

## DISPATCH PARSING SETTINGS

[NOTE: Please follow these instructions completely to correctly format your dispatch messages. Once completed correctly, these settings should not need to be changed. If you need any assistance with this feature, please call our office during regular business hours (M-F 9-5:30 ET), or email technical support at support@emergencysmc.com]

Dispatch messages often contain more information than what you need or want to display or send to your members. Dispatch Parsing enables to you remove unnecessary information from what is displayed and/or sent to your members.

The original dispatch information is still preserved, and is accessible via the Reports function.

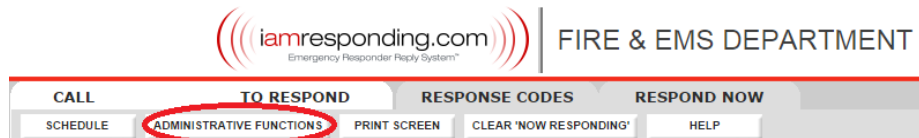
When implemented, dispatch parsing settings apply to your entire department/agency, and affect all members in the same manner.

You should NOT implement any Dispatch Parsing settings until your department/agency has received at least a series of real (not test) dispatches into your IamResponding system. We recommend waiting until you have received at least 5 dispatches from whichever source you are parsing.

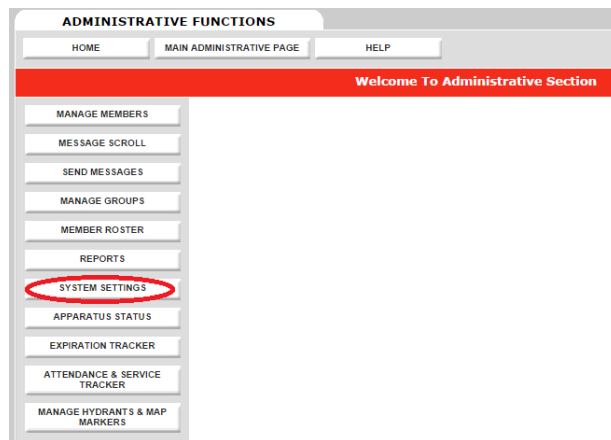
Dispatch Parsing Settings are accessed by mousing over the System Settings Button on the Administrative Functions page:

[NOTE: You will need permission in your member profile to Edit System Functions]

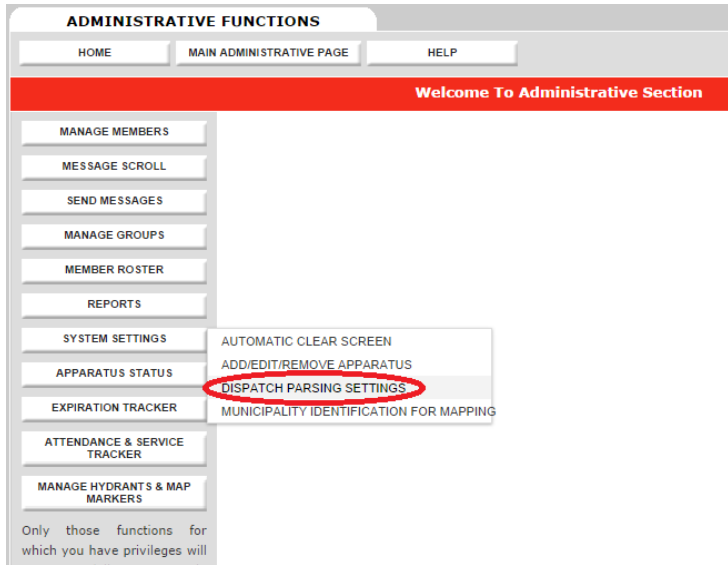
Click here:



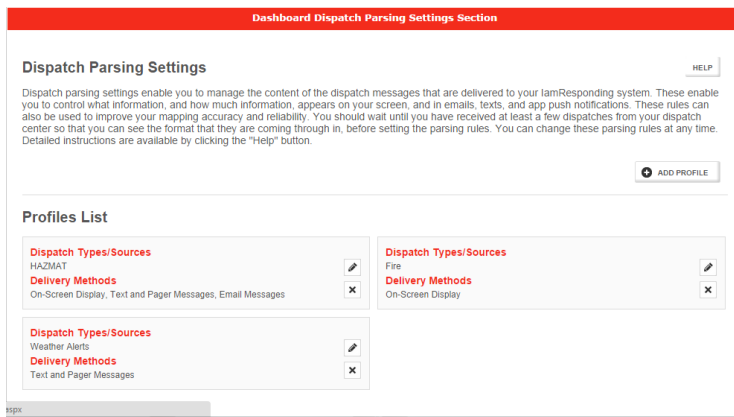
Then point your mouse here:



Then click here:



That brings you to this page:

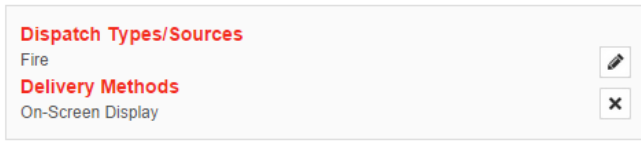


Profiles are sets of dispatch parsing rules that have already been set up for your department/agency. If you have no profiles, then there are not yet any dispatch parsing settings entered for your department/agency, and you will have to click on “Add Profile” to begin.

Each Profile represents one set of parsing rules. You can set up multiple Profiles.

For each Profile that has been set up, the Profiles List displays which dispatch types have been parsed for particular delivery methods.

This is an example of a Profile:

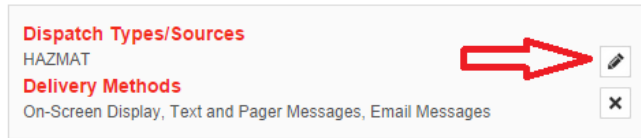


**Dispatch Types/Sources**  
Fire

**Delivery Methods**  
On-Screen Display

This profile contains settings to parse “Fire” dispatches for “On Screen Display.”

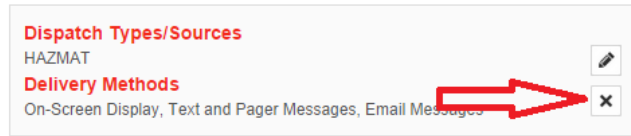
Click on the Edit button to open and edit an existing Profile:



**Dispatch Types/Sources**  
HAZMAT

**Delivery Methods**  
On-Screen Display, Text and Pager Messages, Email Messages

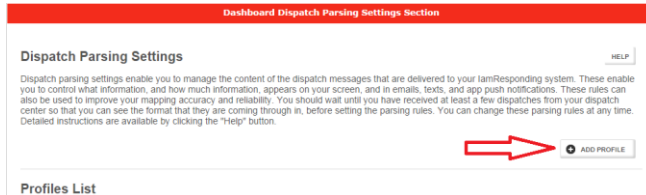
Click on the Delete button to delete an existing Profile:



**Dispatch Types/Sources**  
HAZMAT

**Delivery Methods**  
On-Screen Display, Text and Pager Messages, Email Messages

Click on the Add Profile button to create a new Profile:



**Dashboard Dispatch Parsing Settings Section**

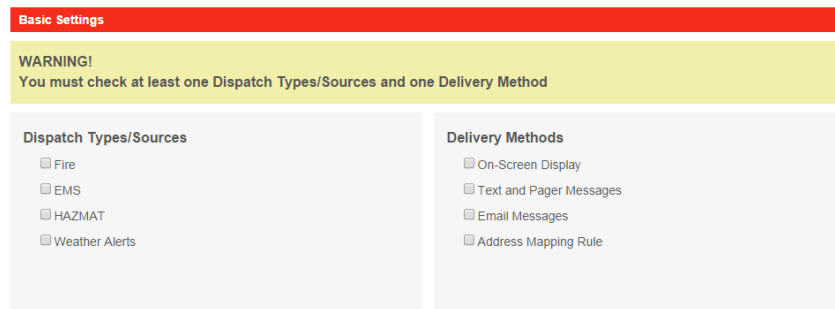
**Dispatch Parsing Settings** [HELP](#)

Dispatch parsing settings enable you to manage the content of the dispatch messages that are delivered to your IamResponding system. These enable you to control what information, and how much information, appears on your screen, and in emails, texts, and app push notifications. These rules can also be used to improve your mapping accuracy and reliability. You should wait until you have received at least a few dispatches from your dispatch center so that you can see the format that they are coming through in, before setting the parsing rules. You can change these parsing rules at any time. Detailed instructions are available by clicking the “Help” button.

**ADD PROFILE**

Profiles List

When you open an existing or new Profile, you are shown the “Basic Settings” for that Profile:



**Basic Settings**

**WARNING!**  
You must check at least one Dispatch Types/Sources and one Delivery Method

**Dispatch Types/Sources**

- Fire
- EMS
- HAZMAT
- Weather Alerts

**Delivery Methods**

- On-Screen Display
- Text and Pager Messages
- Email Messages
- Address Mapping Rule

In the Basic Settings section, you must select at least one type of Dispatch Types/Sources, and at least one type of Delivery Method.

### **Dispatch Types/Sources**

For many departments/agencies, there will only be one choice under “Dispatch Types/Sources,” called “All.” That means that you only currently receive one type of dispatch message, from one source. Check that box.

Some departments/agencies receive multiple types of dispatches (e.g., Fire and EMS) from a single source (the same dispatch center). If the dispatches are all coming from the same source, then they should all be formatted the same. If that is the case, then you can apply your parsing settings to both types of dispatches, within the same Profile, and thus you should check both boxes.

If your department/agency receives multiple types of dispatches, from multiple sources (e.g. from different dispatch centers), then you should set up different Profiles, with different parsing rules, for each separate source of your dispatches (because each source will likely format their dispatches differently).

### **Delivery Methods**

In each Profile that you set up, you can select 1, 2 or 3 of the first 3 choices (On-Screen Display, Text and Pager Messages, Email Messages), **or** Address Mapping Rule. The Address Mapping Rule is explained a bit later in these instructions.

You can set up a single set of dispatch parsing rules (a single Profile) that applies to your on-screen display, text messages and email messages, or you can set up different Profiles for each type of delivery.

If the dispatch information that you receive is always very brief, it may make sense to just use one Profile for all delivery methods (on-screen, text and email). If you receive lengthy dispatch messages, you may want to set up a Profile for text messages that cuts out more information, to keep the text messages within the limits set by most mobile carriers (135-140 characters is a typical cut-off; though Verizon users of our system can receive dispatch texts of up to 1200 characters).

[NOTE: for push notifications to the apps, each app has a setting within the app settings page for the user to select whether to display dispatch messages in his/her app as parsed for on screen, as parsed for email, or as parsed for text. Therefore, no separate delivery method needs to be selected or created here for app push notifications.]

### **Parsing Rules**

Once you have selected the Dispatch Types/Sources and Delivery Methods to be controlled by the Profile that you are working on, the next section is the Parsing Rules section:

**Parsing Rules**

The settings below will enable you to parse and manage the content of the dispatch messages that appear on your home page. You should wait until you have received at least a few dispatches from your dispatch center so that you can see the format that they are coming through in, before setting the parsing rules. You can change these parsing rules at any time. All entries in this parsing tool are case sensitive, so please type them exactly as they would appear in your dispatch messages. All of the following parsing rules are applied in order. Therefore, words deleted in a prior rule will not be considered when applying later rules.

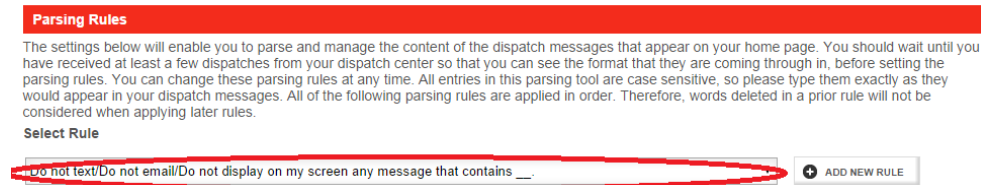
Select Rule

Do not text/Do not email/Do not display on my screen any message that contains \_\_\_

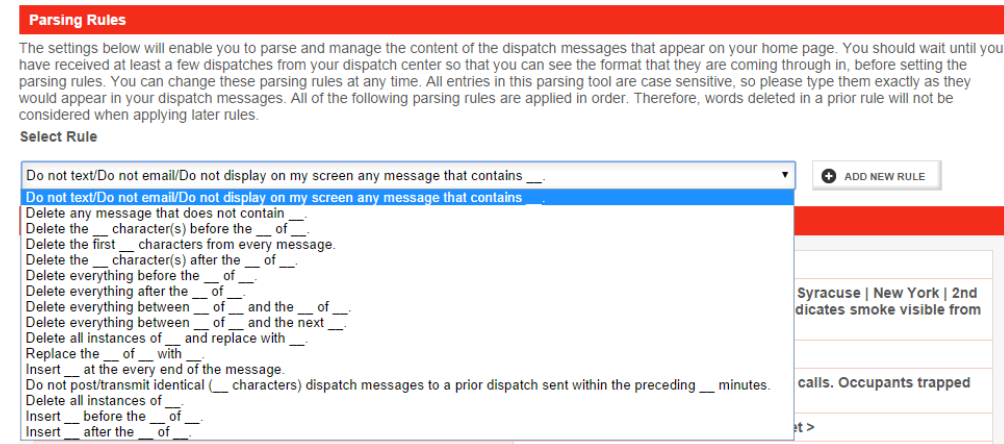
+ ADD NEW RULE

This is the section where you will chose from a variety of available parsing rules to apply to your dispatch messages.

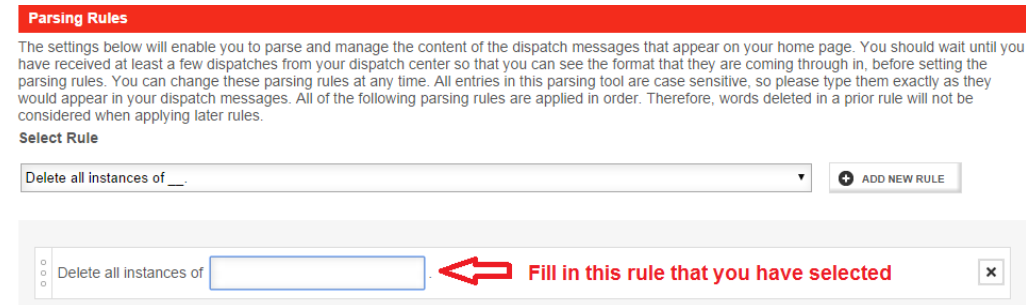
Click on the drop-down menu to display the choice of available parsing rules:



After clicking where indicated above, you will see a list of available parsing rules:



From this list, select whichever rule you want to next apply, and then click the “Add New Rule” button that is to the right of your choices. The full rule that you have selected will then appear, with fields for you to fill in. For example:



To decide which rule(s) to apply to your parsing Profile, look first in the “Live Preview” section right beneath the Parsing Rules section. There, you will see your last 5 dispatches from the Dispatch Sources that you selected in the Basic Setting Section:

Live Preview	
Original Text	Parsed Text
<p>I/CAD MSG MAE 22:12:47 [REDACTED] FLUME RD 13104 VMA: @WYNWOOD COMMONS XTS:LIBERTY LN/MILL ST, ROOM [REDACTED] PINJ -default P:2 Lev:0 X: Problem: PERSON FELL - BRUISE ON HER HEAD NEAR THE EAR Patient Number: 1 Chief Complaint: Falls 85-year-old, Female, Conscious, Breathing. Dispatch CAD Code: 17B01G Response Text: Bravo Determinant Level: POSSIBLY DANGEROUS body area Suffix Text: On the ground or floor KQ: This happened now (less than 6hrs ago). KQ: The reason for the fall is not known. KQ: There is some</p>	<p>Blank SpaceBlank SpaceMAE 22:12:47 [REDACTED] FLUME RD 13104 VMA: @WYNWOOD COMMONS XTS:LIBERTY LN/MILL ST, ROOM [REDACTED], PINJ P:2 Problem: PERSON FELL - BRUISE ON HER HEAD NEAR THE EAR Chief Complaint: Falls 85-year-old, Female, Conscious, Breathing. Dispatch CAD Code: 17B01G Response Text: Bravo Determinant Level: POSSIBLY DANGEROUS body area Suffix Text: On the ground or floor KQ: This happened now (less than 6hrs ago). KQ: The reason for the fall is not known. KQ: There is some</p>
<p>I/CAD MSG MAE 18:55:22 [REDACTED] SLIPPERY ROCK 13104 TMA XTS:DEAD END/PEWTER LN, , SEIZ -default P:1 Lev:0 X: Problem: POSS SEIZURE Patient Number: 1 Chief Complaint: Convulsions / Seizures 32-year-old, Male, Conscious, Breathing. Dispatch CAD Code: 12B01 Response Text: Bravo Determinant Level: Effective breathing not verified &lt; 35 KQ: This is apparently a generalized (grand mal) seizure. KQ: It's not known if he has had more than one seizure in a row. KQ: He is not diabetic. KQ: He is not an epile</p>	<p>Blank SpaceBlank SpaceMAE 18:55:22 [REDACTED] SLIPPERY ROCK 13104 MANLIUS XTS:DEAD END/PEWTER LN, , SEIZ P:1 Problem: POSS SEIZURE Chief Complaint: Convulsions / Seizures 32-year-old, Male, Conscious, Breathing. Dispatch CAD Code: 12B01 Response Text: Bravo Determinant Level: Effective breathing not verified &lt; 35 KQ: This is apparently a generalized (grand mal) seizure. KQ: It's not known if he has had more than one seizure in a row. KQ: He is not diabetic. KQ: He is not an epile</p>
<p>FYF 17:01:20 [REDACTED] BONNIEBRAE TER 13066 TMA XTS:SALT SPRINGS RD/BALMORAL DR, , ALRM -F P:1 Lev:0 X: GEN FIRE ALRM EASTERN SEC - OP 6075 - CB 800-932-3822 Disp: 20C1,20C2,20C3,20E5,20E7,20SD20,20TK1,32E1,32TK2,CFCTAC3</p>	<p>FAYETTEVILLE 17:01:20 [REDACTED] BONNIEBRAE TER 13066 MANLIUS XTS:SALT SPRINGS RD/BALMORAL DR, , ALRM -F P:1 GEN FIRE ALRM EASTERN SEC - OP 6075 - CB 800-932-3822 Disp: 20C1,20C2,20C3,20E5,20E7,20SD20,20TK1,32E1,32TK2,CFCTAC3</p>

The left column shows the complete, original dispatch transmission, and the right column shows what remains as you apply various parsing rules in the Parsing Rules section. The text in the right column will continue to update as you apply and adjust your parsing rules.

As an example, if you select and complete the 3 rules shown below:

**Parsing Rules**

The settings below will enable you to parse and manage the content of the dispatch messages that appear on your home page. You should wait until you have received at least a few dispatches from your dispatch center so that you can see the format that they are coming through in, before setting the parsing rules. You can change these parsing rules at any time. All entries in this parsing tool are case sensitive, so please type them exactly as they would appear in your dispatch messages. All of the following parsing rules are applied in order. Therefore, words deleted in a prior rule will not be considered when applying later rules.

Select Rule

Delete all instances of  + ADD NEW RULE

- Delete all instances of  1
- Delete everything after the  of  2
- Delete all instances of  3

as those rules are applied, the right column of the Live Preview section will update to parse the original dispatch text as follows:

## Live Preview

Original Text	Parsed Text
I/CAD MSG MAE 22:12:47 [REDACTED] FLUME RD 13104 VMA: @WYNWOOD COMMONS XTS:LIBERTY LN/MILL ST, ROOM [REDACTED], PINJ -default P:2 Lev:0 X: Problem: PERSON FELL - BRUISE ON HER HEAD NEAR THE EAR Patient Number: 1 Chief Complaint: Falls 85-year-old, Female, Conscious, Breathing. Dispatch CAD Code: 17B01G Response Text: Bravo Determinant Level: POSSIBLY DANGEROUS body area Suffix Text: On the ground or floor KQ: This happened now (less than 6hrs ago). KQ: The reason for the fall is not known. KQ: There is some	MAE 22:12:47 [REDACTED] FLUME RD 13104 VMA: @WYNWOOD COMMONS XTS:LIBERTY LN/MILL ST, ROOM [REDACTED], PINJ -default P:2 Lev:0 X: Problem: PERSON FELL - BRUISE ON HER HEAD NEAR THE EAR Patient Number: 1 Chief Complaint: Falls 85-year- old, Female, Conscious, Breathing. Dispatch
I/CAD MSG MAE 18:55:22 [REDACTED] SLIPPERY ROCK 13104 TMA XTS:DEAD END/PEWTER LN, , SEIZ -default P:1 Lev:0 X: Problem: POSS SEIZURE Patient Number: 1 Chief Complaint: Convulsions / Seizures 32-year-old, Male, Conscious, Breathing. Dispatch CAD Code: 12B01 Response Text: Bravo Determinant Level: Effective breathing not verified < 35 KQ: This is apparently a generalized (grand mal) seizure. KQ: It's not known if he has had more than one seizure in a row. KQ: He is not diabetic. KQ: He is not an epile	MAE 18:55:22 [REDACTED] SLIPPERY ROCK 13104 TMA XTS:DEAD END/PEWTER LN, , SEIZ -default P:1 Lev:0 X: Problem: POSS SEIZURE Patient Number: 1 Chief Complaint: Convulsions / Seizures 32-year-old, Male, Conscious, Breathing. Dispatch

As you can see, this has eliminated much of the extraneous information from what will now be displayed and sent to your members.

Keep playing with the rules in the Parsing Rules section until the Parsed Text column of the Live Preview section displays just what you want left of the dispatch message for the delivery method(s) that you have selected in the Basic Settings section.

All of the parsing rules that you select will be applied in order, top to bottom. If you want to change the order of your rules, simply click and drag them up or down within the Parsing Rules section.

Save your changes!!!! When you are done selecting and completing your parsing rules for a particular Profile, you must save your changes by clicking the Save Changes button!

## Dashboard Dispatch Parsing Settings Section

### Dispatch Parsing Settings

[HELP](#)

Dispatch parsing settings enable you to manage the content of the dispatch messages that are delivered to your IamResponding system. These enable you to control what information, and how much information, appears on your screen, and in emails, texts, and app push notifications. These rules can also be used to improve your mapping accuracy and reliability. You should wait until you have received at least a few dispatches from your dispatch center so that you can see the format that they are coming through in, before setting the parsing rules. You can change these parsing rules at any time. Detailed instructions are available by clicking the "Help" button.



### Address Mapping Rule

The Address Mapping Rule (under Delivery Methods in the Basic Settings section) should only be used if:

1. Your street addresses are not being consistently and correctly extracted from your dispatch messages into the address search bar of the IamResponding mapping systems; AND
2. Your dispatch messages sent out by your dispatcher are formatted in a consistent manner.

The lamResponding system has an algorithm that automatically identifies and extracts the street address from most dispatch messages. If that is working correctly and consistently for you, then you do not need to use the Address mapping Rule at all.

If your street addresses are NOT being consistently and correctly identified by your lamResponding mapping systems, then you can use the Address Mapping Rule to improve the consistency and accuracy of your mapping.

The Address Mapping Rule works similarly to the dispatch parsing described above, EXCEPT that that the goal of parsing under the Address Mapping Rule is to use the parsing rules to eliminate everything except the street address.

[NOTE: If you use the Address Mapping Rule, it will over-ride and disable the address extraction algorithm described above, for the types of dispatches that you select in the Basic Settings section of the Profile that you are setting up]

This is the type of result that you are looking to obtain in the Live Preview section when correctly using the parsing rules in the Address Mapping Rule:



Save your changes!!! When you are done selecting and completing your parsing rules, you must save your changes by clicking the Save Changes button!

#### Dashboard Dispatch Parsing Settings Section

### Dispatch Parsing Settings

HELP

Dispatch parsing settings enable you to manage the content of the dispatch messages that are delivered to your lamResponding system. These enable you to control what information, and how much information, appears on your screen, and in emails, texts, and app push notifications. These rules can also be used to improve your mapping accuracy and reliability. You should wait until you have received at least a few dispatches from your dispatch center so that you can see the format that they are coming through in, before setting the parsing rules. You can change these parsing rules at any time. Detailed instructions are available by clicking the "Help" button.

