



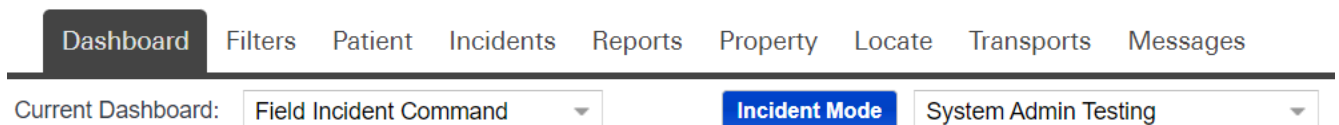
EMTrack Family Reunification

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.
- Once the application is downloaded, network (cellular data or Wi-Fi) connectivity is not required. Any data entered will be saved until connectivity is re-established.
- The "Training Mode" option on the mobile application should be disabled.
- EMTrack supports the sort, assess, lifesaving interventions, treatment and/or transport (SALT) mass casualty triage algorithm.
- Data entered in the mobile application is refreshed every 90 seconds and will automatically time out after 30 minutes of inactivity.
- Users are assigned a password by default which enable 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.
- 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 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.

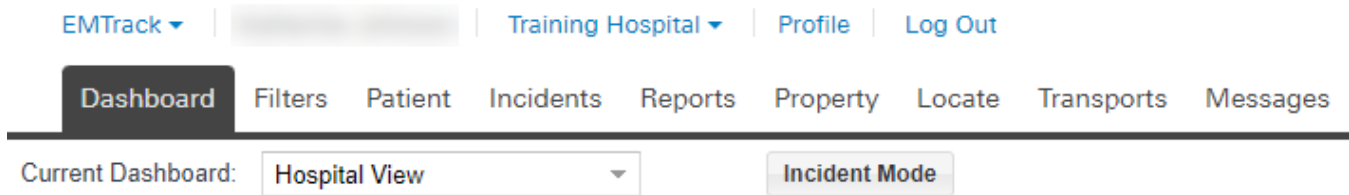
Configuration

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



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.



- **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

Family Reunification

Incident Tracking

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.

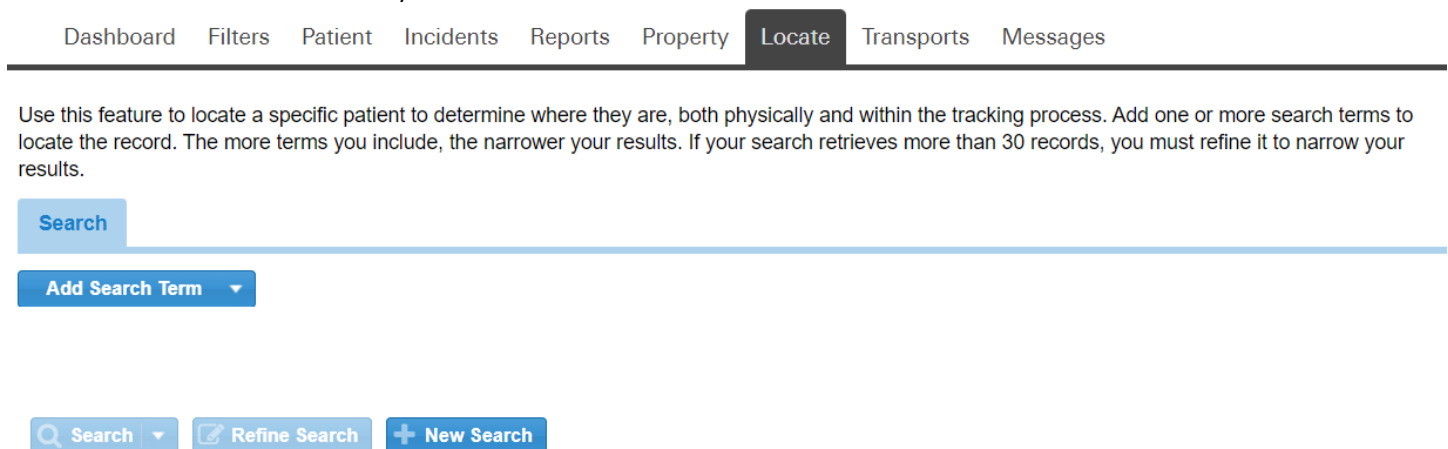
1. Select the "Patient" tab, as shown in the screenshot below.



2. Select the "WI Unidentified Person/Reunification" form. This form 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.
3. Enter patient identifiers
 - a. Fields with an asterisk are required.
 - b. Current location is the family reunification center.
 - c. Labels are used to categorize persons involved in family reunification.
 - i. Person Seeking: Person searching for an individual involved in the incident.
 - ii. Person Safe: Person involved in the incident that is sharing they are safe.
 - iii. Unidentified Patient: Patient that received medical evaluation that was tracked from the incident but has not been identified.
4. Select "Save" when information entered is complete. The patient will be automatically acknowledged and received to the family reunification center.
5. Reconcile the dashboard and discharge the patient per the "dashboard reconciliation" instructions below.

Search for Involved Persons

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



Use this feature to locate a specific patient to determine where they are, both physically and within the tracking process. Add one or more search terms to locate the record. The more terms you include, the narrower your results. If your search retrieves more than 30 records, you must refine it to narrow your results.

2. Select "Add Search Term" to select a search category.
 - a. Select multiple search categories to narrow search results.
 - b. Some search categories require an exact match of entered text.
 - c. To refine your criteria, select "Refine Search." The page shows the criteria you specified. Edit, as needed.
 - d. To start a new search, select "New Search".
 - e. Select the incident associated with the reunification center.

Edit a Person's Record

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.

1. Locate the patient using the "Locate" feature as above.
2. Select the magnifying glass icon as shown in the screenshot below.

Tracking Number	First Name	Last Name	Age	Gender	Last Tracking Update	Tracking Summary
002REU053122	Luna	Fish	1 - 3 YR	Female	31 May 2022 12:46 by Jennifer B...	At Reunification Center

3. The "Detailed Patient Information" screen opens. Select the "Edit" button as shown in the screenshot below.

Detailed Patient Information: 002REU053122

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

Tracking Number: 002REU053122
Name: Luna Fish
Age: 2 yrs 01/17/2020
Gender: Female
Triage Category: Unspecified
Tracking Details: At Reunification Center

4. Select the tab to document additional information as shown in the screenshot below.

Demographics	Relatives	Property	Images / Files	Complaint / History	Assessment	Treatment
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5. Select "Save and Exit" once documentation is complete.

Dashboard Reconciliation

1. On the Field Incident Command dashboard, within the Regional Summary of Active Patients - Current Location widget, monitor the number of persons actively seeking reunification as shown in the screenshot below.

Dashboard Filters Patient Incidents Reports Property Locate Transports Messages System Settings Help Contact

Current Dashboard: Field Incident Command Incident Mode System Admin Testing Save Configure

Summary of All Clients - Triage Category - Incident - System Admin Testing

Patient Total: 37

3
Red

14
Yellow

8
Green

1
Grey

0
Black

11
Unspecified

Regional Summary of Active Patients - Current Location - Incident - System Admin Testing

Description	●	●	●	●	●	U	Total
Reunification Center	0	0	0	0	0	3	3
System Admin Testing: Transport	1	0	1	0	0	0	2
System Admin Testing: Triage	0	1	1	0	0	0	2
Training Hospital	0	11	4	0	0	7	22
Total	1	12	6	0	0	10	29

2. Discharge the person from the reunification center to complete reunification. Select the "blue hyperlink" number under the "Total" category for a list of active patients at the reunification center as shown in the screenshot below.

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Active Patients - Incident - System Admin Testing [Patient Total:4]

<input type="checkbox"/>	Views	Age	Gender	Provider Evaluation	Tracking Summary
<input type="checkbox"/>		4 - 12 YR	Male	● Unspecified	At Reunification Center
<input type="checkbox"/>		20 - 39 YR	Male	● Unspecified	At Reunification Center
<input type="checkbox"/>		1 - 3 YR	Female	● Unspecified	At Reunification Center
<input type="checkbox"/>		20 - 39 YR	Female	● Unspecified	At Reunification Center

3. Select the magnifying glass icon to access the "Detailed Patient Information" as shown in the screenshot below.

Detailed Patient Information: 002REU053122

Edit Transport Receive Discharge More

Tracking Number: 002REU053122
Name: Luna Fish
Age: 2 yrs 01/17/2020
Gender: Female
Triage Category: Unspecified
Tracking Details: At Reunification Center

- a. Select "Discharge" to discharge the person from EMTrack. Select the "Reunified" discharge choice and select "Discharge." This completes the reunification tracking process.
- b. Select "More" and then select "Views" to print a detailed report.