

Section 7.1: General Information

Texas A&M EMS utilizes RescueNet by Zoll Data for vehicle and call for service tracking. The software is also used to bill patients as necessary. Texas A&M EMS Communications has the ability to track all activated units, as well as update what personnel are assigned to these units. It is also used to build calls for service as requested, as well as scheduling pre-planned calls. RescueNet allows for pre-built personnel or groups to be contacted via an alphanumeric paging system. Vehicles with GPS information transmitted to the system can also be tracked on the software's map.

The on-duty dispatcher, or their trainee if they are cleared to take calls, should be logged into the CAD system.

All active units should always be listed in the CAD system, even if they are operating out of the normal Texas A&M EMS service area.

All calls for service should be inputted into CAD, even if they were originally recorded on paper.

RescueNet Dispatch Log:

Located in the top toolbar in CAD, the dispatch log may be used to add relevant notes, such as:

1. Command established/terminated.
2. Requests to be placed on standby from another agency.
3. Severe weather advisory.
4. Code Maroon situations.
5. Any information the on-duty dispatcher feels is pertinent.