CLAIMS

What is claimed is:

1. A computing device to assist a dispatcher in responding to an emergency being reported by an information provider, comprising:

a processor;

an input device in electrical communication with the processor;

an output device in electrical communication with the processor;

a network interface in electrical communication with the processor and a network; and

a memory in electrical communication with the processor, the memory having stored thereon:

an interrogation protocol to receive answers from the information provider to pre-programmed inquiries of the interrogation protocol for the dispatcher to ask the information provider, the pre-programmed inquiries of the interrogation protocol to be displayed to the dispatcher on the output device and communicated from the dispatcher to the information provider;

a sensor data engine configured to receive different types of external sensor data provided at the network interface from a plurality of external devices via the network, the external sensor data comprising at least dynamic physiological data specific to the information provider, dynamic physiological data specific to a person in proximity to the information provider, or a combination thereof;

a determinant code calculator configured to:

receive the external sensor data from the sensor data engine, and

generate, based on the received answers to the pre-programmed inquiries and the external sensor data, a determinant code from one of a plurality of pre-established determinant codes, the determinant code indicating a priority of an emergency response, wherein the computer device provides the determinant code to an emergency responder system to generate an emergency dispatch response; and

the sensor data engine further configured to determine an accuracy of the determinate code based at least on the external sensor data including the dynamic physiological data, wherein the determination is further based on the external sensor data being weighted such that evidence of a past event will weight in favor of an emergency incident, and wherein the accuracy is indicative of a level of likelihood of the determinate code.

2. The computer device of claim 1, wherein the external sensor data includes the dynamic physiological data specific to the information provider or the person in proximity to the information provider.

3. The computer device of claim 2, wherein the dynamic physiological data includes heart rate data.

4. The computer device of claim 2, wherein the dynamic physiological data includes body temperature data.

5. The computer device of claim 2, wherein the dynamic physiological data includes respiration data.

6. The computer device of claim 1, wherein the external sensor data includes video data.

7. The computer device of claim 1, wherein the external sensor data includes still image data.

8. The computer device of claim 1, wherein the external sensor data includes accelerometer data.

9. The computer device of claim 1, wherein the external sensor data includes global positioning system (GPS) data.

10. The computer device of claim 1, wherein the external sensor data includes ambient temperature data.

11. The computer device of claim 1, wherein the external sensor data includes audio data.

12. The computer device of claim 1, wherein the interrogation protocol is configured to receive dispatcher-entered answers to the pre-programmed inquiries, wherein the sensor data and dispatcher-entered answers are received simultaneously.

13. The computer device of claim 1, wherein the sensor data engine is further configured to display one or more data values associated with the external sensor data to the dispatcher.

14. The computer device of claim 1, wherein the pre-programmed inquiries of the interrogation protocol are to be communicated from the dispatcher to the information provider via text message.

15. The computer device of claim 1, wherein information provider answers to the pre-programmed inquiries are received via text message.

16. The computer device of claim 1, wherein the computer device is configured to generate instructions based on the external sensor data, the instructions to be provided to personnel of the emergency dispatch response.

17. The computer device of claim 1, wherein the interrogation protocol is configured to generate a chief complaint responsive to received answers from the information provider.

18. The computer device of claim 17, wherein the sensor data engine is configured to determine a likelihood of the chief complaint based on the received external sensor data.

19. The computer device of claim 1, wherein the interrogation protocol is configured to receive a chief complaint input from the dispatcher and display a chief complaint.

20. The computer device of claim 19, wherein the sensor data engine is configured to determine a likelihood of the chief complaint based on the received external sensor data.

21. The computer device of claim 1, wherein the interrogation protocol is configured to determine the emergency based on the received answers and the sensor data engine is configured to determine the likelihood that the emergency is accurate based on the external sensor data.

22. A method to assist a dispatcher in responding to an emergency being reported by an information provider, comprising:
providing pre-programmed inquiries of an interrogation protocol for the dispatcher to ask the information provider;
receiving, from the information provider, answers to the pre-programmed inquiries;
a computer device of a dispatch center receiving the answers;
the computer device receiving different types of external sensor data from external devices through a network interface of the computer device, the external sensor data comprising at least dynamic physiological data specific to the information provider, dynamic physiological data specific to a person in proximity to the information provider, or a combination thereof;
the computer device generating a determinant code from one of a plurality of pre-established determinant codes based on the received answers to the pre-programmed inquiries and the external sensor data, the determinant code indicating a priority of an emergency response;
the computer device determining an accuracy of the determinate code based at least on the external sensor data including the dynamic physiological data, wherein the determining is further based on the external sensor data being weighted such that evidence of a past event will weight in favor of an emergency incident, and wherein the accuracy is indicative of a level of likelihood of the determinant code; and
the computer device providing the determinant code to an emergency responder system to generate an emergency dispatch response.

23. The method of claim 22, further comprising sending a request to one of the external devices to provide external sensor data to the computer device.

24. The method of claim 23, wherein the request is sent to the external device based on a location of the external device.

25. The method of claim 23, wherein the request is sent to the external device based on a type of external sensor data to be provided by the external device.

26. The method of claim 25, wherein the type of external sensor data is determined based on the answers to the pre-programmed inquiries received from the information provider.

27. The method of claim 23, wherein the emergency is a medical emergency of a victim, and wherein the request is sent to the external device based on an association between the external device and the victim.

28. The method of claim 23, wherein the request is sent to the external device based on an association between the information provider and the external device.

29. The method of claim 22, wherein the answers to the pre-programmed inquiries are received verbally from the information provider.

30. The method of claim 22, wherein the answers to the pre-programmed inquiries are received by text from the information provider.

31. The method of claim 22, further comprising the computer device generating a chief complaint based on answers received from the information provider.

32. The method of claim 31, further comprising the computer device determining a likelihood of the chief complaint based on the external sensor data.

33. The method of claim 32, further comprising the computer device receiving the chief complaint from the dispatcher.

34. The method of claim 33, further comprising the computer device determining the likelihood of the chief complaint based on the external sensor data.

35. The method of claim 22, further comprising:
generating instructions based on the external sensor data; and
sending the instructions to personnel of the emergency dispatch response.

36. The method of claim 22, further comprising:
determining the emergency based on the received answers to the pre-programmed inquiries; and
determining the likelihood that the emergency is accurate based on the external sensor data.

37. A non-transitory computer-readable storage medium, the computer-readable storage medium including instructions that when executed by a computer device, cause the computer device to:
present pre-programmed inquiries of an interrogation protocol for an emergency;
receive answers to the pre-programmed inquiries of the interrogation protocol;

receive different types of external sensor data from external devices over a network, the external sensor data comprising at least dynamic physiological data specific to the information provider, dynamic physiological data specific to a person in proximity to the information provider, or a combination thereof;

generate a determinant code, based on the received answers from the pre-programmed inquiries and the external sensor data, the determinant code indicating a priority of an emergency response;

determine an accuracy of the determinate code based at least on the external sensor data including the dynamic physiological data, wherein the determination is further based on the external sensor data being weighted such that evidence of a past event will weight in favor of an emergency incident, and wherein the accuracy is indicative of a level of likelihood of the determinate code; and

provide the determinant code to an emergency responder system to generate an emergency dispatch response.

38. The non-transitory computer-readable storage medium of claim 37, wherein the instructions further cause the computer device to send a request to one of the external devices to provide a type of external sensor data to the computer device.

39. The non-transitory computer-readable storage medium of claim 38, wherein the type of requested external sensor data is determined based on the received answers to the pre-programmed inquiries.

40. The non-transitory computer-readable storage medium of claim 38, wherein the emergency is a medical emergency of a victim, and wherein the request is sent to the external device based on an association between the external device and a victim.

41. The non-transitory computer-readable storage medium of claim 37, wherein the instructions further cause the computer device to generate a chief complaint based on the received answers to the pre-programmed inquiries.

42. The non-transitory computer-readable storage medium of claim 41, wherein the instructions further cause the computer device to determine the likelihood of the chief complaint based on the external sensor data.

43. The non-transitory computer-readable storage medium of claim 37, wherein the instructions further cause the computer device to receive a chief complaint as an input.

44. The non-transitory computer-readable storage medium of claim 43, wherein the instructions further cause the computer device to determine a likelihood of the chief complaint based on the external sensor data.

45. The non-transitory computer-readable storage medium of claim 37, wherein the instructions further cause the computer device to:
generate instructions based on the external sensor data; and
send the instructions to personnel of the emergency dispatch response.

46. The non-transitory computer-readable storage medium of claim method of claim 37, wherein the instructions further cause the computer device to:
determine the emergency based on the received answers; and
determine a likelihood that the emergency is accurate based on the external sensor data.