EMTrack and Patient Tracking in Wisconsin

Katherine Johnson

Hospital and Healthcare Systems Coordinator

May 12, 2023

What is EMTrack?

- Mechanism to electronically trace the movement of the patient from initial encounter through the health care system
- Provides real-time situational awareness between incident commanders, field responders, and health care organizations by automatically updating transport information through the scene of an incident
- Follows incident command system triage, treatment and transport

Incident Command System

https://www.ncbi.nlm.nih.gov/books/NBK534800/figure/article-31672.image.f1/?report=objectonly
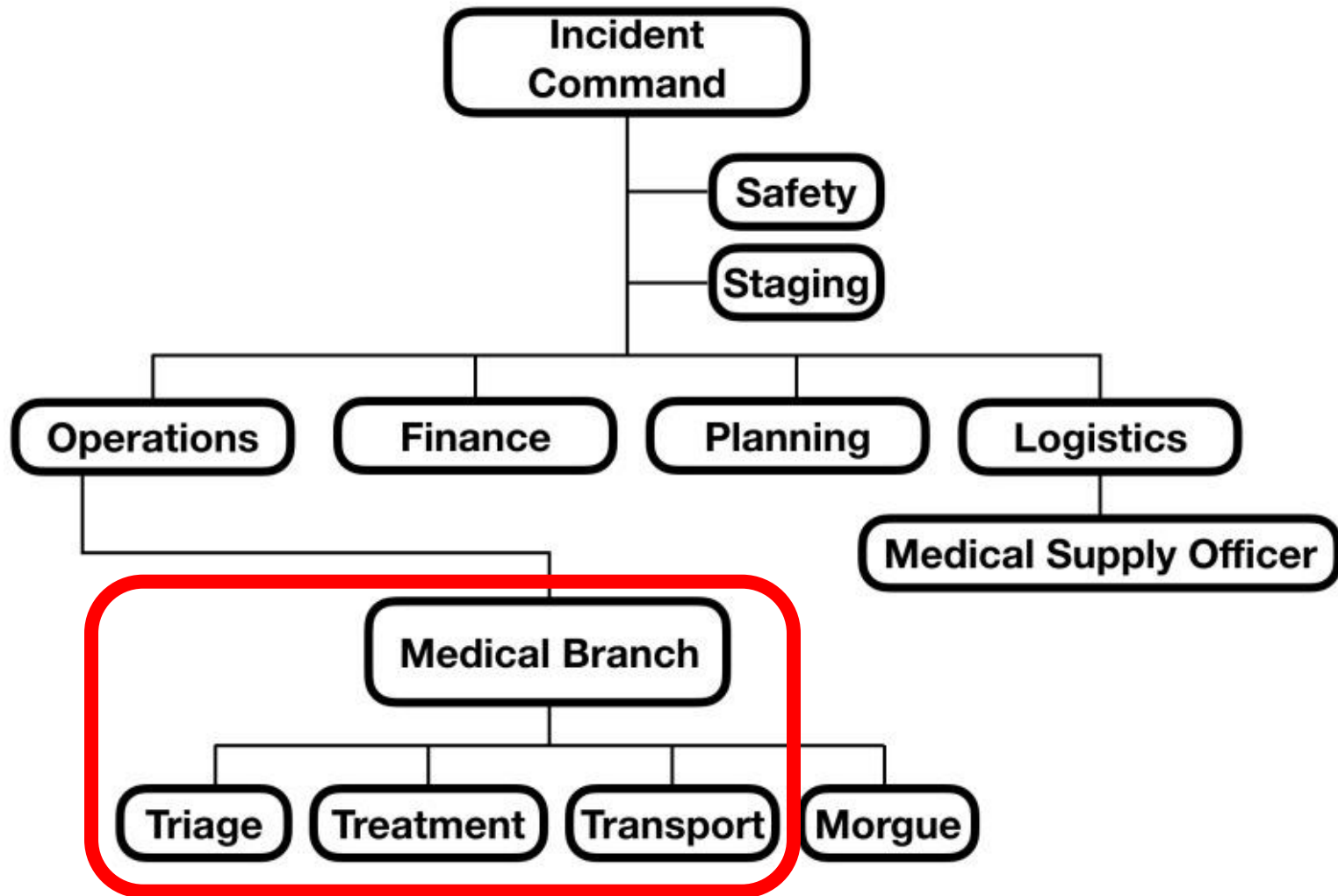
EMTrack Basics

- Software (Juvare) licensed by WI DHS, no special equipment
- Web-based or mobile app (Android or iOS smart devices)
- If network (internet or cellular data) is not available, entered data is queued and uploaded when network becomes available
- Secure and HIPAA compliant handling of data
- Functionality is role-based
- Serves as a centralized repository of patient tracking information

Scope of Use

- Mass Casualty Incidents (MCI)
- Planned events with large public gatherings
- Health care facility evacuation
- Reunification
- Daily emergency medical service (EMS) runs

Who Uses EMTrack?

- Emergency Medical Services (EMS)
- Hospitals
- Public Health
- Incident commanders
- Dispatch

What Data is Collected?

- Protected Health Information (PHI) of patients involved in scene
- Triage category
- Patient transport information

How is Data Used?

- Incident management
- Incoming patient notifications for hospitals
- Family reunification
- Situation reports
- After action reports

Mobile Application

- Uses forms to collect encrypted information
- Maintains capabilities while offline
- Creates a unique patient ID
  - Scanning 1d barcodes (triage tags, wrist bands, toe tags) and QR codes
  - Daily tracking via system-generated ID
- Scans 2d barcodes for driver's license to automatically pull demographics into forms
- Pulls value forward on each form by clicking the pad lock

Mobile Application Login

- Users are set up with a password by default and can reset their password
- Password users can access dashboards on the web-based platform
- Password users can also have a PIN for quick mobile login
- PIN users only have access to data entry
- PIN users are unable to reset their PIN and should email DHSEMSystems@dhs.Wisconsin.gov if unable to login

Mobile PIN vs Password

Mobile App Functionality

- Forms: Use incident forms for tracking
- Messages: Communicate with staff online
- Transports: Track patients in transport
- Incidents: Monitor ongoing incidents
- Slight variation between iOS and Android devices
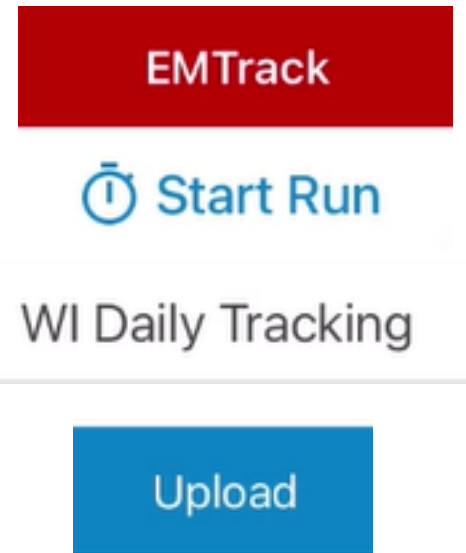 - o iOS menu button is in the bottom ribbon

  - o Android menu is in the top ribbon

Mobile App Daily Tracking

- Select *Start Run*
- Select *WI Daily Tracking*
    System generated unique ID
    Enter patient information
- Select *Upload* to end the run and confirm if the patient was delivered

EMTrack

⏱ Start Run

WI Daily Tracking

Upload

Android patient

Confirm

Are you sure you want to end the patient run?

☑ Patient Delivered

CANCEL   END RUN

iOS patient delivery

End Run?

YES – Patient Delivered

YES – Patient Not Delivered

Cancel

Web Platform Functionality

- Dashboards
- Filters
- Coordination with patients and clients
- Incident management (MCI, evacuation, public event)

- Report repository
- Property
- Locate
- Transports
- Messages

EMTrack ▾   Katherine Johnson   Wisconsin ▾   Profile   Log Out

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

Current Dashboard: WI Hospital View ▾   Incident Mode   Save   Configure ▾

Web Scanning Functionality

- USB scanning tools
- 1d barcode scanner
  - Unable to scan QR codes or driver's licenses
- 2d barcode scanner
  - Scan 1d, 2d and QR barcodes

EMTrack Web Alert

Incoming patient notification

EMResource Web Alert

Incoming patient notification
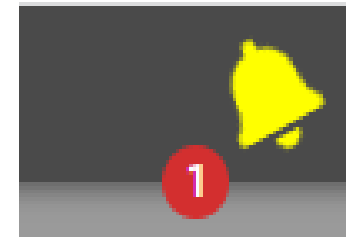
🔔 Notifications (1)   ✕

🔊 MUTE   Last Update: 05/02/2022 12:53

Notifications	Date Received
🚑 **Incoming Patients to Review** Review and acknowledge your incoming patient notifications.	05/02/2022 12:53

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

Resources

- [DHS EMTrack webpage](#)
  - ○ Request access
  - ○ Online training tutorials
  - ○ Online reference guides that can be printed