

will be upgraded after that time period. The most important level of priority that can be designated in this situation is 1. Only supervisors with special permissions can assign a priority of 0 to a job through the IVR.

Example: The priority "5" has a weighted value of "2," but the priority "3" has a weighted value of "8." The administrator has indicated that if a priority "5" job does not receive a response for 60 minutes, it should become a priority "3" job automatically so that its importance increases and it does not continue to go unattended. If a priority "5" job has received no response for 60 minutes, that job automatically changes to a priority "3."

☒ **Equipment Possession Matrix (EPM)**

☒ **Appointment Factor (AF)**

Some transport jobs are scheduled in advance and are considered appointments. Other requests are on-demand, meaning that the request is made at the time that the transport is needed rather than in advance.

To give a job that was created as a pre-scheduled appointment precedence over an on-demand job, the administrator can set an appointment factor. The appointment factor gives slightly higher weight to an appointment than to an on-demand request that has the same origin and destination. If appointments should be weighted higher than on-demand jobs, then an administrator can enter an appointment factor on the **Dispatch Sets>Set** page. This appointment factor will be multiplied by the weighted job priority values, resulting in a higher **dispatch** value. If the appointment factor should not be used, then the number 1.0 should appear in the **Appointment Factor** box. When the weighted job priority is multiplied by 1.0, its value does not change and appointments and on-demand jobs are treated the same as far as **dispatching** is concerned. To give a higher priority weighting to a pre-scheduled appointment, enter a value of 1.1 through 3.0. The appointment factor is only used for patient transport jobs, not for item transport jobs. If a patient transport job was initially in Pending status and then was changed to an appointment, the appointment factor is not applied to that job.

☒ **Dispatch Value (DV)**

From the values contained in the active **dispatch** set, each transport job receives a **Dispatch Value (DV)** calculation when a transporter is being considered for a job assignment. At that point, all transport requests that an employee may be eligible to do are given a DV, with the job having the highest DV being offered to the employee for