



EMResource Emergency Department Status

Users can access [EMResource online](#) through their web browser.

Introduction

- Hospital staff can update the status of their emergency department (ED) in EMResource to alert emergency medical services (EMS), dispatch, nearby hospitals, and other health care partners of the potential impact in accepting ambulance traffic.
- EMS transports patients to hospitals based on patient conditions, needs for specialty care, and patient preference.
- Wisconsin Department of Health Services (DHS) encourages EMS, dispatch, and hospital users to participate in EMResource and receive real-time notifications.
- Hospital staff should create general announcement alerts in EMResource when the ED status is changed or to communicate time-sensitive updates not related to any surge event.
- The term "status" refers to a data field.
- The term "resource" refers to a facility.

Emergency Department Definitions

EMResource defines the emergency department status reasons by:

- **Open:** Open to all ambulance traffic
- **No ED:** No ED at the facility
- **Limited Divert:** Diversion for a specific reason, limited but not subject to:
 - Intensive Care Unit (ICU) beds unavailable
 - ED Boarders (new admissions pending due to lack of an inpatient bed)
 - Equipment failure (indicate the specific equipment failure)
 - Specialty care limitations
- **Peak Census:** ED at peak bed capacity, still accepting ambulance traffic and expecting delays
- **Bypass:** ED is closed to inbound ambulance traffic (should only be used when hospitals have sustained a major internal emergency, such as HAZMAT, evacuation, or structural damage)

Verify Contact Information

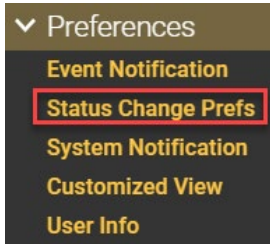
1. Select **Menu** and then select **Preferences**.
2. Select **User Info** and update individual contact methods as needed.
3. Select **Save** to update contact information and exit.

Set User Preferences to Receive Alert Notifications

Opt in to alerts to receive event notifications for event templates in your region and statewide. For more information on setting event notification preferences, review [Juvare's training guide](#).

Create a Status Change Notification

1. Manage system notification preferences by updating the incoming patient notifications. Select the **blue Menu button**. Select the **down arrow** to expand "Preferences," and select **Status Change Prefs**, as shown in the screenshot below.



2. Select **Add**.
 - a. Search for the resource (facility) that the system will notify when there is a status (data field) change.
 - b. Use the "Name" field or "Category" field to find the resource (facility), and select **Search**, as shown in the screen shot below.

Find Resources

What?

Name (or AHA ID)	Category
<input type="text" value="Training"/>	<input type="text" value="Hospital"/>

<input type="checkbox"/>	Resource Name ▲	Status	Region	Resource Type
<input type="checkbox"/>	Training Hospital	--	Wisconsin	Region 5 South Central HERC

- c. Select the resource name, and select **Notifications**, as shown in the screenshot below.

<input checked="" type="checkbox"/>	Resource Name ▲	Status	Region	Resource Type
<input checked="" type="checkbox"/>	Training Hospital	--	Wisconsin	Region 5 South Central HERC

Notifications

- d. Select the + next to the section that includes the applicable status. For example, "Capability Status" includes the "ED Status" data field, as shown in the screen shot below.

+ Organization					
- Capability Status					
ED Status					
No ED	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text	<input type="checkbox"/> Pager	<input type="checkbox"/> Mobile App	<input type="checkbox"/> Web Page
Open	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text	<input type="checkbox"/> Pager	<input type="checkbox"/> Mobile App	<input type="checkbox"/> Web Page
Peak Census	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text	<input type="checkbox"/> Pager	<input type="checkbox"/> Mobile App	<input type="checkbox"/> Web Page
Limited Divert	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text	<input type="checkbox"/> Pager	<input type="checkbox"/> Mobile App	<input type="checkbox"/> Web Page
Bypass	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text	<input type="checkbox"/> Pager	<input type="checkbox"/> Mobile App	<input type="checkbox"/> Web Page

- e. Select the method of delivery for each status reason (No ED, Open, Peak Census, Limited Divert, or Bypass). Select **Save**.

Update ED Status Reason

1. On the "Region Dashboard," find your facility and select the **ED Status** field, as shown in the screenshot below.

Wisconsin		View	Region 5
Region 5			
Region 5 South Central HERC			ED Status
	Stoughton Hospital		Open
	The American Center		Open
	Training Hospital		Open
	University of WI Hospital/Clinics		Open

2. The "Update Status" box will automatically pop-up. Select the **radio button** for the appropriate ED Status, enter a comment, and select **Save**, as shown in the screenshot below.

Update Status for Training Hospital

[Show All Statuses](#)

Training Hospital

Select the statuses to update (unchecked ones will not be changed):

ED Status: Status of ED for accepting ambulance traffic

Open: Open to all ambulance traffic

No ED: No ED at facility

Limited Divert: See comment for reason (diversion to certain types of patients)

Please note: You must enter a Comment when choosing "Limited Divert" status.

Peak Census: ED at peak bed Capacity; Still accepting ambulances- Expect delays

Bypass: ED is closed to inbound EMS patients. At full capacity or has sustained a major internal emergency (Structural damage, environmental, HAZMAT, Utilities failure, etc.)

Comment:

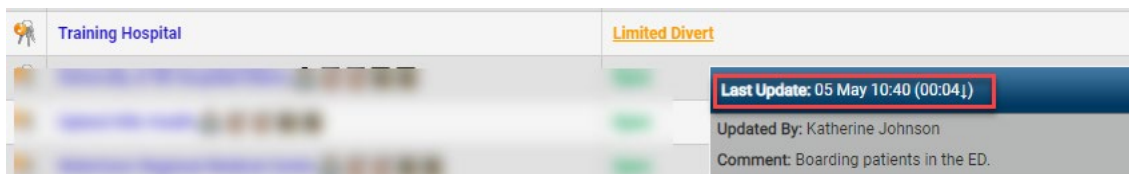
Boarding patients in the ED.

[Show All Statuses](#)

Save

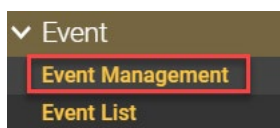
Cancel

3. Hover over the "ED Status" field to see details about the status change, as shown in the screenshot below.



Create a General Announcement Event

1. Select the **blue Menu button** to find a list of menus. Use the search feature to find "Event," and click to expand event options. Select **Event Management**, as shown in the screenshot below.



2. Select **Create New Event**, as shown in the screenshot below.



3. A list of event templates will populate. Identify the "General Announcement" template for your health emergency readiness coalition (HERC) region.
4. Fill in the event information. The image below provides an example.

- Include the facility name and city in the event title.
- Add essential information without the use of abbreviations.
- Remove irrelevant default information and be concise. Default information is generated as a guide.
- Verify a specific address for responding partners if able.
- Update event start and end time as needed. Default event time will start immediately and end in 24 hours.
- Check "Display in Event Banner" to show the event in the event banner.
- Check "End Quietly" if you do not want to initiate a notice of the end of the event.
- Set timing or disable "Re-notify." This will re-alert facilities and users associated with the event template as often as you choose.

Title:**

Information:**

Street Address:

City:

State:

Zip Code:

County:

Latitude/Longitude:

Event Ends: 24 hours after event starts
- [Hide settings](#)

Event Start:** Immediately
 May 5, 2022 at 11:05

Event End:** 24 hours after event starts
 May 6, 2022 at 11:05
 Never

Attached File: No file chosen
Only .html, .txt and .pdf files are allowed. Maximum file size is 5 megabytes (MB).

Display in Event Banner? Check to show event in the colored event banner near top of page.
This option must be selected for events with no resources.

Private? Check if users should only see data for their resources.

Drill? Check if this event is only a drill.

End Quietly? Check if this event should end quietly, without notifications.

Re-notify: Disabled
 Every hours Starting at :
 at specified times (times are in America/Chicago)

- Resources associated with the General Announcement template will automatically default to include in the event. Select the **Select All** box, as shown in the screenshot below.

Re-notify: Disabled
 Every hours Starting at :
 at specified times (times are in America/Chicago)

Resources to Participate in This Event:

(Any Resource Group) (Any Resource Type) Resource Name Search Show All

<input checked="" type="checkbox"/>	Resource Name	Resource Type
<input checked="" type="checkbox"/>	American Family Children's Hosp	Region 5 South Central HERC
<input checked="" type="checkbox"/>	Beaver Dam Community Hospital	Region 5 South Central HERC
<input checked="" type="checkbox"/>	Beloit Memorial Hospital	Region 5 South Central HERC
<input checked="" type="checkbox"/>	Columbus Community Hospital	Region 5 South Central HERC

- Select **Start Event** at the bottom of the page.
- The notification alert will automatically pop-up. Select **Acknowledge** to acknowledge the event notification, as shown in the screenshot below.

Notifications (1)

ACKNOWLEDGE ALL MUTE

Notifications

ACKNOWLEDGE [ED Diversion at Training Hospital](#)
 ED is on diversion due to boarding patients in the ED

- The event will be present on the banner if selected during the event creation.

Wisconsin View Region 5 (my default)

ED Diversion at Training Hospital



Emergency Department Status and System Configuration


Limited Divert and Bypass status reasons are configured with a timer. The timer is set for four hours and will count down until expiration, then begin counting up. Once the timer is expired, the status details will turn red, and the system will automatically alert users to "Please Update Status," as shown in the screenshots below.


Last Update: 05 May 10:40 (00:01↑) **Overdue**

Updated By: Katherine Johnson

Comment: Boarding patients in the ED.

 Notifications (1) 

 MUTE Last Update: 05/05/2022 10:49


Notifications	Date Received
 Overdue Status Review and update all of your overdue status items.	05/05/2022 10:49

1. To ignore the alert:
 - a. Select the **Mute button** to silence the voice alert.
 - b. Select the **blue X** to close the pop-up.

Note: The alert will continue to pop-up every 10 minutes until the status is updated. If needed, access the notification by selecting the **notification bell** in the upper right-hand of EMResource, as shown in the screenshot below.



2. To update the status:
 - a. Select the **Overdue Status hyperlink**.
 - b. Select the appropriate radio button if there has been a change in the ED status and select **Save**. Otherwise, if there is no change in the ED status, then simply select **Save**.

 **Training Hospital**
Status is Overdue

Select the statuses to update (unchecked ones will not be changed):

ED Status (Required/Overdue): Status of ED for accepting ambulance traffic

Open: Open to all ambulance traffic
 No ED: No ED at facility
 Limited Divert: See comment for reason (diversion to certain types of patients)

Please note: You must enter a Comment when choosing "Limited Divert" status.

Peak Census: ED at peak bed Capacity; Still accepting ambulances- Expect delays
 Bypass: ED is closed to inbound EMS patients. At full capacity or has sustained a major internal emergency (Structural damage, environmental, HAZMAT, Utilities failure, etc.)

Comment:

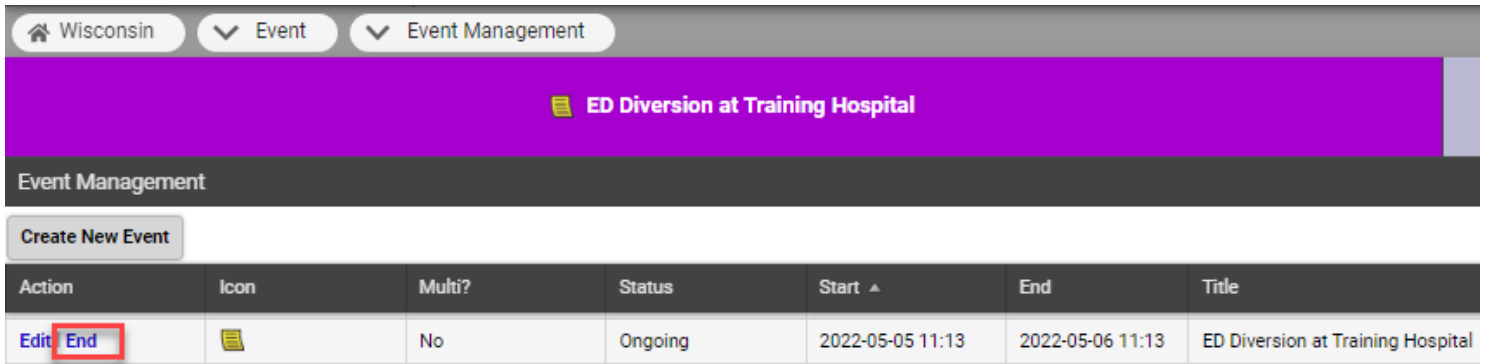
Boarding patients in the ED.

[Show All Statuses](#)


End the General Announcement Event

1. End the event by selecting **Menu**. Use the search feature to find "Event," and select **the arrow** to expand event options. Select **Event Management**.

2. Select **End**, as shown in the screenshot below.



The screenshot shows a web interface for event management. At the top, there are breadcrumb navigation items: 'Wisconsin', 'Event', and 'Event Management'. Below this is a purple header bar with a document icon and the text 'ED Diversion at Training Hospital'. Underneath is a dark grey bar labeled 'Event Management'. A button labeled 'Create New Event' is visible. The main content is a table with the following columns: Action, Icon, Multi?, Status, Start ▲, End, and Title. The first row of data has 'Edit' and 'End' in the Action column, a document icon in the Icon column, 'No' in the Multi? column, 'Ongoing' in the Status column, '2022-05-05 11:13' in the Start column, '2022-05-06 11:13' in the End column, and 'ED Diversion at Training Hospital' in the Title column. The 'End' button is highlighted with a red rectangular box.

Action	Icon	Multi?	Status	Start ▲	End	Title
Edit End		No	Ongoing	2022-05-05 11:13	2022-05-06 11:13	ED Diversion at Training Hospital