Mobile App FAQs

The EMTrack mobile app is a crucial part of the EMTrack offering because it allows you to collect, enter, and track patient data in the field and communicate with the receiving hospital through Incoming Patient Notifications.

Q: How do I change my division or location?

A:

To change your division or location on an **iOS** device:

1. On the lower right, tap the **More**
2. Under **Division**, tap **Change Division**.
3. Locate the division you want to access and, on that row, tap the arrow.
4. Tap the name of the location.
5. Tap **Done**.

To change your division or location on an **Android** device:

1. On the upper left, tap the menu icon.
2. Under **Division**, tap **Change Division**.
3. Locate the division you want to access and, on that row, tap the arrow.
4. Tap the name of the division.
5. Tap **Done**.

Q: How do I change my password?

A:

To change your password on an **iOS** device:

1. On the lower right, tap on the **More**
2. Under **Preferences**, tap **Change Password** and follow the onscreen directions.
3. Click **Save**.

To change your password on an **Android** device:

1. On the upper left, tap the menu icon.
2. Under **Preferences**, tap **Change Password** and follow the onscreen directions.
3. Click **Save**.

Q: How do I change my PIN?

A:

To change your PIN on an **iOS** device:

1. On the lower right, tap the **More**
2. Under **Preferences**, tap **Settings**.
3. Under **Login**, tap **Change PIN** and follow the onscreen directions.

To change your PIN on an **Android** device:

1. On the upper left, tap the menu icon.
2. Under **Preferences**, tap **Settings**.
3. Under **Login**, tap **Change PIN** and follow the onscreen directions.

Q: How do I create an Incident?

A: To create an incident on iOS and Android devices:

1. To create an incident on an iOS or Android device:
   Tap the **Incidents** icon; the *Incidents* menu opens.
2. On the upper right, tap **Create Incident**.
3. Select the *Incident Type*, enter the **Incident Information**, **Contact Information**, and **Location Information**, and then tap **Save**.
4. If you have multiple *Incident sites*, tap **Incident Sites** and either select one of the prepopulated options or, at the top, tap **Add** and enter the site details.
5. At the top, tap **Done** and then tap **Save Incident**.

Q: How do I edit or end an incident?

A: To edit or end an incident on iOS and Android devices:

1. To edit or end an incident on an iOS or Android device:
   Tap the **Incidents** icon; the *Incidents* menu opens.
2. Locate and tap the incident you want to edit or delete; the *Incident Details* page opens.
3. Scroll down and tap **Edit Incident** or **End Incident**.

Q: How do I view Incoming Patient Notifications (IPNs)?

A: To view and acknowledge IPNs on iOS and Android devices:

1. At the bottom, tap the **Transports** icon; the *Transports* page opens.
2. Locate and tap the transport you want to view; the *Incoming Patient Notification* page opens.
3. Locate the IPN and, on that row take one of these actions.
   - To acknowledge the IPN, tap **Acknowledge**.
   - To divert the patient, tap **Divert** and enter a reason.
   - To receive the patient, tap **Receive**.

Q: How do I read or send a message?

A: To read or send a message on iOS and Android devices:

1. On the *Incoming Patient Notification* (IPN), locate and open the **Incoming Patient Details**
2. Under the triage status, tap the message count bar, the messages open.
3. Read the messages and, if necessary, tap **Send** to send a message.

OR

1. On the *Messages* tab, tap the **Messages** icon, the messages open.
2. Locate and tap the conversation you want to read; the message history opens.
3. Read the messages and, if necessary, tap **Send** to send a message.

Q: How do I open a patient form?

A: To open a patient form on iOS and Android devices:

If you see patient forms, but cannot open them, it is likely that you are logged in at the Division level rather than a Location level. In the mobile app, only users at the Location level can use forms. Navigate to the appropriate location to access the forms.