

EMTrack® Quick Reference Guide

Receive Incoming Patient Notifications in EMTrack

Overview

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

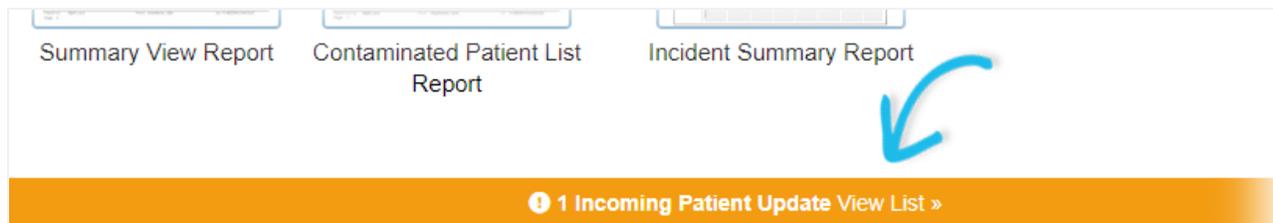
EMS providers that collect critical information, such as vital signs and sepsis, STEMI, stroke, and trauma assessments, in the field using EMTrack can send this information to destination hospitals, along with patient details and the estimated time of arrival (ETA).

Hospitals using EMTrack Web, Mobile, or Lite 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.

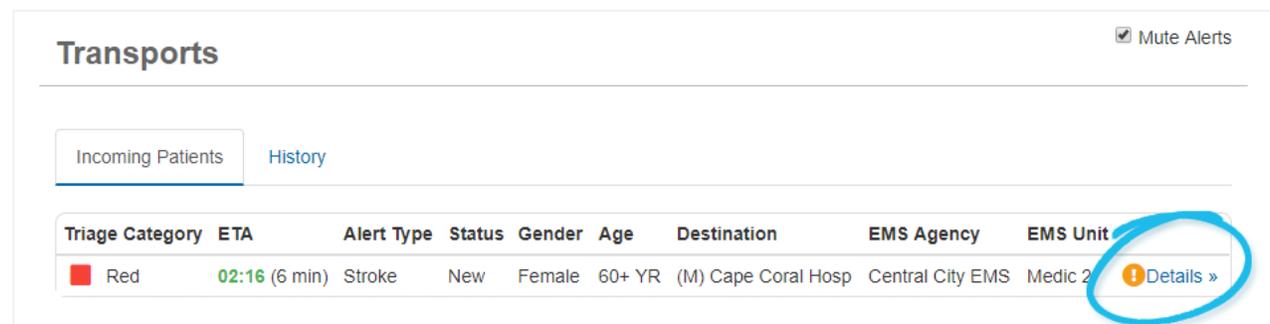
Advanced IPNs further open communication between EMS and hospitals with secure, bi-directional messaging that allows destination hospitals to request updates, or provide care and delivery instructions.

Receiving IPNs

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



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



To access and respond to IPNs

1. On the orange *Incoming Patient* alert bar, click **View List**. The *Transports* page opens.
2. For patient details, on any row, click **Details**. The *Incoming Patient Details* page opens.

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Incoming Patient Details: 1204317d-63cb-48eb-aecb-5efacafa3665

[« Back to notification list](#)

Stroke / Red

Status	New
ETA	02:16 (5 min)
Notification Time	04/26/2019 02:08
Destination	(M) Cape Coral Hosp
EMS Agency	Central City EMS
EMS Unit	Medic 2

Acknowledge
Receive
Divert
Print

Patient

Tracking ID #	1204317d-63cb-48eb-aecb-5efacafa3665
Age	60+ YR
Gender	Female
Level of Care	ALS
Chief Complaint	Unknown

Patient Details

Patient details not recorded

Vital Signs

Blood Pressure	180/95
Mean Arterial Pressure	123

Stroke

Assessment	Los Angeles Motor Scale (LAMS)
Facial Droop	Present (+1)
Arm Drift	Drifts down (+1)
Grip	Weak grip (+1)
LAMS Score	3 points
Last Known Well	Unknown

Message EMS Unit

Type your message...

Send

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 .

If you want to...	Then...
Message EMS,	a. In the <i>Message</i> area, type your message. b. Click Send . Note: EMS teams have a similar feature that allows them to receive and respond to messages.

Viewing IPN Transports

You can quickly access your hospital’s IPNs through the *Transports* tab and you can select the **Mute Alerts** check box to silence alerts while you have this page open.

You can access details for individual patients, as described in the procedure above, or review past notifications by clicking **History**. Historic IPNs can be filtered by time frame and/or keywords.

Transports

 Mute Alerts

Incoming Patients
History

04/19/2019 - 04/26/2019
Filter
Type to filter the list...

Triage Category	Notification Time	Alert Type	Status	Gender	Age	Destination	EMS Agency	EMS Unit	
■ Yellow	04/26/2019 02:35	Trauma	Received	Male	20 - 39 YR	(M) Cape Coral Hosp	Central City EMS	Medic 1	Details »
■ Red	04/26/2019 02:08	Stroke	Received	Female	60+ YR	(M) Cape Coral Hosp	Central City EMS	Medic 2	Details »

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