

Computer Aided Dispatch (CAD)

Proudly different, our CAD has evolved over 10 years to be the finest product on the market for EMS and non-emergency medical providers.

Proven by its outcomes and loved by its users.



DIAL
911

Background

Our CAD (Computer-Aided Dispatch) is at the center of Traumasoft.

In 2006 we started building an application that solved the problems we faced as EMS providers.

Back then, we didn't know we were at the beginning of a journey that would see us produce the best integrated EMS and non-emergency medical software solution on the market today.

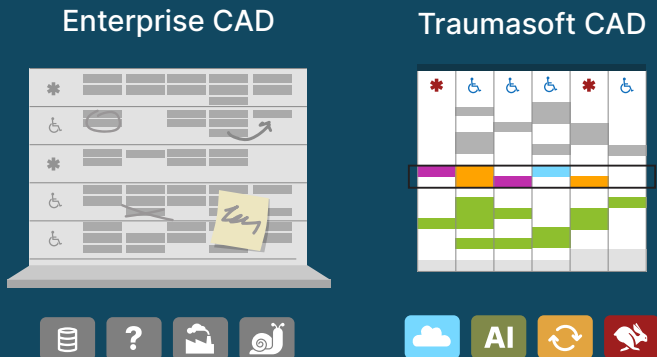
We listened to business owners and dispatchers to hear how our product could be improved and what was loved about it. We built, we adapted and we improved.

We're very proud of this industry-leading product. Traumasoft CAD has become synonymous with successful growing EMS and non-emergency medical providers.

We look forward to continuing our journey of helping providers far and wide enjoy a better dispatch experience, with better results and better returns.



Brian and Chris at a Traumasoft exhibition stand.



Better different

Yes, our CAD looks different... because it's *better* different.

We've been optimizing our CAD for 2 decades to make it easier for your team and more profitable for your business.

It all starts with a highly visual approach.

Our innovative vertical grid makes it easier than ever to see what the day holds. Jobs are stacked in columns showing the past and future activity at a glance.

The upright format makes it easy to drag and drop jobs from daily trip list to 'active'.

Shift and crew details and vehicle details are displayed at the top – meaning when you scroll down you can still see everything.

Our CAD allows trips from other sources to populate on your grid too. So if you're getting transport volume from somewhere else - you still have the flexibility of Traumasoft's CAD.

We intelligently analyze staffing, unit type, vehicle location, transporting status, and anticipated travel time to optimize on-time performance and enable ease of use for dispatchers.

“Traumasoft... revolutionized our communications center and has improved our resource utilization overnight.”

Ramit Sahi, Director of Communications
Norcal Ambulance





The Technology

Built with skill and insight

Because we have a dedicated CAD technical team working on the product, we can evolve it in a way most can't. We utilize the latest coding practices, artificial intelligence and machine learning coupled with lean prototyping processes. It's an agile development team at the helm of a world class product. But it doesn't stop there.

We iterate and learn through our industry partners - relying on business needs to provide input and guidance on the future roadmap for the product.

And when customizations or updates become available, they're yours.

Integrations and security

Data poses a combined conundrum. Patient data needs to be shared between modules, but also confidential and secure. And data from other systems sometimes need to be integrated. Traumasoft CAD is flexible enough to accommodate a variety of other systems, and secure enough to limit data access only to authenticated and authorized users.

Our CAD, GPS & Mobile Data Terminals are instantaneously sharing data across a device-agnostic system. Once a trip is completed, ePCR data can be shared with facilities and other Traumasoft modules, avoiding the inefficient and unsecure nature of data transfers. Business development information can be captured and utilized through ePCR notes as well.

And when it comes to outside sources, we also shine. We pull job data from booking forms, brokerages, APIs and other external sources in a usable and secure fashion. We operate with ProQA Platinum and Active911 systems seamlessly, and our system is HIPAA and NEMESIS V3 compliant..



HIPAA

HL7[®]
International



Profitability and superior patient care

EMS and non-emergency medical providers are successful when they balance optimal patient care with managing their business.

That means optimizing utilization and streamlining billing reimbursement to cash process.

Traumasoft makes financial success possible by carrying data from one module to another. Time spent re-entering data is wasteful and error-prone. It slows your time to bill and is eliminated with Traumasoft CAD. Our CAD synchronizes data, including patient care codes, from mobile devices to ePCRs and by integrating CAD crew information with payroll and crew scheduling. This in turn minimizes billing submission errors, speeds billing reimbursement, and streamlines people operations.

The dispatch process is optimized too because our CAD is easy to learn and intuitive to use. Onboarding is more efficient with our modern CAD interface. Using our CAD becomes second nature and eliminates the need for expert dispatchers.

Enhanced utilization and on-road efficiency is made possible by our CAD system as it includes 'live' unit hour utilization displayed for every crew on the road. Add to this the reporting power of Traumasoft's CAD and you have a powerful tool that provides insights into where crew time is being spent. This allows you to review, plan and schedule with the information you need.

Set reports to run across custom time-periods and at specific times to constantly optimize your CAD system.



Using our CAD



Chat Professional

Traumasoft Chat Professional is a new multichannel chat capability where crews can chat directly with dispatchers via their MDT. All dispatchers have unprecedented visibility to crew chat/communications via their dispatch chat console. Dispatchers can view and chat with complete transparency between all parties. Dispatchers also have a private channel to communicate between fellow dispatchers. Furthermore, it provides a full history log by shift and employee.

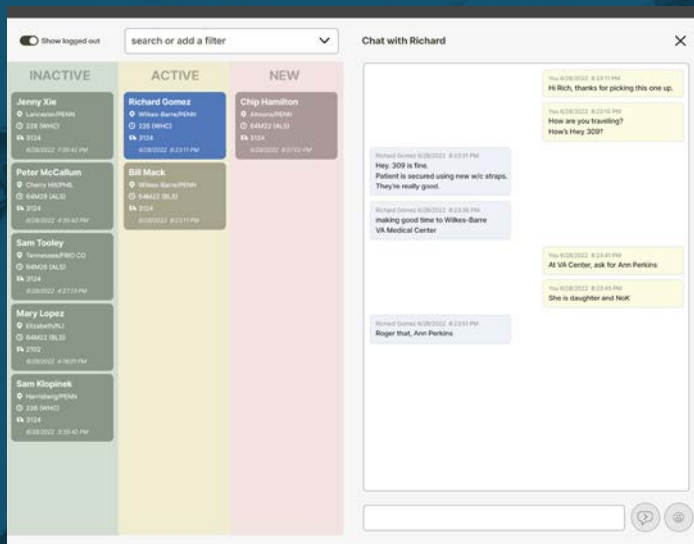


Mobile Data Terminal

A high-functioning MDT is a critical component for a successful CAD system. Traumasoft MDT puts the power of convenience in the hands of your crew. The dashboard provides a summary of scheduled trips and provides a clear concise user interface. You can automatically communicate trip details like proximity, on-scene, patient onboard and at destination alerts and timestamps.

Our MDT includes Telehealth functionality too so EMS providers can comply with Triage, Treat, and Transport (ET3) requirements.

Communicate directly with crews as well through push to talk and chat functions. Crews have everything at their fingertips with our state-of-the-art, yet easy-to-use MDT.





Compliance checking

No dispatcher has time to check vehicle maintenance logs or a crew member's accreditation status. Let Traumasoft CAD do it for you. If a vehicle's maintenance is overdue or a crew's licence has lapsed, dispatchers are notified immediately.

Configurable compliance checking means a crew or trip must adhere to certain conditions before being scheduled. So too with ePCR data. Once a trip is completed and the patient data shared, visual cue within the shift appears (a triangle pattern appears in the trip) so dispatchers know it's 100% complete.



Candidate Preferencing

How do you assign the optimal crew for a trip? How do you know they can complete a transport on time, they have the required expertise, and are assigned to the appropriate vehicle-type? With Traumasoft, once you begin to drag a job across to the CAD, it provides you with up to 4 suggestions for which crew to use, considering the vehicle type and skills onboard. Never again schedule the wrong crew for the wrong trip.



RealTime Routing (Enhanced offering)

Realtime routes is an enhanced feature of our CAD that allows dispatchers to programmatically and dynamically route trips. This advanced system uses road congestion, crew position, destination location and other data to automatically and intelligently recommend the best route. It can even reroute assigned jobs when unexpected events occur. Reduce no-ride miles, early, late and unneeded pickups.

User Interface

Simple grid-view interface

Our interface looks different to other products because we've made it easier to use. Our simple drag and drop grid view makes scheduling and responding to call-outs easier.

Customers love our proven vertical-style interface because it provides a clearer picture so they can work more effectively.

It displays crew-type, upcoming and past jobs, live jobs and unscheduled jobs.

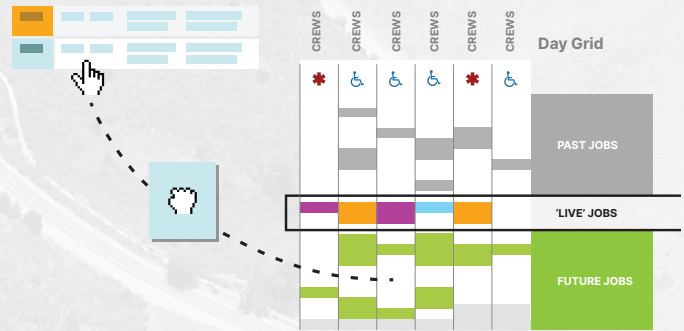
Simply drag a job across and CAD will only allow it to be assigned to the right crew. What's more, it will suggest to you the best 3 options for scheduling that job.

The shift and crew details across the top will give you a current status; see who is on the crew, the vehicle number and radio number. The shift status (off/upcoming/on) is defined by a color-coding and the Run type and number is also displayed.

It displays crew, crew-type, patient capacity, scheduled and non-scheduled jobs and live UHU (unit hour utilization)

Hovering over the job will display all the key details - the vehicle number, patient name, pick-up and drop off details even the ETA to destination.

DRAG AND JOBS INTO POSITION



DETAILED SHIFT INFORMATION

Hierarchy Profile/Shift Type	Shift Name	Shift Status
EMS-CO-1 0052	EMS-CO-1 0054	EMS-CO-1 0053
Jim Davidson Max Chan	Joel Martinez	Chip Bergman Pete McCallum
V-WC-003 6639	W-CC-087 2856	V-CC-011 0572
Run #28156	Idle	Run #26156

SHIFT OFF

SHIFT UPCOMING

SHIFT ON

ASSIGNED

ENROUTE

TRANSPORTING

AT DESTINATION

CLEAR

Getting started

We offer the tools you need to inform, educate and inspire the people in your organization. We'll talk you through the product, provide documentation and training where required and consult with you to upgrade your CAD experience.

We realize change is difficult but Traumasoft offers the ability to bring everyone together in a path towards better outcomes. It offers increased accountability, a cohesive system and transparent workforce culture.

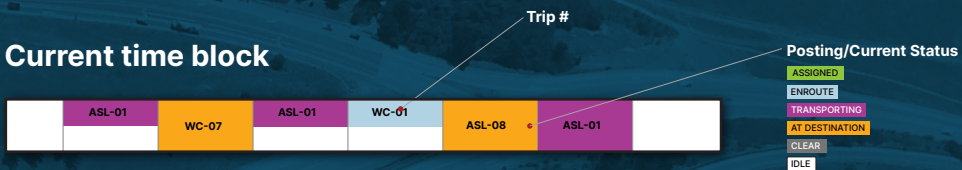
Taking the time to understand exactly what your unique needs are, we tailor the implementation so your Traumasoft CAD is customized for your business.



Day, Run, Crew and Vehicle status

UNASSIGNED WORK		TRIPS	INCOMPLETE EMS CALLS	OPEN TRIPS	
Trip #	Type	Date	Time	Pickup Address	Dropoff Address
178-A	CCTU	04/03/2011	16:00	KH UNIVERSITY HOSPITAL Ward 3 East, 21 Sidebar St, Southside, NJ	PATIENT ADDRESS 162 Main St, Newtown, NJ
140-A	WC	04/03/2011	11:00	JONES MED CENTER ER 15, 7000 East Lake Ave, Northside, NJ	PATIENT ADDRESS 14A Square St, Old City, NJ

Current time block



Trip details

Run#: 4628 Trip#:166-E

Pat. Bedside: 24 min
Vehicle: 6639

Symonds, Edward

Pickup: 12:30
Priority: Same Day

Pick-up info:
KH UNIVERSITY HOSPITAL
Ward 3 East,
21 Sidebar St,
Southside, NJ

Drop-off info:
PATIENT ADDRESS
162 Main St,
Newtown, NJ
#NO STEPS

Dispatch Notes:
Covid + 02 Needed

Live %UHU*

*UNIT HOUR UTILIZATION



TRAUMASOFT

Born from the real-world needs of providers, Traumasoft is an EMS performance technology company.

Traumsoft was developed from the ground up, providing organizations with one integrated solution to elevate their entire operation. We exist in the community and draw on the wisdom of the industry to continually develop and deliver automated, smart software for the future of EMS Operations.

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Photography by Jai Foto, Roman Fox, Zachary Keimig, Chuttersnap, Denys Nevozhai and Sergio Souza.