

EMTrack® Quick Reference Guide

Receive Incoming Patient Notifications in EMResource

Overview

Advanced Incoming Patient Notifications (IPNs) facilitate communication between emergency medical services (EMS) that use EMTrack and hospitals that use EMTrack or EMResource.

EMS providers that collect critical information, such as vital signs and sepsis, STEMI, stroke, and trauma assessments, in the field using EMTrack can send this information to destination hospitals, along with patient details and the estimated time of arrival (ETA).

Hospitals using EMResource receive IPNs to help them better prepare for patients before they arrive. Hospitals can review IPNs and respond to them, according to regional protocols, by acknowledging, diverting, and/or receiving patients. These responses provide quick confirmation or insight regarding necessary redirects for EMS teams.

Advanced IPNs further open communication between EMS and hospitals with secure, bi-directional messaging that allows destination hospitals to request updates, or provide care and delivery instructions.

Assigning IPN Rights, Roles, and Preferences

To receive IPNs in EMResource, you must have a role with the appropriate rights. These rights are assigned through roles, which are then assigned to users. IPNs always appear in the EMResource solution or web page, with an audible alert, for users with appropriate rights. However, a user's *System Notification Preferences* determine if they receive IPNs through other notification methods as well.

To Assign IPN Rights to a Role

1. Point to **Setup** and in the menu, click **Roles**. The *Roles List* page opens.
2. Locate the role and on that row, click **Edit**. The *Edit Role* page opens.
3. In the rights list, select the **IPN – Receive Incoming Patient Notifications** check box.
4. Click **Save**.

To Add a Role for a User

1. Point to **Setup** and in the menu, click **Users**. The *Users List* page opens.
2. Locate the user and on that row, click **Edit**. The *Edit User* page opens.
3. In the *User Type & Roles* section, under *User Has Role*, select the IPN-enabled role.
4. Click **Save**.

To Update a user's IPN Notification Methods

1. Point to **Setup** and in the menu, click **Users**. The *Users List* page opens.
2. In the *User Preferences* section, click **System Notification Preferences**. The *System Notification Preferences* page opens.

Notification Type	Notification Methods		
Expired Status Notifications	<input checked="" type="checkbox"/> E-mail	<input checked="" type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page
ICS Notifications (relevant for Electronic ICS users only)	<input type="checkbox"/> E-mail	<input checked="" type="checkbox"/> Text Pager	<input checked="" type="checkbox"/> Web Page
Incoming Patient Notifications	<input type="checkbox"/> E-mail	<input checked="" type="checkbox"/> Text Pager	<input checked="" type="checkbox"/> Web Page
System Notifications	<input type="checkbox"/> E-mail	<input checked="" type="checkbox"/> Text Pager	<input checked="" type="checkbox"/> Web Page

Save

3. Locate **Incoming Patient Notifications** and on that row, click **E-mail** or **Text Pager**.
4. Click **Save**.

Receiving IPNs

In EMResource, hospital users receive IPNs when their facility is selected by EMS as the destination location for patient transports. While in the EMResource solution, the receipt of IPNs is marked with an audible alert and the appearance of an orange *Incoming Patient* bar, located at the bottom of the page.

Gotham Health Bedford	Open	03 May 09:38	Demo User
Gotham Health Bushwick	Caution	04 Dec 18:51	Lise Bouvier
Gotham Health Crown Heights	Open	04 May 15:14	Demo User
Gotham Health Junction	Open	04 May 15:14	Demo User
Gotham Health La Clinica Del Barrio	Closed	04 May 15:18	Demo User
Gotham Health Mariner's Harbor	Open	04 May 15:14	Demo User

2 Incoming Patient Updates View List

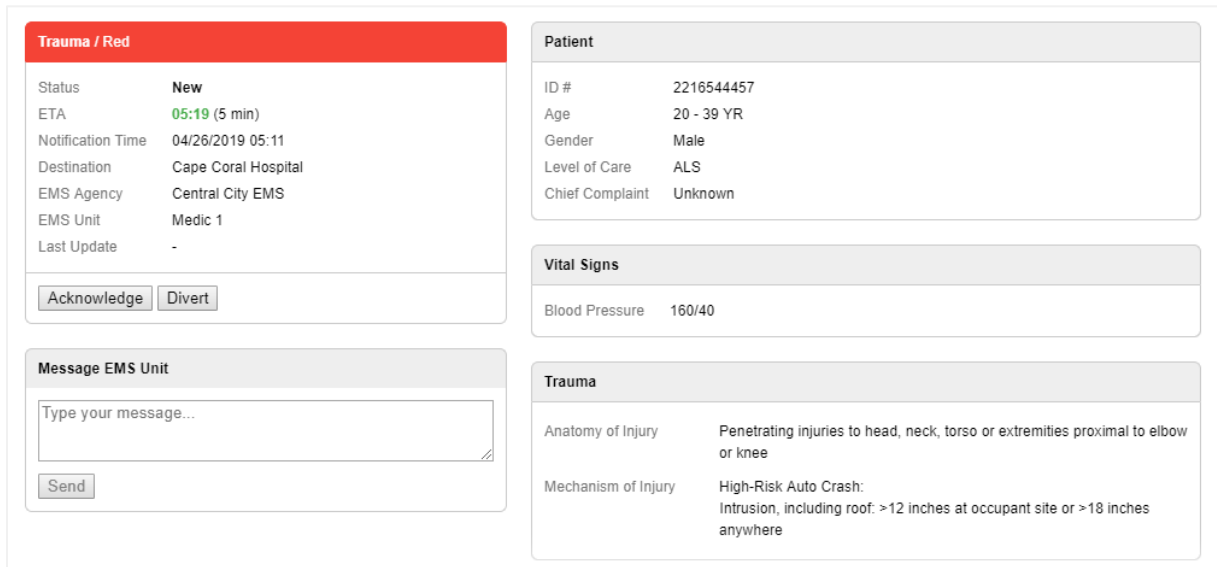
Clicking on the notification bar opens the *Incoming Patient Notifications* page and dismisses the bar, which does not appear again until a new IPN, IPN update, or IPN message is received.

Setup	View	Other Regions	Event	Preferences	Form	Report	Regional Info	IM	User Links
Incoming Patient Notifications									refresh
Hospital Intoxication Patient Surveillance					Update 1: Winter Weather Advisory				
Acknowledge All									
Action	Triage Category	ETA	Alert Type	Status	Gender	Age	Destination	EMS Agency	EMS Unit
Details	Red	05:19 (1 min)	Trauma	Acknowledged	Male	20 - 39 YR	Cape Coral Hospital	Central City EMS	Medic 1
Details	Yellow	05:25 (7 min)	Stroke	New	Male	40 - 59 YR	Cape Coral Hospital	City EMS	Med 12

To access and respond to IPNs

1. On the orange *Incoming Patient* alert bar, click **View List**. The *Incoming Patient Notifications* page opens.

2. For patient details, on any row, click **Details**. The *Incoming Patient Details* page opens.



3. Take one or more of these actions.

If you want to...	Then...
Notify EMS that you received the IPN,	Click Acknowledge .
Notify EMS that you cannot receive the patient,	Click Divert .
Notify EMS that you have received the patient,	Click Receive .
Print the <i>Incoming Patient Details</i> page,	Click Print .
Message EMS,	<ul style="list-style-type: none"> a. In the <i>Message</i> area, type your message. b. Click Send. <p>Note: EMS teams have a similar feature that allows them to receive and respond to messages.</p>

Viewing all IPNs

You can quickly access your hospital's IPNs by pointing to **Form** and in the menu, clicking **Incoming Patient Notifications**.

With appropriate rights, you can view your hospital's history of IPNs by pointing to **Report** and in the menu, clicking **Form Reports**. On the **Form Reports Menu**, click **Incoming Patient Notification History**. Historic IPNs can be filtered by time frame and/or keywords.

Juvare envisions a future in which communities are resilient in the face of danger. With precise, vigilant and connected solutions, Juvare fosters networks of mutual assistance that help organizations bounce forward. For more information, contact Juvare Support at 877-771-0911 or support@juvare.com.