

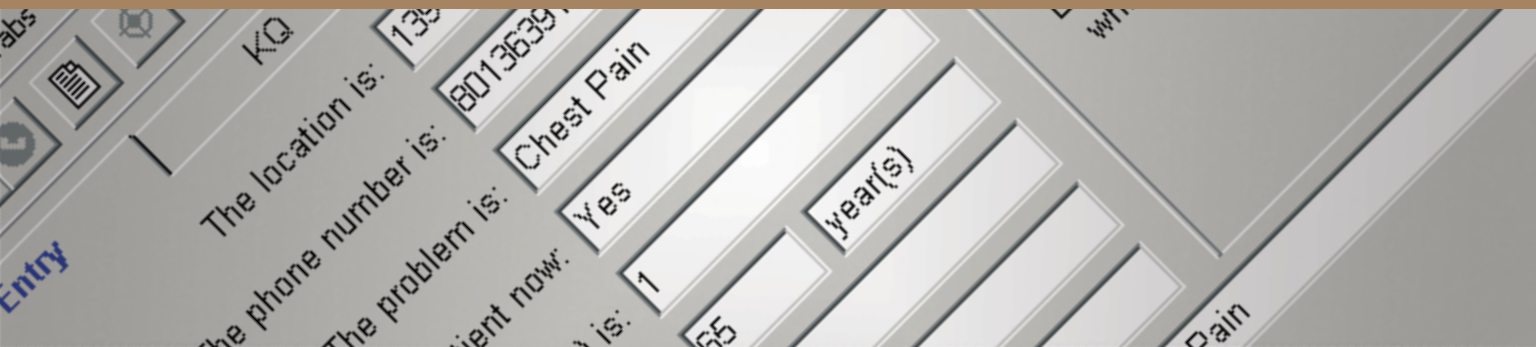


**Priority  
Dispatch**

**ProQA**<sup>®</sup>  
PARAMOUNT

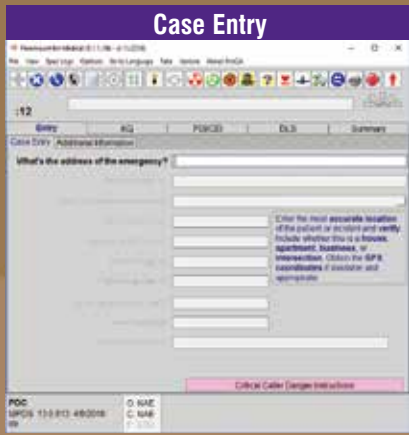




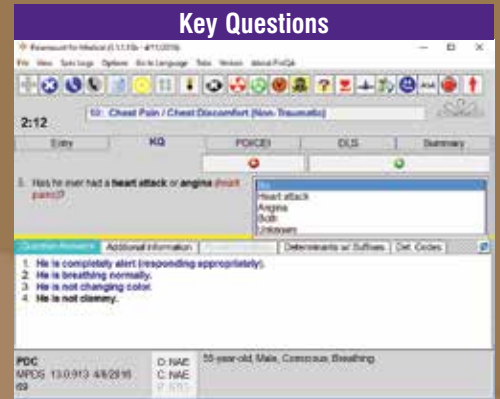


ProQA® Paramount integrates the power of the International Academies of Emergency Dispatch® (IAED™) protocols with today's critical computer technologies. It helps emergency dispatchers move smoothly through Case Entry and Key Questioning. It assists dispatchers in quickly determining the appropriate dispatch code for each case and clearly displays the response configuration specifically assigned to that code by local agency authorities. ProQA Paramount then guides dispatchers in providing all relevant Post-Dispatch and Pre-Arrival Instructions, as well as important case completion information.





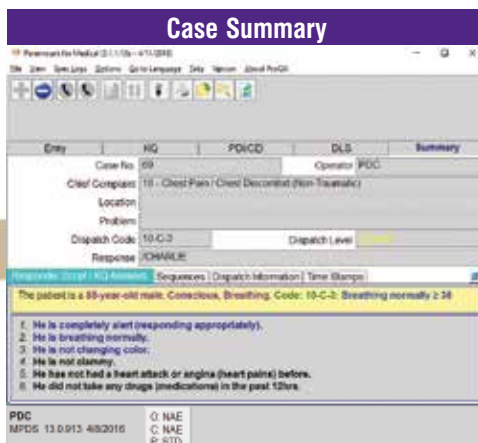
Case Entry helps you quickly identify specific, life-threatening ECHO situations.



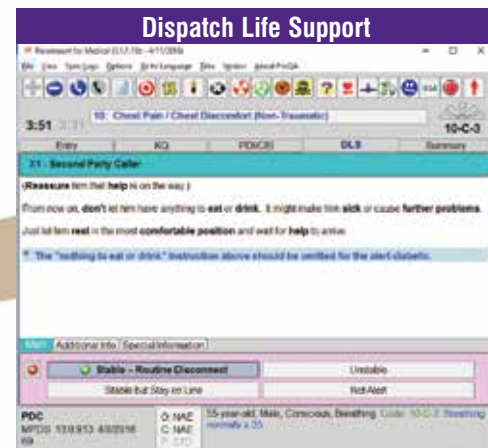
Key Questions allow you to accurately assess scene conditions.



POLICE • FIRE • MEDICAL



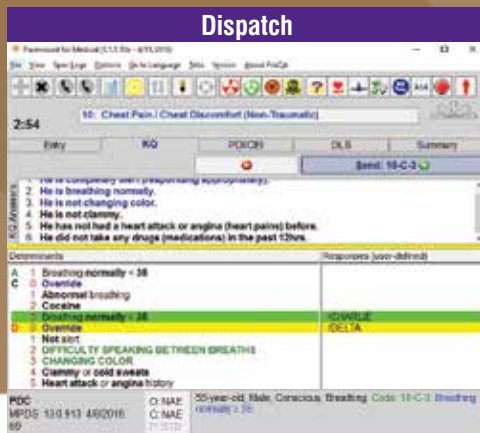
Case Summary provides instant information for dispatchers, supervisors, and responders.



Dispatch Life Support critical instructions provide help until responders arrive.

## Complete Control

ProQA Paramount gives you control over every aspect of an emergency call. Easy navigation means you have full access to all of the features in the IAED protocols. Additionally, ProQA Paramount's many tools speed up critical information gathering to help reduce send time. ProQA Paramount includes a separate dispatcher module that gives other calltakers, dispatchers, and supervisors immediate access to critical information as the case develops.



Expert Logic automatically recommends appropriate dispatch codes.

## Improved Efficiency

ProQA Paramount has been specifically designed to improve emergency calltaking efficiency, thereby reducing liability risks and increasing responder safety. Correct dispatch codes are often determined in less than one minute. ProQA Paramount cues dispatch as soon as it has information to safely recommend the appropriate code. This may happen during Case Entry, during Key Questioning, or after all questions have been asked depending on the specifics and gravity of the situation. ProQA Paramount reduces human error by recording every answer input by the calltaker. ProQA Paramount intelligently analyzes this information using time-proven expert logic to quickly determine the appropriate dispatch codes and Pre-Arrival Instructions for the case.

## ProQA PARAMOUNT FEATURES ARE DESIGNED TO INCREASE EFFICIENCY:

**ECHO Dispatch:** This feature, when appropriate, helps you dispatch immediately from Case Entry for specific time-sensitive, life-threatening emergencies. This allows responders to start rolling as you gather additional information about the case.

**Additional Information:** When necessary, this feature automatically displays specific hints, instructions, or information relevant to the case. This information is taken from the Additional Information sections of the IAED protocols.

**PDI Completion Buttons:** This feature allows you to check off Post-Dispatch Instructions as you provide them. This information is automatically recorded in the case summary, so dispatchers know exactly what is happening with the case.

**Select Specific PAI Button:** With the "Target Tool," you are never trapped in an instruction sequence. If the situation at the scene changes, ProQA Paramount allows you to quickly select a more appropriate set of instructions.

**Case Summary:** This feature makes it easy for a calltaker and a separate dispatcher to work together as a team. The case summary allows dispatchers to instantly access detailed information about the case so they can properly notify responders.

**ProQA Paramount is available in various languages for the:**

Medical Priority Dispatch System™ (MPDS®)  
Fire Priority Dispatch System™ (FPDS®)  
Police Priority Dispatch System™ (PPDS®)





**ProQA Paramount  
sets the standard  
for high-quality  
patient care and  
dispatching  
best practices**

### **Quality Assurance**

ProQA Paramount helps your agency maintain a consistently high level of service by improving calltaker compliance to the IAED protocols. ProQA Paramount automatically presents the proper questions and instructions in the correct order; it automatically skips questions and instructions that are not appropriate for the specific circumstances of each case. When a dispatcher shunts to another protocol, ProQA Paramount automatically answers questions that have already been asked. This automation frees calltakers to focus their attention on providing quality service. Additionally, ProQA Paramount saves every action taken by the calltaker. This information can be easily exported for use in AQUA® Evolution, Priority Dispatch's® advanced quality improvement (QI) software. AQUA helps you review cases, pinpoint training needs, and identify liability risks.

### **Great Flexibility**

ProQA Paramount is flexible enough to adjust to the technology available in almost any modern dispatch environment. It can be used effectively as a stand-alone product. It can be networked to allow information sharing among multiple users. Also, most major CAD systems interface with ProQA Paramount, giving you the power to communicate information to responders via CAD and Mobile Data Terminals. Contact Priority Dispatch for a list of ProQA Paramount-certified CAD vendors.

## Excellent Training

Priority Dispatch offers an excellent hands-on training course for ProQA Paramount software. This course is designed for both communication managers and emergency dispatchers. Course instruction includes:

- User Interface
- Software Navigation
- Case Entry, Key Questions, Dispatching
- Pre-Arrival Instructions, Post-Dispatch Instructions
- Practice Scenarios
- Software Installation and Configuration
- CAD Integration



**Life Support Request**

Please give us the following information so we can contact you with a further question:

**Contact Information**

Agency Name: \_\_\_\_\_  
Contact Person: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
E-mail: \_\_\_\_\_

**Your ProQA Configuration Information**

Language: \_\_\_\_\_  
Protocol Version: \_\_\_\_\_  
Language Version: \_\_\_\_\_  
AI Version: \_\_\_\_\_  
Version: \_\_\_\_\_  
Build: \_\_\_\_\_

Version? (How do I find my version?)  
Version? (How do I find my version?)  
Version? (How do I find my version?)

Yes  No

## Support

We provide outstanding advanced software support for all of our software products. Our friendly and knowledgeable software support staff can be reached via phone and email 24/7/365. Whether you need answers to problems, guidance installing and setting up our software, or assistance integrating with any of our various CAD/Telco partners, we're there to help every step of the way.

[support@prioritydispatch.net](mailto:support@prioritydispatch.net)

[www.prioritydispatch.net/support](http://www.prioritydispatch.net/support)

800-363-9127 or 801-363-9127

WWW.PRIORITYDISPATCH.NET



FOR ADDITIONAL INFORMATION, PLEASE VISIT OUR WEBSITE.



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