



Reminder

Mail sent to our previous address will not be forwarded after December. Please make sure that everybody at your department knows the current address for FIREHOUSE Software® (FH):
3345 106th Circle
Urbandale, Iowa 50322

FHETS 2003

As of September 30, more than 230 individuals from 150 fire and EMS agencies were registered to attend the second annual FHETS event in St. Louis, MO Friday November 14th to Sunday November 16th. Registration is \$545.00 for the full conference and \$275.00 for one day. We recommend that you register before October 15th to be assured of a spot at the seminar.

An updated seminar schedule and additional seminar details are available at <http://www.firehousesoftware.com/FHETS/>.

Can't make it to St. Louis? We are conducting a FIREHOUSE Software Education & Training Seminar in San Diego April 15-17, 2004. We are not currently accepting registrations for this event. We will post additional details as soon as possible.

Rich Tip

by Rich Mueller, sales representative in ND, SD, MN, IA, WI, IL, and MI
As I read the Yahoo Groups forum (<http://groups.yahoo.com/group/firehouse/>), I occasionally see the same scenario repeating itself. The department wants to change a record ID, for example, the Staff ID of a staff member needs to be changed. Fortunately, the question is asked before they delete the staff record and reenter the staff record using a new ID.

FIREHOUSE Software has a renumbering function that changes the ID for the master record and all related records. For example, when you renumber a Staff ID, the new ID is also applied to all the other records that the Staff ID is used in so you maintain a complete and accurate history.

The following records can be renumbered:

- NFIRS incident report records,
- EMS incident report records,
- occupancy records,
- staff records,
- training programs,
- inventory records,
- hydrant records, and
- vendor records.

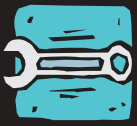
To renumber a record:

- Display the record to renumber.
- Select the Form menu Renumber <Record Name> option. The Renumber form is displayed.
- Type the new key value.



Fire MISSION

A quarterly publication with fire-industry news, FIREHOUSE Software tips, and other helpful information



Tips From the Field

This column details different ways our clients have put FH 5 to work for their department. We encourage clients to submit tips and suggestions for future FireVISION articles.

Below are basic guidelines to help ensure that your FH data is safe:

- Protect your hardware.
- Protect your software.
- Backup FH databases.

Protect Your Hardware

Electrical fluctuations can cause short or long-term damage to a computer. A sudden voltage drop could cause the computer to terminate unexpectedly, causing all unsaved changes to be lost and potentially corrupting open files (including FH databases). A power spike could damage computer components permanently. A surge protector helps shield fragile computer components from damaging power spikes (including lightning) and minimizes voltage fluctuations. Note that communication lines into the computer should also be surge protected.

When power to a computer is interrupted, the computer terminates unexpectedly and unsaved work is lost, and open files can become corrupted. When FH is open, FH databases can be corrupted. An Uninterruptible Power Source (UPS) automatically provides backup power if the electrical supply is interrupted. At a minimum, this allows open work to be saved and allows the computer to be shut down normally. Note that even if you have a generator, a UPS is still recommended to prevent the power loss until the generator is fully powered up.

Protect Your Software

Viruses are a growing cause of problems for our clients. To minimize the risk of virus infections and the problems they

can cause, always use up-to-date virus protection software. It is also important to keep up with security updates for your Windows® operating system. Microsoft® has developed guidelines to help ensure computer security on their website at <http://www.microsoft.com/security/protect/>.

Backup FH Databases

A surge protector, UPS, and virus protection software will not protect your FH data from all calamities. You should always keep an up-to-date back up of your data to use in case of unforeseen circumstances. This backup should be stored in a safe location.

Troubleshooting

Technical support occasionally encounters support issues that could have been resolved more easily if certain steps had not been taken. For example, if you encounter an error, you should not reinstall FH unless specifically instructed to do so by FH or by FH documentation. Reinstalling FH will not usually fix errors and will likely cause more problems.

Check out the 'Troubleshooting Errors' topic in the FH Online Guide for a step-by-step guide to resolving FH errors.

FIREHOUSE Software Notes

Our Call Volumes

The beginning of the year is always a busy time for our technical support department. If you are planning on applying an update or implementing a new area of FH, we advise doing so now to beat the rush.

Your Current Address

Please keep us up-to-date with your contact information, including main FH contact, contact email, contact phone, and department address.

FH Onsite Inspection™ Custom Reports

Onsite Inspections includes default reports that can be printed from your Pocket PC. In the current version, you can modify the existing printed reports for Onsite Inspections using Report CE® 3.0. Future releases of Onsite Inspections will require Report CE® 4.0. Modifying existing reports requires third-party software from SYWARE, Inc. More information on this product is available at <http://www.syware.com>.

- Press OK.

FH not only changes the record ID in the displayed master record but also wherever else the record ID is used in FH. Usually, there are records scattered throughout the many FH databases that use the record ID. Depending on the size of your database files, renumbering a record may take a minute or more.

Departments are sometimes concerned that changing a staff person's ID will cause FH to lose all records for that staff member such as training records, activity records, equipment assigned to the staff member, etc. As was stated above, FH will change the record ID in all the related records and no records will be lost.

I hope this helps to answer a frequently asked question.

EMS Corner

This column details EMS related issues that affect FH users. We encourage clients to submit tips and suggestions for future 'EMS Corner' articles.



Multiple Patient Entry

There are many areas in FH where information is entered once and used many times. Did you know that EMS patient records will use responding unit times if they have been added to the EMS/Search & Rescue Incident Report?

Entering multiple patients for the same incident can be made easier by adding the responding units before adding the patient record(s). Responding units are added from the EMS/Search & Rescue Report form Additional Reports section Responding Units button.

When you add the new patient record (EMS/Search & Rescue Report form Scene section Add button) and enter a unit into the Unit field that has been added as a responding unit, the date/time values entered from the responding unit record default into the Patient/Victim Information form Response section.

For example, Unit 1 is dispatched to a multi-occupant multi-vehicle crash. Unit 1 arrives to find minor injuries and each patient refuses EMS Treatment (Unit 1 attains refusal statements from all 4 patients). When the EMS incident is created, Unit 1 is added prior to adding patient details. When the patient record is added and Unit 1 is entered into the Unit field, the following times are defaulted:

- Enroute Date/Time
- Arrived Date/Time
- Back In Svc Date/Time.

If you are entering multiple patient records, this feature can save a lot of time and minimize the chance of entering incorrect dates and times.

Stop By and See Us

We will be at the following shows.

<i>Date</i>	<i>Show</i>	<i>Date</i>	<i>Show</i>
10/16/03 10/17/03	Minnesota Fire Chiefs, Duluth, MN	11/14/03 11/16/03	FHETS '03, St. Louis, MO
10/23/03 10/24/03	Illinois Fire Chiefs, Peoria, IL		
10/30/03	St. Louis County EMS Conference, St. Louis, MO		
10/30/03 11/01/03	Association of Fire Districts of New York, Ellenville, NY		





Department Profile

Each quarter, we profile a different department. If you would like your department profiled, send us some information about your department.

Fire Department:	Largo Fire Rescue
Location:	Largo, FL
Fire Chief:	E. Carroll Williams
Personnel:	142
Stations:	5 Fire Stations, 1 EMS Station
Pop. Served:	120,000
Area Protected:	30.46 square miles
Calls:	18,000
Apparatus:	2 aerial ladders (one 100' and one 75'), 4 telesquirts, 1 skyboom, 2 engines, 2 squads, 7 rescues, 1 brush truck, 1 hazmat vehicle, 1 foam trailer, and 1 technical rescue vehicle.
Software:	FH Enterprise™ 5 user system
Comments:	Largo Fire Rescue was formed in the early 1900's and operated as an all volunteer department until 1921. Today, the department has 142 employees and operates five fire stations, one EMS station, and the fire administration office, with 133 sworn firefighters. The department is recognized by the Insurance Service Office with an ISO Class 3 rating. Professionally trained personnel provide the protection, emergency medical, hazardous materials response and mitigation, technical rescue operations, fire prevention, community education/information, and disaster planning services. Largo Fire Rescue has been Nationally Accredited since 1999.



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