

# MEDS Multi-purpose Emergency Dispatch System



## Customized Dispatch Software

**Emergency Medical Dispatch Guidecards**  
**Fire Service Dispatch Guidecards**  
**Law Enforcement Dispatch Guidecards**

APCO Institute's Multi-purpose Emergency Dispatch System (MEDS™) is a Windows® software application designed to guide telecommunicators through the processing of emergency calls while recording information that can be used for quality assurance/quality improvement purposes.

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### Features

- Functions with Computer Aided Dispatch (CAD) systems or as a stand-alone product. Check boxes and pull-down menus simplify call entry.
- The "Immediate Dispatch" button on the General Questions screen lets the calltaker send the call immediately to the dispatcher for critical cases while supplemental information is being taken.
- CPR, Obstructed Airway, Childbirth and Airway control instructions are available at all times, saving time and preventing confusion.
- Telecommunicators can electronically access hazardous materials information quickly from the North American Emergency Response Guidebook (NAERG).
- Data management tools allow on-site entry of Standard Operating Procedures (SOP), local contact information and user login.
- Quality Assurance/Quality Improvement is fast and easy with our Case Review feature, which allows for search and evaluation of cases based on locally defined criteria.
- Emergency Medical Dispatch Guidecards are based on the NHTSA National Standard for EMD and are customizable to meet your agency's needs and resources.
- Fire Service and Law Enforcement Dispatch Guidecards give local administrators the ability to customize and update guidecards on-site to meet the needs of your agency.



MEDS is a joint production of APCO Institute and Advanced Systems Technology, Inc.®