

# ProQA®

**PDC Technical Support**

**NEMA Support Via N3**

*Software Patented By:*

Medical Priority Consultants, Inc. d.b.a.

Priority Dispatch Corp. (PDC)

ProQA® for Fire, Medical, and Police

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For MPDS<sup>®</sup>, FPDS<sup>™</sup>, PPDS<sup>™</sup> Cards and ProQA<sup>®</sup> Software:  
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The following U.S. patents may apply to portions of the MPDS or software depicted in this manual: 5,857,966; 5,989,187; 6,004,266; 6,010,451; 6,053,864; 6,076,065; 6,078,894; 6,106,459; 6,607,481; 7,106,835; 7,428,301; 7,645,234. The PPDS is protected by U.S. patent 7,436,937. FPDS patents are pending. Other U.S. and foreign patents pending.

**As you know At the Priority Dispatch Bristol Office we are always trying to improve the way we support you and always welcome your suggestions.**



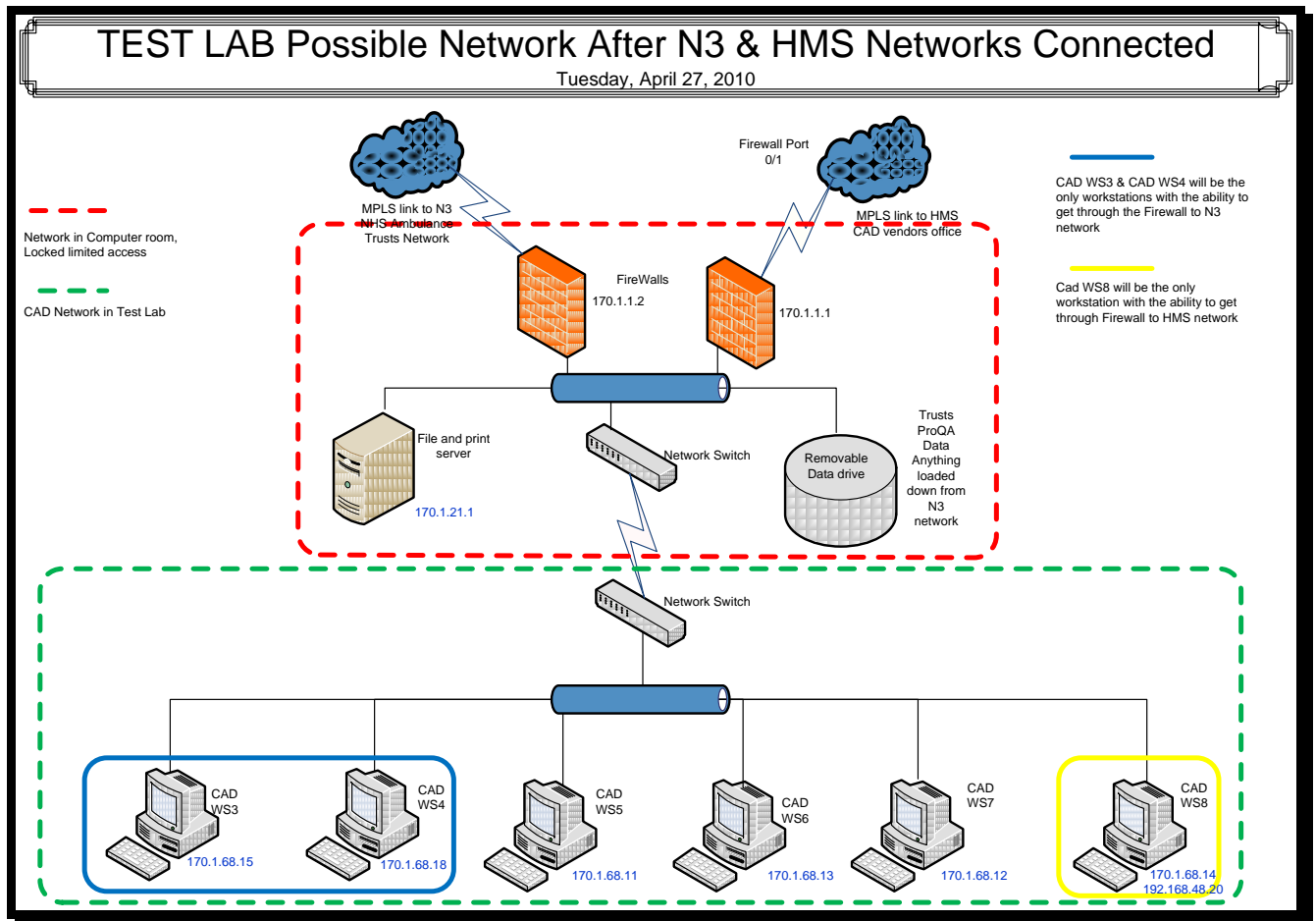
As part of this continually trying to improve the service we give you, When several of you requested we offer the ability to support you by being able to access your internal network to allow you to give us access to error files and allow us with your permission to remote onto AQUA/ProQA server and clients to help you fault find and solve issues. We decided to look at the best way of delivering this service.

When we looked into this we found out that most of your networks where supplied via the N3 agreement with the NHS connecting for Health. This group provides access to a variety of NHS organisations including Doctors surgeries and Hospitals and important for us Ambulance Trusts.

So we decided to look into the possibility of providing you support by having direct access to your N3 network (but only with your permission (each time we connect). This also solves the security issues as well as allowing us to offer an enhanced level of support. Because to get authorisation to access via N3 there is a very lengthy audit process of the network and user procedures and policies of the organisation wishing to connect. This process also continues after connection on a regular basic. With Audits etc.

I am pleased to announce we have gone through this process and are ready for you to start to sign up for this service.

## So how have we made it secure and how does it work?



This is a copy of the Network diagram we submitted and was approved for our connection to N3 network. We are not connecting to our main office network, but using our CAD test lab network that has been put together especially to help with all aspects of supporting our UK clients.

We already had a network connection secured by Firewall to enable us to test and support with one of our CAD vendors that we have copies of their CAD software. But when we made our initial submission to Connecting for Health we were turned down, because they requested a dedicated hardware solution for N3 connection, so we redid the network design to include a second firewall which only services N3.

We store any data we collect on a secure server drive and only people that are authorised has access to that data.

## **So what do we want to use this link for?**

As part of your NEMA contract we collect a copy of your ProQA and AQUA live data on a regular basis to use for Studies and support purposes. The N3 network will give a more secure method of collecting this information via N3 secure networks at both ends.

We can also with your permission (each time), connect to the ProQA/AQUA servers or clients that you are having support issues with. So we can help you trouble shoot directly and quickly. We can work through any issue you have on screen so you can learn more about supporting ProQA/AQUA.

We can also use the link to enable remote training, via something like goto meeting and or Skype connection.

I think this is a good time to make the point although a very important enhancement of the level of support we can offer this is only one further way we can support you. Site visits and 24/7 telephone support via a combination of UK and US support are still very important ways to support. It just gives us another option when you need support. Together we can work out the best way of supporting you on a case by case basis.

## **So how do you sign up for this?**

NHS Connecting for Health process for N3 connection is that we need your permission to be able to connect to your network and we get this by you sending a sponsorship letter to NHS connecting for Health N3. This letter/form contains all details we need to connect to you including IP address of devices we can access. I would suggest that you include server and live and training clients address so we can support you under most circumstances. See the attached word document that I have part filed in and noted where you need to file in your own details.

If you have any question about this process or filling in the form please let me know. Although you need to send the completed form straight off to NHS connecting for Health Information Governance, so we know you are interested in us supplying this support service can you please forward a copy of the letter to us for our records. This also helps to keep our Documentation up to date about who has given their permission and when. This is a requirement for our N3 Audit process.