

(51) International Patent Classification:
G06Q 50/00 (2006.01)(21) International Application Number:
PCT/US2010/043311(22) International Filing Date:
27 July 2010 (27.07.2010)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
12/558,808 14 September 2009 (14.09.2009) US

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Lake City, Utah 84111 (US).(81) Designated States (unless otherwise indicated, for every
kind of national protection available): AE, AG, AL, AM,
AO, AT, AU, AZ, BA, BB, BG, BH, BR, BW, BY, BZ,
CA, CH, CL, CN, CO, CR, CU, CZ, DE, DK, DM, DO,DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, GT,
HN, HR, HU, ID, IL, IN, IS, JP, KE, KG, KM, KN, KP,
KR, KZ, LA, LC, LK, LR, LS, LT, LU, LY, MA, MD,
ME, MG, MK, MN, MW, MX, MY, MZ, NA, NG, NI,
NO, NZ, OM, PE, PG, PH, PL, PT, RO, RS, RU, SC, SD,
SE, SG, SK, SL, SM, ST, SV, SY, TH, TJ, TM, TN, TR,
TT, TZ, UA, UG, US, UZ, VC, VN, ZA, ZM, ZW.(84) Designated States (unless otherwise indicated, for every
kind of regional protection available): ARIPO (BW, GH,
GM, KE, LR, LS, MW, MZ, NA, SD, SL, SZ, TZ, UG,
ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ,
TM), European (AL, AT, BE, BG, CH, CY, CZ, DE, DK,
EE, ES, FI, FR, GB, GR, HR, HU, IE, IS, IT, LT, LU,
LV, MC, MK, MT, NL, NO, PL, PT, RO, SE, SI, SK,
SM, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ,
GW, ML, MR, NE, SN, TD, TG).

Published:

- with international search report (Art. 21(3))
- before the expiration of the time limit for amending the
claims and to be republished in the event of receipt of
amendments (Rule 48.2(h))

(54) Title: PANDEMIC DIAGNOSTIC AND INTERVENTION TOOL FOR EMERGENCY DISPATCH

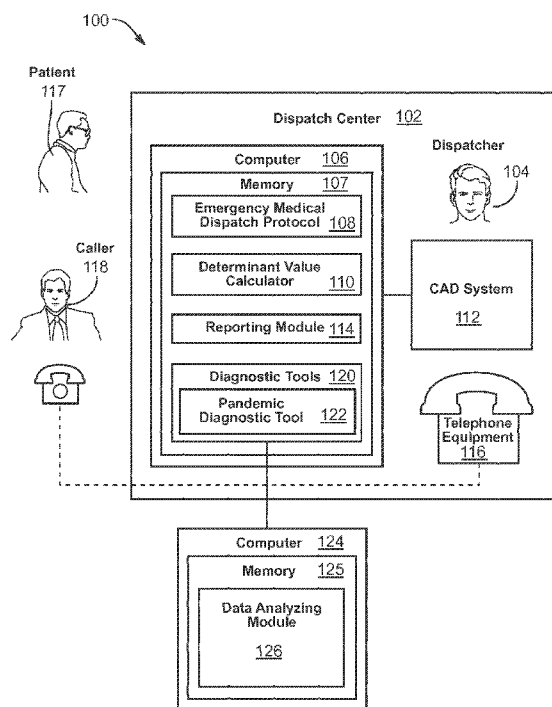


FIG. 1

(57) Abstract: A system and method to assist an emergency medical dispatcher in responding to emergency calls. A computer implemented emergency medical dispatch protocol includes interrogatories for a dispatcher to ask a caller to generate an appropriate response. A diagnostic tool is provided to aid the dispatcher in gathering symptom information for a patient who may be suffering from a pandemic illness, such as a severe respiratory infection like influenza. The diagnostic tool facilitates uniform and consistent gathering of symptom information relating to a pandemic outbreak. The information may be stored and/or processed for use in monitoring and/or tracking pandemic outbreaks. The diagnostic tool can be launched automatically by the emergency dispatch protocol, or manually by a dispatcher. The diagnostic tool presents a user interface that provides, among other things, instructions, symptoms, and input fields.