Changes cannot be undone after they have been saved.

Record | Save Changes

Select **Record | Save changes** to save any changes you have made to a record.

Changes cannot be undone after they have been saved.

Options Menu



Options | Verify Deletions

Select **Options | Verify Deletions** to toggle the verify deletions feature on or off. When this feature is on, a **Confirm deletions** dialog box will appear when you delete a record to verify that you actually want to delete the record. When this feature is off, records are deleted without verification.

A check mark appears next to Verify Deletions when the verify deletions feature is turned on. No check mark appears when the feature is turned off.

Options | Verify Losing Changes

Select **Options | Verify losing changes** to toggle the verify losing changes feature on or off. When this feature is on, a **Confirm changes** dialog box will appear asking you if you would like to save the changes whenever you leave a record that has been changed, but not saved. When this feature is off, changes not saved to a record are lost when you leave the record.

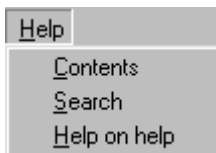
A check mark appears next to Verify losing changes when the verify losing changes feature is turned on. No check mark appears when the feature is turned off.

Options | Auto-Save Changes

Select **Options | Auto-save changes** to toggle the auto-save changes feature on or off. When this feature is on, ProQA automatically saves any changes made to a record when you leave the record.

A check mark appears next to Auto-save changes when the auto-save changes feature is turned on. No check mark appears when the feature is turned off.

Help Menu



Help | Contents

Select **Help | Contents** to start the Operator Maintenance Utility online help.

Help | Search

Select **Help | Search for Help On** to search for a specific topic in the Operator Maintenance Utility online help.

Help | Help On Help

Select **Help | Help on help** to learn how to use Windows help.

Operator Maintenance Utility Tool Bar



Print Button



Click on the **Print** button to print a report of selected operators in the database. The report contains the operator ID, first name, last name, password, and logon level for each operator. See [“Printing Operator Information” on page 162](#) for detailed instructions on how to print a report.

Passwords are only displayed if the currently logged on user has a logon level of 9 (see [“Logon Level Field” on page 150](#)).

First Button



Click on the **First** button or press **F5** to go to the first record in the database.

Prior Button



Click on the **Prior** button or press **F6** to go to the previous record in the database.

Next Button



Click on the **Next** button or press **F7** to go to the next record in the database.

Last Button



Click on the **Last** button or press **F8** to go to the last record in the database.

New Button



Click on the **New** button to enter a new record to the database.

You must have level 8 access or higher to enter a new record.

Delete Button



Click on the **Delete** button to delete a record from the database.

You must have level 9 access to delete a record.

Employees who have generated cases should not be deleted.

Undo Changes Button



Click on the **Undo changes** button to undo any changes you have made to a record.

Changes cannot be undone after they have been saved.

Save Changes Button



Click on the **Save changes** button to save any changes you have made to a record.

Changes cannot be undone after they have been saved.

Change Languages Button

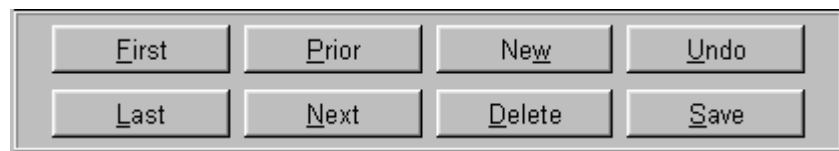


Click on the **Change languages** button to display a list of all languages installed on your system. To change languages, simply click on the desired language.

A check mark appears next to the selected language.

This button does not appear if only one language is installed on your system.

Operator Maintenance Navigation Bar



First Button

Click on the **First** button or press **Alt+F** to go to the first record in the database.

Last Button

Click on the **Last** button or press **Alt+L** to go to the last record in the database.

Prior Button

Click on the **Prior** button or press **Alt+P** to go to the previous record in the database.

Next Button

Click on the **Next** button or press **Alt+N** to go to the next record in the database.

New Button

Click on the **New** button or press **Alt+W** to enter a new record to the database.

You must have level 8 access or higher to enter a new record.

Delete Button

Click on the **Delete** button or press **Alt+D** to delete a record from the database.

You must have level 9 access to delete a record.

Employees who have generated cases should not be deleted.

Undo Button

Click on the **Undo** button or press **Alt+U** to undo any changes you have made to a record.

Changes cannot be undone after they have been saved.

Save Button

Click on the **Save** button or press **Alt+S** to save any changes you have made to a record.

Changes cannot be undone after they have been saved.

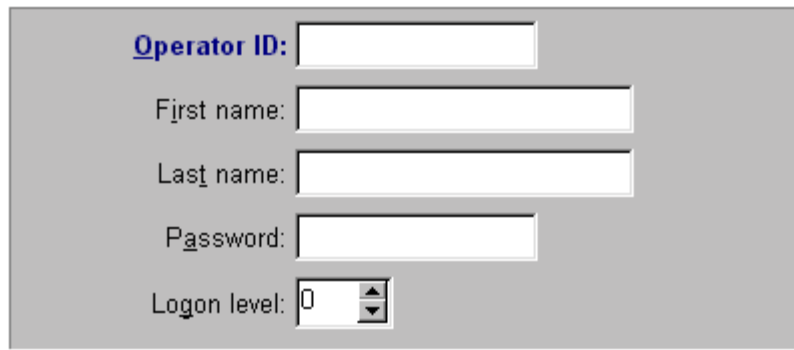
Using The Operator Maintenance Utility

Adding A New Employee

To add a new employee, select **Record | New** or press **Alt+W**.

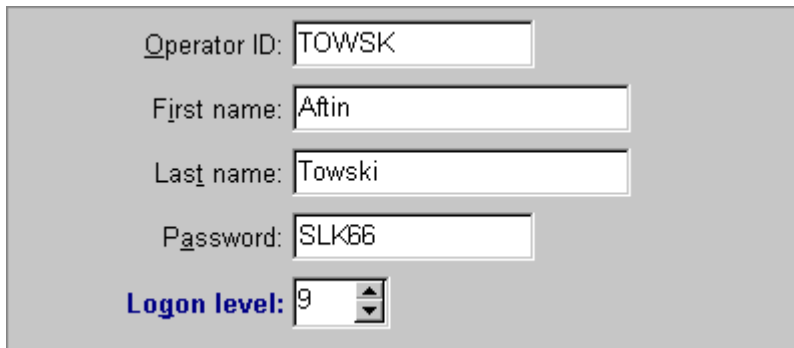
You can also click on the New button on the Tool bar or the Navigation bar.

The **Database** fields will be cleared and the background of the **Operator ID** field will turn white allowing you to enter a new operator ID.



A screenshot of a software form for adding a new employee. The form has a light gray background. It contains five input fields: 'Operator ID:' (with a blue underline on 'O'), 'First name:', 'Last name:', 'Password:', and 'Logon level:'. The 'Logon level' field is a spinner control showing the value '0'.

Enter the appropriate data in each of the **Database** fields (see [“Database Fields” on page 149](#)).



A screenshot of the same software form, but now with data entered. The 'Operator ID' field contains 'TOWSK' and has a blue background. The 'First name' field contains 'Aftin', 'Last name' contains 'Towski', and 'Password' contains 'SLK66'. The 'Logon level' spinner control now shows the value '9'.

When you are finished, select **Record | Save changes** or press **Alt+S** to save the new employee record.

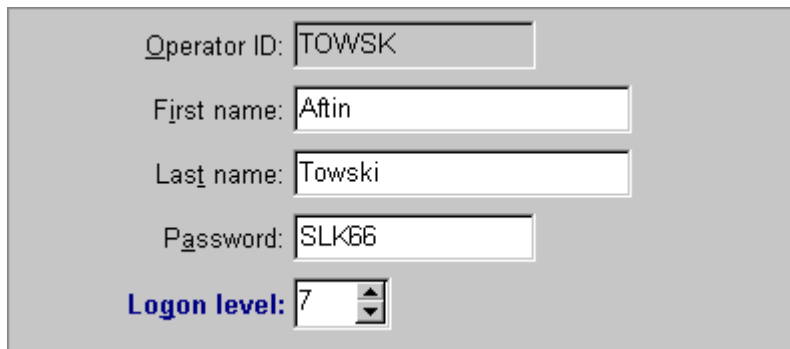
You can also click on the Save changes button on the Tool bar or the Save button on the Navigation bar.

Modifying An Existing Record

To modify an existing record, use the **Record menu**, **Tool bar**, or **Navigation bar** to go to the desired record (see [“Record Menu” on page 152](#), [“Tool Bar” on page 148](#), and [“Navigation Bar” on page 150](#)).

You can also type the operator ID of the desired record in the Operator ID field to go to the record (see [“Operator ID Field” on page 149](#)).

The information currently stored in the database will appear in the **Database** fields.



Operator ID: TOWSK

First name: Aftin

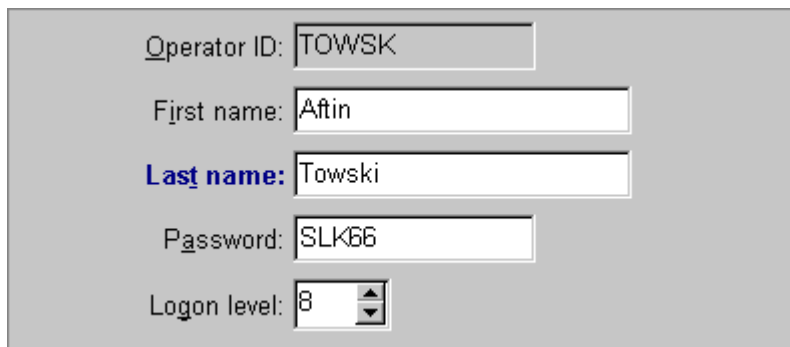
Last name: Towski

Password: SLK66

Logon level: 7

Change the desired information in the **Database** fields.

You cannot change the operator ID.



Operator ID: TOWSK

First name: Aftin

Last name: Towski

Password: SLK66

Logon level: 8

In the example above, the Logon level has been changed from 7 to 8.

When you are finished, select **Record | Save changes** or press **Alt+S** to save the changes.

You can also click on the Save changes button on the Tool bar or the Save button on the Navigation bar.

Deleting A Record

To delete a record, use the **Record menu**, **Tool bar**, or **Navigation bar** to go to the desired record (see [“Record Menu” on page 152](#), [“Tool Bar” on page 148](#), and [“Navigation Bar” on page 150](#)).

You can also type the operator ID of the desired record in the **Operator ID field** to go to the record (see [“Operator ID Field” on page 149](#)).

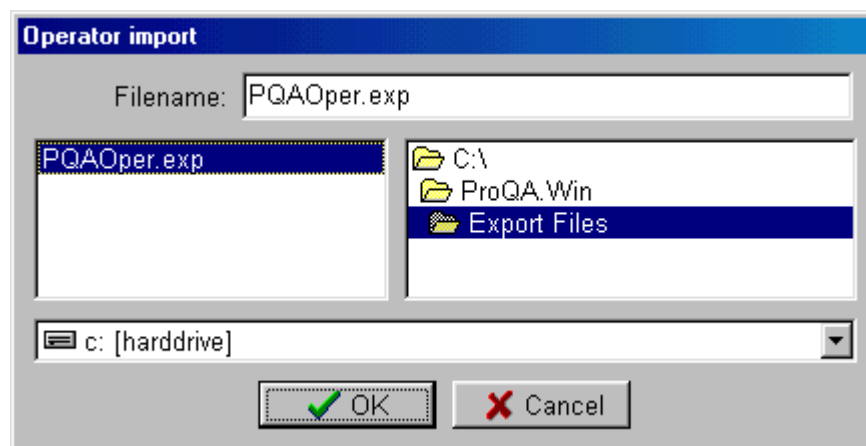
Next, select **Record | Delete** or press **Alt+D** to delete the record.

Employees who have generated cases should not be deleted.

Importing Operator Information

To import operator information from a comma delimited text file, select **File | Import**.

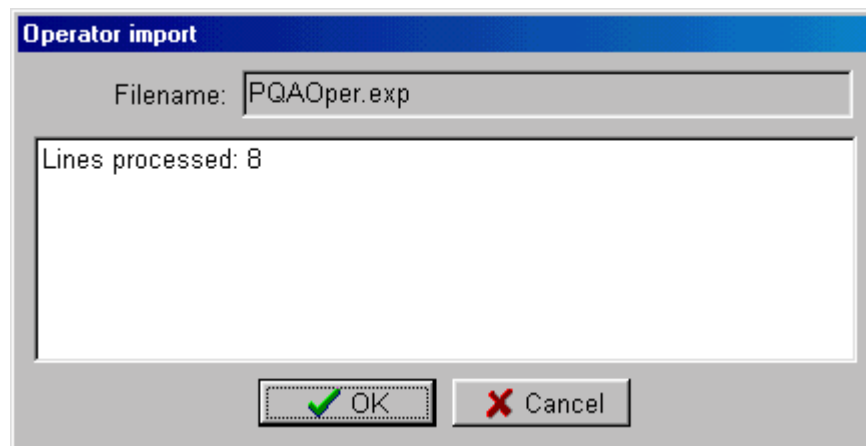
The **Operator import** dialog box appears.



Browse to the import file. In the example above the import file is **C:\ProQA.Win\Export Files\PQAOper.exp**.

After selecting the import file, click on the **OK** button.

The **Operator import** dialog box displays the filename and the number of lines processed.

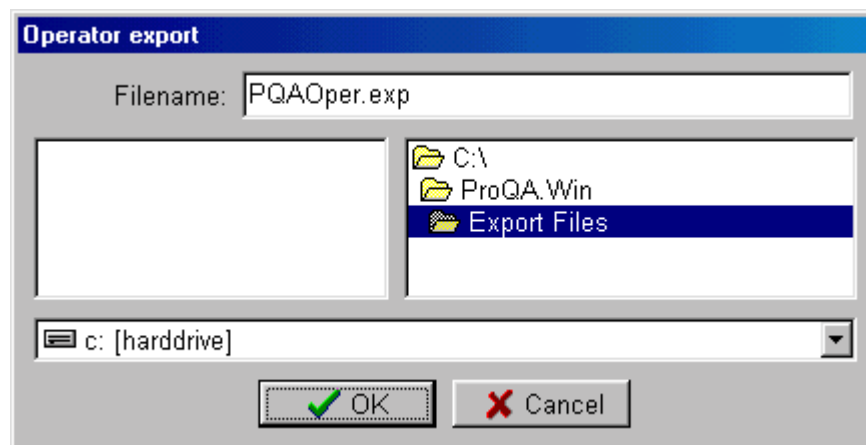


Click on the **OK** button to close the **Operator import** dialog box.

Exporting Operator Information

To export operator information to a comma delimited text file, select **File | Export**.

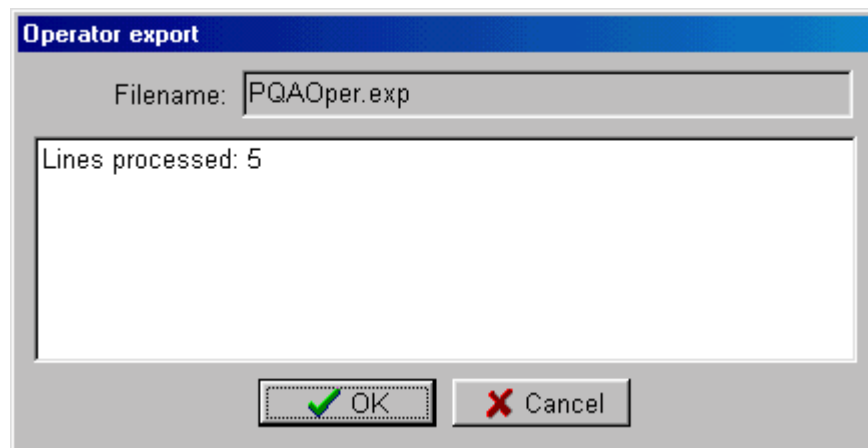
The **Operator export** dialog box appears.



Browse to the directory (folder) where you would like to save your export file, and enter a filename in the **Filename** field. In the example above the export file will be called **PQAOper.exp** and it will be saved in the **C:\ProQA.Win\Export Files** folder.

After entering a path and filename, click on the **OK** button.

The **Operator export** dialog box displays the filename and the number of lines processed.



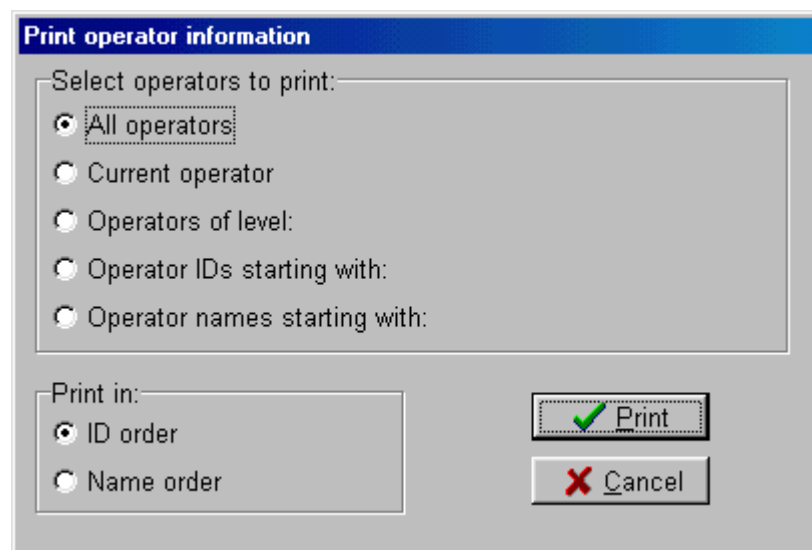
Click on the **OK** button to close the **Operator export** dialog box.

Printing Operator Information

To print operator information, select **File | Print** or press **Alt+F+P**.

You can also click on the Print button on the Tool bar.

The **Print operator information** dialog box appears.



Select one of the **Select operators to print** options.

- Select **All operators** to print information for every operator in the database.
- Select **Current operator** to print the operator information currently displayed in the **Database** fields.
- Select **Operators of level** to print operator information for every operator with a specified logon level.

When you select this option, a field appears allowing you to enter the desired logon level.

- Select **Operator IDs starting with** to print operator information for every operator whose operator ID starts with a specified text string.

When you select this option, a field appears allowing you to enter the desired text string.

Some agencies assign operator IDs that begin with a code for the year the operator was hired (i.e. 96JONES_J). Selecting Operator IDs starting with and entering a year code (i.e. 96) makes it possible to print operator information for every operator who was hired in a given year.

- Select **Operator names starting with** to print operator information for every operator whose name starts with a specified text string.

When you select this option, a field appears allowing you to enter the desired text string.

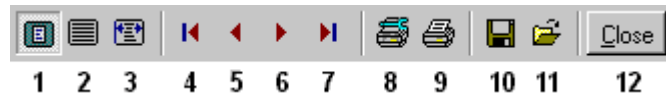
Next, select one of the **Print in** options.

- Select **ID order** to order the information by operator ID
- Select **Name order** to order the information by operator name.

When you are finished, click on the **Print** button to display your report in the **Operator Information** viewer.

Passwords are only displayed if the currently logged on user has a logon level of 9 (see [“Logon Level Field” on page 150](#)).

The **Print Preview** viewer has a **Button bar** which you can use to control the display and print a copy of your report.



1. **Zoom to Fit button:** Click on this button to make your report fit in the window.
2. **100% button:** Click on this button to display your report full size.
3. **Zoom to Width button:** Click on this button to make your report fit the window width.
4. **First Page button:** Click on this button to go to the first page of your report.
5. **Prior Page button:** Click on this button to go to the previous page of your report.
6. **Next Page button:** Click on this button to go to the next page of your report.
7. **Last Page button:** Click on this button to go to the last page of your report.
8. **Printer Setup button:** Click on this button to setup printer options.
9. **Print button:** Click on this button to print your report.
10. **Save button:** Click on this button to save an electronic copy of your report.
11. **Load Report button:** Click on this button to load a previously saved report.
12. **Close button:** Click on this button to close the **Print Preview** viewer.

ProQATM User's Guide

7-Response Configuration Utility

The Response Configuration Utility is used to enter the locally defined response configuration assigned to each ProQA dispatch code. For agencies using an integrated Computer Aided Dispatch (CAD) system, the Response Configuration Utility is also used to enter the CAD code that ProQA should return to CAD for each ProQA dispatch code. The Response Configuration Utility also allows you to map patient condition codes to ProQA dispatch codes.

Chapter Highlights

Starting The Response Configuration Utility, page 166

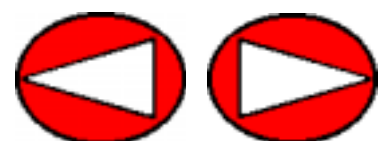
Response Configuration Utility Overview, page 168

Response Configuration Utility Menus and Controls, page 170

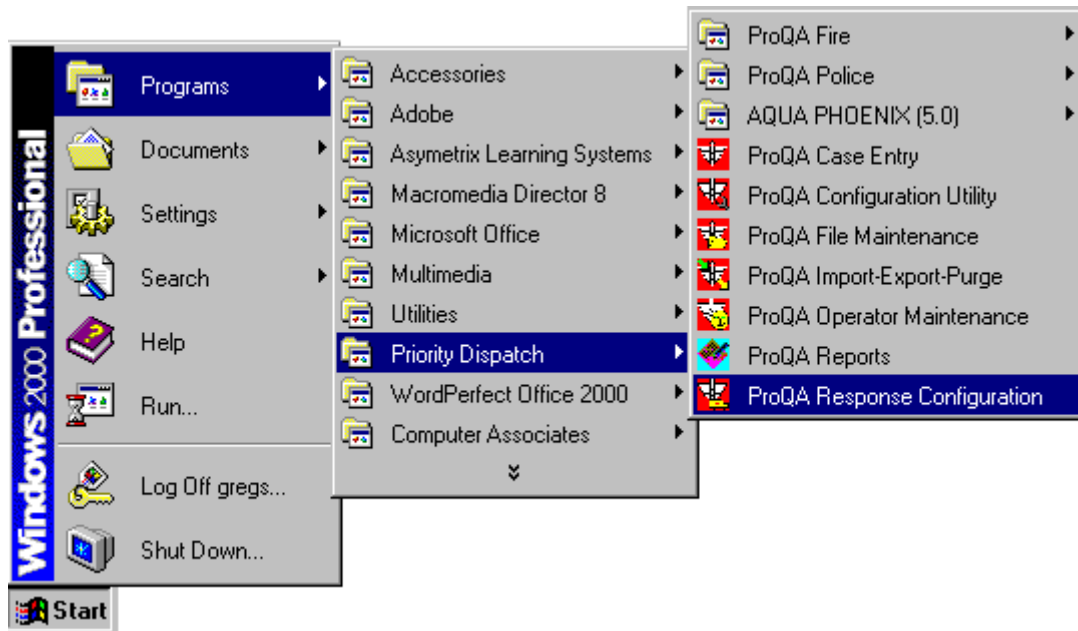
Using The Response Configuration Utility, page 175

Customizing Response Configurations and Codes, page 175

Printing Response Configuration Information, page 179



Starting The Response Configuration Utility



ProQA for Medical

To start the ProQA for Medical Response Configuration Utility, click on the Windows **Start** button and select **Programs | Priority Dispatch | ProQA Response Configuration**.

ProQA for Fire

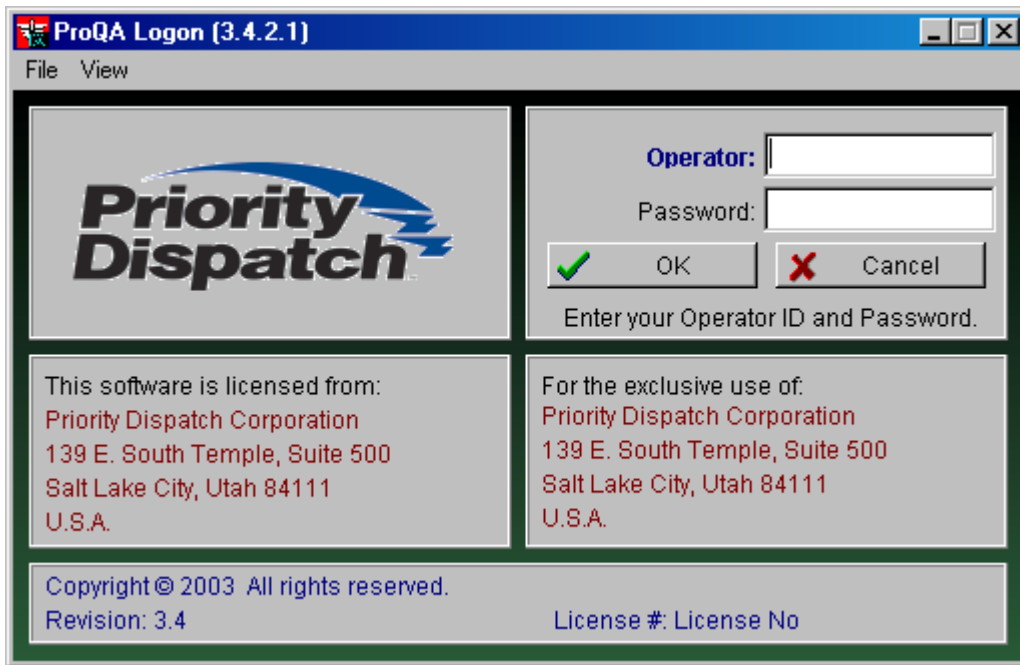
To start the ProQA for Fire Response Configuration Utility, click on the Windows **Start** button and select **Programs | Priority Dispatch | ProQA Fire | Response Configuration**.

ProQA for Police

To start the ProQA for Police Response Configuration Utility, click on the Windows **Start** button and select **Programs | Priority Dispatch | ProQA Police | Response Configuration**.

ProQA Logon

The first thing you will see when you start this Utility is the **ProQA Logon** window.



To logon to ProQA, enter your operator logon name and password in the appropriate fields and click on the **OK** button or press **Enter**.

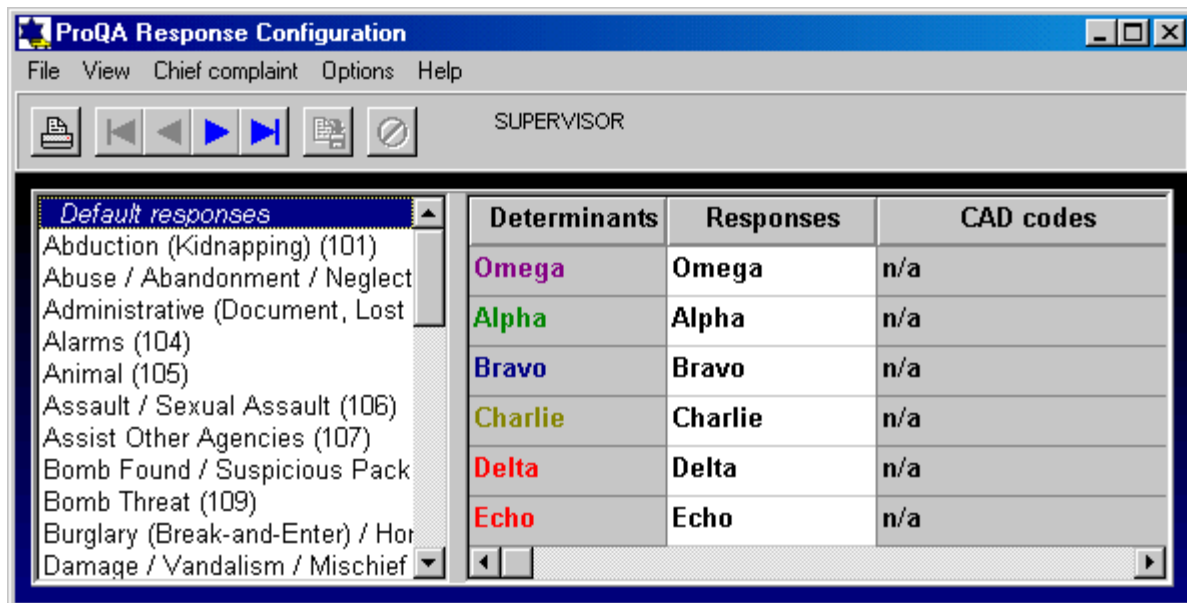
A logon name and password must be assigned to you by the system administrator.

If the computer does not recognize your logon name and password after three attempts, the program will automatically close.

The initial operator logon name is **SUPERVISOR**. The initial password is **PROQA**.

The initial logon name should be removed once an administrator has been added to the system (see [“6-Operator Maintenance Utility” on page 145](#)).

Response Configuration Utility Overview

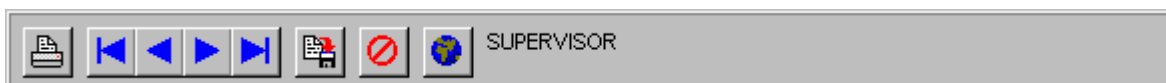


Menu Bar

File View Chief complaint Options Help

The **Menu bar** contains several drop-down menus that contain the commands necessary to operate the Response Configuration Utility.

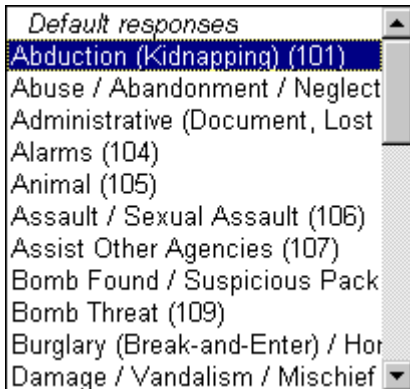
Tool Bar



The **Tool bar** contains shortcut buttons for commonly used Response Configuration Utility commands. See [“Response Configuration Utility Tool Bar” on page 173](#) for detailed information on each of the buttons.

The **Tool bar** also displays the name of the operator who is logged on to ProQA. In the example above operator **SUPERVISOR** is logged on.

Chief Complaint List



The **Chief Complaint** list contains all of the Chief Complaints and a special entry for default responses. When you select a Chief Complaint from this list, the determinants, responses, CAD codes, and condition codes associated with the Chief Complaint are displayed in the **Response Configuration** fields (see [“Response Configuration Fields” on page 169](#)).

The selected Chief Complaint is highlighted in blue. In the example shown from ProQA Police, **Abduction (Kidnapping) (101)** is selected.

Response Configuration Fields

Determinants	Responses (Suffix: C)	CAD codes (Suffix: C)	Responses	CAD codes
D 0 Override	Delta	101D00	Delta	101D00
1 Hostage	Delta	101D01	Delta	101D01
2	Delta	101D02	Delta	101D02
3	Delta	101D03	Delta	101D03
4	Delta	101D04	Delta	101D04
E 0 Override	Echo	101E00	Echo	101E00
1	Echo	101E01	Echo	101E01

Column widths can be adjusted by dragging the edges of the heading fields.

Determinants Column

The **Determinants** column displays all of the determinants for the Chief Complaint selected in the **Chief Complaints** list (see [“Chief Complaint List” on page 169](#)).

Responses Column(s)

The **Responses** column(s) display the response configurations for each determinant and suffix. You may need to use the scroll bar to see the **Responses** columns for all available suffixes.

To change a response configuration, simply type the configuration in the **Responses** field for the appropriate determinant and suffix (see [“Customizing Response Configurations and Codes” on page 175](#)).

Unique configurations can be assigned to each suffix for each determinant.

CAD Codes Column(s)

The **CAD codes** column(s) display the CAD code that ProQA will return to CAD for each determinant and suffix. To change a CAD code, simply type the code in the appropriate **CAD codes** field (see [“Customizing Response Configurations and Codes” on page 175](#)).

Unique CAD codes can be assigned to each suffix for each determinant.

Condition Codes Column (ProQA for Medical)

Determinants	Condition codes	Responses	CAD codes
A 1 Breathing	10A01	Alpha	10A01
C 0 Override	10C00	Charlie	10C00
1	10C01	Charlie	10C01
2 Cardiac	10C02	Charlie	10C02

The **Condition codes** column displays the condition code assigned to each dispatch code. To change a condition code, simply type the code in the appropriate **Conditions codes** field (see [“Customizing Response Configurations and Codes” on page 175](#)).

The conditions codes column was designed to allow agencies to map ProQA dispatch codes with ICD-9 codes used for Medicare billing.

Response Configuration Utility Menus and Controls

File Menu

File	View	Chief comp
Save	Ctrl+S	
Revert	Ctrl+R	
Logoff		
Export...		
Import...		
Print...	Ctrl+P	
Exit		

File | Save

Select **File | Save** or press **Ctrl+S** to save any response configuration or CAD code changes you have made.

File | Revert

Select **File | Revert** or press **Ctrl+R** to undo any response configuration or CAD code changes you have made since your last save.

File | Logoff

Select **File | Logoff** to log off of the Response Configuration Utility without closing the program.

File | Export

Select **File | Export** to export your response configuration database data to a comma delimited text file. You will be prompted to enter a name for your export file.

File | Import

Select **File | Import** to import response configuration database data from a comma delimited text file. You will be prompted to select the text file for import.

A comma delimited text file of a response configuration database can be created using the export command described above. The import function allows you to import data that has been exported from a database located on a different machine.

File | Print

Select **File | Print** to print a list of the response configurations and CAD codes assigned to all of the ProQA dispatch codes (see [“Printing Response Configuration Information” on page 179](#)).

File | Exit

Select **File | Exit** to exit the Response Configuration Utility.

View Menu



View | Toolbar

Select **View | Toolbar** to display or hide the **Tool bar** (see [“Tool Bar” on page 168](#)).

View | Sort Chief Complaints

Select **View | Sort chief complaints** to display the **Chief Complaint** list in alphabetical or numerical order (see [“Chief Complaint List” on page 169](#)). When **Sort chief complaints** is checked, the list is displayed in alphabetical order. When **Sort chief complaints** is unchecked, the list is displayed in numerical order.

View | Change Language

Select **View | Change language** to display a list of all languages installed on your system. To change languages, simply click on the desired language.

A check mark appears next to the selected language.

This option does not appear when only one language is installed.

Chief Complaint Menu

Chief complaint	
First	F5
Last	F8
Prior	F6
Next	F7

Chief Complaint | First

Select **Chief complaint | First** or press **F5** to go to the first Chief Complaint in the list.

Chief Complaint | Last

Select **Chief complaint | Last** or press **F8** to go to the last Chief Complaint in the list.

Chief Complaint | Prior

Select **Chief complaint | Prior** or press **F6** to go to the previous Chief Complaint in the list.

Chief Complaint | Next

Select **Chief complaint | Next** or press **F7** to go to the next Chief Complaint in the list.

Options Menu

Options	Help
Verify losing changes	
✓ Auto-save changes	

Options | Verify Losing Changes

Select **Options | Verify losing changes** to toggle the verify losing changes feature on or off. When this feature is on, a **Confirm changes** dialog box appears when you try to exit the utility and data has been changed, but not saved. When this feature is off, any changes made, but not saved, are lost when you exit the utility.

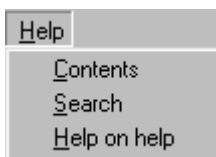
A check mark appears next to **Verify losing changes** when the verify losing changes feature is turned on. No check mark appears when the feature is turned off.

Options | Auto-Save Changes

Select **Options | Auto-save changes** to toggle the auto-save changes feature on or off. When this feature is on, ProQA automatically saves any changes made to the database when you exit the utility.

A check mark appears next to Auto-save changes when the auto-save changes feature is turned on. No check mark appears when the feature is turned off.

Help Menu



Help | Contents

Select **Help | Contents** to start the Response Configuration Utility online help.

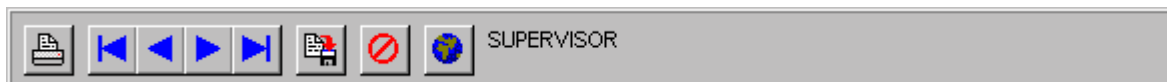
Help | Search

Select **Help | Search for Help On** to search for a specific topic in the Response Configuration Utility online help.

Help | Help On Help

Select **Help | Help on help** to learn how to use Windows help.

Response Configuration Utility Tool Bar



Print Button



Click on the **Print** button or press **Ctrl+P** to print a list of the response configurations and CAD codes assigned to all of the ProQA dispatch codes (see [“Printing Response Configuration Information” on page 179](#)).

First Button



Click on the **First** button or press **F5** to go to the first Chief Complaint in the list.

Prior Button



Click on the **Prior** button or press **F6** to go to the previous Chief Complaint in the list.

Next Button



Click on the **Next** button or press **F7** to go to the next Chief Complaint in the list.

Last Button



Click on the **Last** button or press **F8** to go to the last Chief Complaint in the list.

Save Changes Button



Click on the **Save changes** button or press **Ctrl+S** to save response configuration or CAD code changes you have made.

Changes cannot be undone after they have been saved.

Revert Button



Click on the **Revert** button or press **Ctrl+R** to undo any response configuration or CAD code changes you have made since your last save.

Changes cannot be undone after they have been saved.

Change Language Button



Click on the **Change language** button to change the **Operator text** or the **Protocol text** language. Changing the **Operator text** language affects the Response Configuration Utility's menus and text fields. Changing the **Protocol text** language affects the MPDS protocol fields.

A check mark appears next to the selected language.

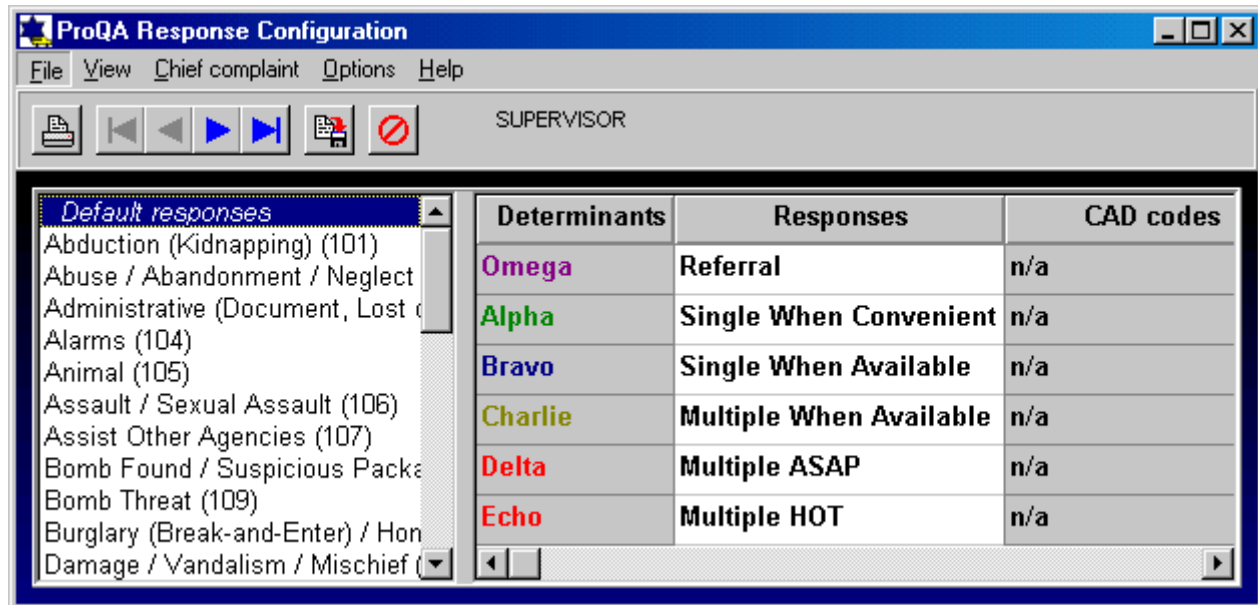
This button does not appear when only one language is installed.

Depending on how your system is configured, there may be a separate response configuration file for each language installed. If this is the case in your agency, you must make sure that all of these files are synchronized with each other. If they are different, different response configurations could be assigned to similar cases depending on the language currently being used by the operator.

Using The Response Configuration Utility

Customizing Response Configurations and Codes

Default Responses



The first thing you should do when customizing your agency's response configurations is to set the **Default responses** for each of the six ProQA response levels (**OMEGA**, **ALPHA**, **BRAVO**, **CHARLIE**, **DELTA**, and **ECHO**). To do this, select **Default responses** from the **Chief Complaints** list and then type the appropriate default response for each level in the **Responses** column of the **Response Configuration** fields (see [“Chief Complaint List” on page 169](#) and [“Response Configuration Fields” on page 169](#)).

The **Default Response** for each level is automatically assigned to every ProQA dispatch code of the specified level. For example, if you set **Single When Available** as the **Default Response** for **Bravo** level determinants, the Response Configuration Utility automatically assigns **Single When Available** to all **Bravo** level dispatch codes (e.g. 102-B-2, 107-B-1, 129-B-3).

When finished, select **File | Save**, press **Ctrl+S**, or click on the  button to save your work.

Specific Responses, CAD Codes, and Condition Codes

Chief Complaint	Determinants	Responses (Suffix: B)	codes (Suff)	Responses	CA
Officer Needs Assistance (12)					
Public Service (Lock-out / Lo					
Robbery / Carjacking (126)					
Suicidal Person / Attempted					
Supplemental (128)					
Suspicious / Wanted (Person					
Theft (Larceny) (130)					
Traffic / Transportation Acc					
Traffic Violation / Complaint /					
Trespassing / Unwanted (133					
Unknown (3rd Party) (134)					
Weapons / Firearms (135)					

After setting the **Default Responses**, you can change the response configuration for those determinants where the response assigned by your agency is different from the default response. If your agency uses an integrated CAD system, you can also set the CAD code that ProQA should return to CAD for each ProQA dispatch code and suffix. Finally, you can enter the condition code that should be assigned to each ProQA dispatch code (ProQA for Medical).

To do this, select the appropriate Chief Complaint from the **Chief Complaints** list (see [“Chief Complaint List” on page 169](#)). The response configuration, CAD code, and condition code assigned to each dispatch determinant and suffix for the selected Chief Complaint are displayed in the **Response Configuration** fields (see [“Response Configuration Fields” on page 169](#)). To change a response configuration, CAD code, or condition code, simply type the desired configuration or code in the appropriate field.

Unique response configurations and CAD codes can be assigned to each suffix for each determinant. Notice in the example above from ProQA for Police that the default Single When Available has been assigned to 131-B-1 and Single ASAP has been assigned to 131-B-1B.

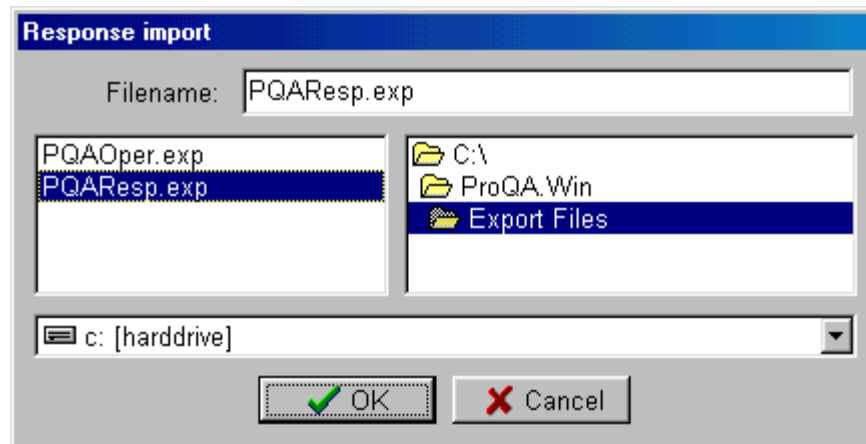
Response configurations that have been changed from the default appear in bold type. Chief Complaints with non-default responses are also bolded in the **Chief Complaints** list (see [“Chief Complaint List” on page 169](#)). In the example above from ProQA for Police, the 131-B-1B response configuration has been changed from the default **Single When Available** to **Single ASAP**.

When finished, select **File | Save**, press **Ctrl+S**, or click on the button to save your work.

Importing Response Configuration Information

To import response configuration information from a comma delimited text file, select **File | Import**.

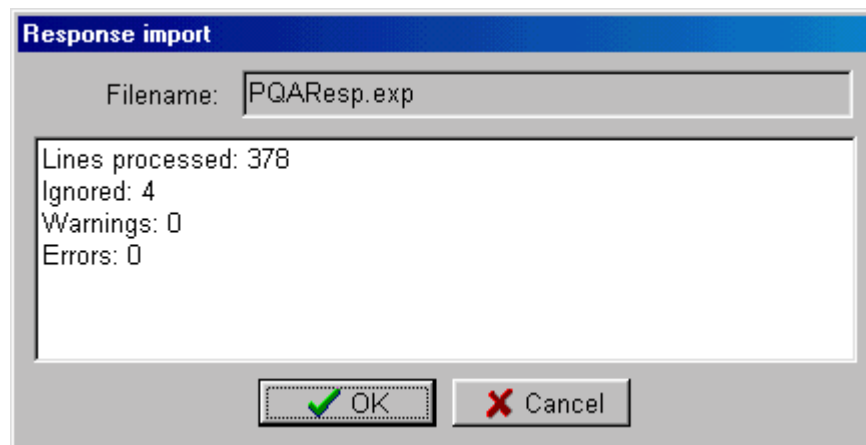
The **Response import** dialog box appears.



Browse to the import file. In the example above the import file is **C:\ProQA.Win\Export Files\PQAResp.exp**.

After selecting the import file, click on the **OK** button.

The **Response import** dialog box displays the filename and the number of lines processed.

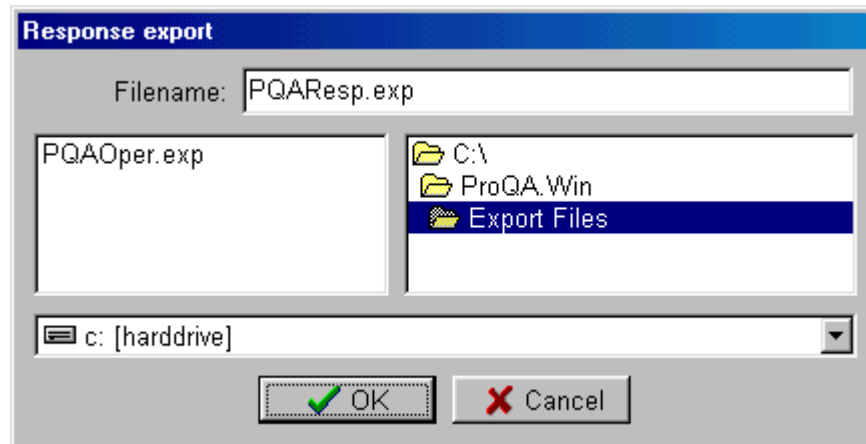


Click on the **OK** button to close the **Response import** dialog box.

Exporting Response Configuration Information

To export response configuration information to a comma delimited text file, select **File | Export**.

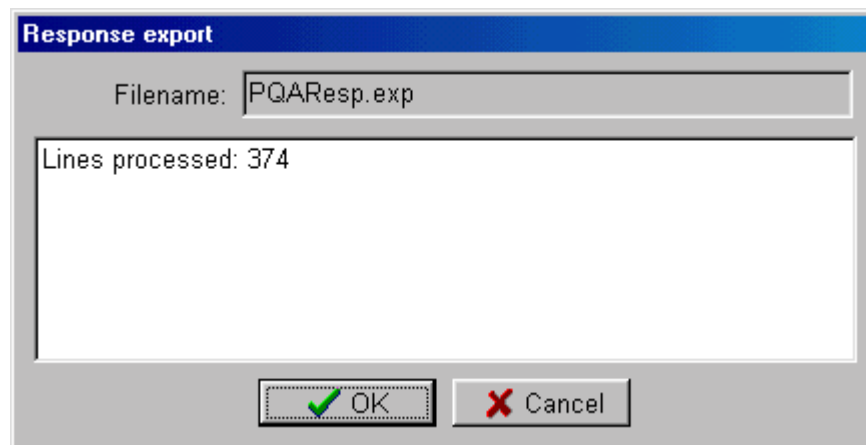
The **Response export** dialog box appears.



Browse to the directory (folder) where you would like to save your export file, and enter a filename in the **Filename** field. In the example above the export file will be called **PQAResp.exp** and it will be saved in the **C:\ProQA.Win\Export Files** folder.

After entering a path and filename, click on the **OK** button.

The **Response export** dialog box displays the filename and the number of lines processed.



Click on the **OK** button to close the **Response export** dialog box.

Printing Response Configuration Information

To print your response configuration information, select **File | Print**, press **Ctrl+P**, or click on the  button.

Your information will appear in the **ProQA Response Configuration** viewer.

The **ProQA Response Configuration** viewer has a **Button bar** which you can use to control the display and print a copy of your report.



1. **Zoom to Fit button:** Click on this button to make your report fit in the window.
2. **100% button:** Click on this button to display your report full size.
3. **Zoom to Width button:** Click on this button to make your report fit the window width.
4. **First Page button:** Click on this button to go to the first page of your report.
5. **Prior Page button:** Click on this button to go to the previous page of your report.
6. **Next Page button:** Click on this button to go to the next page of your report.
7. **Last Page button:** Click on this button to go to the last page of your report.
8. **Printer Setup button:** Click on this button to setup printer options.
9. **Print button:** Click on this button to print your report.
10. **Save button:** Click on this button to save an electronic copy of your report.
11. **Load Report button:** Click on this button to load a previously saved report.
12. **Close button:** Click on this button to close the **Print Preview** viewer.

ProQATM User's Guide

8-Export/Purge/Import Utility

The Export/Purge/Import Utility allows you to:

- Import ProQA cases from a ProQA export file into an existing ProQA database
- Export ProQA case data for archiving, AQUA case review, or use in other software applications
- Purge ProQA case records from a ProQA database

Chapter Highlights

Starting The Export/Purge/Import Utility, page 181

Export/Purge/Import Utility Overview, page 183

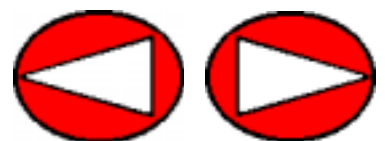
Export/Purge/Import Utility Menus and Controls, page 184

Using The Export/Purge/Import Utility, page 193

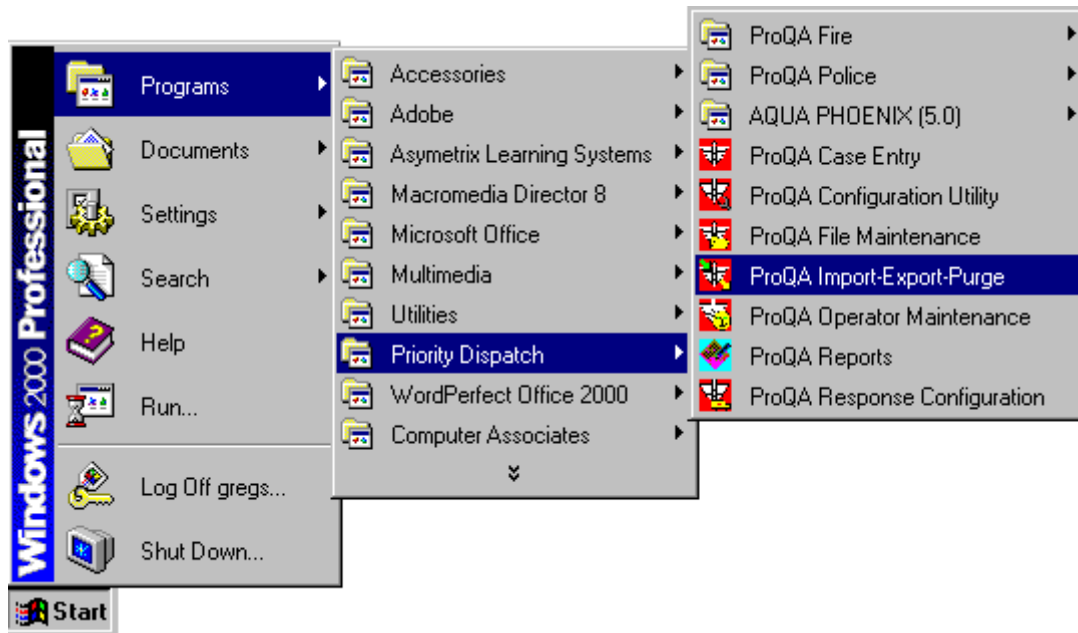
Exporting Data From The Database, page 193

Purging Data From The Database, page 196

Importing Data From An Export File, page 199



Starting The Export/Purge/Import Utility



ProQA for Medical

To start the ProQA for Medical Export/Purge/Import Utility, click on the Windows **Start** button and select **Programs | Priority Dispatch | ProQA Import-Export-Purge**.

ProQA for Fire

To start the ProQA for Fire Export/Purge/Import Utility, click on the Windows **Start** button and select **Programs | Priority Dispatch | ProQA Fire | Import-Export-Purge**.

ProQA for Police

To start the ProQA for Police Export/Purge/Import Utility, click on the Windows **Start** button and select **Programs | Priority Dispatch | ProQA Police | Import-Export-Purge**.

ProQA Logon

The first thing you will see when you start this Utility is the **ProQA Logon** window.



To logon to ProQA, enter your operator logon name and password in the appropriate fields and click on the **OK** button or press **Enter**.

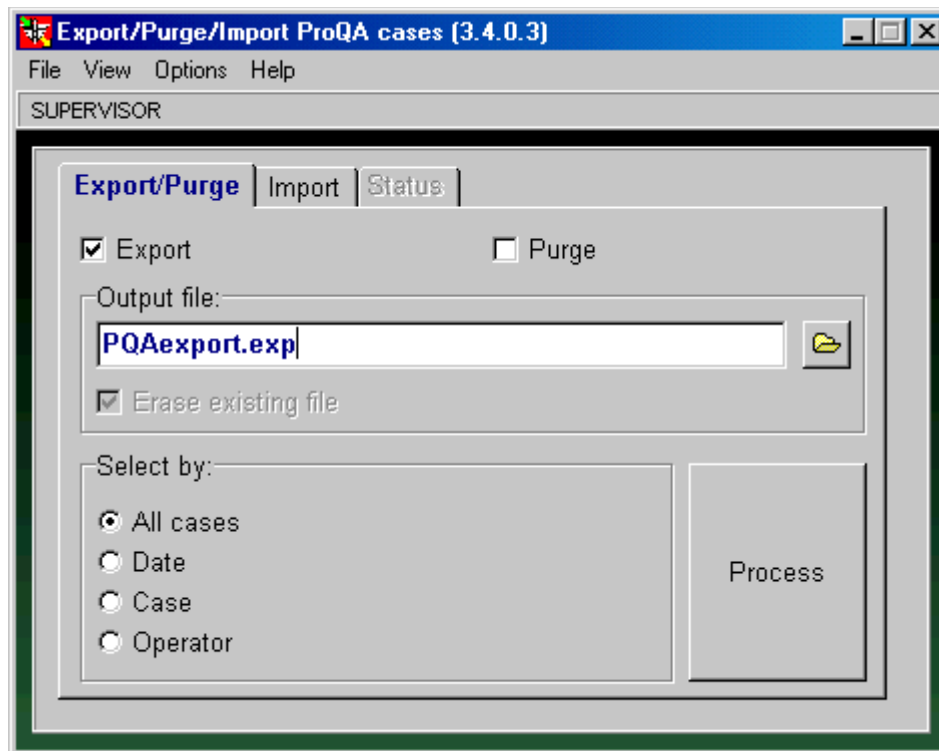
A logon name and password must be assigned to you by the system administrator.

If the computer does not recognize your logon name and password after three attempts, the program will automatically close.

The initial operator logon name is **SUPERVISOR**. The initial password is **PROQA**.

The initial logon name and password should be removed once an administrator has been added to the system. To add an administrator, see [“6-Operator Maintenance Utility” on page 145](#).

Export/Purge/Import Utility Overview



Menu Bar



The **Menu bar** contains several drop-down menus that contain the commands necessary to operate the Export/Purge/Import Utility.

The name of the operator who is logged on to ProQA is displayed directly below the **Menu bar**. In the example above operator **SUPERVISOR** is logged on.

Export/Purge/Import Utility Tabs



The Configuration Utility has three tabbed pages labeled **Export/Purge**, **Import**, and **Status**. See [“Using The Export/Purge/Import Utility” on page 193](#) for information on how to use these tabs.

Export/Purge/Import Utility Menus and Controls

File Menu



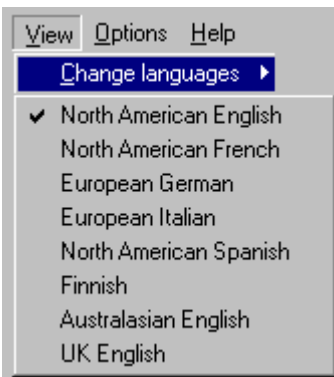
File | Logoff

Select **File | Logoff** to log off of the Export/Purge/Import Utility without closing the program.

File | Exit

Select **File | Exit** to exit the Export/Purge/Import Utility.

View Menu

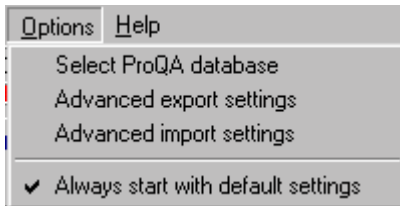


Select **View | Change language** to display a list of all languages installed on your system. To change languages, simply click on the desired language.

A check mark appears next to the selected language.

The View menu is not available when only one language is installed.

Options Menu



Options | Select ProQA Database

Select **Options | Select ProQA database** to select the ProQA database you would like to work with.

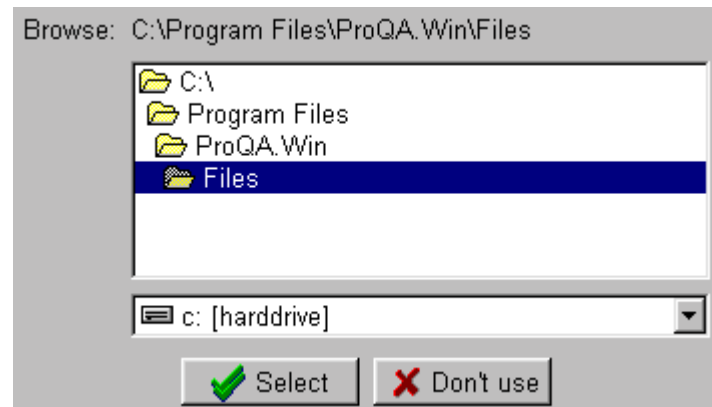
The **Select ProQA database** dialog box appears.



Select the desired database in the **Database path** field by clicking on the  button and selecting the appropriate database from the drop-down selection list.

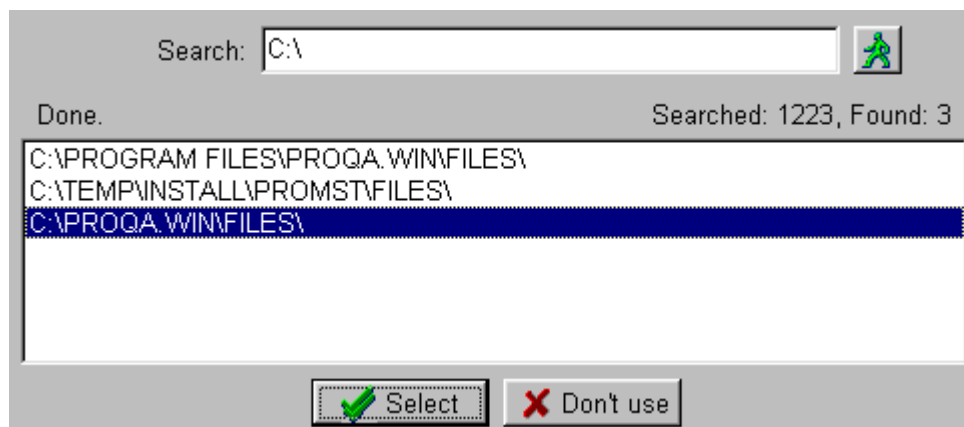
Default database is the active ProQA database.

If the desired database is not in the drop-down selection list and you know where it is located, click on the  button to display the **Browse** dialog box.



Browse to the appropriate directory and then click on the **Select** button.

If the desired database is not in the drop-down selection list and you do not know where it is located, click on the  button to display the **Search** dialog.

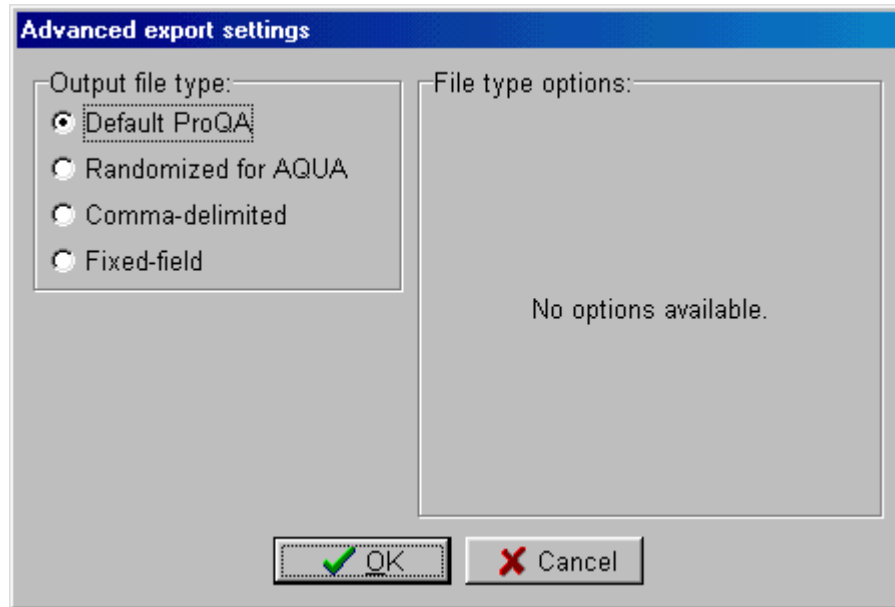


Enter the drive or directory you want to search in the **Search** field and then click on the  button to search for valid ProQA databases. All ProQA databases found in the search path are displayed in the **Found** field. Select the desired database from this field and then click on the **Select** button.

Options | Advanced Export Settings

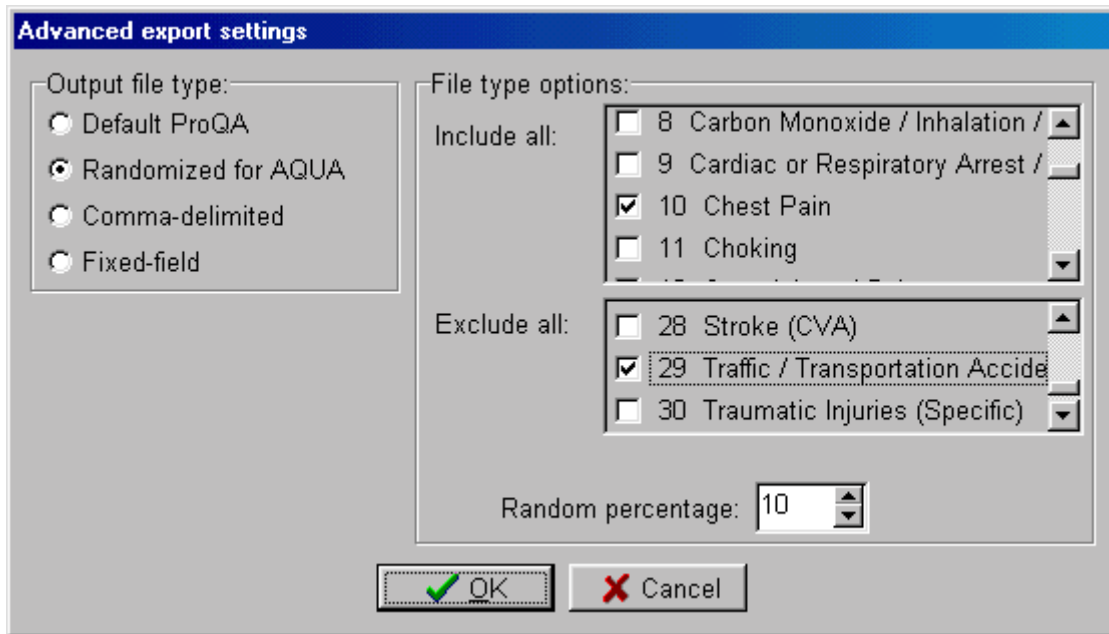
Select **Options | Advanced export settings** to select the type of export file you want to create.

Default ProQA



Select **Default ProQA** to export your ProQA data in the default ProQA format.

Randomized for AQUA



Advanced export settings

Output file type:

- ☐ Default ProQA
- ☒ Randomized for AQUA
- ☐ Comma-delimited
- ☐ Fixed-field

File type options:

Include all:

- ☐ 8 Carbon Monoxide / Inhalation /
- ☐ 9 Cardiac or Respiratory Arrest /
- ☒ 10 Chest Pain
- ☐ 11 Choking

Exclude all:

- ☐ 28 Stroke (CVA)
- ☒ 29 Traffic / Transportation Accidents
- ☐ 30 Traumatic Injuries (Specific)

Random percentage:

☒ OK ☐ Cancel

Select **Randomized for AQUA** to randomly select and export cases for AQUA case review.

Use the **Random percentage** field to specify the percentage of cases from each Chief Complaint you want to have selected for export.

Use the **Include all** checkboxes to select Chief Complaints for which you want to include all cases from your ProQA database in the export file.

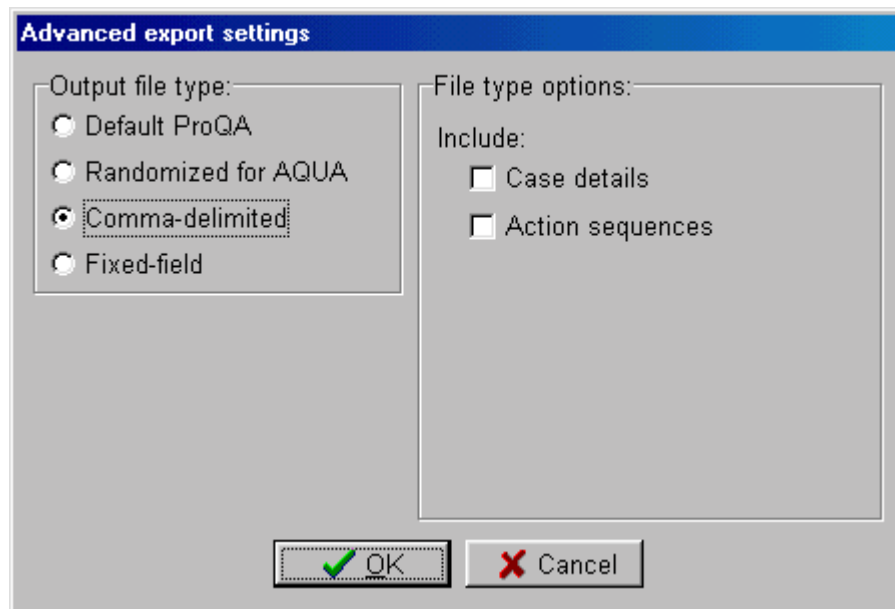
100% of the cases taken for Chief Complaints with a check mark next to them in the Include all field will be selected for export. Only the percentage of cases specified in the Random percentage field will be selected from Chief Complaints that do not have a check mark.

Use the **Exclude all** checkboxes to select Chief Complaints for which you want to include none of the cases from your ProQA database in the export file.

None of the cases taken for Chief Complaints with a check mark next to them in the Exclude all field will be selected for export.

In the example above, the export file will include **100%** of the **Chest Pain** cases, **10%** of the cases for all other Chief Complaints except **Traffic/Transportation Accidents**, and **0%** of the **Traffic/Transportation Accidents** cases.

Comma-Delimited



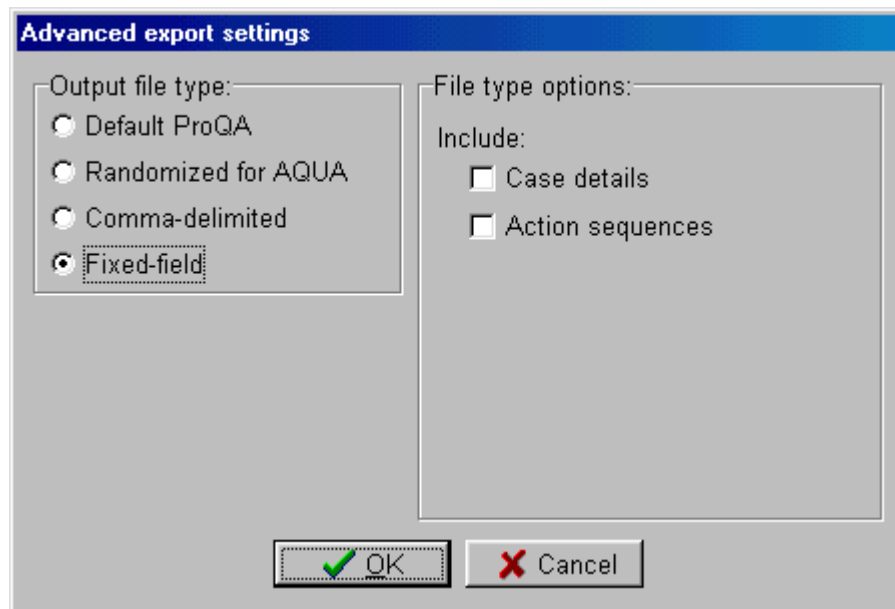
Select **Comma-delimited** to export your ProQA case data in comma delimited format.

This option allows you to import your ProQA data into other standard database or spreadsheet programs.

Use the **File type options** checkboxes to specify the data you want to have exported.

For more information on the comma delimited format, contact Software Support at 800-363-9127 (USA/Canada) or 801-363-9127 (International) for a technical specifications document (see [“Contacting Technical Support” on page 21](#)).

Fixed-Field



Select **Fixed-field** to export your ProQA case data in fixed field format.

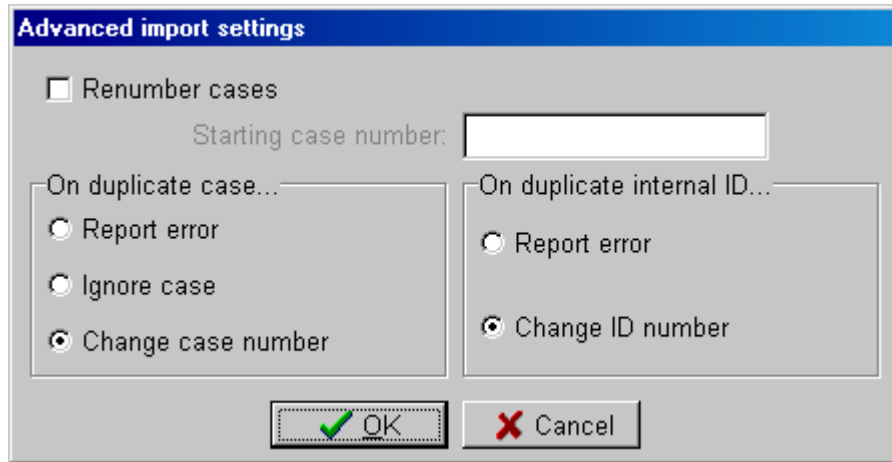
Use the **File type options** checkboxes to specify the data you want to have exported.

For more information on the fixed-field format, contact Software Support at 800-363-9127 (USA/Canada) or 801-363-9127 (International) for a technical specifications document (see [“Contacting Technical Support” on page 21](#)).

Options | Advanced Import Settings

Select **Options | Advanced import settings** to specify the way you want to handle case numbers and internal IDs during import.

The **Advanced import settings** dialog box appears.



Renumber cases

Select **Renumber cases** to automatically renumber all of the imported cases. When you select this option, you will need to enter a starting case number in the **Starting case number** field. The case number for the first imported case will be given this starting case number. Subsequent cases will be numbered sequentially.

On Duplicate Case Selection Buttons

Select **Report error** to simply generate a report of cases with duplicate case numbers.

Select **Ignore case** to ignore the new case (do not import it).

Select **Change case number** to have the Export/Purge/Import Utility automatically assign new case numbers to imported records with duplicate case numbers in the database.

On Duplicate Internal ID Selection Buttons

Select **Report error** to simply generate a report of cases with duplicate internal ID numbers.

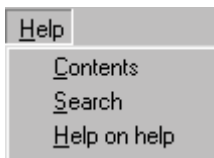
Select **Change ID number** to have the Export/Purge/Import Utility automatically assign new ID numbers to imported records with duplicate internal ID numbers in the database.

Options | Always Start With Default Settings

Select **Options | Always start with default settings** to toggle the always start with default settings feature on or off. When this feature is on, the Export/Purge/Import Utility reverts to the default settings every time it is started. When this feature is off, the Export/Purge/Import Utility remembers your settings from one session to the next.

A check mark appears next to Always start with default settings when the always start with default settings feature is turned on. No check mark appears when the feature is turned off.

Help Menu



Help | Contents

Select **Help | Contents** to start the Export/Purge/Import Utility online help.

Help | Search

Select **Help | Search for Help On** to search for a specific topic in the Export/Purge/Import Utility online help.

Help | Help On Help

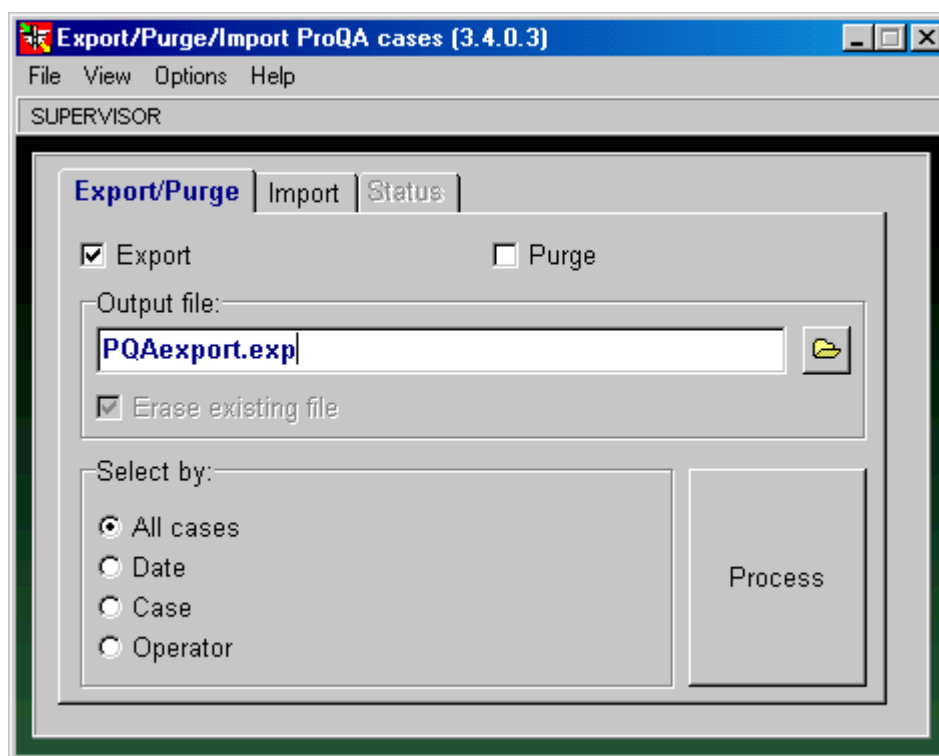
Select **Help | Help on help** to learn how to use Windows help.

Using The Export/Purge/Import Utility

Exporting Data From The Database

Follow the steps below to export data from a ProQA database.

1. If you want to export data from a ProQA database other than the default database, select the database by selecting **Options | Select ProQA database** (see [“Options | Select ProQA Database” on page 185](#))
2. Click on the **Export/Purge** tab.



3. Check the **Export** checkbox.
4. Enter the path and filename for your output file in the **Output file** field.

Click on the  button to browse to the desired file.

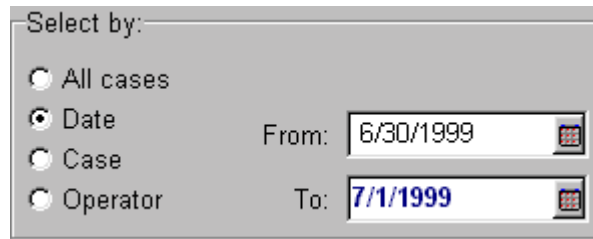
5. If you want to erase the existing export file before exporting new data, check the **Erase existing file** checkbox. If you want to append the new data to the end of the existing export file, leave the checkbox blank.

6. Use the **Select by** selection buttons to select the cases to be exported.

Select **All cases** to export all of the cases in the database.

Select **Date** to export all cases in a specified date range.

When you select this option, two fields appear allowing you to enter the desired date range. Enter the start date in the From field. Enter the date following the last day of the desired cases in the To field. In the example below, only cases from 6/30/1999 will be exported.



Click on the  button to use the drop-down calendar to select the date (see [“Drop-Down Calendar” on page 58](#)).

Select **Case** to export all cases with case number in a specified range.

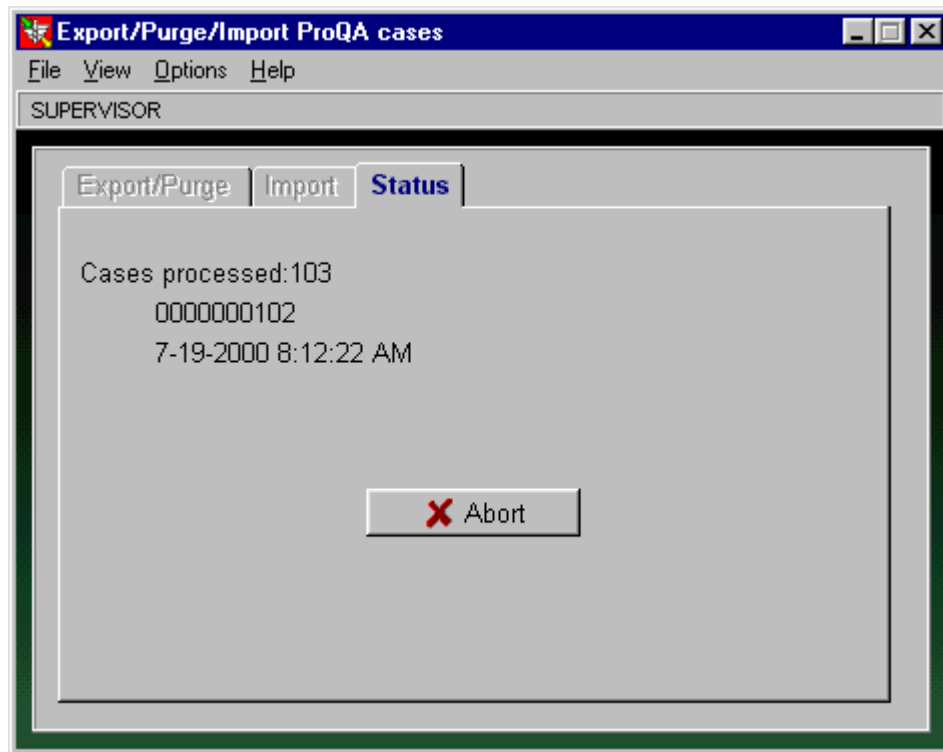
When you select this option, two fields appear allowing you to enter the desired case number range.

Select **Operator** to export all cases taken by a specific operator or range of operators.

When you select this option, two fields appear allowing you to enter the desired operator range.

7. Select the output file type and file type options using the **Advanced export settings** dialog box and then click on the **OK** button (see [“Options | Advanced Export Settings” on page 187](#)).
8. Click on the **Process** button to begin the export process.

- During the export process, the **Status tab** displays the current export status.

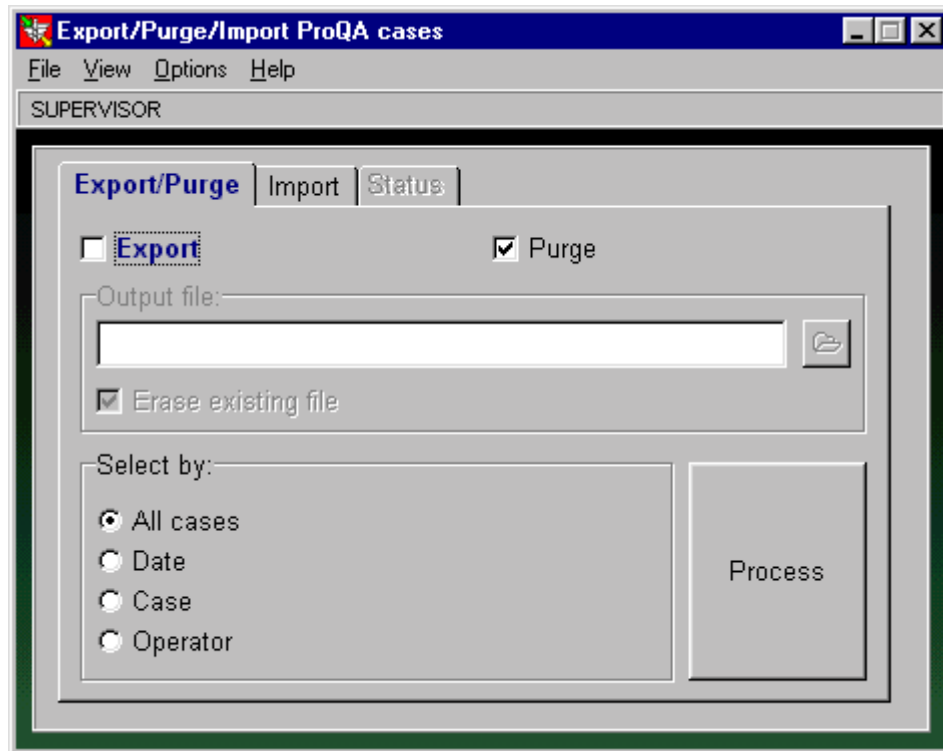


If you need to abort the export process before it has completed, simply click on the **Abort** button.

Purging Data From The Database

Follow the steps below to purge data from a ProQA database.

1. If you want to purge data from a ProQA database other than the default database, select the database by selecting **Options | Select ProQA database** (see [“Options | Select ProQA Database” on page 185](#))
2. Click on the **Export/Purge** tab.



3. Check the **Purge** checkbox.

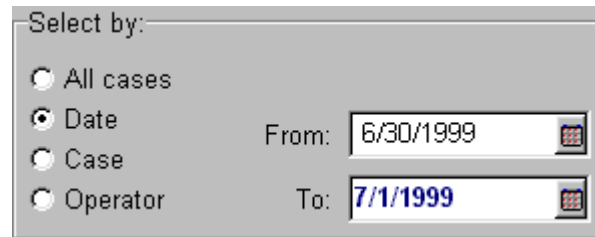
It is possible to purge and export records at the same time.

4. Use the **Select by** selection buttons to select the cases to be purged.

Select **All cases** to purge all of the cases in the database.

Select **Date** to purge all cases in a specified date range.

When you select this option, two fields appear allowing you to enter the desired date range. Enter the start date in the From field. Enter the date following the last day of the desired cases in the To field. In the example below, only cases from 6/30/1999 will be purged.



Click on the  button to use the drop-down calendar to select the date (see [“Drop-Down Calendar” on page 58](#)).

Select **Case** to purge all cases with case number in a specified range.

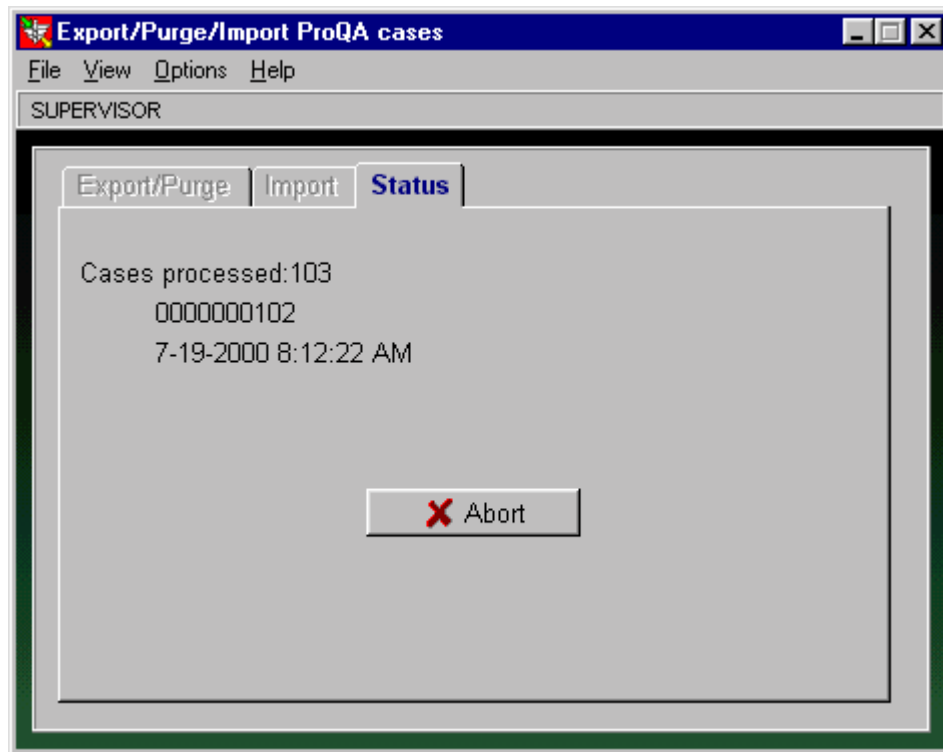
When you select this option, two fields appear allowing you to enter the desired case number range.

Select **Operator** to purge all cases taken by a specific operator or range of operators.

When you select this option, two fields appear allowing you to enter the desired operator range.

5. Click on the **Process** button to begin the purge process.

6. During the purge process, the **Status tab** displays the current purge status.

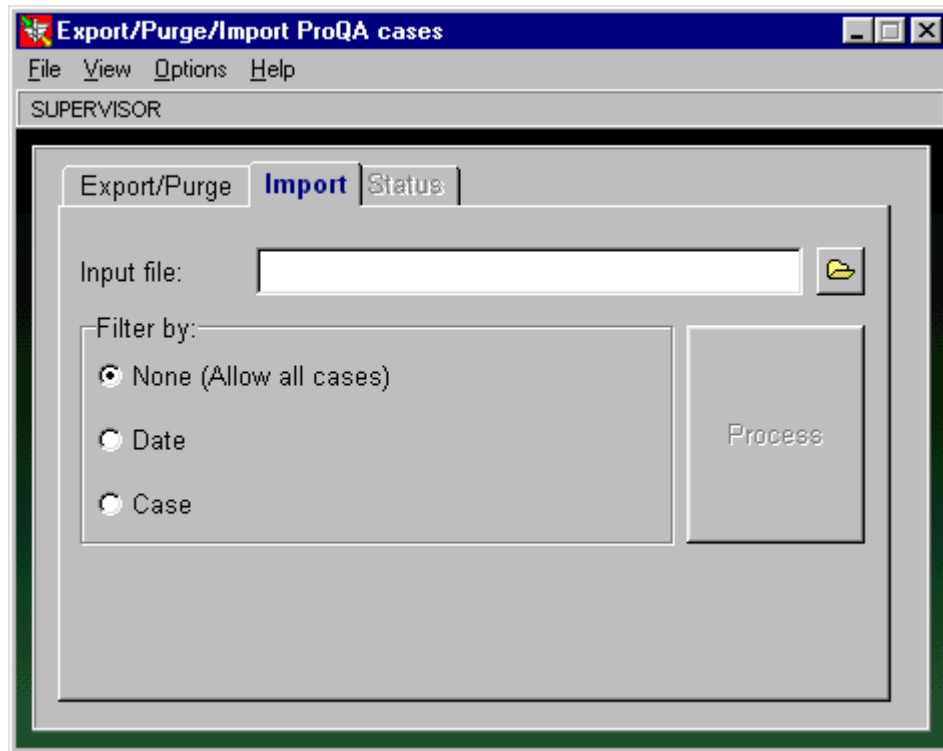


If you need to abort the purge process before it has completed, simply click on the **Abort** button.

Importing Data From An Export File

Follow the steps below to import data from a ProQA export file.

1. Click on the **Import tab**.



2. Enter the path and filename of the desired ProQA export file in the **Input file** field.

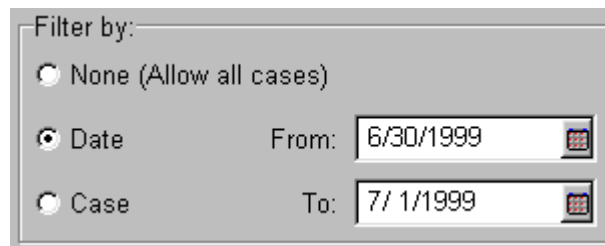
Click on the  button to browse to the desired file.

3. Use the **Filter by** selection buttons to limit the cases to be imported.

Select **None (Allow all cases)** to import all of the cases in the file.

Select **Date** to import all cases in a specified date range.

When you select this option, two fields appear allowing you to enter the desired date range. Enter the start date in the From field. Enter the date following the last day of the desired cases in the To field. In the example below, only cases from 6/30/1999 will be imported.



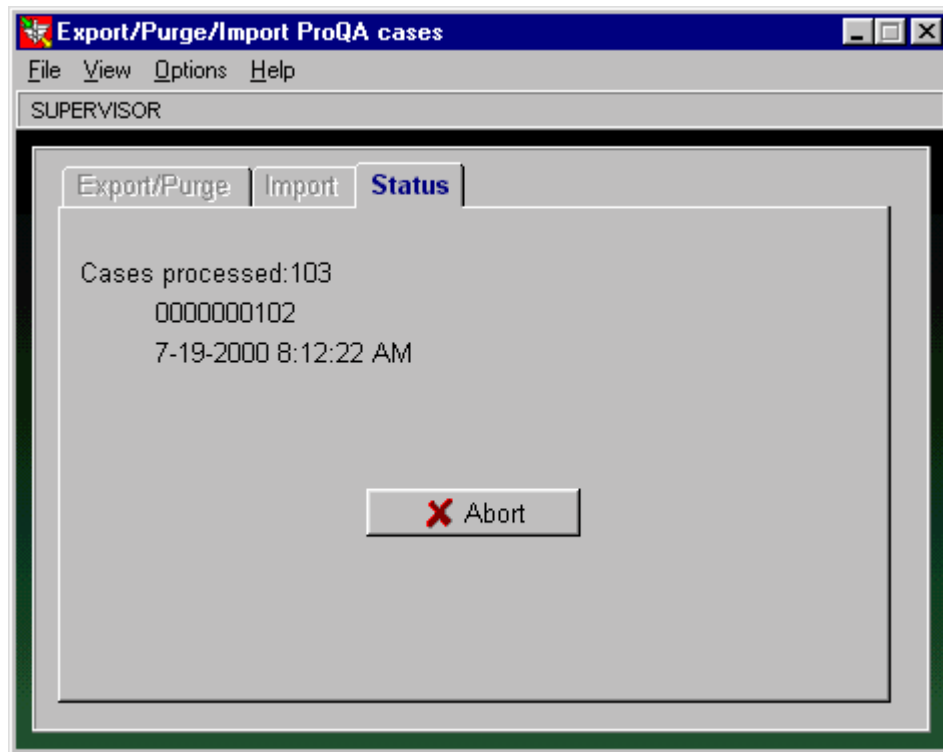
Click on the  button to use the drop-down calendar to select the date (see [“Drop-Down Calendar” on page 58](#)).

Select **Case** to import all cases with case number in a specified range.

When you select this option, two fields appear allowing you to enter the desired case number range.

4. Specify the way you want to handle duplicate case numbers and internal IDs during import using the **Advanced import settings** dialog box and then click on the **OK** button (see [“Options | Advanced Import Settings” on page 191](#)).
5. Click on the **Process** button to begin the import process.

6. During the import process, the **Status tab** displays the current import status.



If you need to abort the import process before it has completed, simply click on the **Abort** button.

ProQATM User's Guide

9-File Maintenance Utility

The File Maintenance Utility allows you to:

- Create new ProQA databases
- Rebuild existing ProQA databases
- Compact ProQA databases
- Delete ProQA databases

Chapter Highlights

Starting The File Maintenance Utility, page 203

File Maintenance Utility Overview, page 204

File Maintenance Utility Menus and Controls, page 207

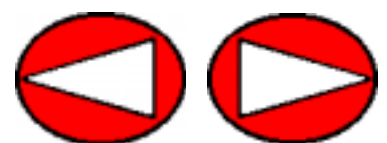
Starting The File Maintenance Utility, page 203

Creating Databases, page 208

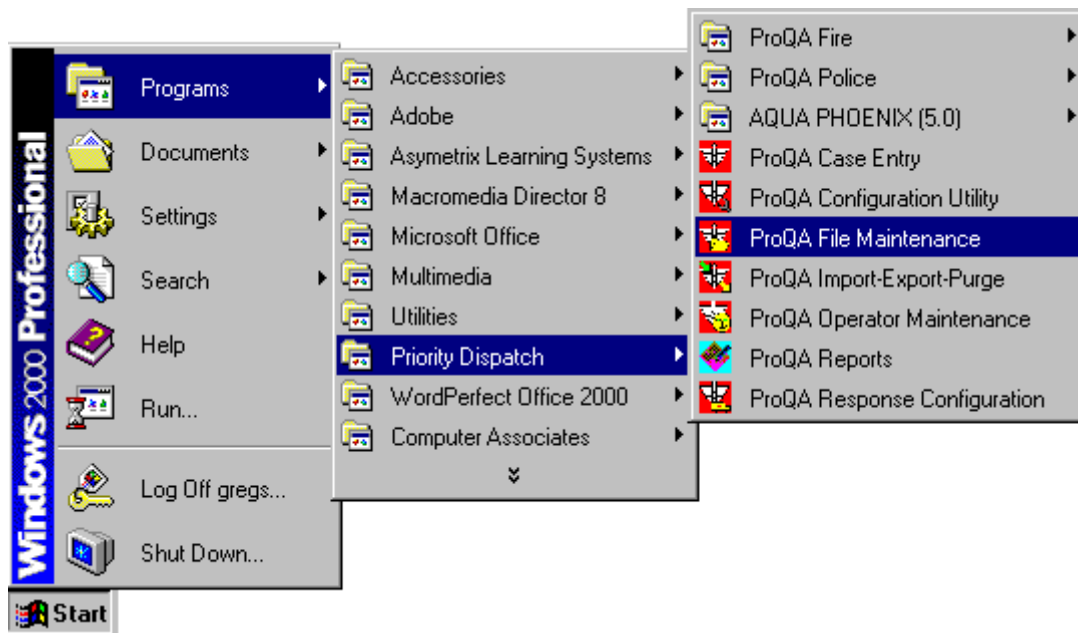
Rebuilding Databases, page 209

Compacting Databases, page 209

Deleting Databases, page 209



Starting The File Maintenance Utility



ProQA for Medical

To start the ProQA for Medical File Maintenance Utility, click on the Windows **Start** button and select **Programs | Priority Dispatch | ProQA File Maintenance**.

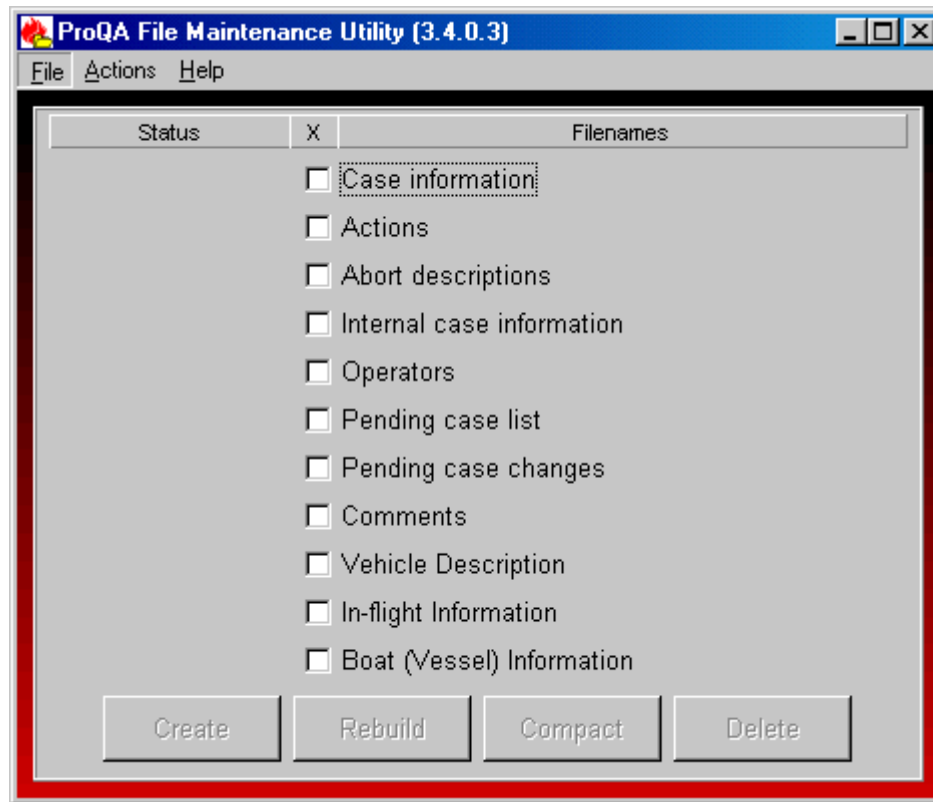
ProQA for Fire

To start the ProQA for Fire File Maintenance Utility, click on the Windows **Start** button and select **Programs | Priority Dispatch | ProQA Fire | File Maintenance**.

ProQA for Police

To start the ProQA for Police File Maintenance Utility, click on the Windows **Start** button and select **Programs | Priority Dispatch | ProQA Police | File Maintenance**.

File Maintenance Utility Overview



Menu Bar



The **Menu bar** contains several drop-down menus that contain the commands necessary to operate the File Maintenance Utility.

Database List

Status	X	FileNames
Rebuilt ☒		Case information
Rebuilt ☒		Actions
	☐	Abort descriptions
Rebuilt ☒		Internal case information
Rebuilt ☒		Operators
	☐	Pending case list
	☐	Pending case changes
	☐	Comments
	☐	Vehicle Description
	☐	In-flight Information
	☐	Boat (Vessel) Information

The **Database** list shows all ProQA databases. To select individual databases, simply click on the desired databases in the list. To select all of the databases click on the **X** button located above the checkboxes.

Selected databases will have a check mark next to them. In the example above from ProQA for Fire the Case information, Actions, Internal case information, and Operators databases are selected.

The **Status** column displays the result of any file maintenance operation performed on the database. In the example above the **Case information, Actions, Internal case information, and Operators** databases have been successfully **Rebuilt** as indicated in the **Status** column.

All users must be logged out of ProQA before file maintenance operations can be performed on the Case information, Actions, Internal case information, or Operators database.

Buttons



Create

Click on the **Create** button to create the selected databases (see [“Creating Databases” on page 208](#)).

Rebuild

Click on the **Rebuild** button to rebuild the selected databases (see [“Rebuilding Databases” on page 209](#)).

Depending on the size of your databases, this process can take a considerable amount of time. It is best to do this during the slowest part of the day to minimize downtime.

Compact

Click on the **Compact** button to compact the selected databases (see [“Compacting Databases” on page 209](#)).

Depending on the size of your databases, this process can take a considerable amount of time. It is best to do this during the slowest part of the day to minimize downtime.

Delete

Click on the **Delete** button to delete the selected databases (see [“Deleting Databases” on page 209](#)).

This process destroys data files and case information. Be cautious when deleting databases.

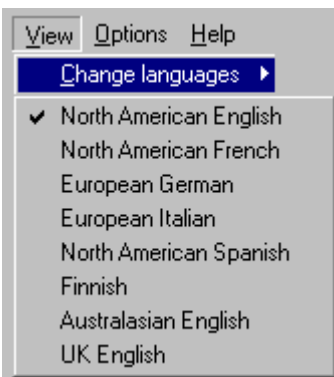
File Maintenance Utility Menus and Controls

File Menu



Select **File | Exit** to exit the File Maintenance Utility.

View Menu

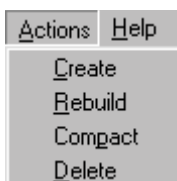


Select **View | Change language** to display a list of all languages installed on your system. To change languages, simply click on the desired language.

A check mark appears next to the selected language.

The View menu is not available when only one language is installed.

Actions Menu



Actions | Create

Select **Actions | Create** to create the selected databases (see [“Creating Databases” on page 208](#)).

Actions | Rebuild

Select **Actions | Rebuild** to rebuild the selected databases (see [“Rebuilding Databases” on page 209](#)).

Depending on the size of your databases, this process can take a considerable amount of time. It is best to do this during the slowest part of the day to minimize downtime.

Actions | Compact

Select **Actions | Compact** to compact the selected databases (see [“Compacting Databases” on page 209](#)).

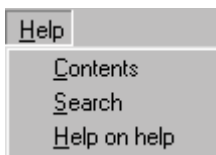
Depending on the size of your databases, this process can take a considerable amount of time. It is best to do this during the slowest part of the day to minimize downtime.

Actions | Delete

Select **Actions | Delete** to delete the selected databases (see [“Deleting Databases” on page 209](#)).

This process destroys data files and case information. Be cautious when deleting databases.

Help Menu



Help | Contents

Select **Help | Contents** to start the File Maintenance Utility online help.

Help | Search

Select **Help | Search for Help On** to search for a specific topic in the File Maintenance Utility online help.

Help | Help On Help

Select **Help | Help on help** to learn how to use Windows help.

Using The File Maintenance Utility

Creating Databases

To create new databases, select the databases you want to create from the **Database** list (see [“Database List” on page 205](#)), and then select **Actions | Create** or click on the **Create** button.

Rebuilding Databases

If you get file errors, or if you have a sudden slow down in Case Entry, you may need to rebuild your databases.

To rebuild databases, select the databases you want to rebuild from the **Database** list (see [“Database List” on page 205](#)), and then select **Actions | Rebuild** or click on the **Rebuild** button.

Depending on the size of your databases, this process can take a considerable amount of time. It is best to do this during the slowest part of the day to minimize downtime.

Compacting Databases

When a case is purged from a ProQA database, a marker is placed in the table telling ProQA to ignore the case. However, purged cases are not actually erased from the disk, until you compact the database. When a large number of cases have been purged from a database, it is a good idea to compact the database. Compacting the database decreases the size of the database and can increase the speed of ProQA.

To compact databases, select the databases you want to compact from the **Database** list (see [“Database List” on page 205](#)), and then select **Actions | Compact** or click on the **Compact** button.

Depending on the size of your databases, this process can take a considerable amount of time. It is best to do this during the slowest part of the day to minimize downtime.

Deleting Databases

Occasionally you will need to delete training databases or corrupt databases that cannot be rebuilt. You should always backup your data files before deleting a database.

To delete databases, select the databases you want to delete from the **Database** list (see [“Database List” on page 205](#)), and then select **Actions | Delete** or click on the **Delete** button.

This process destroys data files and case information. Be cautious when deleting databases.

ProQATM User's Guide

10-ProQA Reports Utility

The ProQA Reports Utility allows you to generate reports that can help you improve quality assurance and process control. This utility also allows you to generate case statistics reports.

For more information on quality assurance procedures, please contact Priority Dispatch Corp. and ask about the ED-QTM (Emergency Dispatch-QualityTM) course and AQUATM (Advanced QQuality Assurance) software. For information on contacting Priority Dispatch see [“Contacting Technical Support” on page 21](#).

Chapter Highlights

Starting The ProQA Reports Utility, page 211

ProQA Reports, page 213

ProQA Reports Utility Overview, page 216

ProQA Reports Utility Menus and Controls, page 218

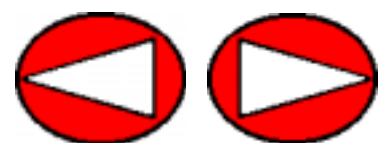
Using The ProQA Reports Utility, page 222

Creating a New ProQA Reports Database, page 222

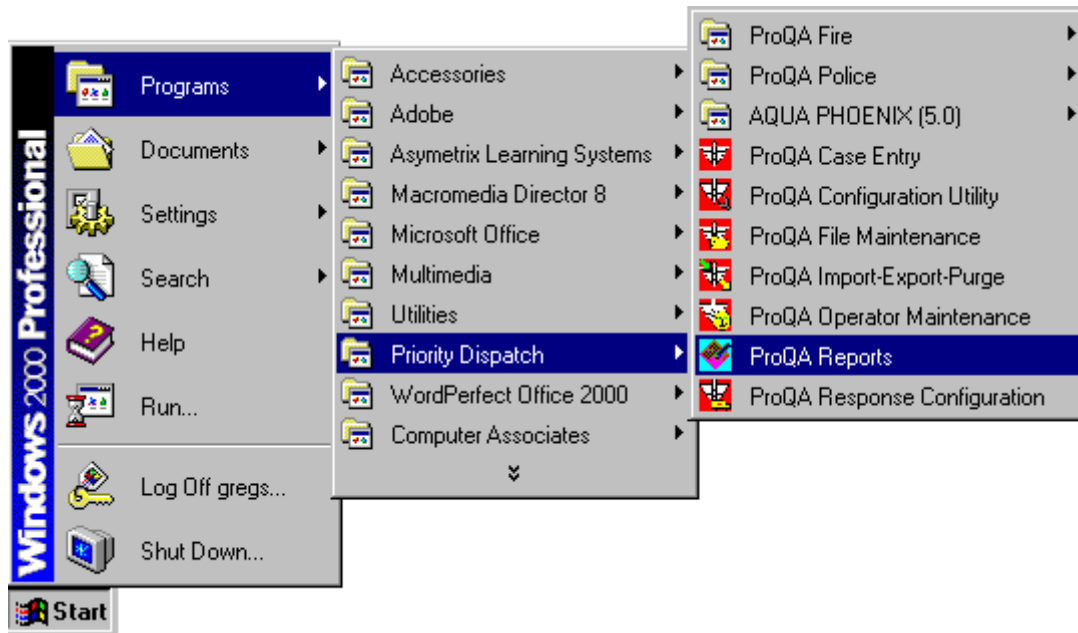
Loading and Updating an Existing ProQA Reports Database, page 224

Generating Reports, page 228

Using the Report Viewer, page 231



Starting The ProQA Reports Utility



ProQA for Medical

To start the ProQA for Medical Reports Utility, click on the Windows **Start** button and select **Programs | Priority Dispatch | ProQA Reports**.

ProQA for Fire

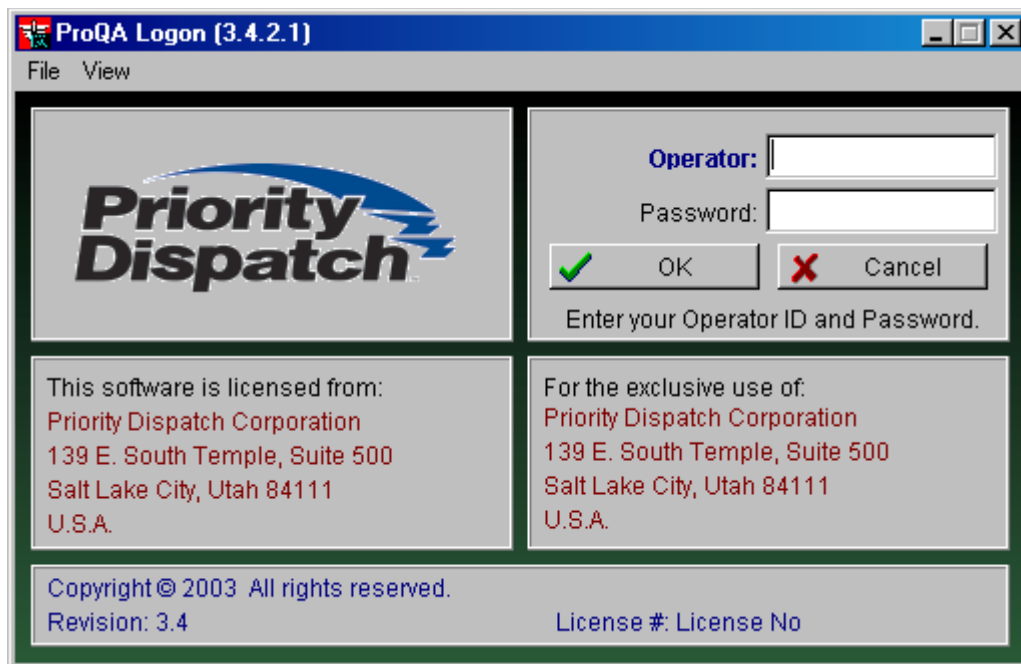
To start the ProQA for Fire Reports Utility, click on the Windows **Start** button and select **Programs | Priority Dispatch | ProQA Fire | Reports**.

ProQA for Police

To start the ProQA for Police Reports Utility, click on the Windows **Start** button and select **Programs | Priority Dispatch | ProQA Police | Reports**.

ProQA Logon

The first thing you will see when you start this Utility is the **ProQA Logon** window.



To logon to ProQA, enter your operator logon name and password in the appropriate fields and click on the **OK** button or press **Enter**.

A logon name and password must be assigned to you by the system administrator.

If the computer does not recognize your logon name and password after three attempts, the program will automatically close.

The initial operator logon name is **SUPERVISOR**. The initial password is **PROQA**.

The initial logon name and password should be removed once an administrator has been added to the system. To add an administrator, see [“6-Operator Maintenance Utility” on page 145](#).

ProQA Reports

Incident Case History

The Incident Case History Report shows a detailed history of an individual case which includes the following:

- Case Information (see [“Case Information Fields” on page 105](#))
- Case Entry Information
- Key Questions Information
- Dispatch Coding Information
- Time Stamps

Key Questions cannot be displayed if they have not been loaded into the database (see [“Creating a New ProQA Reports Database” on page 222](#) and [“Loading and Updating an Existing ProQA Reports Database” on page 224](#)).

Operator Comparative History

The Operator Comparative History Report shows a detailed history of an individual operator's statistics compared with the agency average. This report includes comparisons of the following statistics:

- Average Case Times for Case Entry, Key Questions, Send, and Total Evaluation
- Compliance to the ProQA recommended Dispatch Level
- Shunts and Reconfigurations

Dispatch Level Comparative History

The Dispatch Level Comparative History Report shows a summary of agency statistics for each dispatch level compared with the average statistics for all dispatch levels. This report includes comparisons of the following statistics:

- Percentage of Calls in Each Dispatch Level
- Average Time to Dispatch
- Average Time on Case Entry
- Average Time on Key Questions
- Dispatch Code Overrides and Reconfigurations

Dispatch Code Comparative History

The Dispatch Code Comparative History Report shows a summary of agency statistics for each dispatch code (Chief Complaint) compared with the average statistics for all dispatch codes. This report includes comparisons of the following statistics:

- Average Time on Case Entry
- Average Time on Key Questions
- Shunts and Reconfigurations
- Average Time to Dispatch

Master Dispatch Analysis

The Master Dispatch Analysis Report shows a detailed summary of all dispatch codes and the frequency in which they occur.

Incident Condition Code (ProQA for Medical)

The Incident Condition Code Report shows a detailed history of an individual case which includes the following:

- Case Information (see [“Case Information Fields” on page 105](#))
- Case Entry Information
- Key Questions Information
- Dispatch Coding Information
- Condition Code (see [“Condition Codes Column \(ProQA for Medical\)” on page 170](#)).

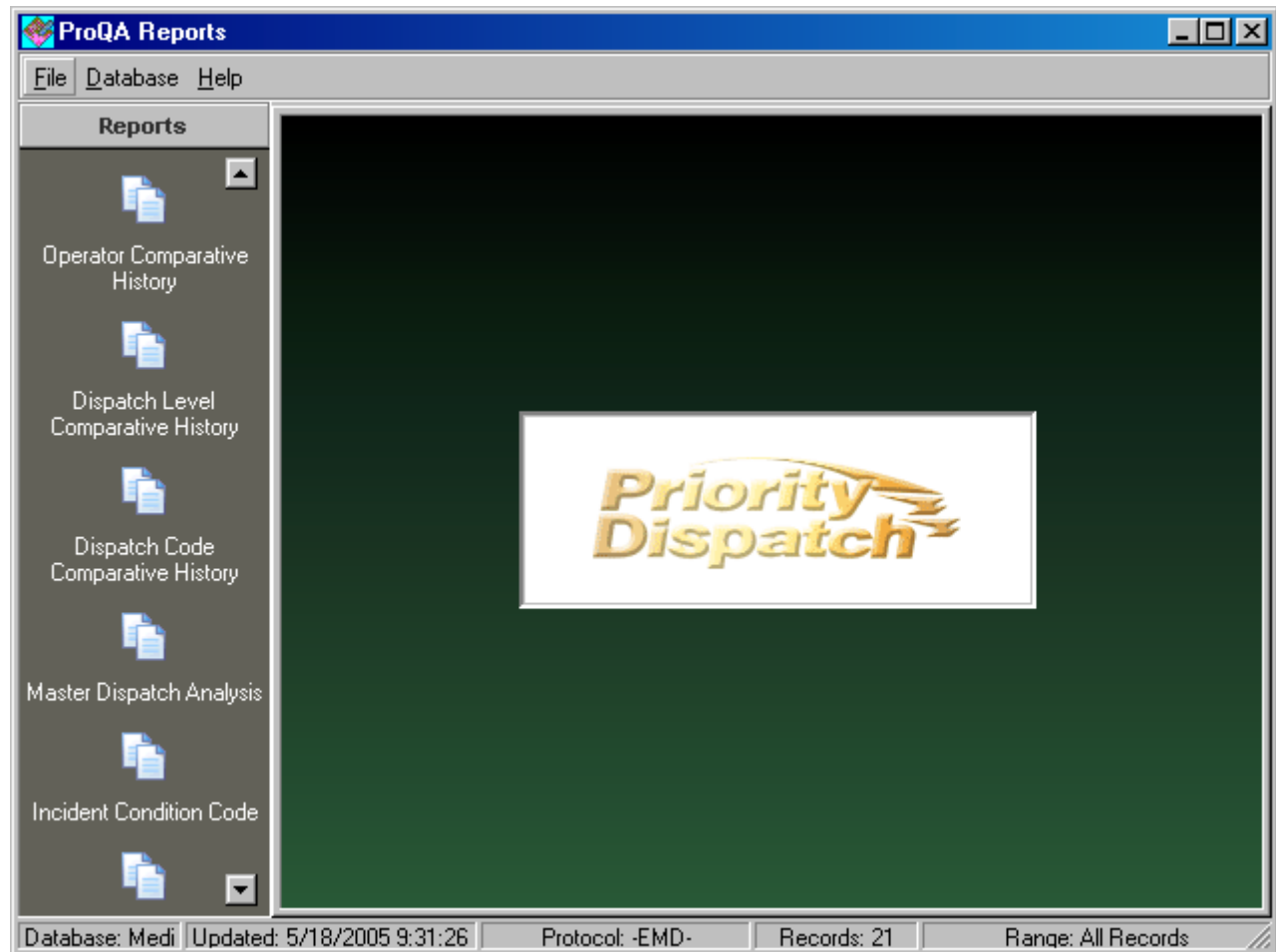
Key Questions cannot be displayed if they have not been loaded into the database (see [“Creating a New ProQA Reports Database” on page 222](#) and [“Loading and Updating an Existing ProQA Reports Database” on page 224](#)).

This report may be useful for justifying Medicare billing.

Incident Condition Code Summary (ProQA for Medical)

The Incident Condition Code Summary Report shows the condition code (see [“Condition Codes Column \(ProQA for Medical\)” on page 170](#)) and dispatch code for all selected cases.

ProQA Reports Utility Overview



Menu Bar

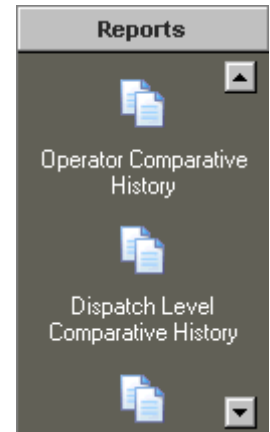


The **Menu bar** contains several drop-down menus that contain the commands necessary to operate the ProQA Reports Utility.

Reports Tool Bar

The **Reports Tool bar** contains buttons used to select the type of ProQA report you would like to generate (see [“Generating Reports” on page 228](#)).

You may need to scroll up and down to see all report options.



Report Filter Area

Back

Next

Case No. :

Date:
To:

Dispatch Level:

☒ All Levels
☒ BRAVO
☒ ECHO

☒ OMEGA
☒ CHARLIE

☒ ALPHA
☒ DELTA

Chief Complaint:

☒ Exclude supervisor
☒ Completed cases only?

Reset filter

The **Report Filter Area** contains tables and fields that allow you to select the cases to include in your reports (see [“Generating Reports” on page 228](#)).

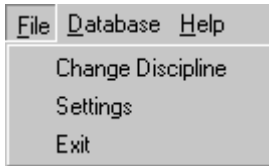
Status Bar

Database: Medics	Updated: 5/18/2005 9:31:26 AM	Protocol: -EMD-	Records: 21	Range: All Records
------------------	-------------------------------	-----------------	-------------	--------------------

The **Status bar** displays information about the selected ProQA Reports database including: database filename, update date, protocol discipline, number of records, and selected range.

ProQA Reports Utility Menus and Controls

File Menu



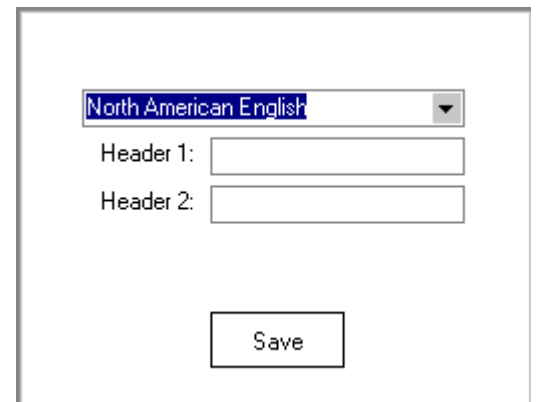
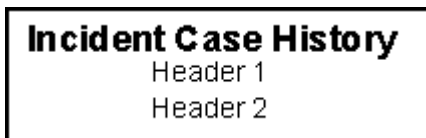
File | Change Discipline

Multi-discipline agencies can select **File | Change Discipline** to switch between ProQA Reports for Medical, ProQA Reports for Fire, and ProQA Reports for Police.

File | Settings

Select **File | Settings** to display the **Settings** screen.

If more than one language is installed on your system, you can change the language used by the ProQA Reports Utility by selecting the appropriate language from the drop-down menu on the **Settings** screen.

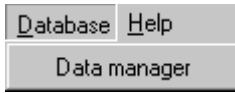
You can also use the **Settings** screen to specify the headers that should appear under the title of your reports. Simply type the desired text in each **Header** field and click on the **Save** button to save your settings.

If you do not specify headers, the ProQA Reports Utility uses your agency name as Header 1 and your agency license number as Header 2.

File | Exit

Select **File | Exit** to exit the ProQA Reports Utility.

Database Menu



Database | Data Manager

Select **Database | Data manager** to open the **Data manager** (see [“Data Manager” on page 220](#)).

Help Menu



Help | Version

Select **Help | Version** to display the **ProQA Reports Version** screen.

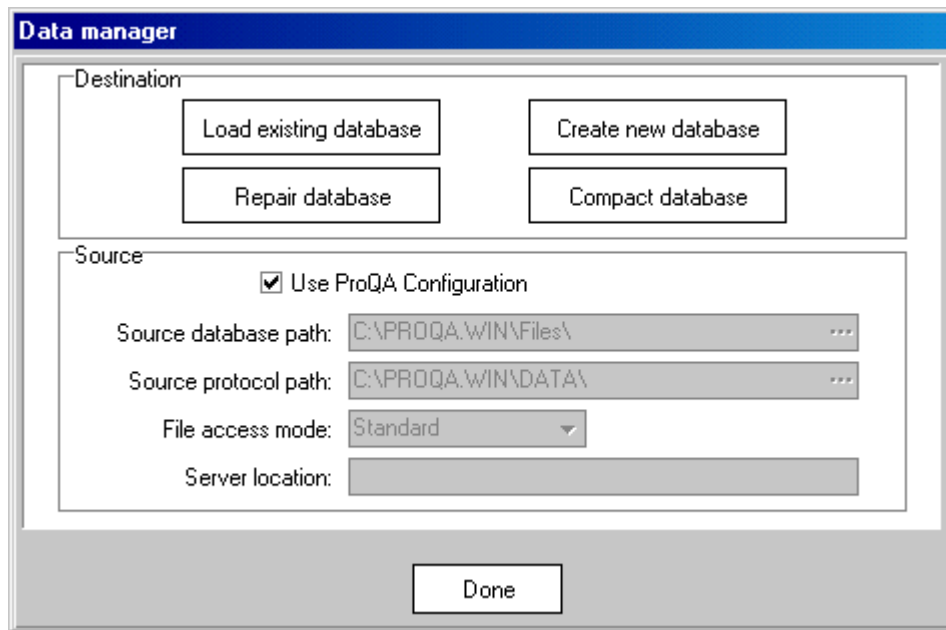
The **ProQA Reports Version** screen displays the version number and release date for the utility.

ProQA Reports

Version : 3.6.0.3 5/18/2005

© 2005, Priority Dispatch Corporation

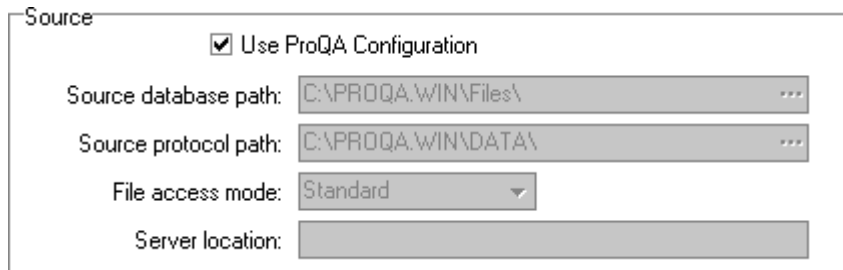
Data Manager



The **Data manager** dialog box is used to manage ProQA Reports databases. It features a **Destination** section with four buttons: **Load existing database**, **Create new database**, **Repair database**, and **Compact database**. The **Source** section includes a checked **Use ProQA Configuration** checkbox. Below this are four fields: **Source database path** (C:\PROQA.WIN\Files\), **Source protocol path** (C:\PROQA.WIN\DATA\), **File access mode** (Standard), and **Server location**. A **Done** button is located at the bottom right.

The **Data manager** helps you create, load, and manage ProQA Reports databases.

Source Fields



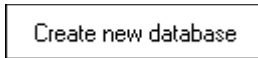
The **Source** section of the dialog box contains a checked **Use ProQA Configuration** checkbox. Below it are four fields: **Source database path** (C:\PROQA.WIN\Files\), **Source protocol path** (C:\PROQA.WIN\DATA\), **File access mode** (Standard), and **Server location**.

The **Source** fields specify the ProQA database from which case information should be pulled when creating or updating a ProQA Reports database. When the **Use ProQA Configuration** checkbox is checked, the ProQA Reports Utility pulls information from the active ProQA database. If you need to pull information from an archived ProQA database, uncheck this box and enter the database and protocol path of the archived database in the appropriate fields.

When specifying an archived database, you can click on the ... button to browse for the appropriate files.

Destination Buttons

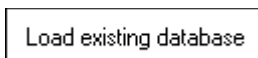
Create New Database Button



Click on the **Create new database** button to create a new ProQA Reports database from the ProQA database indicated in the **Source** fields (see [“Creating a New ProQA Reports Database” on page 222](#)).

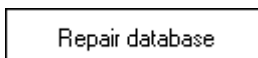
You must create a database before you can use the ProQA Reports Utility.

Load Existing Database Button



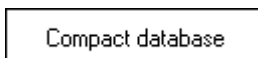
Click on the **Load existing database** button to load or update a previously created ProQA Reports database (see [“Loading and Updating an Existing ProQA Reports Database” on page 224](#)).

Repair Database Button



Click on the **Repair database** button to repair a damaged ProQA Reports database.

Compact Database Button



Click on the **Compact database** button to compact a ProQA Reports database.

Using The ProQA Reports Utility

Creating a New ProQA Reports Database

Before you can use the ProQA Reports Utility, you must create a new ProQA Reports database. A ProQA Reports database pulls select data from a valid ProQA database and stores it in a format that the ProQA Reports Utility can use to quickly generate useful reports. ProQA Reports databases are not modified by changes to the original ProQA database. This means that ProQA Reports databases can be archived and used later to generate additional reports on a static snapshot of your ProQA database. ProQA Reports databases can also be updated with new information allowing you to generate reports containing up-to-the-minute data (see [“Loading and Updating an Existing ProQA Reports Database” on page 224](#)).

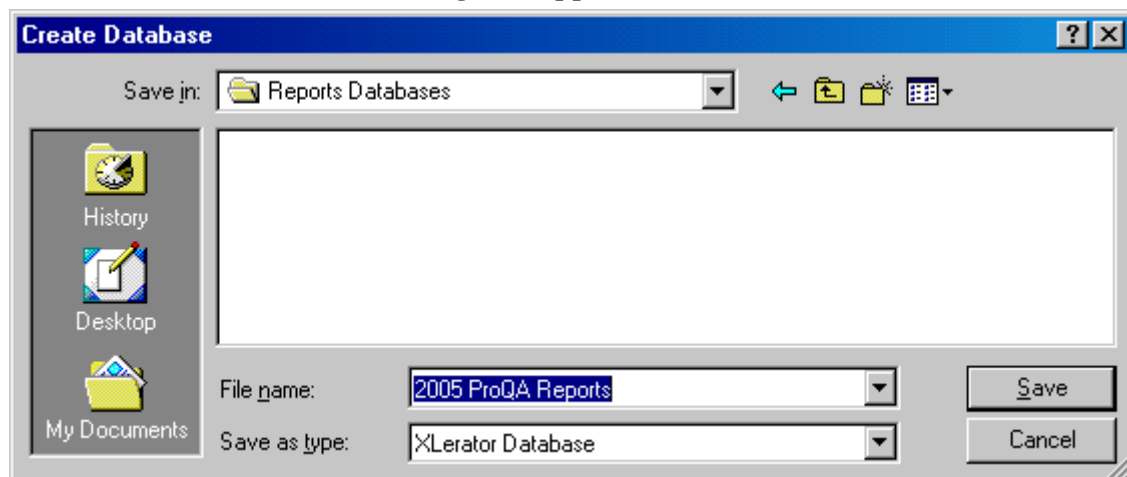
Follow the steps below to create a new ProQA Reports database.

1. Select **Database | Data manager** from the ProQA Reports Utility **Menu bar** (see [“Menu Bar” on page 216](#)) to open the **Data manager** (see [“Data Manager” on page 220](#)).
2. Select the appropriate ProQA source database by entering the appropriate file paths in the **Source** fields (see [“Source Fields” on page 220](#)).

Most users use the active ProQA database as the source. To use the active ProQA database, check the Use ProQA Configuration checkbox. The correct file paths will automatically be entered in the appropriate fields.

3. Click on the **Create new database** button (see [“Create New Database Button” on page 221](#)).

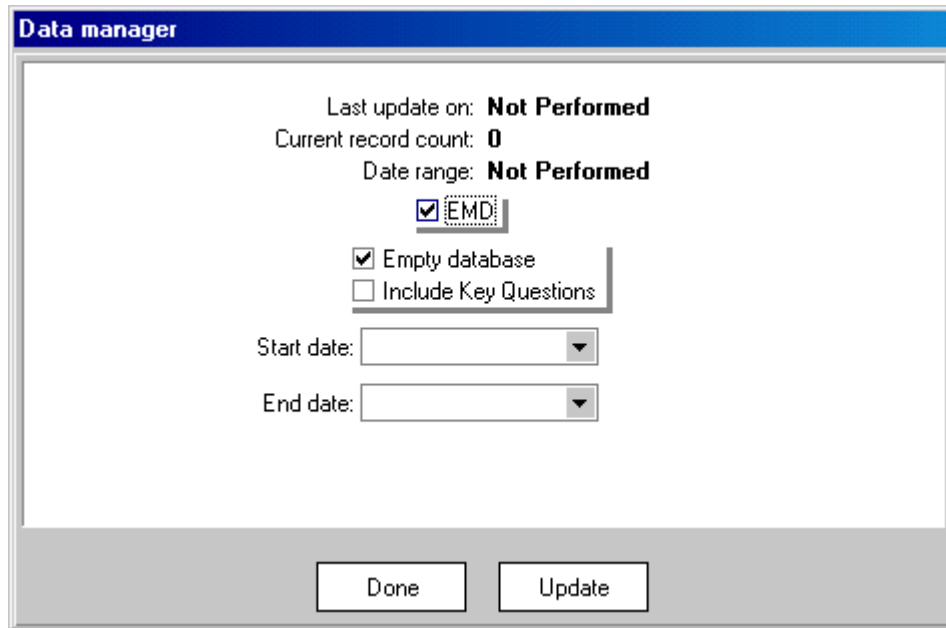
The **Create Database** dialog box appears



Browse to the folder in which you would like to save your ProQA Reports database and enter an appropriate filename in the **File name:** field. In the example above the new ProQA Reports database will be named **2005 ProQA Reports** and will be saved in the **Reports Databases** folder.

After entering a filename, click on the **Save** button to create and save your new ProQA Reports database.

4. The **Update** screen appears.



The 'Data manager' window displays the following information and options:

- Last update on: **Not Performed**
- Current record count: **0**
- Date range: **Not Performed**
- ☒ EMD
- ☒ Empty database
- ☐ Include Key Questions
- Start date: [dropdown menu]
- End date: [dropdown menu]
- Buttons: **Done** and **Update**

If you want to include Key Questions information in your ProQA Reports database, check the **Include Key Questions** checkbox.

Leaving this checkbox blank may significantly decrease update time.

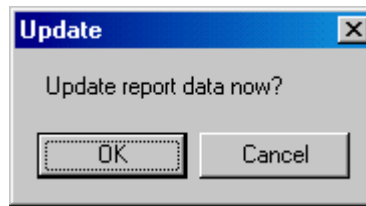
Key Questions information cannot be displayed on your reports if this checkbox is left blank.

If you want to select a date range for cases to include in your ProQA Reports database, use the calendar tool to enter the start date and end date in the appropriate fields by clicking on the  button.

Leave the Start date: and End date: fields blank to include every case from the source database.

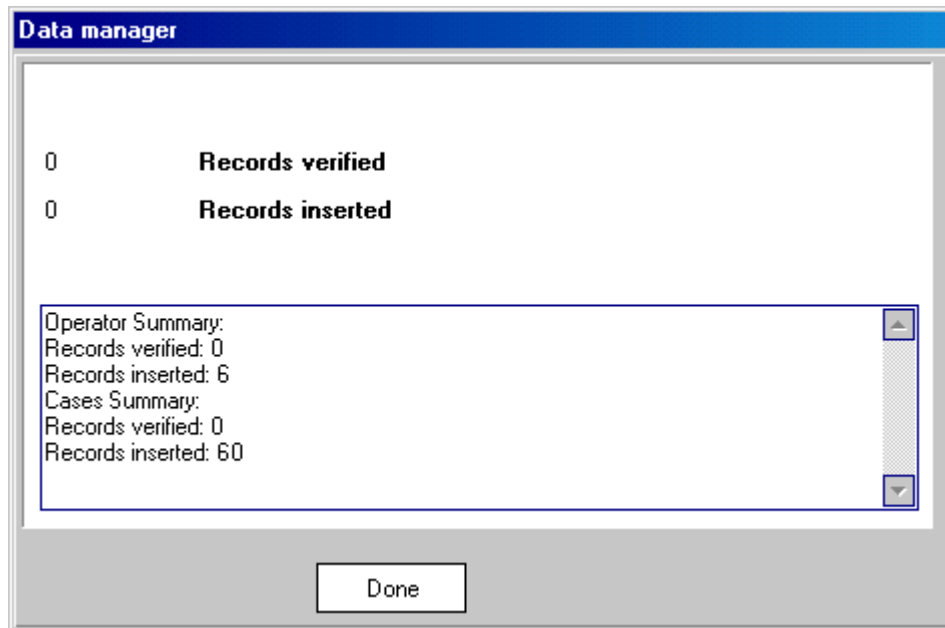
Click on the **Update** button.

- The **Update** confirmation box appears.



Click on the **OK** button.

- The **Summary** screen appears.



Click on the **Done** button.

Loading and Updating an Existing ProQA Reports Database

The first time you use the ProQA Reports Utility, you must create a new ProQA Reports database (see [“Creating a New ProQA Reports Database” on page 222](#)). After that, the database you used last will be automatically loaded when you start the ProQA Reports Utility. If you would like to use another ProQA Reports database or if you would like to update the current database, you must use the **Data manager**.

ProQA Reports databases are not modified by changes to the source ProQA database. To include the latest information in your reports, you must update your ProQA Reports database each time you use the ProQA Reports Utility.

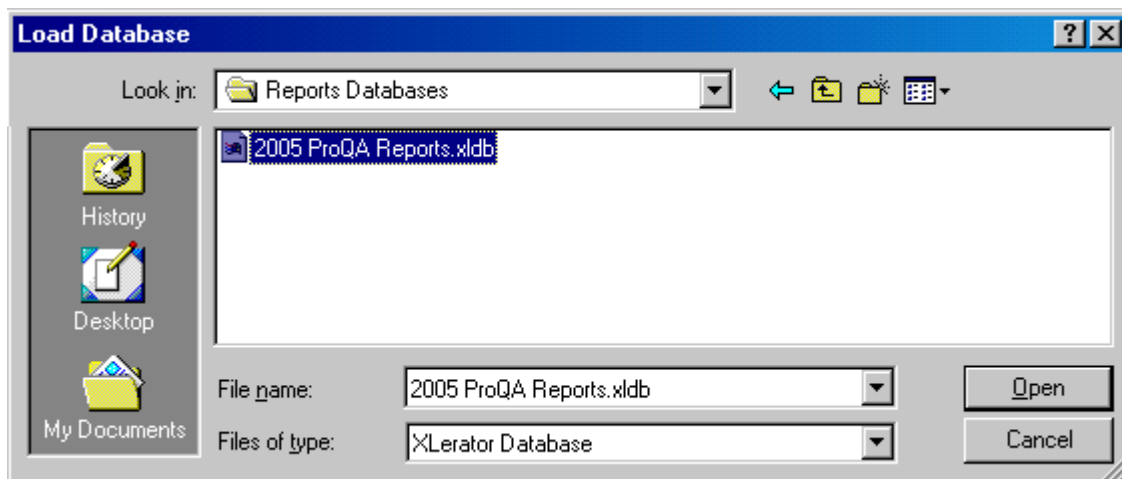
Follow the steps below to load and/or update an existing ProQA Reports database.

1. Select **Database | Data manager** from the ProQA Reports Utility **Menu bar** (see [“Menu Bar” on page 216](#)) to open the **Data manager** (see [“Data Manager” on page 220](#)).
2. If you plan to update the existing database, select the appropriate ProQA source database by entering the appropriate file paths in the **Source** fields (see [“Source Fields” on page 220](#)).

Most users use the active ProQA database as the source. To use the active ProQA database, check the Use ProQA Configuration checkbox. The correct file paths will automatically be entered in the appropriate fields.

3. Click on the **Load existing database** button (see [“Load Existing Database Button” on page 221](#)).

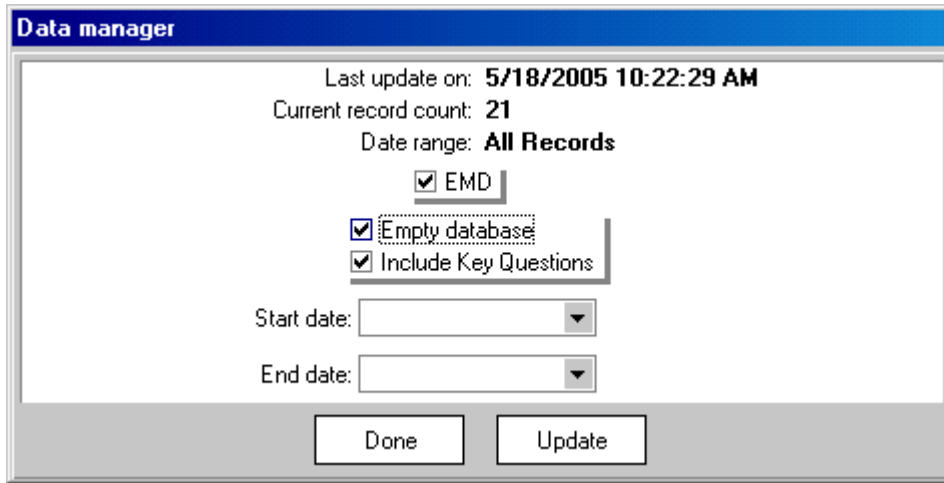
The **Load Database** dialog box appears



Browse to the folder where your ProQA Reports database is saved and select the desired database file. In the example **2005 ProQA Reports.xldb** has been selected.

After selecting the database file, click on the **Open** button to load the database.

4. The **Update** screen appears.



The screenshot shows a window titled "Data manager" with the following fields and controls:

- Last update on: 5/18/2005 10:22:29 AM
- Current record count: 21
- Date range: All Records
- ☒ EMD
- ☒ Empty database
- ☒ Include Key Questions
- Start date: [dropdown menu]
- End date: [dropdown menu]
- Buttons: Done, Update

If you do not want to update the database, click on the **Done** button.

If you want to update the database, verify the information on the **Update** screen.

If you want to empty the database and recreate it with the most current information, check the **Empty Database** checkbox.

Leaving this checkbox blank may significantly decrease update time.

If you leave this checkbox blank, new cases added to your source database since the last update will be appended to your ProQA Reports database. Changes made in your source database to cases that already exist in your ProQA Reports database will be ignored.

If you want to include Key Questions information in your ProQA Reports database, check the **Include Key Questions** checkbox.

Leaving this checkbox blank may significantly decrease update time.

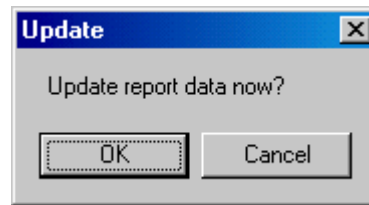
Key Questions information cannot be displayed on your reports if this checkbox is left blank.

If you want to select a date range for cases to include in your ProQA Reports database, use the calendar tool to enter the start date and end date in the appropriate fields by clicking on the ▼ button.

Leave the Start date: and End date: fields blank to include every case from the source database.

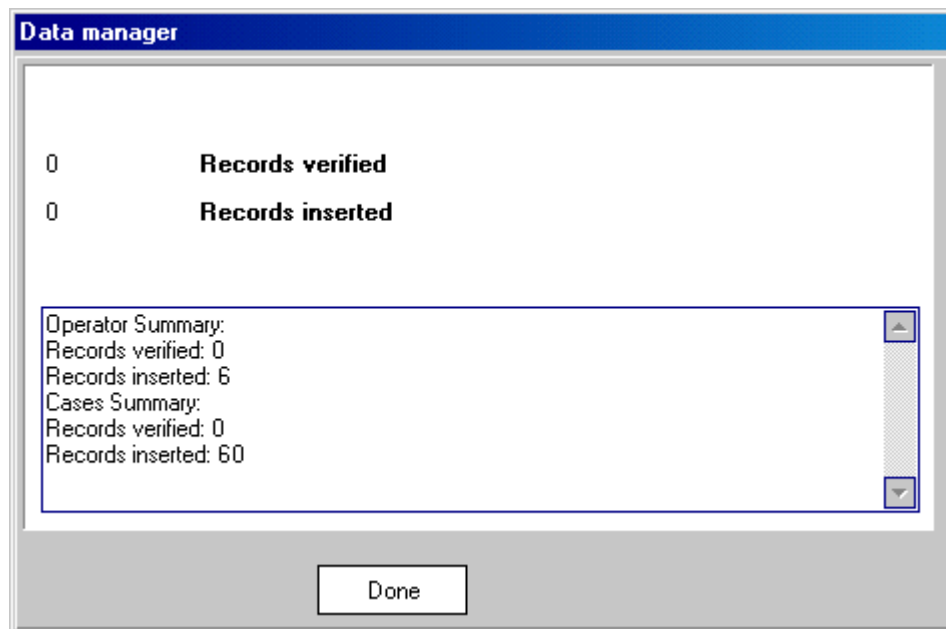
Click on the **Update** button.

5. The **Update** confirmation box appears.



Click on the **OK** button.

6. The **Summary** screen appears.

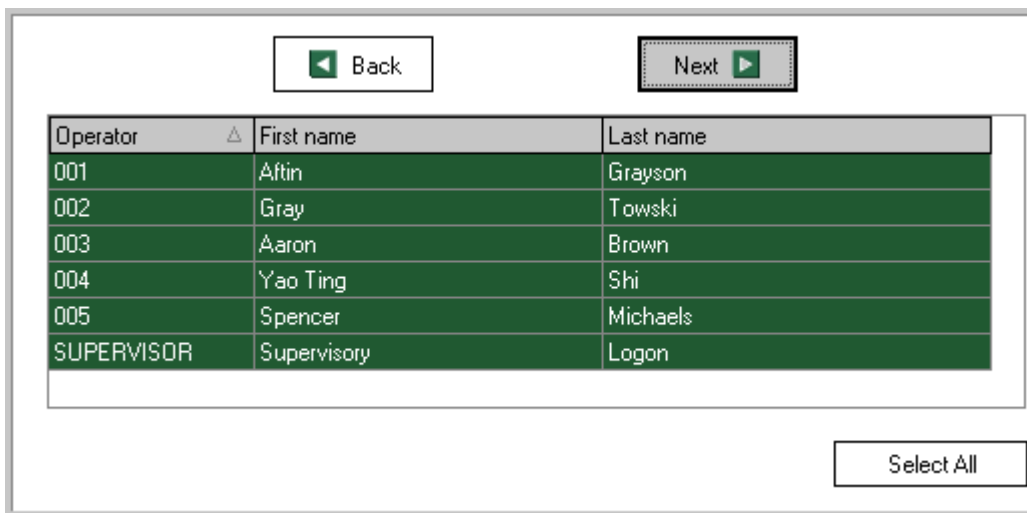


Click on the **Done** button.

Generating Reports

Follow the instructions below to generate a ProQA Report.

1. Select the report you would like to generate by clicking on the appropriate button in the **Reports Tool bar** (see [“Reports Tool Bar” on page 217](#)).
2. The **Operator List** screen appears.



Operator	First name	Last name
001	Aftin	Grayson
002	Gray	Towski
003	Aaron	Brown
004	Yao Ting	Shi
005	Spencer	Michaels
SUPERVISOR	Supervisory	Logon

All operators in the loaded ProQA Reports database are automatically selected by default. If you would like to limit your report to include only cases taken by select operators, select the appropriate operators from the list.

To select a single operator, simply click on the operator in the list or use the arrow keys on your keyboard to highlight the correct operator. To select multiple consecutive operators, hold the **Shift** button and then click on the first and last operator you wish to include, or use the arrow keys on your keyboard to highlight the correct operators. To select multiple nonconsecutive operators, hold the **Ctrl** button and then click on each operator you wish to include. To select all operators in the list, simply click on the **Select All** button.

Selected operators are highlighted in green.

You can sort the list by operator ID, first name, or last name by clicking on the appropriate column heading.

After selecting the operators you wish to include in your report, click on the **Next** button.

3. The **Case Details** screen appears.



The **Case Details** screen allows you to filter out select cases to include in your report.

To select one specific case, enter the case number in the **Case No.** field.

To filter cases by a date range, enter the appropriate dates in the **Date** fields.

Click on the  button to enter the dates using the calendar tool.

To filter cases by dispatch level(s), uncheck the **All Levels** checkbox and check the appropriate dispatch level(s).

To filter cases by Chief Complaint, select the appropriate Chief Complaint from the **Chief Complaint** drop down list by clicking on the  button.

The **Exclude supervisor** checkbox is checked by default. If you would like to include cases entered under the ProQA default SUPERVISOR logon name (see [“ProQA Logon” on page 25](#)), uncheck this box.

The **Completed cases only** checkbox is checked by default. If you would like to include aborted cases, check the **Include aborted cases** checkbox.

To restore all filter settings to the default values, click on the **Reset filter** button.

After specifying all applicable filters, click on the **Next** button.

4. The **Case List** screen appears.

◀ Back
Next ▶

Records: 21

Case number ▼	Date/Time	Operator	Chief Complaint ▲
0005000002	5/17/2005 15:07:25	001	10
0005000003	5/17/2005 15:08:51	001	6
0005000004	5/17/2005 15:10:56	001	9
0005000005	5/17/2005 15:13:15	001	11
0005000006	5/17/2005 15:14:39	001	2
0005000007	5/17/2005 15:22:03	002	22
0005000008	5/17/2005 15:24:25	002	24
0005000009	5/17/2005 15:26:37	002	27
0005000010	5/17/2005 15:28:08	002	21
0005000011	5/17/2005 15:29:44	002	9

Select All

The **Case List** screen shows all of the cases in your ProQA Reports database that meet the conditions specified on the **Operator List** and **Case Details** screens. You can further limit the cases included in your report by selecting the appropriate cases from the list.

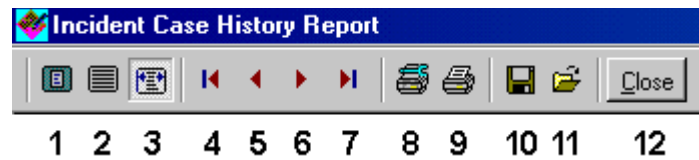
To select a single case, simply click on the case in the list or use the arrow keys on your keyboard to highlight the correct case. To select multiple consecutive cases, hold the **Shift** button and then click on the first and last case you wish to include, or use the arrow keys on your keyboard to highlight the correct cases. To select multiple nonconsecutive cases, hold the **Ctrl** button and then click on each case you wish to include. To select all cases in the list, simply click on the **Select All** button.

Selected cases are highlighted in green.

You can sort the list by case number, date/time, operator, or Chief Complaint by clicking on the appropriate column heading.

After selecting the cases you wish to include in your report, click on the **Next** button to display your report.

Using the Report Viewer



The Report Viewer is used to view and print your ProQA Reports.

1. **Zoom to Fit button:** Click on this button to make your report fit in the window.
2. **100% button:** Click on this button to display your report full size.
3. **Zoom to Width button:** Click on this button to make your report fit the window width.
4. **First Page button:** Click on this button to go to the first page of your report.
5. **Prior Page button:** Click on this button to go to the previous page of your report.
6. **Next Page button:** Click on this button to go to the next page of your report.
7. **Last Page button:** Click on this button to go to the last page of your report.
8. **Printer Setup button:** Click on this button to setup printer options.
9. **Print button:** Click on this button to print your report.
10. **Save button:** Click on this button to save an electronic copy of your report.
11. **Load Report button:** Click on this button to load a previously saved report.
12. **Close button:** Click on this button to close the Report Viewer.

ProQATM User's Guide

11-Frequently Asked Questions

ProQA has been in heavy use for many years with thousands of users using it in a large array of differing computer environments. Because of this, there are very few problems with the ProQA program that have not already been discovered and fixed. Most problems encountered by ProQA users are related to the configuration of a particular computer.

This chapter lists the problems most commonly encountered by ProQA users along with a solution for each problem. If you need additional assistance, or if your particular problem is not listed, feel free to contact software support at 800-363-9127 (USA/Canada) or 801-363-9144 (International) or see [“Contacting Technical Support” on page 21](#).

For answers to other support questions, please see our website at www.prioritydispatch.net.

Frequently Asked Questions

1. **I have recently upgraded from a previous version of ProQA®. I am now getting General Protection errors (GPF) when I run ProQA®.**

Upgrading from previous versions of ProQA may cause file incompatibility problems that result in GPF errors when ProQA encounters old data files that have been updated for the new version.

To fix the problem, use the previous version of ProQA to export all of your data to a file. Then, reinstall the new version and import the data.

Always backup your data prior to upgrading your ProQA software.

2. **I changed the Response Assignments, but the new assignments are not showing up on other workstations.**

Response Assignments are currently stored in a local file (Rsp.def located in the ProQA.win\data folder). Changes made to this file only affect the local workstation.

To update Response Assignments on other workstations, simply copy the updated **Rsp.def** file to each machine.

3. **I want to view a report on screen without printing it, but ProQA® will not let me run a report because I have not setup a printer.**

In order to run any report in ProQA, you must first setup a printer. This is true even if you only want to view the report on the screen.

4. **I am using the Export/Purge/Import Utility to randomly select cases to evaluate in AQUA™, but I now need to export all of the cases (or select cases by date or case number range).**

To export all cases (or select cases by date or case number range), go into the **Advanced export setting** and select **Default ProQA** (see [“Options | Advanced Export Settings” on page 187](#)).

Remember to change the setting back to Randomized for AQUA when you are done.

5. I can't find the ProQA® shortcuts in my Start Menu. Where are the ProQA® executables located?

The default directory for ProQA for Medical executables is **C:\ProQA.Win\Bin**. The default directory for all ProQA for Fire executables is **C:\ProQAF.Win\Bin**. The default directory for all ProQA for Police executables is **C:\ProQAP.Win\Bin**. If you selected a destination directory other than the default directory when installing ProQA, the ProQA executables are located in the **\Bin** folder located in the directory you selected.

6. ProQA® Case Entry is asking be to “accept the conditions of this agreement” and is running in a limited-feature demonstration mode. How do I get it to run normally?

The ProQA software protection key (dongle) is either not properly installed in your computer's parallel printer port or has been damaged and needs to be replaced.

To fix the problem, first check to make sure the dongle is firmly attached to the parallel port. If the dongle is loose, it will not work properly and ProQA will run in demonstration mode.

If the dongle is firmly attached to the parallel part and ProQA still does not run normally, try using a dongle from another machine that is working properly. If this fixes the problem, your dongle has been damaged and must be replaced. Please contact customer support at 800-363-9127 (USA/Canada) or 801-363-9144 (International) or see [“Contacting Technical Support” on page 21](#).

If ProQA still does not run normally, make sure that your parallel port is correctly configured on the machine. A common test for this is to attach a printer to the port and print a test page. If the test page fails, you will need to do additional troubleshooting to correctly configure your parallel port.

If the test page prints normally and ProQA still does not run normally, try uninstalling ProQA and reinstalling the program with the dongle firmly attached to the parallel port.

When installing ProQA, make sure you log on as ADMINISTRATOR.

ProQA® User's Guide

Index

A

Alphanumeric Chief Complaint 77, 132

AQUA 17, 121, 210

B

Boat (Vessel) Emergency Information 42, 51

Breathing Detector 52, 62

C

Calendar 58

Caller Interrogation 68

Case Entry 68, 69

Questions 71

CBRN 38, 51

Chief Complaint 75, 80

Comments 35, 49

Compressions Monitor 52, 66

Condition Code 170, 215

Configuration Utility 123

Abort Reasons Tab 142

Configuration Tab 130

CAD (Misc.) Sub-Tab 137

CAD (Polling) Sub-Tab 140

License Sub-Tab 142

Medical Control Sub-Tab 136

Print On Close Sub-Tab 135

Print On Send Sub-Tab 134

Responder Script 141

User Interface Sub-Tab 131

International Tab 143

Menus and Controls 126

Paths & Files Tab 128

Conventions

Symbols 20

Typing 20

D

Database Menu

Reports Utility 219

Dispatch Life Support 97

Dispatching A Case (Horizontal Dispatch) 118

Dispatching A Case (Vertical Dispatch) 116

Display Case Summary Dialog Box 54

DLS Links Buttons 96

DLS Tab 97

Drop-Down Calendar 58

E

ECHO Level Determinants 72

Entry Tab 69

Export/Purge/Import Utility 180

Exporting Data 193

Importing Data 199

Menus and Controls 184

Purging Data 196

Exporting Data 193

F

FAQ 232

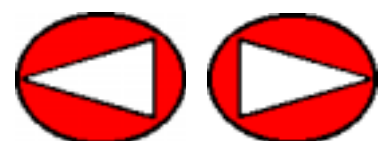
Fast Track 78

File Maintenance Utility 202

Compacting Databases 209

Creating Databases 208

Deleting Databases 209



Menus and Controls 207
Rebuilding Databases 209

File Menu

ProQA 30
Reports Utility 218

Fire Priority Dispatch System 18**FPDS 18****G****Go To Language Menu**

ProQA 46

H

HAZMAT 37, 51

Help Menu

ProQA 48
Reports Utility 219

Hold Case 31**Horizontal Dispatch 118****I**

Importing Data 199

In-flight Emergency Information 41, 51

Intellectual Property Rights 2

K

Key Questions 68, 82

KQ Tab 82

Additional Information Sub-Tab 87
Determinant Codes Sub-Tab 87
Determinants/Suffixes Sub-Tab 86
Question Answers Sub-Tab 86

L

Language 29, 143

Default Caller Text 144
Default Operator Text 143

Logon 25, 147, 167, 182, 212

M

Medical Priority Dispatch System 18

Menu Bar

ProQA 27

MenuBar

ProQA Diagnostic Tools 61

MPDS 18**N****NAED 22**

Contact Information 22

NAEFD 22**NAEMD 22****NAEPD 22****O**

Operator Maintenance Utility 145

Adding A New Employee 158
Deleting A Record 160
Menus and Controls 151
Modifying An Existing Record 159
Printing Operator Information 162

Options Menu

ProQA 44

P

Pathway Director Buttons 100

PDI Tab 93

Additional Information Sub-Tab 95
Post-Dispatch Instructions Sub-Tab 94

PDIs Provided Buttons 94

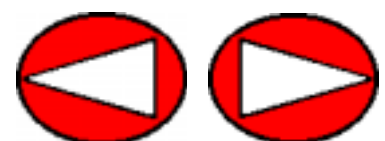
Persons Description 43, 51

Police Priority Dispatch System 19

Post-Dispatch Instructions 92, 93

PPDS 19

Pre-Arrival Instructions 92, 97

Print 103**ProQA 17**

ProQA Diagnostic Tools 52, 60

Pulse Check 52, 64

Purging Data 196

R

Report Viewer 231

Reports

Dispatch Code Comparative History 214

Dispatch Level Comparative History 214

Incident Case History 213

Incident Case History Report 213

Incident Condition Code 215

Incident Condition Code Summary 215

Master Dispatch Analysis 214

Operator Comparative History 213

Reports Utility 210

Menus and Controls 218

Resize bar 85, 91

Responder Script 91, 107, 141

Response Configuration Utility 165

Customizing Response Configurations and
CAD Codes 175

Menus and Controls 170

Printing Response Configurations and CAD
Codes 179

Return to KQs Button 96

Reviewing A Case 121

Rule of Nines 50

S

SARS 39, 51

Search For Incident Number Dialog Box 54

Send Dispatch Screen 88

Send/Shift Button 89

Software Support

Contact Information 21

Spec Logs Menu

ProQA 35

Specific PAI Target Tool 44

Starting A New Case 26

Status Bar

ProQA 28

Summary Tab 102

Dispatch Information Sub-Tab 110

Responder Script/KQ Answers Sub-Tab 106

Running Times Sub-Tab 114

Sequences Sub-Tab 108

Time Stamps Sub-Tab 112

T

Tabs

ProQA 28

Tabs Menu

ProQA 46

Tool Bar

ProQA 28, 49

U

Urgent Message 36, 49, 141

V

Vehicle Description 40, 51

Version Menu

ProQA 47

Vertical Dispatch 116

View Menu

ProQA 34

W

Waiting For Next Incident Screen 26

Windows

Terminology 19