



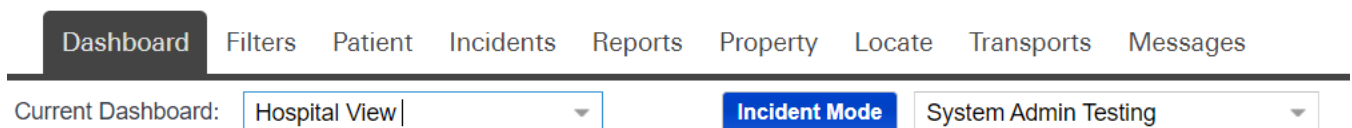
# EMTrack Web Patient Tracking Guide

## Introduction

- Users can access EMTrack online on the [Juvare 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.
- Network (cellular data or Wi-Fi) connectivity is not required on the mobile application, 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.
- EMTrack supports the sort, assess, lifesaving interventions, treatment and/or transport (SALT) mass casualty triage algorithm.
- 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.
- EMTrack web-based platform is interoperable with EMResource. EMTrack notifications must be configured in EMResource.
- 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](mailto:DHSEMSystems@dhs.wisconsin.gov) with incident details.
- Incidents can be created in advance for drills or exercises. Please email [DHSEMSystems@dhs.wisconsin.gov](mailto: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.

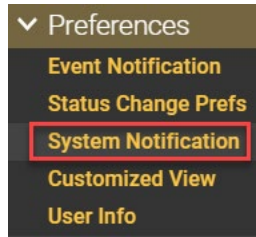
## Configuration

1. Log into [EMTrack](#) and update user information by selecting the "Profile" hyperlink in the toolbar, and select "Save" when finished.
2. Select the "Hospital View" dashboard in the "Current Dashboard" field and select the active "Incident Name" in the "Incident Mode" field as shown in the screen shot below.



3. Log into the [Juvare portal](#), and select the EMResource application.

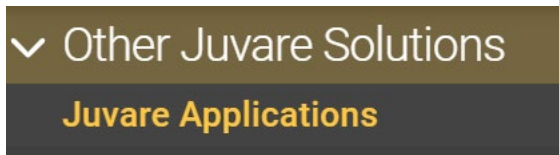
- Manage system notification preferences by updating the incoming patient notifications. Select the blue "Menu" button. Select to expand "Preferences," and select "System Notification," as shown in the screenshot below. Update the incoming patient notification methods as you choose, and select "Save."



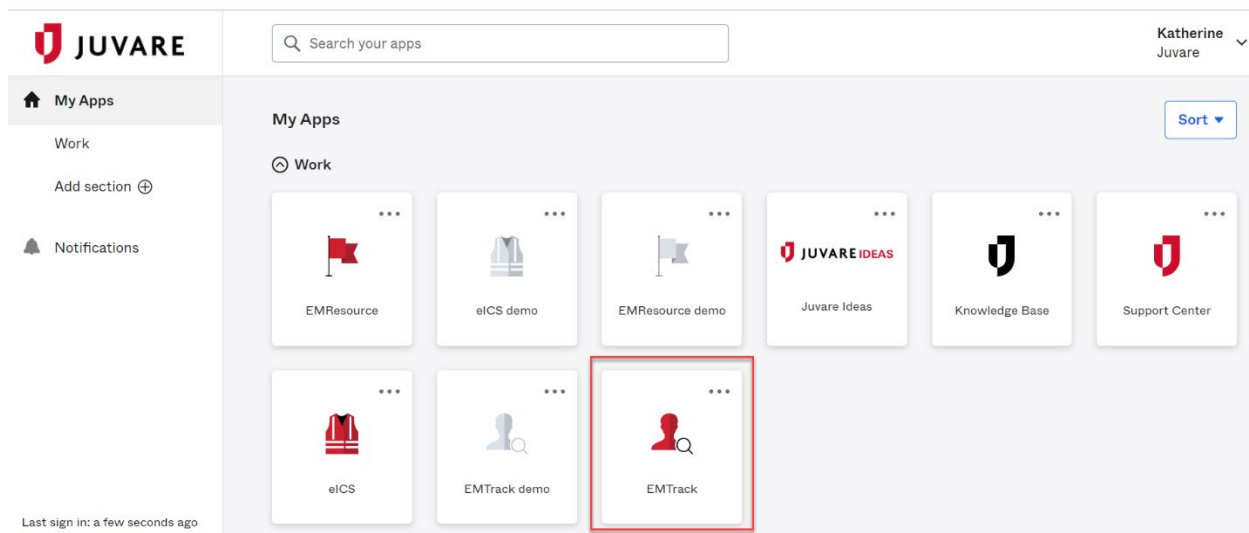
My System Notification Preferences						
Notification Type	Notification Methods					
Expired Status Notifications	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text	<input type="checkbox"/> Pager	<input type="checkbox"/> Mobile App	<input type="checkbox"/> Web Page	
ICS Notifications (relevant for Electronic ICS users only)	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text	<input type="checkbox"/> Pager	<input type="checkbox"/> Mobile App	<input type="checkbox"/> Web Page	
Incoming Patient Notifications	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text	<input type="checkbox"/> Pager	<input type="checkbox"/> Mobile App	<input checked="" type="checkbox"/> Web Page	
System Notifications	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text	<input type="checkbox"/> Pager	<input type="checkbox"/> Mobile App	<input type="checkbox"/> Web Page	

Go To User **Save**

- Navigate to EMTrack from the EMResource platform by selecting the blue "Menu" button. Select to expand "Other Juvare Solutions," as shown in the screenshot below, and select "Juvare Applications" to be taken to the Juvare application dashboard.



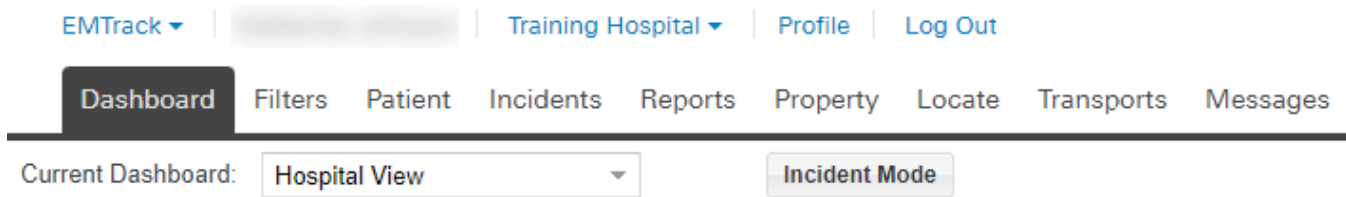
- Confirm that the EMTrack title is shown on the "My Apps" dashboard, as shown in the screenshot below.
- Navigate to EMResource by selecting the "EMResource" tile from the Juvare application dashboard portal.



- Select the hyperlink "Help" in the upper right tool bar to access EMTrack quick reference guides.

## EMTrack dashboard functionality

Quick reference guides on the EMTrack dashboard functionality can be found on [Juware's website](#). See the screenshot below for a look at the dashboard homepage.

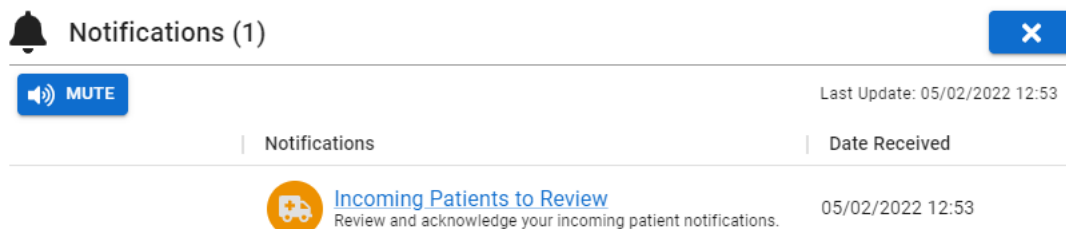


- **Location:** Associated facility or agency
- **Profile:** User preferences
- **Dashboard:** Hospital view is the current dashboard
- **Filters:** Advanced searching capabilities to find clients
- **Patient:** Add patients and clients into the system
- **Incidents:** List of incidents
- **Reports:** Group and incident reports
- **Property:** Add property to tracking record such as personal possessions or equipment
- **Locate:** Quick search to locate a patient or client
- **Transports:** List of active transports to review or acknowledge
- **Messages:** List of messages associated with transports
- **Incident Mode:** Toggle to incident specific information
- **Hospital Inbound Patients widget:** List of patients currently in transport to your facility
- **Regional Summary of All Clients – Current Location:** List of patients and their current location
- **Summary of All Clients – Triage Category:** Number of patients grouped by triage category
- **Summary of Current Incident Site:** List of patients grouped by incident site

## Acknowledging incoming patient notifications


Notifications can be acknowledged in EMResource or EMTrack. Notifications in EMResource will not have PHI. Notifications in EMTrack will contain PHI which is used for hospital staff to pre-register the patient prior to arrival in the ED.

1. In EMResource, the incoming patient notification will automatically pop up in the system, as shown in the screenshot below.

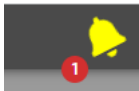


- a. Select "Mute" to silence the voice alert.
- b. Select the blue "X" to close the pop up. The alert will continue to pop up every 10 minutes until acknowledged.
- c. Select the "Incoming Patients to Review" hyperlink to see details of the patient transfer.

- d. Select the "Details" hyperlink, as shown in the screenshot below, to see details of the patient transport, send a message to the Emergency Medical Service (EMS) involved in transport, or acknowledge the incoming transport.
  - i. Acknowledging the transport will notify the transporting agency in the EMTrack mobile application.
  - ii. Messaging EMS will notify the transporting agency in the EMTrack mobile application.

Incoming Patient Notifications <span style="float: right;">Refresh</span>									
Acknowledge All									
Action	Triage Category	ETA	Alert Type	Status	Gender	Age	Destination	EMS Agency	EMS Unit
<a href="#">Details</a> 	<span style="color: yellow;">■</span> Yellow	13:12 (14 min)	-	New	Male	20 - 39 YR	Training Hospital	Bell Ambulance Inc.	8UC



- e. Access the notification by selecting the yellow notification bell in the upper right corner of EMResource.



2. In EMResource, select the blue "X" to close the Incoming Patient Notification pop-up, and switch to the EMTrack platform by selecting "EMTrack" under the "Other Juvare Solutions" found in the "Menu."
  - a. Select the "Incoming Patient Update" orange banner found at the bottom of the EMTrack screen, as shown in the screenshot below. Selecting the banner opens the "Transports" tab in EMTrack.



- b. Select the "Details" hyperlink, as shown in the screenshot below, to see the details of the patient transport, send a message to the emergency medical service (EMS) involved in transport, or acknowledge the incoming transfer.

Dashboard <span style="float: right;">System Settings   Help   Contact</span>									
Filters	Patient	Incidents	Reports	Property	Locate	<b>Transports</b>	Messages		
<b>Transports</b> <span style="float: right;"><input type="checkbox"/> Mute Alerts</span>									
Incoming Patients <span style="float: right;">History</span>									
Triage Category	ETA	Alert Type	Status	Gender	Age	Destination	EMS Agency	EMS Unit	
<span style="color: yellow;">■</span> Yellow	13:12 (14 min)	-	New	Male	20 - 39 YR	Training Hospital	Bell Ambulance Inc.	8UC	  <a href="#">Details »</a>

- c. Select the "Patient Details" to access patient PHI. Select the "Print" button to print a pdf and share to registration staff to facilitate pre-registration of the patient in the hospital electronic medical record (EMR). Select "Acknowledge" to acknowledge the transport and notify EMS of the acknowledgment in the EMTrack mobile application.

**- / Yellow**

Status	New
ETA	13:12 (14 min)
Notification Time	05/02/2022 12:57
Destination	Training Hospital
EMS Agency	Bell Ambulance Inc.
EMS Unit	8UC

Acknowledge
Receive
Print

**Patient**

Tracking ID #	2ba450da-f70a-4f14-875e-7da83d95cc1b
Age	20 - 39 YR
Gender	Male
Level of Care	-
Chief Complaint	Chest Trauma, difficulty breathing
Primary Impression	


[> Patient Details - Contains PHI \(click to view\)](#)

**Message EMS Unit**

Type your message...

Send

**Attachments**



- d. Once the transport has been acknowledged, a message will be sent to the transporting agency and a message will pop-up in the orange banner found at the bottom of the EMTrack screen, as shown in the screenshot below.

**- / Yellow**

Status	Acknowledged
ETA	12:48 (9 min)
Notification Time	05/02/2022 12:57
Destination	Training Hospital
EMS Agency	Bell Ambulance Inc.
EMS Unit	8UC
Last Update	05/04/2022 12:39 by katherine.johnson

Receive
Print

**Patient**

Tracking ID #	2ba450da-f70a-4f14-875e-7da83d95cc1b
Age	20 - 39 YR
Gender	Male
Level of Care	-
Chief Complaint	Chest Trauma, difficulty breathing
Primary Impression	

> Patient Details - Contains PHI

**Message EMS Unit**


**Training Hospital**  
12:39 by katherine.johnson

Facility has acknowledged the incoming patient. Male / 20 - 39 YR

Type your message...

Send

**Attachments**



## Receive incoming patients

Destination facilities must receive incoming patients. **Failure to receive the incoming patient will display the patient as still in transport in the EMTrack system.**

Navigate to the “Transports” tab and select “Receive” to confirm delivery of the patient transfer.

**- / Yellow**

Status	Acknowledged
ETA	<b>13:12</b> (13 min)
Notification Time	05/02/2022 12:57
Destination	Training Hospital
EMS Agency	Bell Ambulance Inc.
EMS Unit	8UC
Last Update	05/02/2022 12:58 by katherine.johnson

Receive Print

**Message EMS Unit**

**Training Hospital**  
12:58 by katherine.johnson  
Facility has acknowledged the incoming patient. Male / 20 - 39 YR


**Training Hospital**  
12:59 by katherine.johnson  
road block, will be delayed 10 minutes

Type your message...

Send

## Dashboard reconciliation and complete patient transfer

1. Access Detailed Patient Information.
  - a. For patients involved in an MCI incident that have a triage tag, scan the patient’s triage tag in the “Search” field in the upper right corner.

Q   
[System Settings](#) | [Help](#) | [Contact](#)


- b. For patients involved in a daily EMS run, use the “Locate” or “Filters” tabs to search for a patient.

2. On the Hospital View dashboard, within the Hospital Inbound Patients – End User View screen, select the magnifying glass to be taken to Detailed Patient Information.

Dashboard Filters Patient Incidents Reports Property Locate Transports Messages

Current Dashboard: Hospital View Incident Mode

Hospital Inbound Patients - End User View [Patient Total:1]

Provider Evaluation	Mobile Provider	Provider Unit	ETA
 Yellow - Chest Trauma, difficulty bre...	Bell Ambulance Inc.	8UC	

Detailed Patient Information: 2ba450da-f70a-4f14-875e-7da83d95cc1b



[Edit](#) [Transport](#) [Receive](#) [Discharge](#) [More](#)

Tracking Number: 2ba450da-f70a-4f14-875e-7da83d95cc1b  
 Name: Josh Test  
 Age: 35 yrs 03/21/1987  
 Gender: Male  
 Triage Category: Yellow  
 Provider Impression: Chest Trauma - difficulty breathing  
 Tracking Details: At Training Hospital

- a. Select "Transport" to transfer to another facility in EMTrack.
- b. Select "Receive" to receive the patient in EMTrack.
- c. Select "Discharge" to discharge the patient from EMTrack. This completes the patient tracking process.
- d. Select "More" and then select "Views" to print a detailed report.
- e. Select "Edit" to be taken to the patient record in EMTrack. Select in the "Medical Record Number (EMR#)" field, as shown in the screenshot below, and scan the hospital wrist band applied during registration. Entering the visit number or contact serial number in this field allows hospital staff to search for patients in the "Search" field by hospital wrist band in the event the patient does not have a triage tag.

Demographics Relatives Property Images / Files Complaint / History Assessment Treatment

Hospital Unique Identifier

Medical Record Number (EMR#)  EMR # (Unique to Encounter) 

**Note:** Patient or client records can be edited to add identifying information about the person, for example, physical characteristics, clothing, or associating a relative with the patient's record. It is recommended that hospital staff add physical characteristics, clothing, or personal belongings to unidentified patients to support family reunification efforts. Select the tab to document additional information as shown in the screen shot below.

Demographics Relatives Property Images / Files Complaint / History Assessment Treatment

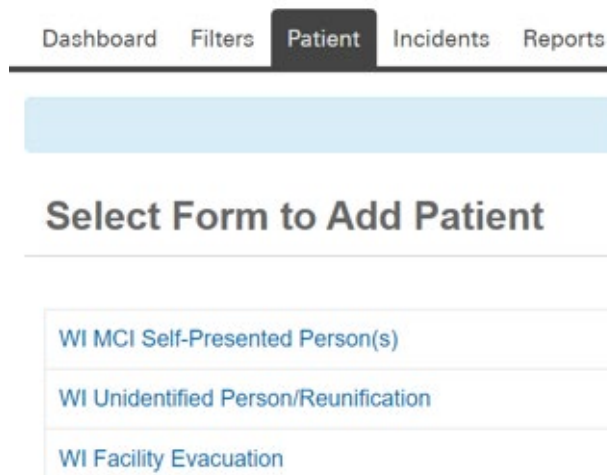
- i. Select "Save and Exit" once documentation is complete.

# Incident Tracking

## Mass casualty incident (MCI) tracking and other tracking procedures

EMTrack web-based platform allows users to start tracking patients like mobile patient tracking forms or for patients that arrive at the facility without EMS transport. Patients associated with an active incident that arrive by law enforcement or their personal vehicle should be entered into the EMTrack system and linked to the incident.

1. Select the "Patient" tab, as shown in the screenshot below.



- a. **WI Self-Presented Person(s):** Captures patient classification for patient(s) that arrive at a hospital without EMS transport. This form is optional for MCI tracking.
  - b. **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. "Current location" is the facility the patient has presented.
  - c. **WI Facility Evacuation:** Captures patient information used for a facility evacuation. "Current location" is the facility evacuating. "Destination location" is the location the patient is being transferred to.
2. Enter patient identifiers
    - a. Fields with an asterisk are required.
    - b. Current location is the facility the patient has presented.
  3. Select "Save" when information entered is complete. The patient will be automatically acknowledged and received to the current location facility. Reconcile the dashboard and discharge the patient per the "dashboard reconciliation and complete patient transfer" instructions above.