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- (54) Title: PANDEMIC PROTOCOL FOR EMERGENCY DISPATCH

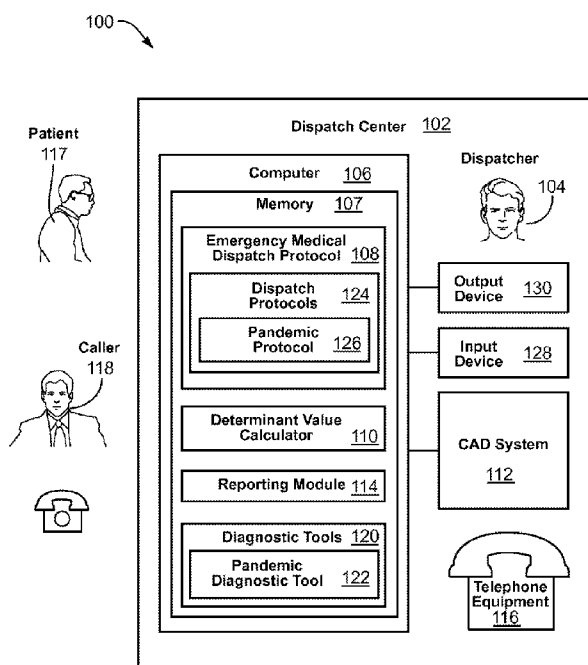


FIG. 1

(57) Abstract: Systems and methods are provided to guide an emergency dispatcher in responding to emergency calls involving a patient manifesting symptoms of a pandemic illness. The systems and methods may include an emergency dispatch protocol configured to facilitate uniform and consistent gathering of information concerning the emergency situation. The emergency medical dispatch protocol may include one or more dispatch protocols configured for particular emergency situations, such as to aid the dispatcher in processing calls relating to a pandemic illness (e.g., severe respiratory infection like influenza). The emergency dispatch protocol may present a pre-scripted interrogation, including preprogrammed inquiries for a dispatcher to ask the caller. The pre-scripted interrogation of the dispatch protocol facilitates uniform and consistent gathering of symptom information relating to a pandemic outbreak. The information may be received and stored and/or processed to determine a determinant value corresponding to an appropriate emergency dispatch response.