

# **EMResource®**

# **Reference Guide**

**An Operational Guide for  
CAL-EMA Region IV System Users**

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Prepared by: Douglas Buchanan Consulting  
*[www.DisasterDoug.com](http://www.DisasterDoug.com)*

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## Introduction

Healthcare providers and EMS systems throughout the region implemented the web-based program, EMResource, in order to provide local government and healthcare professionals a method to receive real-time information on the current status of the emergency medical and health system resources. EMResource features include: hospital emergency department status information, Trauma Center information, patient tracking, hospital bed tracking, and event notifications. EMResource was developed in response to the need for timely EMS and hospital resource information, and is a user friendly application that requires only an internet connection and a computer running a current web browser to operate.

System maintenance is limited to the EMResource server, freeing local users from having to invest time in updating the system. EMResource provides the hospitals a valuable resource in providing supportive and timely information on the welfare of healthcare facilities and assets throughout the region. Hospitals and other healthcare providers update their facility or resource statuses at regular intervals, enabling local government and other emergency personnel to quickly assess the status of the local healthcare system, as well as neighboring regions.

During an emergency or disaster situation, there is a need for timely and concise up-to-date information on the availability and capability of local emergency response resources. Rapid information pertaining to local and regional healthcare resources will ultimately reduce overall mortality and morbidity.

EMResource offers hospitals a conduit to communicate with other healthcare facilities, as well as other supportive emergency operation services or providers. Logistical decisions also benefit greatly by utilizing information being relayed by the EMResource web-based tool. Exchanging data during an event involving multiple patients is provided through EMResource in regard to hospital bed availability, status, and capacity; enabling local government agencies to respond with greater efficiency to emergencies and disasters.

EMResource is used as an information system for day-to-day routine EMS services, as well as specialized emergency medical operations, such as mass casualty incidents, county and region-wide drills, healthcare facility evacuations, and other major EMS and Public Health related functions.

In summary, this system has effectively demonstrated its ability to save valuable time when faced with critical EMS system and Public Health coordination, as well as providing day-to-day communications among healthcare providers throughout the region.

## System Requirements

In order to utilize the EMResource tool, you will first need access to the internet by way of a computer. The suggested system configuration set forth by EMSystem is as follows:

### Hardware:

#### Minimum Configuration

100 MHz processor

32 MB of RAM

Internet connection hardware:  
Network connection or 28.8K modem

Color monitor with 800x600 dpi  
minimum resolution

Sound card with speakers

Mouse and keyboard

#### Recommended Configuration

200 MHz

128 MB of RAM

High-speed Internet connection:  
DSL, T1 or 56K V.90 modem

Color monitor with 1024x768 dpi  
resolution

Sound card with speakers

Mouse and keyboard

### Software:

#### Minimum Configuration

Windows, Unix or Mac OS

Internet Explorer 5.5, Netscape 6 or Mozilla 1.0

Adobe Reader

#### Recommended Configuration

Windows, Unix or Mac OS

Internet Explorer 6.0 or newer

Adobe Reader

**Communications:**

- Requires Internet Connection to [www.emsystem.com](http://www.emsystem.com)
- Dedicated 24x7 Internet Connection (this must be a dedicated, uninterrupted connection). Users must be connected to EMResource to view up-to-date information.

**Sound Settings:**

- Your browser needs to be set to play sounds from web pages (default value on most browsers will already include this)
- Real Player is NOT supported by EMResource and has not worked well in the past. EMSystem suggests using Microsoft Windows media player to play sounds on your computer.
- The volume on your computer must set to an audible level to hear EMResource sounds. If the volume is not turned up, you will NOT hear EMResource sounds.

**Special Considerations for Network Connections:**

- In addition to the normal network connection, it is recommended that all users have the ability to use a modem and dial-up networking to access the Internet via an independent ISP in the event of a Network outage. For security purposes make sure this modem is NOT set to auto-answer.
- When your access to EMResource is running behind a firewall, the PC must have the ability to access [www.emsystem.com](http://www.emsystem.com), [www1.emsystem.com](http://www1.emsystem.com), [www2.](http://www2.emsystem.com), [www3.](http://www3.emsystem.com), [www4](http://www4.emsystem.com), etc. or [www\\*.emsystem.com](http://www*.emsystem.com).

## Starting EMResource

In order to initiate the use of the EMResource web-based tool, you must first navigate to the EMResource home page at: <http://www.emsystem.com>.

Version 3 will direct you to the corporate webpage when you first access EMResource using the [www.emsystem.com](http://www.emsystem.com) address. If you are not automatically routed to the login page, you may click on the EMResource Link located on the website, which will redirect you to the login page.



Be sure to note that the initial URL utilizes only “www” and not “www2” or “www3”. EMResource utilizes a redundant system of servers in order to manage the load during periods of high demand. When you first arrive at the EMResource website, your browser is automatically redirected to one of the available servers (e.g. www1, www2, www3, etc.). If you plan to create a bookmark for easy access, be sure that it is directed only to the primary address at <http://www.emsystem.com> and not one of the redundant server sites containing a number (i.e. www1, www2, etc.).

*(note: EMResource may take one of the redundant servers down from time to time to perform maintenance, which would cause the bookmark to become invalid.)*

Once your web browser is showing the EMSsystem login screen, you may log in to the system. If you do not have a login, or your login does not allow access to the system, please contact your local EMSsystem administrator.



To log into the system:

1. Type in your user name (Note: User names are case sensitive.)
2. Type in your password (Note: Passwords are case sensitive.)
3. Click on the “Login” button.
4. You will now be taken to the default screen on the application page.

Setup	View	Other Regions	Event	Preferences	Report	Form	Regional Info	Instant Message	User Links
Custom View									customize   refresh
San Joaquin		Facility Status	Comment		Last Update				
Dameron Hospital		Open			02 Dec 08:02				
Doctors Hospital of Manteca		Open			02 Dec 08:01				
Kaiser Hospital Manteca		Open			02 Dec 08:02				
Lodi Memorial		Open			02 Dec 08:02				
San Joaquin General		Open			02 Dec 08:00				
St. Josephs Med Center		Open	HOLDING 2 MEDSURG		02 Dec 08:04				
Sutter Tracy Community		Open			02 Dec 14:50				
Amador		Facility Status	Comment		Last Update				
Sutter Amador		Open			02 Dec 08:02				
Calaveras		Facility Status	Comment		Last Update				
Mark Twain St. Joseph's		Advisory	No OB services		02 Dec 08:20				
Mariposa		Facility Status	Comment		Last Update				
John C. Fremont		Open			02 Dec 08:01				
Yosemite Medical Clinic		Open			02 Dec 08:25				
Stanislaus		Facility Status	Comment		Last Update				
Doctors Med Center (Level II Trauma Ctr)		Open			02 Dec 08:14				

Waiting for https://www4.emssystem.com/EMSystem?uc=notify&nextStep=show\_messages&...

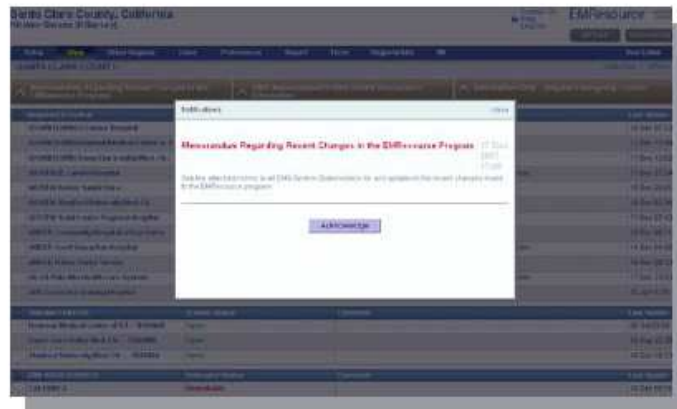
MVEMSA

Internet

100%


## Pop ups

After logging into the system, a pop up window may appear as a way of notification of System wide announcements. The message will appear in what is called a “thick box”. There is also an audible reminder to acknowledge the message. Click on “Acknowledge” to read message and navigate on the page.



## Updating Hospital Status

You may change your hospital's current status at any time. Changing the status is very simple and only takes a few steps to complete:

1. On any view, locate your hospital's name.
2. Make sure that there is the “key” icon  next to your hospital's name. If the key is present, then you have the appropriate rights to make update the status. If there is no key present, see your local administrator for help.
3. Click on the current status.
4. A new window will open. This window contains the available statuses.
5. Click on the radio box that is located to the left of the desired status.
6. Some statuses require you to choose a reason that will be listed below it. Choose the most appropriate reason by clicking the appropriate radio box.
7. Type any comments that you would like associated with the status.
8. Click the save button. Review your status change to ensure it is correct.

## Resource Status Coding

Depending on the resource being tracked (Hospital Emergency Department, Trauma Center, Air Ambulance, etc.), the status coding options will be different. These options are preset and the user is only able to select from the status list associated with the resource type.

### Hospital Emergency Department Status

- **Open** - Open to all patients.
- **Advisory** – Full hospital services not available. (eg. CT Scanner not available - indicate in comments).
- **Diversion** – Closed to ambulance traffic except for immediate patients (or critical trauma, if a trauma center).
- **Internal Disaster/Closed** - Closed to ambulance traffic including immediate patients; occurs only when an internal disaster has been declared (indicate in comments).

### Air Medical

- **Available** – Service is available.
- **Delay** – There is a delay in service.
- **Unavailable** – Service is not available.

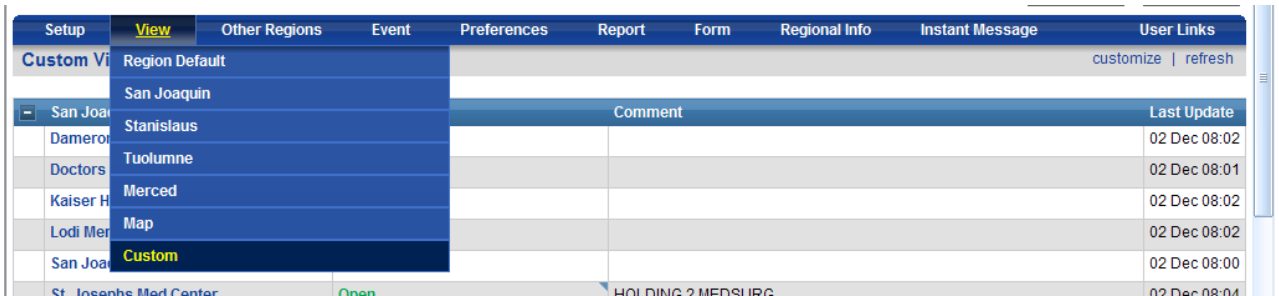
## Navigating the Site

After you have logged in, the first page that you are taken to is determined by provider type and location. The default for most users will be the “Custom” view or “Regional” view. In the Regional View you will see information on hospital and trauma center statuses by zone or county, as well as EMS air resource statuses.

### “Mouse Over” Navigation

In version 3, most of the navigational main menu items are enabled so that the associated sub menu dropdowns appear once the mouse is hovering over the item. There is no need to click your mouse to see the selections.

### View Tab



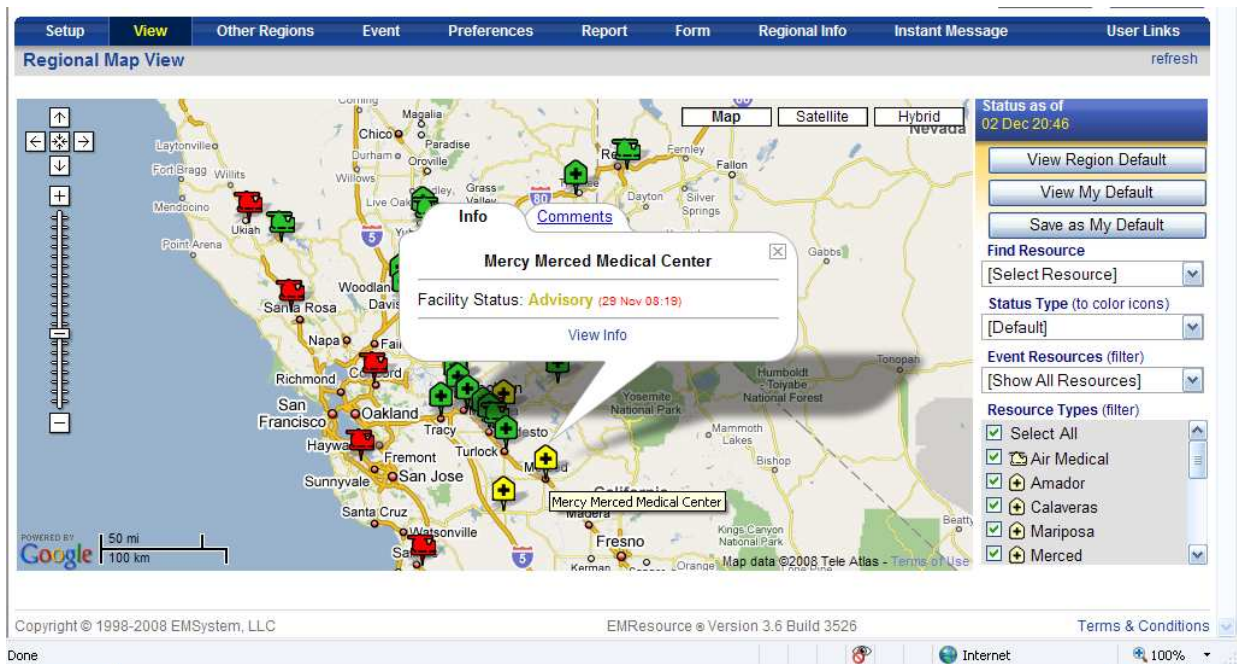
Setup	View	Other Regions	Event	Preferences	Report	Form	Regional Info	Instant Message	User Links
Custom Vi	Region Default								customize   refresh
- San Joa	San Joaquin								
	Stanislaus								Comment
Damerod	Tuolumne								Last Update
Doctors	Merced								02 Dec 08:02
Kaiser H	Map								02 Dec 08:01
Lodi Mer	Custom								02 Dec 08:02
San Joa									02 Dec 08:00
St. Joseph Med Center									02 Dec 08:04

The view tab allows users to select between various views of system resources. This view is changeable by selecting from the sub groups: Regional Default, Map View, Custom View, or county-specific views. Most views contain the resource name, resource status, status type, any comments associated with the current status, and when the resource status was last updated.

### Region Default View

This view contains a complete list of all hospital resources and air medical resources tracked by EMResource. Blue dividers separate each county or zone for hospital resources, and air medical resources are listed at the bottom of the page.

## Map View



The map view depicts system resources on a map, as well as the color-coded status and type of resource. Clicking on a resource icon will display the name of the resource and permit the user to view contact information for the resource. This map can be customized by modifying any of the screen defaults shown to the right of the screen.

## County Views

In the County Views, system resources selected by the county are displayed.

## Custom View

The Custom View allows the user to select the resources to be displayed.

## Other Region Tab

The other region tab will take you to a view that currently shows hospital status information for EMResource regions including: Monterey/San Benito/Santa Cruz, Santa Clara County, Northern California, San Mateo, Costal Valleys, and Nevada. Users should note that diversion colors in other counties may not hold the same meanings or census as your current county. Additional regions may be added in the future.

Setup	View	Other Regions	Event	Preferences	Report
Monterey/San Benito		Monterey/San Benito/Santa Cruz			
-		Santa Clara County, California			Comment
-		Northern CA			
-		San Mateo			
-		wNorthern CA EMS Aircraft			NOV 24 200
-		Coastal Valleys EMS Agency			
-		Nevada			
-		Santa Cruz ED	SC Diversion		Comment

## Event Tab

Setup	View	Other Regions	Event	Preferences	Report
Events Menu			Event Management		
Menu Option		Description			
Event Management		Use templates to create events as they occur.			
Copyright © 1998-2008 EMSsystem. LLC					
EMResc					

The event tab allows certain users to initiate, manage, or update events (i.e. MCI, system alerts, hospital queries, and regional messages). Not all users have access to this tab; therefore, this item may not appear on your menu. Please see your local administrator for more information.

## Preferences Tab

Setup	View	Other Regions	Event	Preferences	Report	Form	Regional Info	Instant Message
<b>Preferences Menu</b>				Event Notification				
<b>Menu Option</b>				<b>Description</b>				
Event Notification			Administer event	Status Change Prefs				
Status Change Prefs			Administer status	Change Password				
Change Password			Change your password	Customized View				
Customized View			Configure your personal view	User Info				
User Info			Maintain your user profile					

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The preference tab allows users to change items such as:

- event notification methods,
- preferences for notification of resource status changes,
- changing password for login,
- creating a customized view, and
- updating user information.

One word of caution, when modifying the event notification and status change preferences, try to stay on the conservative side when setting up notifications to pagers or cell phones. The volume of text messages that will be sent to your device could be quite large if you choose to be notified of every status change or event notification.

## Report Tab

Setup	View	Other Regions	Event	Preferences	Report	Form	Regional Info
<b>Report Menu</b>					Status Reports		
<b>Menu Option</b>					<b>Description</b>		
Status Reports			Access historical data for resource(s)	Form Reports			
Form Reports			Access data contained in forms in which you (or your facility) were a participant	Event Reports			
Event Reports			Display all information associated with a specific set of events				

The report tab allows users to generate reports on status changes, events, and forms. All reports are modifiable as per date ranges, resources, or type of events.

## Form Tab

Setup	View	Other Regions	Event	Preferences	Report	Form	Regional Info	Instant Message
<b>Forms Menu</b>							Activate Form	
							Form Security Settings	
							Pending Forms	
Menu Option	Description							
Activate Form	Activate forms							
Form Security Settings	Authorize users to activate forms and view form reports							
Pending Forms	View your forms to fill out							

The form tab allows certain users to activate forms, such as Messages to Users/Hospitals, and MCI Patient Dispersal Form. Not all users will see these options on their menu. Additional forms may be added in the future such as Syndromic Surveillance tools, etc.

## Regional Information Tab

Setup	View	Other Regions	Event	Preferences	Report	Form	Regional Info	Instant Message
<b>Regional Info Menu</b>							Calendar	
							Protocol/Document	
Menu Option	Description							
Calendar	Access the regional calendar							
Protocol/Document	Post and view documents							

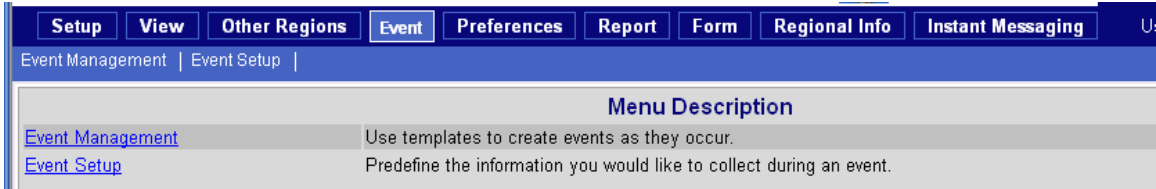
The regional information tab allows users to view scheduled events, as well as download and view various protocols and documents regarding system operations.

## Instant Messaging Tab

EMResource enables its clients to instantly interact with other system users via the Instant Messaging function. This messaging function can instantly send messages from one computer to another, and is similar to other web-based chat rooms. The Instant Messaging feature lets the client know when another EMResource user is logged on and capable of receiving and sending messages. This feature can be used as a one-to-one communications medium, or can be utilized to allow multiple users to interact at the same time when using the “conference” option.

# Creating an MCI Event

a. Select “Event” on the EMResource menu



b. Select “Event Management”

c. Select “Create”

Note: Select MCI for the appropriate geographic area (e.g. Stanislaus MCI, Merced MCI, etc.)

Create	Merced MCI	Use to query Merced hospitals for MCI capacity.
Create	Mountain County North MCI	Use to query Mountain County North hospitals (Placer, Nevada, El Dorado) for MCI capacity.
Create	Mountain County South MCI	Use to query Mountain County South hospitals (Tuolumne, Amador, Calaveras, Alpine) for MCI capacity.
Create	NDMS Bed Poll	Use to query for NDMS category capacity.
Create	Regional Announcement	This is used for general announcements to the region.
Create	Regional MCI	Use to query ALL regional hospitals for MCI capacity.

d. Enter the Title for the MCI, beginning with the Control Facility’s initials, followed by the Incident Name given by field personnel (e.g. UCD: HWY 50/Sunrise MCI)

The screenshot shows the 'Create Sacramento County MCI' form. The title field is populated with 'UCD: Hwy 50/Sunrise'. The 'Information for this event' field is empty. A red asterisk indicates required information.

**Create Sacramento County MCI**  
\*\* indicates the information is required.

Title for this Sacramento County MCI: \*\*

Information for this event: \*\*

e. Enter Information for this Event, including:

- a. Location
- b. Type of incident (trauma, medical, hazmat)
- c. Approximate number of victims
- d. Request for Emergency Department Status

f. Select Receiving Facilities to include in MCI Notification and Assessment, and “Save” the event. If Receiving Facilities are being utilized for another Event, make contact with other Control Facilities as needed to coordinate

patient dispersal. If more facilities are needed than those listed in EMResource (outside the region), contact the MHOAC to coordinate inter-region patient dispersal with the RDMHC/S as needed.

**San Joaquin** All San Joaquins

Dameron

Doctors Hospital of Manteca

Kaiser Manteca

Lodi Memorial

San Joaquin General

St. Josephs Med Center

Sutter Tracy Community

Save Cancel

- g. Update the Event any time new information is received, including total patients by triage category, patient destinations, etc.

**Create Sacramento County MCI**

**\*\* indicates the information is required.**

Title for this Sacramento County MCI: \*\* UCD: Hwy 50/Sunrise

Information for this event: \*\*

12 patient MVC  
 Scene Clear 2130: 1 Head, 1 multi-system- UCD,  
 1 Chest- SR, 1D/1M- Kaiser, 4M- Sutter

- h. Return to the “View” screen on EMResource, and click the link entitled “click here” next to the Event name on the colored bar to monitor the Receiving Facility capacity reports (see diagram below).

Address: https://www1.emsystem.com/EMSystem

**UCD - I80 and I 5,** by UCDAVIS MC @12-Oct-2006 15:32

4 medics enroute

Zone 1 (Sacramento)	1. Immediate	2. Delayed	3. Minor	4. Decon Facility	5. Surgeon Availability	Facility Status	Comment	Last Update	By User
Kaiser South	0	0	2	Yes	No	Diversion		12-Oct-2006 15:37	Kaiser South
Methodist Hospital	0	0	5	Yes	No	Open		12-Oct-2006 15:35	Methodist Hospital
Sutter General	0	2	10	Yes	No	Open		12-Oct-2006 15:40	Sutter General
Summary	0	2	17	II/A	II/A	II/A	II/A	II/A	II/A

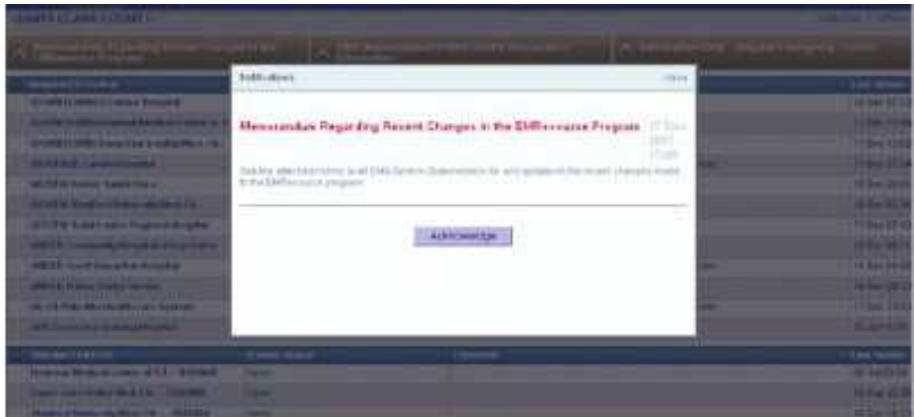
# Ending a MCI Event

After providing the final summary of the Event (approximately 5 minutes), the Control Facility shall end the event, by selecting “Event” from the main menu, selecting “Event Management” and clicking “End” next to the displayed event.

# Responding to MCI Messages

## 1. Acknowledge MCI Message

An MCI Event is created by the Control Facility in order to assess the Receiving Facility's ability to receive patients. Each Receiving Facility that is selected by the Control Facility to participate in the MCI Event will receive an audio message of "MCI Alert," and a pop-up screen on EMResource with a prompt to "Acknowledge" the message. (see diagram below)



The MCI Event name will appear on a colored bar near the top of the EMResource "View" screen. A corresponding icon will appear next to each facility that has been selected to participate in the Emergency Department assessment. To see details of the Event, simply click the link next to the Event name entitled "click here" (see diagram below).

Once an MCI Alert has been received, facility personnel shall:

Drill: DRILL: test (click here)			
Status as of: 09/19/2006 12:54:50 [ Click here to configure custom view ]			
San Joaquin	Facility Status	Comment	Last Update
Dameron	Open		09/19/2006 08:03
Doctors Hospital of Manteca	Open		09/18/2006 08:06
Kaiser Manteca	Open		09/19/2006 08:05
Lodi Memorial	Open		09/15/2006 08:07
San Joaquin General	Open		09/19/2006 08:02
St. Josephs Med Center	Open	Holding 6 tele 1 MS ED full	09/19/2006 10:30
Sutter Tracy Community	Open		09/19/2006 08:07

## 2. Enter Facility Capacity

Enter the Facility Capacity in EMResource for: Immediate, Delayed, and Minor (see diagram below) within 5 minutes of the request.

Please disregard. This is only a test.

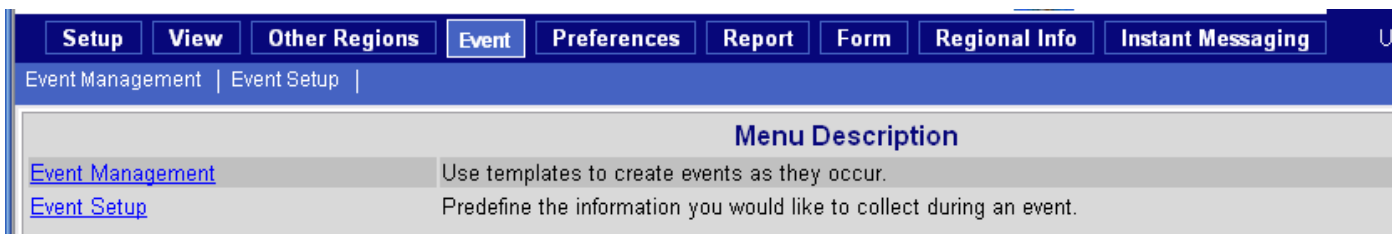
Stanislaus	1. Immediate	2. Delayed	3. Minor	4. Decon Facility	5. Surgeon Availability	Facility Status	Comment	Last Update	By User
Stanislaus Level II TC Destination	0	0	0	No Status	No Status	Open		18-Sep-2006 08:34	Stanislaus Control

3. Notify Charge Nurse of the Event.
4. Relay incoming patient information to Receiving Facility Teams as necessary.
5. Update Facility Status and Capacity as requested or as resources change.

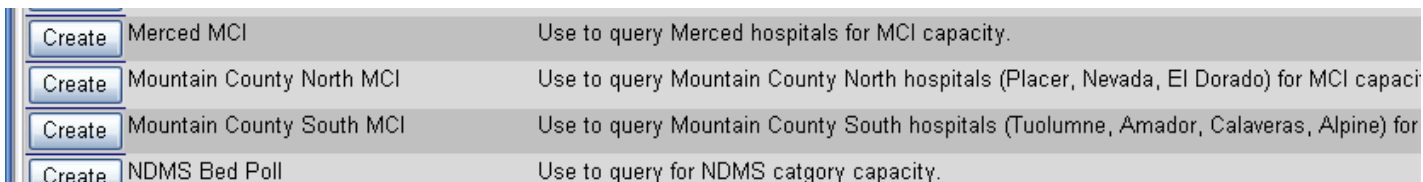
# HAVBED Poll

A poll of the facilities' ability to accept inpatients may be conducted in response to a local, regional, statewide, or national event. HAVBED Polls will normally come from a Control Facility on behalf of the MHOAC, either within the county for a local event or from another Control Facility within the region. If the request for Inpatient Bed capacity is in response to an area outside the region, the request will come from the Regional Disaster Medical Health Coordinator (RDMHC) or designee.

1. Select "Event" on the EMResource menu



2. Select "Event Management"
3. Select "Create" HAVBED Poll



4. Enter the Title for the HAVBED Poll, beginning with the Control Facility's initials (e.g. SCCF: Northern California Flood)
  - a. Enter Information for this Event, including:
  - b. Location
  - c. Type of incident (trauma, medical, hazmat)
  - d. Approximate number of victims

- e. Request Inpatient Status
5. Select Receiving Facilities to be included in Inpatient Bed Assessment, and “Save” the event. If Receiving Facilities are being utilized for another Event, make contact with other Control Facilities as needed to coordinate patient dispersal. If Receiving Facilities are needed outside of the OES Region, contact the MHOAC to coordinate inter-region patient dispersal with the RDMHC/S as needed.
6. Return to the “View” screen on EMResource, and click the link entitled “click here” next to the Event name on the colored bar to monitor the Receiving Facility capacity reports.

## Regional/OA Announcement

An Operational Area or Regional Announcement is an event within EMResource that allows for the notification of any number of facilities. Announcements may be made by the RDMHC, a local Public Health Department, EMS Agency, or Control Facility.

Examples of Announcements might include: Information regarding a Hazardous Materials Spill; Incident Information from a local, regional, or statewide Public Health warning. Creating an Announcement Event is much like creating an MCI Event.


1. Select “Event” on the EMResource menu










Create	Regional Announcement	This is used for general announcements to the region.
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2. Select “Event Management”
3. Select “Create”
4. Select OA Announcement
5. Enter the Title for the Announcement, beginning with the Control Facility’s initials (e.g. SJGH: Public Health Alert)
6. Enter Information for the Announcement message.  
NOTE: All Events default to start at the current date and time and end in 24 hours.

7. Select Receiving Facilities to include in Notification, and “Save” the event.
8. Return to View screen. A green event bar will display with an icon next to each facility selected to receive the announcement.

Region Default

 mercy san juan hospital closed due to power outage

Zone 1 (Sacramento)	Facility Status	Comment
Kaiser South 	Open	
Methodist Hospital 	Open	
Sutter General 	Open	
Zone 2 (Sacramento)	Facility Status	Comment
Mercy General 	Open	
Sutter Memorial 	Open	
UCDMC (Level I Trauma Center) 	Open	
Zone 3 (Sacramento)	Facility Status	Comment
Kaiser North 	Open	
Mercy Folsom 	Open	
Mercy San Juan (Level II Trauma Center) 	Open	
Zone 4 (Placer/Nev.)	Facility	Comment

Done

# User Preferences

## User info/ Notification Settings

The user info section allows you to update or modify personal contact information, and enter information on where system notifications are to be sent. There are two categories in which notification methods are grouped: (1) email addresses and (2) text pager addresses. Please note that because of limitations of the system, all items must be entered as an email address. Most text enabled devices such as cell phones and text pagers have an associated email address in which messages may be sent. See your device's service provider for this information.

To change your user information:

1. Click on the Preference tab
2. Click on User Info

Setup	View	Other Regions	Event	Preferences	Form	Report	Regional Info	Instant Message
<b>Preferences Menu</b>				Event Notification				
Menu Option ▼				Status Change Prefs				
Event Notification				Change Password				
Status Change Prefs				Customized View				
Change Password				<b>User Info</b>				
Customized View				Configure your personal status view.				
User Info				Maintain your user profile				

3. Enter your full name (first and last)
4. Enter the name of your organization
5. Enter your contact phone number
6. Enter email addresses in which you would like notifications to be sent. Please use a comma to separate multiple addresses.
7. Enter the email address of text pagers or other text capable devices in which you would like notification to be sent. Please use a comma to separate multiple addresses.

8. Choose your default view from the drop down list.

**Update User Info**

\*\* indicates the information is required.

Full Name:\*\*

First Name:

Middle Name:

Last Name:

Organization:

Contact Phone:

Primary E-Mail:

E-Mail Addresses (comma separate multiple addresses):

Text Pager Addresses (comma separate multiple addresses):

Default View: Region Default

High Contrast View:  Check to use colors that may be clearer in some lighting conditions.

Opt Out of User Info Reminders:  Check to NOT receive reminder e-mails.

Receive expired status notifications:  E-Mail  Pager

**Notification Overview**

Type	All Notifications	Include Resource Summary	At All Times	Exclude Time Range	From	To
E-mail	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="checkbox"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="text"/> : <input type="text"/>	<input type="text"/> : <input type="text"/>
Text Pager	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="checkbox"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="text"/> : <input type="text"/>	<input type="text"/> : <input type="text"/>
Web Page	<input checked="" type="radio"/> On <input type="radio"/> Off		<input checked="" type="radio"/>	<input type="radio"/>	<input type="text"/> : <input type="text"/>	<input type="text"/> : <input type="text"/>

Utilizing the user info sub menu, you may also set up which method will be used to notify you of alerts and queries as they are initiated or updated. The notification methods consist of email, text pager (or other text messaging device) and web page. System users should always keep the web page notification active, and “checked”, in the alerting options. One or any combination of these methods can be utilized for each event type.

To activate a particular method for each event type:

1. Click on the Preference Tab
2. Click on User Info
3. Locate the type of event in which you would like to be notified
4. Click on the radio box that is to the left of the notification method you wish to be used for that particular event.

- Boxes with a check mark will then be activated once the “save” button is clicked.

Setup	View	Other Regions	Event	Preferences	Form	Report	Regional Info	Instant Message
<b>My Event Notification Preferences</b>								
Event Type	Notification Methods							
DRILL MCI	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input checked="" type="checkbox"/> Web Page					
DRILL START Triage Announcement	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input checked="" type="checkbox"/> Web Page					
El Dorado HAVBed Poll	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page					
Mariposa MCI	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input checked="" type="checkbox"/> Web Page					
Merced MCI	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page					
Merced-Mariposa HAVBed Poll	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input checked="" type="checkbox"/> Web Page					

To deactivate a method just do the same as above, click on the method’s radio box so that it is empty, and then click on the “save” button.

### Status Change Preferences

The Status Change Preferences view allows the user to change their notification preferences. The Status Change Preference List displays a detailed view of county resources, and the method in which the system will notify the user, once the status of the resource changes.

My Status Change Preferences						
<input type="button" value="Add"/>						
Amador						
Action	Resource	Status Type	Status	E-Mail	Text	Web
edit   delete notifications	Sutter Amador	Facility Status	Internal Dis/ Closed		X	
Calaveras						
Action	Resource	Status Type	Status	E-Mail	Text	Web
edit   delete notifications	Mark Twain St. Joseph's	Facility Status	Internal Dis/ Closed		X	

From the Status Change Preference List screen, the option to edit box is located in the low left corner of the screen. To change a notification item, the user simply clicks on the “+” located next to the selected item.

Setup	View	Other Regions	Event	Preferences	Form	Report	Regional Info	Instant Message	User Links
<b>Edit My Status Change Preferences</b>									
<input type="button" value="Save"/> <input type="button" value="Cancel"/>									
<b>Calaveras—Mark Twain St. Joseph's</b>									
+ Statuses									
+ HAVBed									

Once selected, there will be a box enabling the user to choose from one of several availability or operational statuses. After all sub category box options are made, the user then selects the method by which EMResource will notify the

user where there is a change of the selected items status. When preferences are set, the user clicks on the save button to save all changes made.

Licensed Beds: Pediatrics			
Above: <input type="text"/>	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page
Below: <input type="text"/>	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page

Licensed Beds: Psychiatric			
Above: <input type="text"/>	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page
Below: <input type="text"/>	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page

## Change Password

User passwords must be a minimum of 6 characters in length and must contain at least one number (i.e. ABCDE1). Passwords are case sensitive, so be sure to enter the password exactly as you set it up or you will receive an error message.

To change your password:

1. Click on change password.
2. Type in your current password and your new password.
3. You must confirm your new password by re-typing it in.
4. Then click on the “save” button to initiate your new password.

Setup	View	Other Regions	Event	Preferences	Form	Report	Regional Info	Instant Message
Change Password								
<b>(Passwords must be at least 6 characters and include a number)</b> <small>** indicates the information is required.</small>								
Current Password: ** <input type="text"/>								
New Password: ** <input type="text"/>								
Confirm New Password: ** <input type="text"/>								
<input type="button" value="Save"/>								

If for some reason you cannot remember your password, contact your local system administrator and they can reset your password. If you have your password reset, the system administrator will provide you with a default password, and on your next login attempt you will be prompted to change your password from the default.

## Customized View

The customized view section allows users to update or modify their default view to include facilities outside their region.

To customize your view:

1. Click on customized view.
2. Click on add more resources.

Remove - will be removed from view (0)

Enter New Section Name

Make this custom view my default view

3. Click on the category drop down menu to select the facility type you are looking for.

Setup View Other Regions Event Preferences Form Report

Find Resources

What?  
Name (or AHA ID)  and  Category

Mobile View | Terms & Conditions EMResource v

- (Any)
- Aeromedical
- Ambulance
- Communications
- Community Health
- Dialysis
- Hospital
- Hospital Ship
- Other
- Psych
- Rehab
- Shelter
- Skilled Nursing Facility
- Urgent Care

4. Click on the region drop down menu and select appropriate region.

Regional Info Instant Message User Links

Where?  
Region  City, County, or Zip  State

↳ Vets

- (Any)
- California Region III
- California Region IV
- Coastal Valleys EMS Agency
- Monterey/San Benito/Santa Cruz
- Nevada
- San Mateo
- Santa Clara County, California

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5. Check the radio box of the facilities in which you would like to add to your custom view. Then click on the “Add to Custom View” and then the “Save button.”

<input checked="" type="checkbox"/>	Petaluma Valley Hospital	Open	Coastal Valleys EMS Agency	HOSPITALS	Hospital	Petaluma	CA	Sonoma County	94954
<input type="checkbox"/>	Queen of the Valley (Level III Trauma)	Open	Coastal Valleys EMS Agency	TRAUMA CENTERS	Hospital	Napa	CA	Napa County	94558
<input type="checkbox"/>	Queen of the Valley Medical Ctr. (STEMI)	Open	Coastal Valleys EMS Agency	HOSPITALS	Hospital	Napa	CA	Napa County	94558
<input type="checkbox"/>	Redwood Coast Medical Services	Open	Coastal Valleys EMS Agency	HOSPITALS	Hospital	Gualala	CA	Mendocino County	95445
<input type="checkbox"/>	SR Memorial Hosp (Level II Trauma)	Open	Coastal Valleys EMS Agency	TRAUMA CENTERS	Hospital	Santa Rosa	CA	Sonoma County	95405
<input type="checkbox"/>	Santa Rosa Memorial Hospital (STEMI)	Open	Coastal Valleys EMS Agency	HOSPITALS	Hospital	Santa Rosa	CA	Sonoma County	95405
<input type="checkbox"/>	Sonoma Valley Hospital	Open	Coastal Valleys EMS Agency	HOSPITALS	Hospital	Sonoma	CA	Sonoma County	95476
<input type="checkbox"/>	St. Helena Hospital (STEMI)	Open	Coastal Valleys EMS Agency	HOSPITALS	Hospital	Deer Park	CA	Napa County	94574
<input type="checkbox"/>	Sutter Medical Center (STEMI)	Open	Coastal Valleys EMS Agency	HOSPITALS	Hospital	Santa Rosa	CA	Sonoma County	95404
<input type="checkbox"/>	Ukiah Valley Medical Center	Open	Coastal Valleys EMS Agency	HOSPITALS	Hospital	Ukiah	CA	Mendocino County	95482

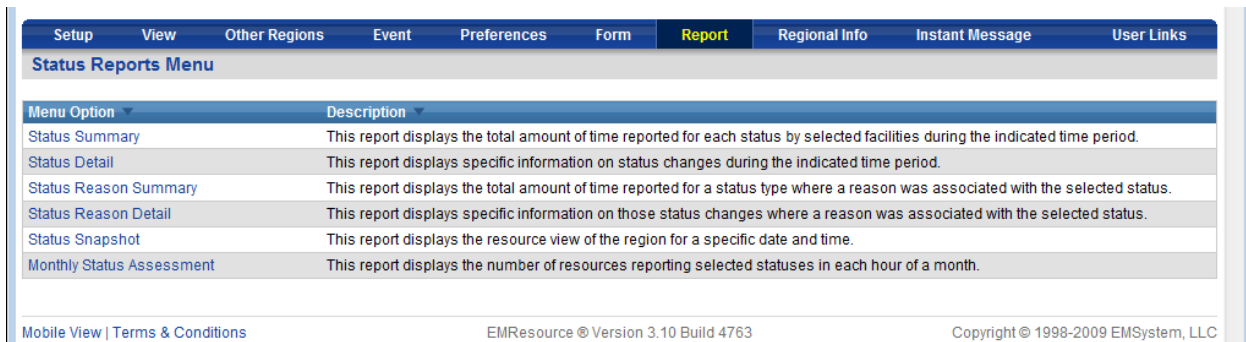
# Reports

## Status Reports

The status report tracks daily status changes for the hospital emergency departments as well as the trauma centers. Reports can either be in summary form, showing just the totals generated over a selected time period, or in detail form which shows every change, comments associated with the change, and the time duration in which the change was in effect. Another option is a status snapshot report. You can view a snapshot of the EMResource screen for any given time on any given day in the past.

### To run a “Status Summary” report:

1. Click on the “Report” tab. You will be taken to a new screen.
2. Select “Status Reports” from the sub navigation menu.
3. Choose “Status Summary” from the list of available reports.

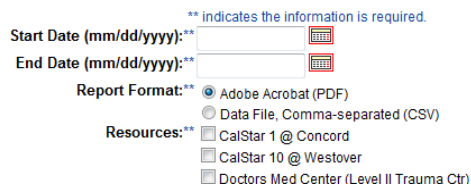


The screenshot shows the EMResource interface with the 'Report' tab selected. Below the navigation bar is the 'Status Reports Menu' table:



Menu Option	Description
Status Summary	This report displays the total amount of time reported for each status by selected facilities during the indicated time period.
Status Detail	This report displays specific information on status changes during the indicated time period.
Status Reason Summary	This report displays the total amount of time reported for a status type where a reason was associated with the selected status.
Status Reason Detail	This report displays specific information on those status changes where a reason was associated with the selected status.
Status Snapshot	This report displays the resource view of the region for a specific date and time.
Monthly Status Assessment	This report displays the number of resources reporting selected statuses in each hour of a month.

At the bottom of the screenshot, there is a footer with the text: 'Mobile View | Terms & Conditions', 'EMResource © Version 3.10 Build 4763', and 'Copyright © 1998-2009 EMSsystem, LLC'.

4. A new screen will be opened.




The screenshot shows a form for configuring a report. It includes the following fields and options:


- Start Date (mm/dd/yyyy):\*\*  
- End Date (mm/dd/yyyy):\*\*  
- Report Format:\*\*
  - Adobe Acrobat (PDF)
  - Data File, Comma-separated (CSV)
- Resources:\*\*
  - CalStar 1 @ Concord
  - CalStar 10 @ Westover
  - Doctors Med Center (Level II Trauma Ctr)

A note at the top right of the form states: "\*\* indicates the information is required."

5. Enter the beginning date for the date range by either keying it in

(mm/dd/yyyy) or by clicking on the calendar icon  . Clicking on the

icon will open a popup window, which will display a calendar, in which you may choose the beginning date.

6. Enter the end date for the date range by either keying it in (mm/dd/yyyy) or by clicking on the calendar icon  and choosing the date.
7. Choose the resource(s) in which you would like a status summary for by clicking on the radio box that is to the left of the resource name. A checkmark indicates that a resource has been selected.
8. Choose the status type(s) that you would like reported upon (e.g. Facility Status) by clicking on the radio box that is to the left of the status.

Status Type:\*\*

- Activation
- Aircraft
- Backup Power
- Emerg OPS Plan
- Evac
- Facility
- Facility Status
- Gases
- Increased Demand
- Ops
- Pharm
- PPE
- Staffing
- Supplies
- Surge Strategies
- Utilities
- Vent Supplies

9. Choose whether you would like the report to be provided to you in a PDF format or in a CSV format (comma separated values).
10. Click on the “Generate Report” button.
11. A new window will open. Your report data will appear on this new window once it is compiled.
12. You may now save, print, or just view your summary report.

### To run an “Event Detail” report:

1. Click on the “Report” tab.
2. Select “Event Reports” from the sub navigation menu.
3. Choose “Event Detail” from the list.



Log Out

Setup View Other Regions Event Preferences Form **Report** Regional Info Instant Message User Links

**Event Reports Menu**

Menu Option	Description
Event Detail	This report displays all information associated with an indicated event.
Event Snapshot	This report displays the event view for a single event as it appeared on a specific date and time.

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4. A new screen will be opened.
5. Enter the beginning date for the date range by either keying it in (mm/dd/yyyy) or by clicking on the . Clicking on the icon will open a popup window, which will display a calendar, in which you may choose the beginning date.
6. Enter the end date for the date range by either keying it in (mm/dd/yyyy) or by clicking on the  and choosing the date.
7. Choose the event template(s) in which you would like to include into the report by clicking on the radio box that is to the left of the template name. A checkmark indicates that a template has been selected.
8. Click on the “Next” button. A new screen will appear.


Setup View Event Preferences Form **Report** Regional Info Instant Message User Links

**Event Detail Report (Step 1 of 2)**

\*\* indicates the information is required.

**Enter Search Dates**

Start Date (mm/dd/yyyy):\*\*  

End Date (mm/dd/yyyy):\*\*  

Event Templates:\*\*

- Select All
- Amber Alert
- DRILL Control Cell
- DRILL MCI
- DRILL START Triage Announcement
- El Dorado HAvBed Poll
- Mariposa MCI
- Merced MCI

9. On the new page a list of events for each template chosen in step 7 above will appear. Click on the radio box for each event that you would like included into your detail report.
10. Choose the resource(s) in which you would to include in this report by clicking on the radio box that is to the left of the resource name. A checkmark indicates that a resource has been selected
11. Click on the “Generate Report” button.
12. A new window will open. Your report data will appear on this new window once it is compiled.

Setup View Event Preferences Form **Report** Regional Info Instant Message User Links

**Event Detail Report (Step 2 of 2)**

\*\* indicates the information is required.

**Search Dates Entered**

Start Date (mm/dd/yyyy):

End Date (mm/dd/yyyy):

**Report Dates**

Start Date (mm/dd/yyyy):\*\*

End Date (mm/dd/yyyy):\*\*

**Select Events**

Start	End	Title	Description	Attachment
<input type="checkbox"/> 04/25/2010 09:00	04/25/2010 10:00	Drill: Stanislaus HAvBed Poll-Apr 25, 2010	Please enter and keep up-to-date your facility's inpatient bed information.	
<input type="checkbox"/> 04/26/2010 09:00	04/26/2010 10:00	Drill: Stanislaus HAvBed Poll-Apr 26, 2010	Please enter and keep up-to-date your facility's inpatient bed information.	
<input type="checkbox"/> 04/27/2010 09:00	04/27/2010 10:00	Drill: Stanislaus HAvBed Poll-aPR 27, 2010	Please enter and keep up-to-date your facility's inpatient bed information.	
<input type="checkbox"/> 04/28/2010 09:00	04/28/2010 10:00	Drill: Stanislaus HAvBed Poll-Apr 28, 2010	Please enter and keep up-to-date your facility's inpatient bed information.	

**Resources:**  Memorial Med Center(Level II Trauma Ctr)  
 Stanislaus Control

13. You may now save, print, or just view your detail report.

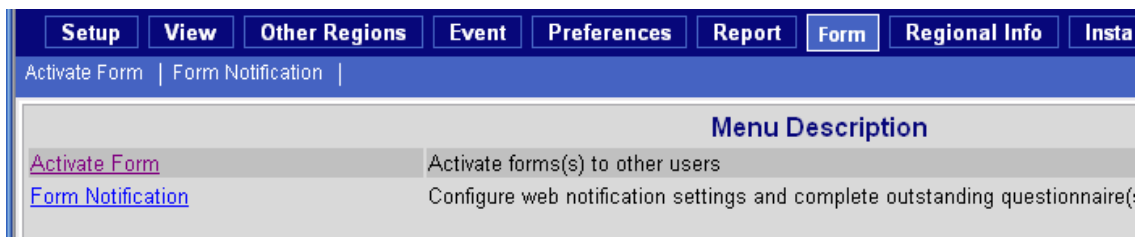
# Activating Form

## Sending Message to Users/Hospitals

To activate, click on the “fill form” button, and provide the information in the appropriate boxes. After all information is entered, click the “send form” button.

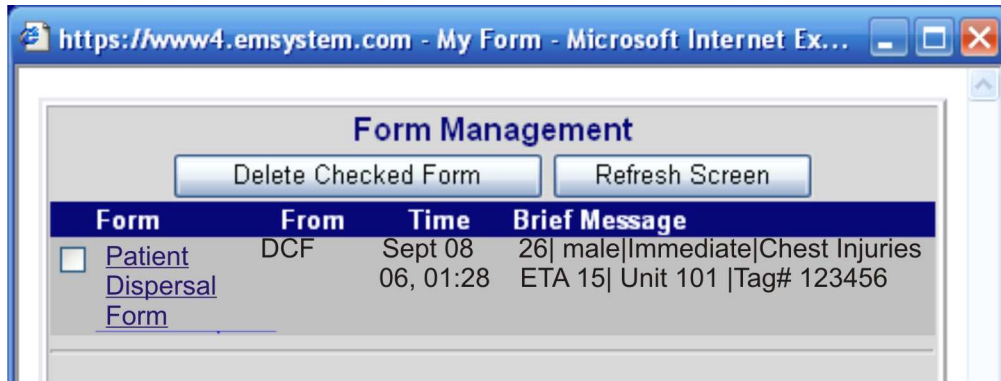
## MCI Patient Dispersal

The Control Facility notifies the Receiving Facility of incoming patient by clicking on the “Forms” menu option on EMResource, then selecting “Activate Form.”



- 1) Select “Fill Form” for MCI Patient Dispersal, Select the facility, then click “Activate Form.”
- 2) Complete applicable portions of the form, and then click “Send Form,” including:
  - (i) Age / Gender
  - (ii) Triage Category / Injury
  - (iii) ETA (minutes)/ Transport Unit
  - (iv) Triage Tag Number
  - (v) their Comments
- 3) MCI Patient Dispersal notification is received with an accompanying audio alert of “Incoming Message.” Facilities receiving this pop-up screen message should:
  - Print the Form
  - Delete the Form by clicking the white box to the left of the form, and clicking “Delete Checked Form.” If the window is closed without deleting the checked form, the window will reappear in a few seconds accompanied by the audio alert.

- Assign the incoming patient to the appropriate team



# Regional Information

## Calendar

The calendar feature allows messages to be sorted by date of events that are posted by the EMResource Administrator.

## Protocol/Document

The protocols and documents section of EMResource is a virtual library of documentation posted by the EMResource Administrator. Here you will find bulletins, procedure change notices, various forms, protocols and user guides. Most items are in PDF form so you will need Acrobat Reader to open the files.

## Find Resources

The find resources feature allows you to search for resources by name, category and/or location.

View	Other Regions	Event	Preferences	Form	Report	Regional Info	Instant Message
<b>Regional Info Menu</b>							
Menu Option	Description						
Calendar	View the regional calendar						
Protocol/Document	View the regional document library						
Find Resources	Search for Resources by name, category and/or location						

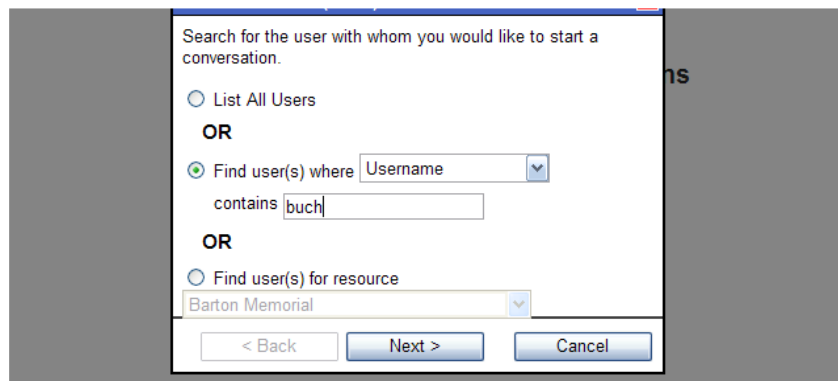
# Instant Messaging

## Establishing Communication via Instant Messaging

To activate the Instant Messaging function, the user simply clicks on the Instant Messaging tab located in the EMResource's Navigation toolbar. Once the user executes the Instant Messaging option, they can choose between a private communication with another single user by selecting New Private Chat, or create a "chat room" enabling multiple users to communicate by selecting New Conference.

To communicate with a single user:

1. Click on the New Private Chat tab at the lower left site of the screen.
2. From the Create New Chat box, the user can choose to list all EMResource clients or search for a specific user. When searching for a specific user name can be simplified by narrowing the search parameters using the drop down menu and entering part of the user name or resource.



3. After selecting the search option, click on the Next button to continue.
4. The EMResource users that are able to communicate through the chat option will be highlighted in green, indicating they are currently logged in.

5. Instant Messaging begins once the client selects a user highlighted in green and clicks on the Create Chat button.

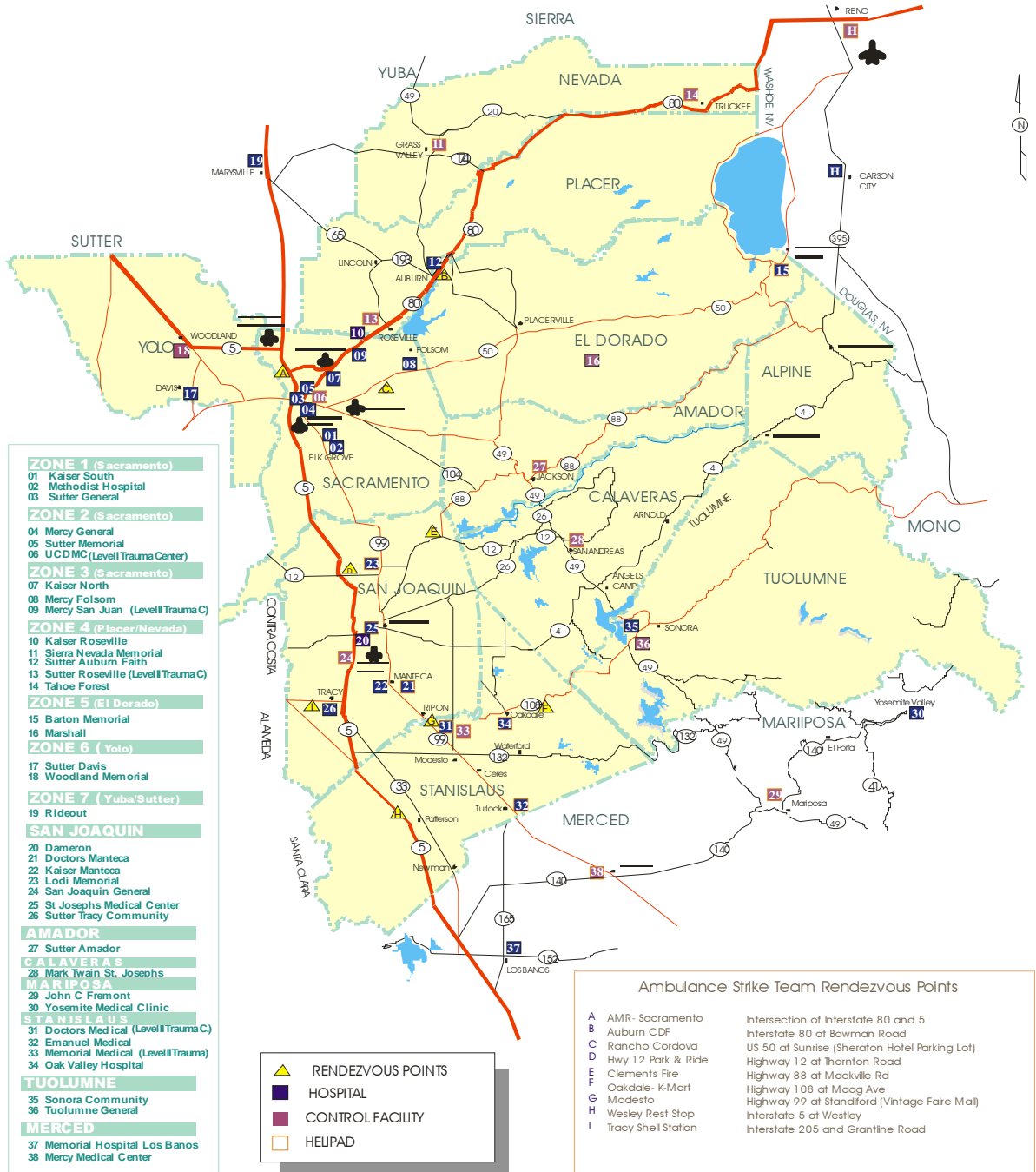
#### Creating a Conference Chat:

When establishing a Conference Chat, or a chat room where multiple users can communicate with each other, the user selects the New Conference button located at the lower left side of the Instant Messaging prompt screen. Creating a new conference will entail establishing a name for the new room as well as a description or theme of conversation that will take place in that conference room.

1. After the user inputs the conference room information, the multiple user chat room will be created after clicking on the Create Conference button.
2. Once the conference room is created, the user has the ability to invite other users to the room via the Invite button. When activated, the user can then choose to invite system users to the room by the same search criteria as shown in the Communicating with a Single User section above.

# Regional Map

## CALIFORNIA OFFICE OF EMERGENCY SERVICES REGION IV MEDICAL/HEALTH MUTUAL AID SYSTEM



## EMResource Trouble Shooting

### Trouble Shooting

1. If you experience problems with EMSystem, shut down all instances of your browser (Netscape, Internet Explorer) and then re-start and log into EMSystem again.
2. If you are still unable to get EMSystem to work properly, log out of your computer entirely & shut it down. Wait 2 minutes and then restart the computer and log in to EMSystem.
3. If you are unable to access the website, please check with your facility's tech support to make sure that your Internet connection is available.
4. If you still cannot get into EMSystem, or it doesn't appear to be working correctly, contact your EMSystem administrator and please have the following information readily available: your name, your facility, your EMSystem login name, a detailed description of your problem (including the exact text of any error messages), how long EMSystem has not been working, and a contact name for your facility.
5. As needed, your EMSystem Administrator will contact EMSystem.com and open a support issue.

### Getting Help

The following is the normal procedure for getting help with EMSystem issues.

1. If you have questions on how to use EMSystem, please consult others in your department who may be familiar with the program.
2. If your problems are technical in nature, please contact the technical support team at your facility. If they are unable to remedy your problem, then you should contact your EMSystem Administrator.
3. The EMSystem Administrator will contact EMSystem directly and have a tech support representative call you as soon as possible.

#### **EMSystem Administrator Contacts:**

**[RDMHC] Dan Burch** 209-468-6818 ( [dburch@sjgov.org](mailto:dburch@sjgov.org) )

**[UCDMC] Allison Shuken** 916-734-5323 ([allison.shuken@ucdmc.ucdavis.edu](mailto:allison.shuken@ucdmc.ucdavis.edu))

**[MVEMSA] Doug Buchanan** 209-529-5085 ([dbuchanan@mvemsa.com](mailto:dbuchanan@mvemsa.com))