Claims

1. A computer-implemented method for guiding a dispatcher when communicating with a caller via a communication device regarding a victim in an emergency incident and for dispatching an emergency dispatch response to the incident, the computer-implemented method comprising:

presenting, on a dispatch center computer device, a pre-scripted interrogation comprising a plurality of preprogrammed inquiries for the dispatcher to present to the caller in order to systematically obtain a description of the incident, wherein the description of the incident comprises responses by the caller to the plurality of preprogrammed inquiries;

receiving, on the dispatch center computer device, input representative of the responses by the caller to the preprogrammed inquiries of the pre-scripted interrogation;

determining automatically on the dispatch center computer device a determinant value from one of a plurality of pre-established determinant values based on the input representative of the responses by the caller to one or more of the plurality of preprogrammed inquiries;

generating an emergency dispatch response by emergency responders based on the determinant value;

presenting, on the dispatch center computer device, an inquiry for the dispatcher to present to the caller in order to determine if an emergency medical device is local to the caller;

displaying, on the dispatch center computer device, the emergency medical device; and

providing via the dispatch center computer device a graphical multimedia message configured to display the emergency medical device and display preprogrammed expert instructions to operate the emergency medical device local to the caller to immediately treat the victim based on the responses by the caller to one or more of the plurality of preprogrammed inquiries.

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2. The computer-implemented method of claim 1, wherein the graphical multimedia message comprises one or more images.

3. The computer-implemented method of claim 1, wherein the graphical multimedia message comprises one or more videos.

4. The computer-implemented method of claim 1, wherein presenting the pre-scripted interrogation further comprises the dispatch center computer device traversing a path of a logic tree as the pre-scripted interrogation progresses, the logic tree configured to determine the preprogrammed inquiries to present as part of the pre-scripted interrogation based on caller responses to the preprogrammed inquiries.

5. The computer-implemented method of claim 1, further comprising providing preprogrammed inquiries to the dispatcher via a user interface on an output device of the dispatch center computer device.

6. The computer-implemented method of claim 1, wherein the dispatch center computer device is further configured to automatically select a preprogrammed answer based on the input representative of the responses by the caller, wherein the preprogrammed answer comprises a sent graphical multimedia message to the caller.

7. The computer-implemented method of claim 6, further comprising receiving confirmation of receipt of the automatically selected preprogrammed answer from the dispatcher.

8. The computer-implemented method of claim 1, wherein the dispatch center computer device transmits the graphical multimedia message to the caller in response to a dispatcher input.

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9. The computer-implemented method of claim 1, further comprising storing time stamps and contents for all graphical multimedia messages sent by the dispatch center computer device.

10. The computer-implemented method of claim 1, further comprising determining a computer network address for the caller based on a telephone number of the caller.

11. A computer system to guide a dispatcher when communicating with a caller via a communication device regarding a victim in an emergency incident, the computer system comprising:

a processor;

an output device in communication with the processor;

an input device in communication with the processor;

a communication interface in communication with the processor; and

a memory in communication with the processor, the memory comprising:

a protocol comprising a logic tree that is configured to determine one of a plurality of pre-established determinant values, the protocol configured to:

present on the output device a pre-scripted interrogation comprising a plurality of preprogrammed inquiries for the dispatcher to present to the caller in order to systematically obtain a description of the incident, wherein the description of the incident comprises responses from the caller to the plurality of preprogrammed inquiries;

receive, via at least one of the input device and the communication interface, input representative of the responses by the caller to the preprogrammed inquiries of the pre-scripted interrogation;

determine automatically, using the processor, a determinant value from one of the plurality of pre-established determinant values based on the input representative of the responses by the caller to one or more of the plurality of preprogrammed inquiries, wherein the determinant value specifies an appropriate emergency dispatch response;

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present, on the output device, an inquiry for the dispatcher to present to the caller in order to determine if an emergency medical device is local to the caller;

display, on the output device, the emergency medical device; and

provide, via at least one of the input device, the output device, and the communication interface, a graphical multimedia message configured to display the emergency medical device and display preprogrammed expert instructions to operate the emergency medical device local to the caller to immediately treat the victim based on the responses by the caller to one or more of the plurality of preprogrammed inquiries.

12. The computer system of claim 11, wherein the graphical multimedia message comprises one or more images.

13. The computer system of claim 11, wherein the graphical multimedia message comprises one or more videos.

14. The computer system of claim 11, wherein the protocol is further configured to automatically select a preprogrammed answer based on the input representative of the responses by the caller, wherein the preprogrammed answer comprises a sent graphical multimedia message to the caller.

15. The computer system of claim 14, wherein the protocol is further configured to receive confirmation of the automatically selected preprogrammed answer from the dispatcher.

16. The computer system of claim 11, wherein the communication interface sends the graphical multimedia message to the caller in response to a dispatcher input.

17. The computer system of claim 16, wherein the dispatcher input comprises a selection of a preprogrammed inquiry to be sent to the caller.

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18. The computer system of claim 16, wherein the dispatcher input comprises not more than two actions.

19. The computer system of claim 11, wherein the protocol is further configured to store time stamps and contents for all graphical multimedia messages sent by the communication interface.

20. A non-transitory computer-readable storage medium having stored thereon computer-readable instruction code for a dispatch center computer device to perform a method for assisting a dispatcher when communicating with a caller via a communication device regarding a victim in an emergency incident, the method comprising:

presenting on the dispatch center computer device a pre-scripted interrogation comprising a plurality of preprogrammed inquiries for the dispatcher to present to the caller in order to systematically obtain a description of the incident, the description of the incident comprising responses by the caller to the plurality of preprogrammed inquiries, wherein the dispatch center computer device includes a logic tree configured to determine the preprogrammed inquiries of the pre-scripted interrogation and automatically determine one of a plurality of pre-established determinant values based on input representative of the responses by the caller to one or more of the plurality of preprogrammed inquiries;

receiving input representative of the responses by the caller to the preprogrammed inquiries of the pre-scripted interrogation at the dispatch center computer device;

assigning on the dispatch center computer device the pre-established determinant value determined by the logic tree and the pre-scripted interrogation;

generating an emergency dispatch response based on the assigned pre-established determinant value;

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presenting, on the dispatch center computer device, an inquiry for the dispatcher to present to the caller in order to determine if an emergency medical device is local to the caller;

displaying, on the dispatch center computer device, the emergency medical device; and

providing via the dispatch center computer device a graphical multimedia message configured to display the emergency medical device and display preprogrammed expert instructions to operate the emergency medical device local to the caller to immediately treat the victim based on the responses by the caller to one or more of the plurality of preprogrammed inquiries.

21. The computer implemented method of claim 1, wherein the medical device is an auto-injector.

22. The computer implemented method of claim 1, wherein the medical device is a nasal spray.

23. The computer implemented method of claim 1, wherein the medical device is an external defibrillator.

24. The computer system of claim 11, wherein the medical device is an auto-injector.

25. The computer system of claim 11, wherein the medical device is a nasal spray.

26. The computer system of claim 11, wherein the medical device is an external defibrillator.

27. The non-transitory computer-readable storage medium of claim 20, wherein the medical device is an auto-injector.

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28. The non-transitory computer-readable storage medium of claim 20, wherein the medical device is a nasal spray.

29. The non-transitory computer-readable storage medium of claim 26, wherein the medical device is an external defibrillator.

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