



CRISIS ASSESSMENT, TRACKING & TRIAGE (CATT)™

Created specifically for emergency communication centers to manage the influx of calls when situations like a pandemic or natural disaster strike, the Crisis Assessment, Tracking & Triage (CATT) tool is a powerful aid to help triage inbound emergent and non-emergent calls.

This nimble and versatile solution helps by displacing the strain placed on emergency calltakers with an online solution that allows inbound callers to screen themselves safely, then be directed to either call the emergency number or follow specific instructions.

CATT IS PERFECT FOR:

Agency Managers and Directors. Offers immediate relief for overwhelmed emergency communication centers by diverting callers to do a self-assessment and then be redirected back into the emergency system as needed.

Medical Directors. Provides reassurance to medical leadership that the health and welfare of people are being managed as well as possible, even if resources don't permit a live screening with an emergency dispatcher.

Government Officials. Gives officials a tool to use with the community that demonstrates the high level of attention being given to the crisis, while also reducing the tremendous stress being placed on the public safety system.

DEVELOPED BY EMS PROFESSIONALS

Created by experts who specialize in emergency communication workflows, CATT leverages decades of experience and expertise from Priority Dispatch, Priority Solutions Inc., and its non-profit partner, the International Academies of Emergency Dispatch—the worldwide standard-setting organization that has provided guidance in the industry for over 40 years. The Artificial Intelligence (AI) that CATT utilizes is powered by Corti.

KEY FEATURES

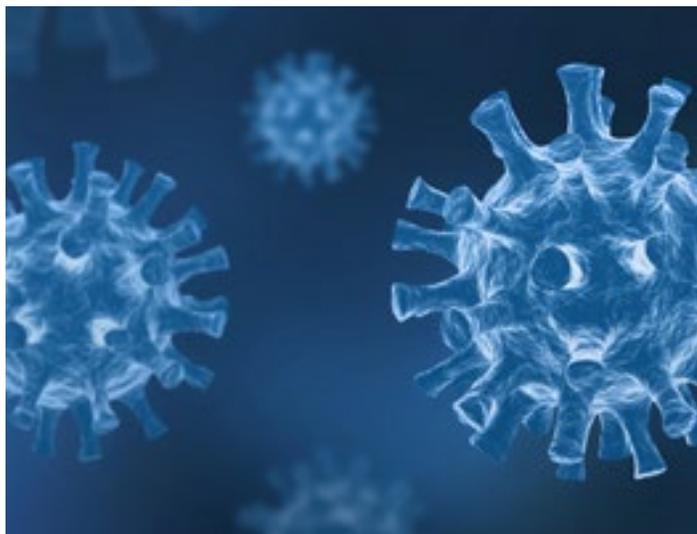
- Embeds into an agency's branded website and easily incorporates into established workflows.
- Triage inbound emergency calls for acuity level.
- Features locally defined instructions, resources, and advice.
- Offers a usability level that's appropriate for the general public.

Call your regional account manager for more information or visit prioritydispatch.net/CATT.

TWO CRISIS-TRIAGE MODULES TO THE RESCUE

The number of times agencies experience an influx of calls during crisis-response situations are too numerous to count. That's why CATT was specifically created to meet this need—to be there when and where an inundation of calls happens.

With a plan to create CATT for other scenarios (e.g. earthquakes, floods) there are two modules that are available immediately—COVID-19 and Hurricanes. Watch for more information as we release other modules.



CATT FOR COVID-19

Not all calls with COVID-19-related questions need emergency response. That's why Priority Dispatch and its partners created CATT—to take the load off emergency call centers BEFORE expending limited resources. And unlike other COVID-19 self-assessment tools, CATT can be “white labeled” for any agency and offers up to 11 dispositions that provide relevant local information and guidance. Simple online questions assess:

- High-acuity symptoms (fever, headache, etc.)
- Social contact within 6 feet of person with confirmed COVID-19
- Personal risk factors (obesity, high-blood pressure etc.)
- Weakened immune system (organ transplant, cancer treatments, etc.)

CATT FOR HURRICANES

Introducing the powerful tool you've been waiting for when hurricanes strike—CATT for Hurricanes. There's nothing else like it available on the market that can triage and process the large amount of calls that happen before, during, and after a hurricane. The easy-to-follow prompts walk readers through multiple scenarios to help assess response, including:

- Utility problems (gas leaks, downed electrical etc.)
- Roadway obstructions, damage, and debris
- Injured person(s)
- Criminal activity (vandalism, looting, loitering)
- Animal concerns

See how CATT can help triage your emergency-response resources. Request a demo at prioritydispatch.net/CATT.