

Incoming Patient Notifications

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If your region has access to both EMResource and EMTrack, you can use incoming patient notifications (IPNs) to alert facilities about incoming patients. IPNs are created by emergency medical service (EMS) personnel in EMTrack and sent to the facility selected as the transport destination. The notification appears in EMResource, providing information such as the estimated time of arrival (ETA), as well as the patient's chief complaint, triage category, and vital signs.

IPN Rights

There are rights associated with IPNs that control your access to receive and report on IPNs. These rights can be selected for specific roles, and therefore, are automatically available to anyone who is assigned the role. Alternatively, these rights can be selected for individual users.

Available IPN rights include:

- **IPN - Receive Incoming Patient Notifications**, which allows you to receive and acknowledge IPNs in the notification window in EMResource. Additionally, this right is required to review IPNs through Forms, on the Incoming Patient Notifications In Last 24 Hours page.
- **Report - Incoming Patient Notification Details**, which allows you to generate the Incoming Patient Notification Details report, located in Resource Reports. To run this report, you must have reporting rights for one or more resources.

Notification Center

With appropriate rights, you can receive and acknowledge incoming patient notifications. When your EMResource solution is open, the notification center opens to display IPNs just like it does for other notifications.

The IPN provides basic details about the patient, along with information about the transport agency, unit, and ETA. You must acknowledge the notification to indicate that your facility is aware of the incoming patient. Additionally, you can choose to review the notification details, print the notification, or click snooze to temporarily dismiss the notification. IPNs that have not been acknowledged continue to appear in the solution for 15 days.

Form and Report

According to permissions, IPNs that you or others at your facility have acknowledged in the past day are available through the **Form** menu, by clicking **Incoming Patient Notifications**.

Information about acknowledged and unacknowledged notifications is retained within EMResource and is accessible through [Resource Reports](#). For more information, go to the procedure [Send an Incoming Patient Notification](#).