PANDEMIC PROTOCOL FOR EMERGENCY DISPATCH

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Technical Field

[0002] The present disclosure relates to computer systems and methods for providing medical protocol interrogation, instruction, and emergency dispatch. More specifically, the disclosure is directed to computer-implemented protocols to enable a dispatcher to process emergency calls in an accurate, consistent, and systematic manner by guiding the dispatcher during interrogation and instruction of an emergency caller.

Summary of Invention

[0002a] In an aspect of the present disclosure, there is provided a computer-implemented method to guide a dispatcher when communicating vocally with a caller via a communication device regarding a medical emergency involving a patient manifesting symptoms of a pandemic illness and for dispatching an emergency response by emergency responders. The computer-implemented method comprises: presenting on a dispatch center computer device a pre-scripted interrogation comprising a plurality of preprogrammed inquiries for the dispatcher to ask the caller to systematically obtain a description of the medical emergency including information concerning symptoms of the pandemic illness that the patient is manifesting, the description of the medical emergency comprising caller responses to the plurality of preprogrammed inquiries, wherein the pre-scripted interrogation is initiated in response to a primary interrogation; receiving dispatcher-entered input on the dispatch center computer device representative of caller responses to the preprogrammed inquiries of the pre-scripted interrogation; determining, by the dispatch center computer device, one of a plurality of pre-established determinant values based on the received dispatcher-entered input; assigning on the dispatch center computer device the determined pre-established determinant value; and generating an emergency medical dispatch response by

emergency responders based on the assigned pre-established determinant value.

[0002b] In another aspect of the present disclosure, there is provided a computer system to guide a dispatcher when communicating with a caller vocally via a communication device regarding a medical emergency involving a patient manifesting symptoms of a pandemic illness and for dispatching an emergency response by emergency responders. The computer system comprises: a processor; an output device in communication with the processor; an input device in communication with the processor; a memory in communication with the processor, the memory comprising: a pandemic protocol module configured to: present on the output device a pre-scripted interrogation comprising a plurality of preprogrammed inquiries for the dispatcher to ask the caller to systematically obtain a description of the medical emergency including information concerning symptoms of the pandemic illness that the patient is manifesting, wherein the description of the medical emergency comprises caller responses to the plurality of preprogrammed inquiries, wherein the pre-scripted interrogation is initiated in response to a primary interrogation, receive via the input device dispatcher-entered input representative of caller responses to the preprogrammed inquiries of the pre-scripted interrogation, determine one of a plurality of pre-established determinant values based on the received dispatcher-entered input, and assign on the output device the determined pre-established determinant value.

[0002c] In yet another aspect of the present disclosure, there is provided a computer-readable storage medium including computer-readable instruction code for a dispatch center computer performing a method to assist a dispatcher when communicating vocally with a caller via a communication device regarding a medical emergency of a patient. The method comprises: presenting on a dispatch center computer device a pre-scripted interrogation comprising a plurality of preprogrammed inquiries for the dispatcher to ask the caller to systematically obtain a description of the medical emergency including information concerning symptoms of the pandemic illness that the patient is manifesting, the description of the medical emergency comprising caller responses to the plurality of preprogrammed inquiries, wherein the pre-scripted interrogation is initiated in response to a primary interrogation; receiving dispatcher-entered input on the dispatch center computer device representative of caller responses to the preprogrammed inquiries of the pre-scripted interrogation; determining, by the dispatch center computer device, one

of a plurality of pre-established determinant values based on the received dispatcher-entered input; assigning on the dispatch center computer device the determined pre-established determinant value; and generating an emergency medical dispatch response by emergency responders based on the assigned pre-established determinant value.

Brief Description of the Drawings

[0003] Non-limiting and non-exhaustive embodiments of the disclosure are described, including various embodiments of the disclosure with reference to the figures, in which:

[0004] FIG. 1 is a block diagram of an emergency medical dispatch system, according to one embodiment.

[0005] FIG. 2 is a flow diagram of an emergency medical dispatch protocol of an emergency medical dispatch system, according to one embodiment.

[0006] FIG. 3 is a user interface of an emergency medical dispatch system, according to one embodiment.

[0007] FIG. 4 is a flow diagram of the high-level steps of a dispatch protocol for an emergency dispatch system, according to one embodiment.

[0008] FIGS. 5A-5C are a flow diagram of a pandemic protocol for an emergency dispatch system, according to one embodiment.

[0009] FIGS. 6A-6F are a user interface of an emergency medical dispatch system, at various points, as the emergency medical dispatch system traverses one path of a logic tree of a pandemic protocol for an emergency dispatch system.