EMTrack™ Quick Reference Guide

Roles and Access

Overview

Each EMTrack role incorporates a number of rights that define the user's access to the solution's features. In addition, a user's role and location determine that user's access to patients and their protected health information (PHI).

In general, each role is associated with a location, which is also referred to as a division. A location can be the region, a provider facility such as a hospital or long-term care facility, or a mobile provider such as an EMS agency, fire department, or ambulance service.

Roles

The **Regional Administration** role has the highest level of access. A user with this role administers numerous regional details and solution settings.

The following roles can be assigned to users:

Role	Description	Division
Regional Administration	Region-level administration	
ED Admin role	Emergency Department administration	Provider facility
ED Normal role	Emergency Department standard (normal) user	Provider facility
EMS provider administration	EMS agency administration	Mobile provider
Field EMS provider	EMS agency field personnel	Mobile provider
Field EMS provider with rights to create an incident	EMS agency field personnel with the right to create an incident	Mobile provider
Public Health Admin	Public Health agency administration	Provider facility
Public Health User	Public Health agency standard user	Provider facility
Family Reunification administrator	Family reunification administration	
Family Reunification	Family reunification personnel	
Dispatch	Provider dispatch personnel	
View-Only	Personnel who are limited to viewing rights	

Available roles also depend on the user's division or location. In other words, if you add the user to a specific hospital (provider facility), only the roles appropriate to that type of division are available to assign to the user.

In this example, the list of potential roles does not include those related to EMS providers or regional administration.

A user must be assigned to at least one location and can be assigned to multiple. The user can have only one role per location.
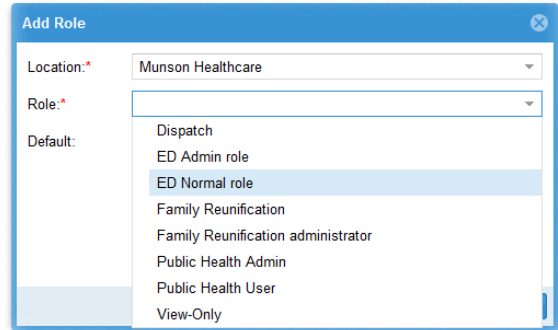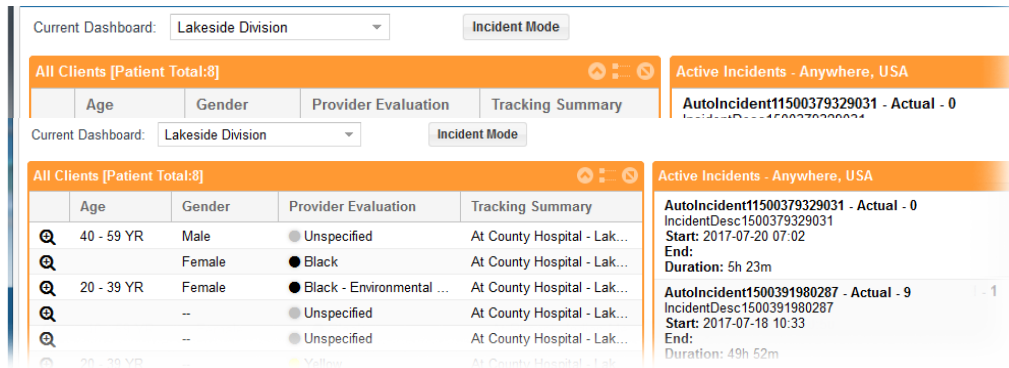

Feature Access

The tabs, tasks, and features that are available to the user depend on the user's role and location.

Tabs and Tasks

Most users can view and work in multiple tabs within EMTrack, which support the tasks they need to perform. Tasks can include working with patient records, viewing and creating incidents, running reports, and more.

A user with the dispatch role does not need filter, patient record, or report features. In this case, the user restricted to a few tabs, including dashboards and incidents.

Furthermore, a user with a family reunification role should not have access to most of the information in EMTrack. In this case, the user only needs the tabs that can help them locate a specific patient and, potentially, a patient's property.
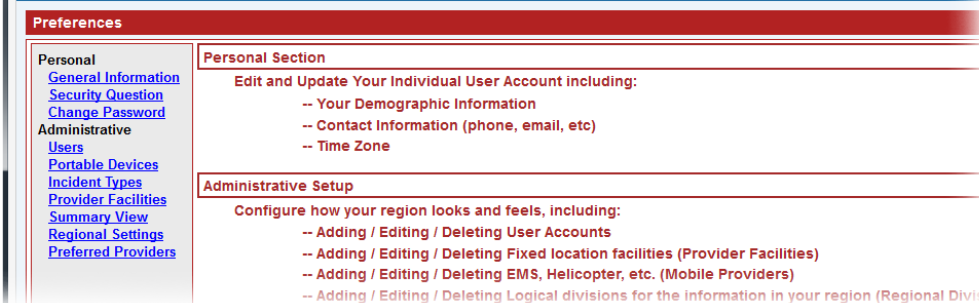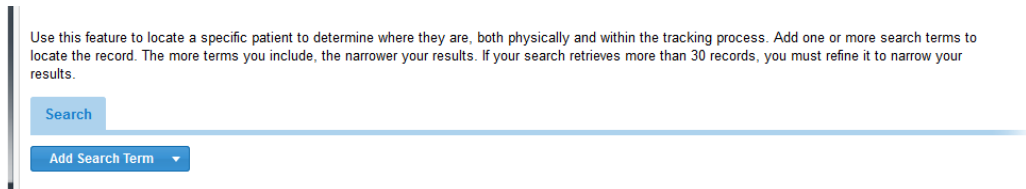
Preferences and Settings

Users with administrator roles have more access to EMTrack features than standard users. For example, an EMS administrator can manage users in their division, while a Field EMS user does not have access to user management features.
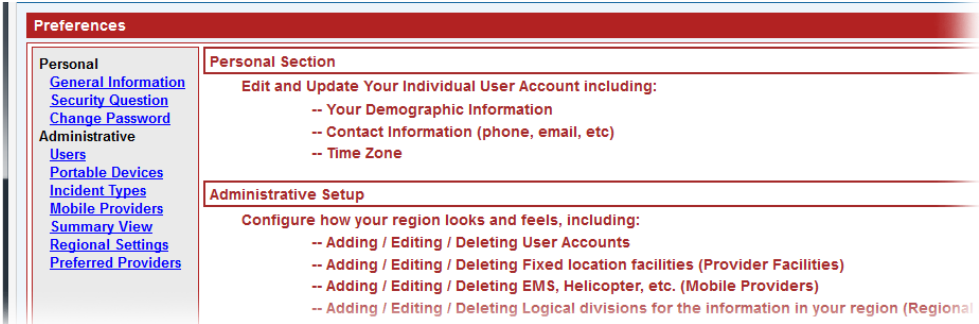
In addition, different types of administrators have different feature access.

For example, an ED administrator has access to management activities appropriate to a provider facility. Note that the menu under **Preferences** includes the **Provider Facilities** option.
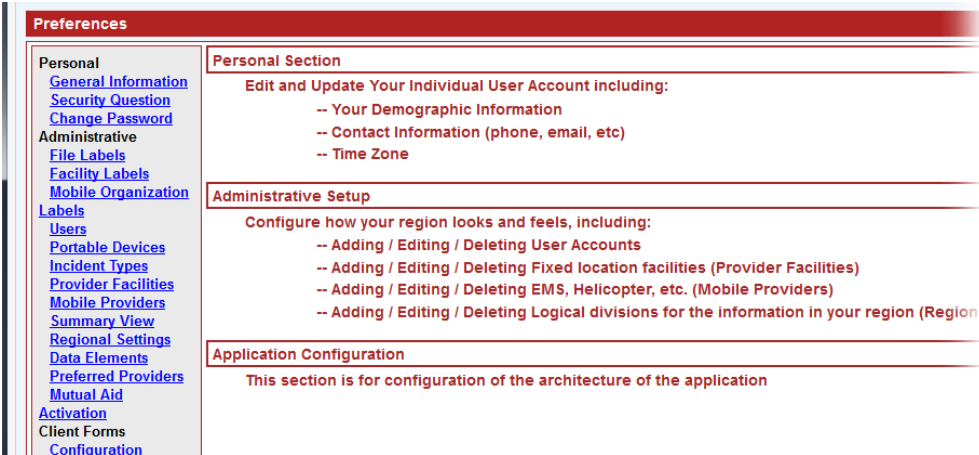

An EMS administrator has access to management activities appropriate to a mobile provider. In this case, the **Preferences** menu contains the **Mobile Providers** option.

Regional Administrations users have access to even more management options, including both **Provider Facilities** and **Mobile Providers**.

The standard ED or field EMS user has access to only their personal preferences.

Incident Creation

Users who have been assigned any of the following roles can create and edit incidents in EMTrack:

- Regional Administration
- ED Admin
- EMS provider administration
- Field EMS provider with rights to create an incident
- Public Health Admin
- Dispatch

Patient Access

EMTrack is designed to aid you in restricting access to patients' protected health information (PHI) in order to support your efforts to be fully compliant with the **HIPAA Rules** under the **HITECH Act**. To that end, access is dependent on the user's role and division or location. Essentially, the more involved the user is in directly caring for the patient, the more access they have to that patient's information.

Role-based Access

EMTrack recognizes two basic levels of access to patient information: **Location** and **Full / Search**. Each role in EMTrack has one of these two levels of access to patients and their information.

Access Level	Roles	Typical Tasks	Description
Location	Family Reunification	Attempt to locate patients encountered or expected to be encountered by the region. Includes mutual aid relationships where both partners allow patient location efforts.	This level is designed for users who have a more peripheral role with an organization or incident. Their sole purpose is to pinpoint a patient's location and ascertain their status within the tracking process.
Full / Search – Region	Regional Administration	Patients encountered or expected to be encountered by the region.	These users can view and work with virtually any part of the patient's record, including PHI. By default, full access includes full searching rights.
Full / Search – Division	Administrators and users at provider facilities and mobile providers	Patients encountered or expected to be encountered by the division (provider).	

Access is also dependent on the user's division. Region-level users have access to patients across divisions within their region, such as hospitals and EMS agencies. A user in a division can have full access to patients their facility has encountered, while being limited to location rights for any patient within their region but outside their division.

Incident-based Access

When defining an incident type (known as a template), the administrator can identify possible participants from their region's divisions, including provider facilities and mobile providers.

The administrator also designates a level of access for each, which dictates their level of participation in the incident.

When an incident occurs, the user creating the incident in EMTrack can edit the participants and access level as set up in the template. They can add to or change the participants and specify each participant's level of access.

Following are descriptions of each access level you can assign to a division:

Level	Access Description
Involved	• Provider Facility - Division can be involved in the incident and has full access to patients and their PHI when the patients are en route to, arrive at, or are encountered by the facility. • Mobile Provider - Division can be involved in the incident and has full access to patients and their PHI while the patients are at the incident site. After the patient leaves the site, the mobile provider has access to only the patients it encounters.
Full	Division can be involved in the incident and has full access to the incident and all patients associated with it, including all PHI.
Full with Command	Division has full command rights for the incident and has full access to all patients associated with it, including all PHI. Command rights include being able to edit incident details. By default, the provider creating the incident has this level of access.

All divisions that are not specified as participants do not have access to the incident or any patients involved in it unless they directly encounter the patient. The default level of participant access is **Involved**.

Access Summary

The following table lists various EMTrack tasks and indicates which roles can perform each.

As you peruse this list, keep in mind the information covered in the Patient Access section. For example, a user with the ED Normal role can edit patient records, as noted in the following table. However, that user cannot edit all records. They are limited to patients who are involved in some way with their facility such as the patients who are en route to or have arrived at their facility.

Task	Regional Admin	ED Admin	ED Normal	EMS Admin	Field EMS	Field EMS Create Incident	Public Health Admin	Public Health User	Family Reunification Admin	Family Reunification	Dispatch	View-Only
View Dashboard	X	X	X	X	X	X	X	X			X	X
Add a division dashboard	X	X	X				X					
Add a personal dashboard	X	X	X	X	X	X	X	X				
Copy a dashboard	X	X		X		X	X					
Create a personal filter	X	X	X	X	X	X	X	X				
Create a region/division filter	X	X		X			X					
Create a shared filter	X	X		X			X					
Add a patient record	X	X	X	X	X	X	X	X				
Edit a patient record	X	X	X	X	X	X	X	X				
Discharge a patient	X	X	X	X	X	X	X	X				
View Incident	X	X	X	X	X	X	X	X			X	X
Create an incident	X	X		X		X	X				X	
Edit an incident	X	X		X			X				X	
Archive an incident	X	X		X			X					
Run a patient report	X	X	X	X	X	X	X	X				
Run a manifest report	X	X	X	X	X	X	X	X				
Run an incident summary report	X	X	X	X	X	X	X	X				

Task	Regional Admin	ED Admin	ED Normal	EMS Admin	Field EMS	Field EMS Create Incident	Public Health Admin	Public Health User	Family Reunification Admin	Family Reunification	Dispatch	View-Only
Run a policy acceptance report	X											
Locate a patient	X	X	X	X	X	X	X	X	X	X		
Locate property	X	X	X	X	X	X	X	X	X	X		
Update personal preferences	X	X	X	X	X	X	X	X	X	X	X	X
Change their password	X	X	X	X	X	X	X	X	X	X	X	X
Manager a user	X	X		X			X					
Create an incident type	X	X		X			X					
Add a provider facility	X											
Add a mobile provider	X											
Manage regional settings	X											
Manage division settings		X		X			X					
Configure client forms	X											

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