

EMTrack Mobile Patient Tracking Guide

Introduction

- Users can access EMTrack online on the <u>Juvare login portal</u> or via the mobile application. The mobile application can be downloaded onto any smart device. Users should log into the web-based version of EMTrack prior to logging into the mobile application.
- The "Training Mode" option on the mobile device should be disabled.
- Users are assigned a password by default which enables dashboard accessibility in the web-based platform.
 Password users can also have a PIN login for quick mobile access and data entry. PIN only users are unable to view dashboards, search, edit, and run reports in the web-based platform.
- EMTrack supports the sort, assess, lifesaving interventions, treatment and/or transport (SALT) mass casualty triage algorithm.
- Network (cellular data or Wi-Fi) connectivity is not required, and if unavailable, any data entered will queue until connectivity is re-established.
- Data entered in the mobile application is refreshed every 90 seconds and will automatically time out after 30 minutes of inactivity.
- Data entered that contains protected health information (PHI) is secure, compliant with the Health Insurance Portability and Accountability Act (HIPAA) and cannot be saved or stored on the mobile device.
- The padlock icon is used to lock fields that cannot be overridden.
- The term "division" refers to an organization.
- Users can have access to more than one location, and if so, you can easily move between locations to view location-specific patient and incident information. For more information, go to <u>Change Locations</u>.
- Users can assign preferred providers. Preferred providers appear at the top of the menu and limit the need to search. For more information, go to <u>Preferred Providers</u>.
- Users do not have access to create incidents. Users should select the "MCI (Use for actual incident)" or the "Evacuation (Use for actual incident)" incident to initiate patient tracking for an unplanned incident. Once the incident is used, email <u>DHSEMSystems@dhs.wisconsin.gov</u> with incident details.
- Users should select the "Daily Tracking" incident to initiate patient tracking for daily transports.
- Incidents can be created in advance for drills or exercises. Please email <u>DHSEMSystems@dhs.wisconsin.gov</u> at least 48 hours prior to the exercise to create a custom incident and include incident name, details, and point of contact information.

Configuration

- 1. Open the mobile application and select "Log In."
 - a. Users logging in with a password should select "Password" then select "Next." Logging in with a password requires a login email and a unique password as shown in the screenshot below. Users needing to reset their password should enter their email and select "Next" then select "Forgot password?"

Password	PIN
Training Mode	
	Next
Sign In	
Email	
Keep me signed in	
By proceeding, you agree to Juvare's Privacy Policy and Terms & Conditior	15.
Next	
Help	
This site is protected by hCaptcha an Policy and Terms of Service apply.	nd its Privacy

Users logging in with a PIN should select "PIN." Logging in with a PIN requires a username and a four-digit PIN as shown in the screenshot below. PIN users that do not remember their PIN will need to email <u>DHSEMSystems@dhs.wisconsin.gov</u>.

Password	PIN
Username dhs.reunification	
PIN	
Training Mode	
	Log In

b. The "Training Mode" option should be disabled.

Note: Users logging in for the first time will receive a notification from Juvare as shown in the screenshot below.



2. Select the "Menu" icon.

Note: Slight variation between Android and iOS smart devices.

a. Menu icon is in the upper left corner on Android devices, as shown in the screenshot below.



b. Menu icon is in the lower right corner on iOS devices, as shown in the screenshot below.



3. Review the expanded menu options.



4. Return to the EMTrack mobile application home page. Take note of the four icons in the bottom ribbon, as shown in the screenshot below.



- d. **Forms:** Review incident forms available for patient tracking.
- e. **Messages:** Send, receive, and manage incoming patient notifications and messages with emergency medical services (EMS) and EMTrack web-based users.
- f. Transports: Review current patient transports.
- g. **Incidents:** View active incidents and incident details.

Incident Tracking

Mass Casualty Incident (MCI) Tracking

- 1. Log into the EMTrack mobile application, and confirm the division is correct.
- 2. Select "Forms" from the home page in the EMTrack mobile application and select the appropriate form.
 - a. **MCI Triage:** Captures the patient classification. This form is optional for MCI tracking.
 - b. **MCI Treatment:** Captures patient classification and basic provider evaluation. This form is required for MCI tracking.
 - c. **MCI Transport:** Captures the EMS agency involved, destination location, and destination estimated time of arrival. This form is required for MCI tracking.
 - d. **MCI Disposition/Discharge:** Captures patient classification for patient(s) on the scene of an incident but are not transported by EMS. Entering a disposition will end the patient tracking encounter. This form is optional for MCI tracking.
 - e. **MCI Refusal of Care:** captures patient classification and provides an option for patients to consent to a refusal of medical care.
- 3. Enter patient identifiers.

- a. Fields with an asterisk are required.
- b. "Triage Tag #" will automatically generate once the barcode on the patient's triage tag or wrist band has been scanned.
- 4. Select "UPLOAD" when information entered is complete.

Note: Selecting "UPLOAD" from the "MCI Transport" form will trigger an incoming patient notification for EMResource and EMTrack users at the destination location.

5. Select the back arrow to return to the EMTrack mobile application main menu.

Important: Initial information entered on a patient can be updated. Select the appropriate patient tracking form and scan the assigned barcode in the Triage Tag # field. The system recognizes the existing patient. Select "Load" to update information. Select "Upload" when information is updated. The mobile application will show most recent updates to the patient encounter and previous data entered is reportable.

Daily Emergency Medical Services (EMS) Tracking

- 1. Log into the EMTrack mobile application, and confirm the division is correct.
- 2. Select "Start Run."

Note: Selecting "Start Run" will activate the run timer that tracks the run duration until the run is manually ended. The run timer can be found at the top of the patient forms.

- 3. Select "Daily Tracking."
- 4. Enter patient identifiers
 - a. Fields with an asterisk are required.
 - b. "Triage Tag #" is system generated. Scanning a triage tag or wrist band is not possible.
- 5. Select "UPLOAD" when information entered is complete.

Note: Selecting "UPLOAD" will trigger an incoming patient notification for EMResource and EMTrack users at the destination location.

6. Select "End Run" at the top of the form when transport is complete.

Note: The EMTrack mobile application automatically generates a message asking users to confirm the end of the run, and by default, the "Patient Delivered" option is selected. Keep this option selected if the patient has been delivered to the destination facility. Uncheck "Patient Delivered" if the patient is still in transport.

Important: Initial information entered on a patient can be updated. Select the appropriate patient tracking form and scan the assigned barcode in the Triage Tag # field. The system recognizes the existing patient. Select "Load" to update information. Select "Upload" when information is updated. The mobile application will show most recent updates to the patient encounter and previous data entered is reportable.

Other Incident Tracking

- 1. Log into the EMTrack mobile application and confirm the division is correct.
- 2. Select "Start Run."
- 3. Note: Selecting "Start Run" will activate the run timer that tracks the run duration until the run is manually ended. The run timer can be found at the top of the patient forms. Select "Forms" from the home page in the EMTrack mobile application and select the appropriate form.
 - a. **Facility Evacuation:** captures the patient classification, destination location, and destination estimated time of arrival during a facility evacuation.
 - b. **Reunification Information:** Captures patient information to support family reunification. This form also allows users to log physical characteristics for an unidentified patient to assist reunification efforts.
 - c. Hospital Tracking: This form is used for persons that have not been tracked but arrive to a hospital emergency department and are involved in an active incident.
 - d. Mass Care: Use this form to track persons involved in mass care.
 - e. Shelter: Use this form to treat persons in a shelter.

- 4. Enter patient identifiers.
 - a. Fields with an asterisk are required.
 - a. "Triage Tag #"
 - b. "Triage Tag #" is system generated. Scanning a triage tag or wrist band is not possible.
- 5. Select ``UPLOAD'' when information entered is complete.

Note: Selecting "UPLOAD" from the "Facility Evacuation" will trigger an incoming patient notification for EMResource and EMTrack users at the destination location.

6. Select the back arrow to return to the EMTrack mobile application main menu.

Important: Initial information entered on a patient can be updated. Select the appropriate patient tracking form and scan the assigned barcode in the Triage Tag # field. The system recognizes the existing patient. Select "Load" to update information. Select "Upload" when information is updated. The mobile application will show most recent updates to the patient encounter and previous data entered is reportable.