



Thank You!

For the sixth straight year, we have added more than a thousand new clients. There are now more than 11,500 departments using FIREHOUSE Software® (FH). There are FH users throughout North America with users in all 50 states and the District of Columbia and also in 9 different provinces in Canada. We also have clients in Australia, Italy, Japan, Korea, Saudi Arabia, and South Africa.

In 2003 we distributed thousands of FH 5 updates, expanded available FH training by adding online training, and conducted the second annual FH Education and Training Seminar (FHETS). We also made exciting progress in developing FH 6. Throughout 2003 we maintained the highest possible level of service to our clients. Technical support is mission-critical to our continued success. According to independent research conducted in 2003, FH technical support and documentation are the best in the industry as reported by a random sampling of fire departments located throughout the United States.

We have big plans for 2004, including the release of FH 6. FH 6 includes many new features based on your suggestions. FH 6 also includes some streamlined and expanded areas including:

- EMS Incident Reporting with suggestions implemented from a focus-group of FH EMS clients,
- a stand-alone Investigation Reporting area, and
- FH Accounts Receivables, a new module to allow tracking of billable events based on FH records.

One of the guiding principles followed in FH 6 development has been to provide the numerous requested additions and enhancements while allowing you to update quickly and easily from FH 5 and continue running without interruption. We will include more information about FH 6 in next quarter's FireVISION.

Regardless of how busy we are developing and distributing FH 6 to our clients with active support contracts, we will continue providing the level of service you have come to expect from us with industry-leading technical support, documentation, online and onsite training, and the FHETS 2004 event in San Diego, California.

Thank you for your continued support.

FHETS 2003

Thanks to everyone that attended the 2003 FIREHOUSE Software Education & Training Seminar held in St. Louis. Hopefully your experience was as positive as ours. We brought back hundreds of suggestions for future versions of FH and new ideas for future FHETS events. We are looking forward to future seminars.

We are conducting a FIREHOUSE Software Education & Training Seminar at the Town and Country Resort & Convention Center in San Diego from Wednesday April 14 to Saturday April 17 in 2004. If you have never attended a FHETS event, make plans to join us in San Diego. The feedback from attendees of past FHETS events has been overwhelmingly positive and you will find the practical FH tips and contacts with other FH users to be invaluable. Even if you attended FHETS '02 or '03, you can build on your base of FH knowledge by attending the advanced sessions and exploring your specific issues with FH experts.

If you are able to attend, please plan to bring a laptop. FHETS attendees have reported that a laptop with live FH data is extremely helpful for associating the information from the sessions with your specific FH installation. We will post updated information to <http://www.firehousesoftware.com/fhets> including an improved online registration and additional seminar information as soon as possible.

FH FireVISION

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



EMS Corner

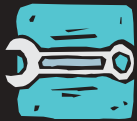
This column details EMS related issues that affect FH users. We encourage clients to submit tips and suggestions for future 'EMS Corner' articles.

Simplifying EMS Incident Data Entry

Last quarter, in the interest of increasing the efficiency of EMS incident data entry, we discussed adding responding units before adding the patient record so that appropriate unit dates/times will default to the Patient/Victim Information form Response section. To keep with this focus, this quarter's column details other features that can be expanded to make EMS incident data entry easier and faster.

Quite often EMT's experience incidents in the field that are repetitive. An example may be a call to a specific elderly care facility, or a visit to the local 'frequent flyer', or maybe you experience 'refusals' regularly. We frequently receive comments and suggestions requesting an easier way to enter the same data over and over. The good news is that this feature already exists. You can memorize a commonly encountered EMS incident or EMS patient record to a record template, which can be recalled for future EMS incidents or EMS patient records. EMS Incident information and EMS Patient information can be memorized separately. To memorize an EMS incident or an EMS patient record, display the EMS incident or EMS patient record then access the Form menu Memorize Template option. Name the template and save. The saved record template can be inserted into new EMS incidents or EMS patient records to quickly create a new record. Simply create the basic EMS incident record or EMS patient record, then from the Form menu select the Recall Memorized Template option and memorized information is inserted into the record.

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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.

The following tip is from Captain Jeff Thomas of the Pineroft-Sedgefield Fire Department in Greensboro, North Carolina. The following steps detail how to require a 'Their Incident' value for Aid Given or Received Detail records when the Aid Type code indicates mutual aid given. Please note that fields should only be required if there is a specific need for the field value. Additional requirements can add to the time to complete a record and should only be used when necessary.

- From the Administration menu, select the System Rules and Default Values option.
- Highlight the Incident area Inc_Maid table (near the bottom).
- Press Setup. The System Rules and Default Values form is displayed.
- Highlight the THEIR_INCI field.
- Press Add.

- Select Require Field, then press Add.
- Uncheck Require Field Always
- Place cursor in Require field and click.
- At a minimum, type `Mutl_Aid= "3"`. This will require the Their Incident field when Mutual Aid is '3' (mutual aid given).

The requirement as it is listed above will be applied to all incident reports. This will result in incomplete incidents for all reports with mutual aid given and no 'Their Incident' value. To specify that the requirement is not applied to incidents entered before a specified date, use the expression `Mutl_Aid= "3" AND Alm_Date =>{^2003/12/31}`. You can enter any date you need in YYYY/MM/DD format.

- Press OK.
- Press OK, then Close.

FIREHOUSE Software Notes

Online Mapping Products

MapMart provides US and worldwide aerial and satellite imagery, scanned topographic maps, and vector street maps. We have added a link from our website for departments looking for these type of mapping services. See <http://www.mapmart.com/module/fh/home.htm> for more information.

Employee News

David Stanton has assumed the responsibilities of the Training Specialist position. David draws from his experience as Senior FH Product Specialist.

Additional information about using and managing record templates is available in the online help file 'Record Templates' topic. With FH running, press F1, then search for 'Record Templates'.

At the Administrative level, default values and field validation and requirements may be set through System Rules & Default Values. System Rules & Default Values allows administrators to default any valid value to any field throughout FH, and also lends a hand in ensuring continuity of data by setting user specified rules for when data is required, and what values are valid. For example, if 85% of your patient care report's dates fall on the same date as the original alarm, why not default the alarm date value into these fields. In the rare instance that a call runs over the midnight hour, FH will catch the anomaly through time validation and turn the affected fields red. There are a number of other values that can be defaulted to help speed data entry. Some possibilities are noted below:

- default level of care value (Initial and/or Highest).
- create a 'narrative template' that automatically populates the patient narrative with specific items to help users to fill out information required by the department. See <http://kb.firehousesoftware.com> and search for 'Subjective' for more details.
- default 911 Used value.
- default Type of Service value.
- default Aid Given or Received value.
- when detail records like Human Factors or Scene Factors are always required, you can default 'YES' and then disable the field to force the user to enter the details.
- to prevent codes that medics have traditionally used and still type that are no longer used (for example, 'activated charcoal' as a medication) you can set a rule specifying that this code is not valid.

All of these tasks may be handled through System Rules & Default Values. More information on system rules and default values is available in Chapter 3 of the Advanced Feature Reference, or in the online help 'System Rules and Default Values' topic.

Memorized Templates are more dynamic than System Rules & Default Values. In each instance above, once data is populated to the field it can be changed. Also note that the general techniques used for memorized templates and defaulting values can be expanded to every module throughout FH.

Stop By and See Us

We will be at the following shows.

<i>Date</i>	<i>Show</i>	<i>Date</i>	<i>Show</i>
01/10/04	Texas Association of Fire Educators, San Antonio, TX	02/28/04 02/29/04	Iowa Winter Fire School, Ames, IA
01/15/04	Mississippi Fire Chiefs, Jackson, MS	03/12/04	State Capital Area Firefighters Association, Topeka, KS
01/21/04 01/25/04	Fire-Rescue East Conference, Jacksonville, FL	03/25/04	Louisiana Fire Chiefs Association, Gretna, LA
01/23/04	Louisiana Fire Chief's Association, Baton Rouge, LA	03/26/04 03/27/04	Minnesota Fire School, Duluth, MN
01/24/04 01/25/04	Long Island Fire, Rescue, & EMS Mega Show, Uniondale, NY	04/14/04 04/17/04	FHETS '04, San Diego, CA
01/29/04 01/31/04	WI EMS/Fire Show, Milwaukee, WI	04/29/04 05/01/04	FDIC, Indianapolis, IN
02/26/04	University of Missouri Winter Fire School, Columbia, MO		
02/27/04 02/28/04	Virginia Fire Chiefs, Virginia Beach, VA		





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: Hartsville Fire Department
 Location: Hartsville, South Carolina
 Fire Chief: William Heathman
 Personnel: 33 (15 career, 18 volunteer)
 Stations: 1 Fire Station
 Pop. Served: 42,000
 Area Protected: 24.35 square miles
 Calls: 750/year
 Apparatus: 5 class A pumpers, 1 aerial platform (100'), 1 quick attack unit (brush), 1 service unit, and 3 officer vehicles.
 Software: FH 5 2 user system
 Comments: Organized April 6, 1908. Chief W.S. Boyd was the first paid employee of the fire department. On February 14, 1911 the chief's annual salary was raised from \$75 to \$100 with the stipulation that he give more attention to the duties of the department. Today the modern and productive department provides fire protection, hazardous material response, fire prevention, education, inspections, and code enforcement. Hartsville is located in the Pee Dee area of South Carolina 75 miles from Columbia and 95 miles from Myrtle Beach with access off I-95 and I-20. Coker College and the Governor's School for Math and Science and several industries including Sonoco Products Company and Progressive Energy's H. B. Robinson Nuclear Plant are located in Hartsville. Hartsville was awarded the "All American City" status.

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