

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 (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 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. Incoming Patient Notifications are configured in EMResource.
 - a. Log into the [Juvare portal](#), and select the EMResource application.
 - b. 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.”

- ▼ Preferences
- Event Notification
- Status Change Prefs
- System Notification**
- Customized View
- User Info

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**

2. Log into the [Juvare portal](#), and select the EMTrack tile to launch the EMTrack web-based platform. Update user information by selecting the "Profile" hyperlink in the toolbar and select "Save" when finished.
3. Select a view in the "Current Dashboard" field.
 - a. Hospital: Used for hospital staff to receive incoming patients tracked from the incident site or for staff to track self-presented patients involved in an incident.
 - b. Field Incident Command: Used for incident commanders and includes a summary of persons and EMS agencies involved in an incident.
 - c. Dispatch: Used for emergency managers and dispatch staff for a summary of active incidents.
 - d. Reunification: Used for public health staff to facilitate reunification efforts.
 - e. Shelter: Used for public health staff to facilitate shelter needs.
4. Select the active "Incident Name" in the "Incident Mode" field as shown in the screen shot below.

Current Dashboard: Hospital Incident Mode Training (Use for testing)

EMTrack dashboard functionality

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

Dashboard Filters Patient Incidents Reports Property Locate Transports Messages

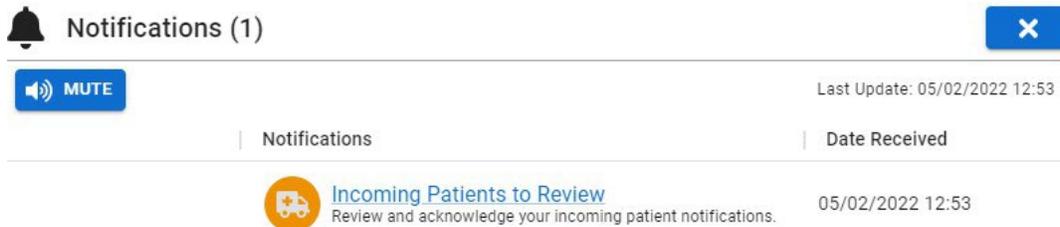
- **Location:** Associated facility or agency
- **Profile:** User preferences
- **Dashboard:** Summary view of persons involved in an incident
- **Filters:** Advanced searching capabilities to find clients
- **Patient:** Add patients and clients into the system
- **Incidents:** List of incidents
- **Reports:** 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

Persons tracked at incident site and transported to destination facility

Persons tracked at an incident site on the EMTrack mobile application that are transported to a destination facility will initiate incoming patient notifications for destination facilities to acknowledge and receive an inbound patient. 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 Refresh									
Acknowledge All									
Action	Triage Category	ETA	Alert Type	Status	Gender	Age	Destination	EMS Agency	EMS Unit
Details ⓘ	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.

Transports Mute Alerts

Incoming Patients History

Triage Category	ETA	Alert Type	Status	Gender	Age	Destination	EMS Agency	EMS Unit	
■ Yellow	13:12 (14 min)	-	New	Male	20 - 39 YR	Training Hospital	Bell Ambulance Inc.	8UC	Details »

- 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](#)

Message EMS Unit

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

Type your message...

[Send](#)

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

Date of Birth	03/21/1987
Age	35 Years
First Name	Josh
Last Name	Test
City	Milwaukee
State	WI
Country	United States of America

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.

The screenshot shows a patient tracking interface. At the top, there is a yellow header with the text "- / Yellow". Below this is a table of patient details:

Status	Acknowledged
ETA	13:12 (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

Below the table, there are two buttons: "Receive" (highlighted with a red box) and "Print".

Underneath the buttons is a section titled "Message EMS Unit" containing two messages from "Training Hospital":

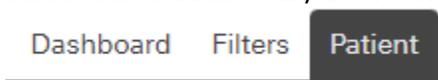
- 12:58 by katherine.johnson: Facility has acknowledged the incoming patient. Male / 20 - 39 YR
- 12:59 by katherine.johnson: road block, will be delayed 10 minutes

At the bottom, there is a text input field with the placeholder "Type your message..." and a "Send" button.

Persons not tracked at incident site but arrive by Emergency Medical Service or self-present to hospital.

EMTrack web-based platform allows users to start tracking patients like mobile patient tracking forms or for persons involved in an incident that arrive at the facility by law enforcement, personal vehicle, or without EMS transport. Organizations that have a unique identifier barcode, like a wristband for admitted patients in the emergency department can be used as the triage tag number for persons tracked. Organizations that do not have a unique identifier barcode can use the "Start Run" feature which auto-generates a triage tag number for persons tracked.

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



2. Select the "WI Hospital Tracking" form, as shown in the screenshot below.

Select Form to Add Patient

WI Hospital Tracking

3. Enter patient identifiers
 - a. Fields with an asterisk are required.
 - b. Current location is the facility the patient has presented.
4. Enter triage tag
 - a. Option 1. Scan hospital wristband using a USB scanner. Select "Save" when information entered is complete. The patient will be automatically acknowledged and received to the current location facility.
 - b. Option 2. Select "Start Run" to auto-generate a tracking number. Select "Cancel Run" when documentation is complete. Select "Patient is delivered to destination location" and select "End Run" as shown in the screen shot below.

End Run?

Patient is delivered to destination location

Cancel

End Run

Dashboard reconciliation and complete tracking

1. Access Detailed Patient Information.
 - a. For patients involved in an incident that have a triage tag, scan the patient's triage tag in the "Search" field in the upper right corner. The search field can also be used by entering text and selecting the magnifying glass.

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

- b. For patients involved in an incident that do not have a triage tag, use the "Locate" or "Filters" tabs to search for a patient.
- c. For patients involved in a daily EMS run, use the "Locate" or "Filters" tabs to search for a patient.

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

- Select "Transport" to transfer to another facility in EMTrack.
- Select "Receive" to receive the patient in EMTrack.
- Select "Discharge" to discharge the patient from EMTrack. This completes the patient tracking process.
- Select "More" and then select "Views" to print a detailed report.
- 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.

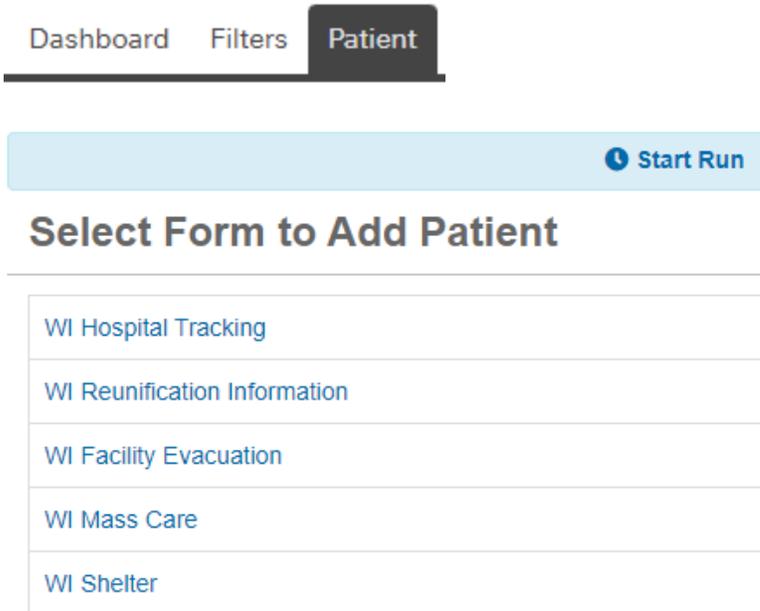
Note: Patient or client records can be edited to add identifying information about the person, for example, physical characteristics, clothing, or associating a relative with the patient’s record. It is recommended that hospital staff add physical characteristics, clothing, or personal belongings to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

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

Incident Tracking

Other tracking procedures

EMTrack web-based platform allows users to start tracking patients. Select the "Patient" tab for other tracking procedure forms.



WI 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. Persons that have not been tracked can arrive by emergency medical services, or self-present to a hospital. Select "Start Run" to auto-generate a unique identifier in the "Triage Tag #" field, or, scan a facility unique identifier in the "Triage Tag #" field using a USB scanner. Hospitals can consider using a electronic medical record number wristband for the unique identifier.

WI Reunification Information: This form is used to capture identifiable information to support reunification and log physical characteristics for an unidentified person. Select the label(s) that is most appropriate for the personal information that is being collected/tracked.

WI Facility Evacuation: This form is used for facility evacuations. Select "Start Run" to auto-generate a unique identifier in the "Triage Tag #" field, or, scan a facility unique identifier in the "Triage Tag #" field using a USB scanner. Hospitals can consider using a electronic medical record number wristband for the unique identifier. Facilities that prefer to import a list of patients that require transport and auto-assign a triage tag number can email DHSEMSystems@dhs.wisconsin.gov for assistance.

WI Mass Care: Use this form to track persons involved in mass care. Select "Start Run" to auto-generate a unique identifier in the "Triage Tag #" field, scan a facility unique identifier in the "Triage Tag #" field using a USB scanner, or, manually enter the unique identifier by typing the unique identifier. The "sub location" may be used to identify specific areas of location site.

WI Shelter: Use this form to treat persons in a shelter. Select "Start Run" to auto-generate a unique identifier in the "Triage Tag #" field, or, scan a facility unique identifier in the "Triage Tag #" field using a USB scanner, or, manually enter the unique identifier in the "Triage Tag #" field. The "Sub Location" field will be used to move the person to different areas of the shelter, or to check out persons that are leaving the shelter.

1. Enter patient identifiers

- a. Fields with an asterisk are required.
- b. Current location is the facility the patient has presented.

2. Enter triage tag

- a. Option 1. Scan hospital wristband using a USB scanner. Select "Save" when information entered is complete. The patient will be automatically acknowledged and received to the current location facility.
- b. Option 2. Select "Start Run" to auto-generate a tracking number. Select "Cancel Run" when documentation is complete. Select "Patient is delivered to destination location" and select "End Run" as shown in the screen shot below.

End Run?

Patient is delivered to destination location

Cancel

End Run