Prehospital Patient Notifications

Prehospital patient notifications are notices sent to destination facilities that use EMTrack or EMResource. Known as incoming patient notifications at destination facilities, these notifications contain critical information that helps destination facilities coordinate more effective and efficient care. Destination facilities can respond through the notifications to acknowledge or divert patients, as well as communicate with emergency medical services (EMS) using secure, bi-directional messaging.

Configure ETA to Generate Notifications

Prehospital notifications are generated when the estimated time of arrival (ETA) is submitted on a patient form. The ETA field is part of the Destination Location element. This element, like others, is added to forms through System Settings.

When you design a form, whether it is new, copied, or already active, you must add the Destination Location element to the form to include the ETA. Further, you probably want to configure the element and make the ETA required. By making it required, you ensure that the form cannot be submitted without the ETA and that notifications will be automatically generated every time the form is submitted. For more information, see Configurable Form Fields.

Alert Types

Alert types flag prehospital notifications with a condition, description, or status. This allows EMS personnel to quickly describe the patient condition or situation and provides the destination facility with basic information at a glance.

On forms that include STEMI, Stroke, Sepsis, or Trauma assessments, the corresponding alert type is automatically selected when information is added to the assessment. You can also create custom alert types, such as *Burns*, *OBGYN*, *Patient Transfer*, or Military.

When you design a form, the Alert Type must be added as a separate element. Custom alert types are created by configuring this element and entering a list of custom values.

Response and Messaging

Destination facilities can respond to notifications by acknowledging or diverting patients. These responses essentially confirm or deny the destination facility's ability to accommodate the patient. The Divert option is configurable and should be handled according to policy. Receiving this kind of information is immensely helpful for EMS units that are trying to transport patients to the nearest, most appropriate facility.

Additionally, destination facilities that use EMTrack or EMResource can initiate secure, bi-directional messaging with the EMS unit. Instant messaging allows users to communicate changes, request updates, and provide instructions for the patient handoff. In EMTrack, responses and messages are accessed by EMS units through Messages.

Edit or Update Patients

To edit or update patient information, you need to return to the Patient tab and enter the patient ID # on the appropriate form. Then, click Load to retrieve the previously entered information and continue to add or update patient details. Remember to click Save. Updates will be automatically added to notifications, even when they are already visible to the destination facility.