

EMTRACK MOBILE PATIENT TRACKING

Introduction

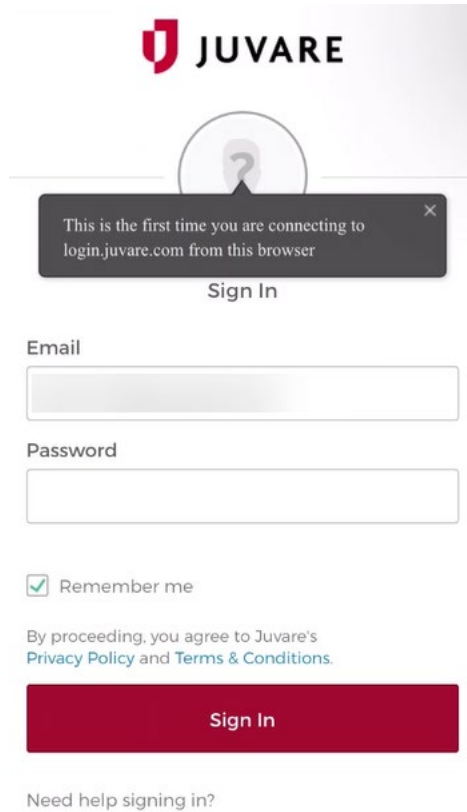
- Users can access EMTrack online on the [Juvare login portal](#) or via the mobile application. The mobile application can be downloaded onto any smart device. Users should log into the web-based version of EMTrack prior to logging into the mobile application.
- The "Training Mode" option on the mobile 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 [Change Locations](#).
- Users do not have access to create incidents. Users should select the "MCI (Generic – not for training)" or the "Evacuation (Generic – not for training)" incident to initiate patient tracking for an unplanned incident. Once the incident is used, email DHSEMSystems@dhs.wisconsin.gov with incident details.
- Incidents can be created in advance for drills or exercises. Please email DHSEMSystems@dhs.wisconsin.gov 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. The "Password" option should be selected.
 - b. The "Training Mode" option should be disabled.
 - c. The username is the email your account is associated with.

Note: Users logging in for the first time will receive a notification to enter a password as shown in the screenshot below. Users needing to reset their password should select "Need help signing

in?" and then select "Forgot password?" PIN users needing to reset their password will need to email DHSEMSystems@dhs.wisconsin.gov.



2. Select the "Menu" icon.

Note: Slight variation between Android and iOS smart devices.

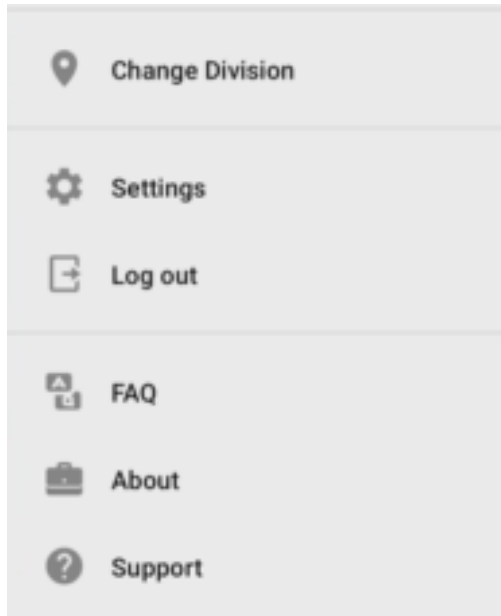
a. Menu icon is in the upper left corner on Android devices, as shown in the screenshot below.



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



3. Review the expanded menu options.



Change Division: Switch to another organization if the user is affiliated with more than one organization.

Settings: Update division data to refresh mobile application, sync with the web application, and select barcode types

Log out: Log out of the mobile application

FAQ: Mobile application frequently asked questions

About: Information about the vendor application software

Support: Contact Juvare support

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. **WI MCI Triage:** Captures the patient classification. This form is optional for MCI tracking.
 - b. **WI MCI Treatment:** Captures patient classification and basic provider evaluation. This form is required for MCI tracking.
 - c. **WI MCI Transport:** Captures the EMS agency involved, destination location, and destination estimated time of arrival. This form is required for MCI tracking.
 - d. **WI 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. **WI 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 "WI 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 "WI 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 "Forms" from the home page in the EMTrack mobile application and select the appropriate form.
 - a. **WI Facility Evacuation:** captures the patient classification, destination location, and destination estimated time of arrival during a facility evacuation.
 - b. **WI Daily Tracking:** an alternate method of daily EMS tracking without automatically assigning the "Triage Tag #."
 - c. **WI Unidentified Person/Reunification:** Captures patient information to support family reunification. This form also allows users to log physical characteristics for an unidentified patient to assist reunification efforts.
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 "WI Facility Evacuation" and the "WI Daily Tracking" forms 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.



WISCONSIN DEPARTMENT
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