Santa Clara County
Emergency Medical Services System

EMSystem®

REFERENCE GUIDE

An Operational Guide for Santa Clara County
Medical-Health System Users

EMS 823

Countywide Medical Response System (CMRS)

Santa Clara County Emergency Medical Services Agency

645 South Bascom Avenue

San Jose, California 95128

Public Health Department
Santa Clara Valley Health & Hospital System

Introduction

The Santa Clara County Emergency Medical Services Agency has implemented the use of EMSystem in order to provide the county's public safety personnel and healthcare professionals a method to receive real-time information on the current status of the County's Medical-Health System.

This includes hospital emergency department status tracking, trauma center status keeping, patient tracking, hospital bed tracking, and partner alerting tools. EMSystem was developed as user-friendly application, in response to the need for timely EMS and Public Health information that requires only an internet connection and a computer running a current web browser to operate. Maintenance on the system stems from changes that can be implemented from the EMSystem server, freeing the user from having to consistently invest time in updating the system.

In a medical-health surge event, there is a clear need for timely and concise information related the availability and capability of the County's emergency response resources. Information pertaining to the activation of the Public Health Department Emergency Operations Center (DEOC), the availability of the Field Treatment Sites / MCI units, and important disaster / MCI hospital information is imperative during a large scale emergency.

EMSystem offers Public Health users a method to send and receive important information during a county wide public health situation. Providing real time information on the activation and current status of an Influenza Care Center, the ability to communicate electronically with other system clients via the internet through the Instant Messaging tool located within EMSystem, and other supportive functions previously mentioned, enable the public health user to make sound judgments on county health related matters.

The County currently utilizes EMSystem as an information system for day-to-day routine EMS services, as well as specialized emergency medical operations, such as mass casualty incidents, county-wide drills, and other major EMS and Public Health related functions.

System Requirements

In order to utilize the EMSystem 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	Recommended Configuration
100 MHz processor	200 MHz
32 MB of RAM	128 MB of RAM
Internet connection hardware: Network connection or 28.8K modem	High-speed Internet connection: DSL, T1 or 56K V.90 modem
Color monitor with 800x600 dpi minimum resolution	Color monitor with 1024x768 dpi resolution
Sound card with speakers	Sound card with speakers
Mouse and keyboard	Mouse and keyboard

Software:

Minimum Configuration	Recommended Configuration
Windows, Unix or Mac OS	Windows, Unix or Mac OS
Internet Explorer 5.5, Netscape 6 or Mozilla 1.0	Internet Explorer 6.0 or newer
Adobe Reader	Adobe Reader

Communications:

- Requires Internet connection to www.emsystem.com
- Dedicated 24x7 Internet Connection (this must be a dedicated, uninterrupted connection). Users must be connected to EMSystem 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 EMSystem 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 EMSystem sounds. If the volume is not turned up, you will NOT hear EMSystem 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 EMSystem is running behind a firewall the PC must have the ability to access www.emsystem.com, www1.emsystem.com, www2., www3., www4, etc. or www*.emsystem.com.

Starting EMSystem

You must first go to http://www.emsystem.com. When you first arrive to their web site your browser is automatically redirected to one of the active servers. This is reflected in the URL by the inserting of a number after the “www”. If you plan on creating a bookmark for easy access, be sure that it is directed only to the http://www.emsystem.com site and not one of the redundant server sites.

Once your web browser is showing the EMSystem home page, you may log in to the system.

To log into the system:

1. Type your user name
2. Type your password
3. Click on the “Login” button
4. You will now be taken to the default screen on the application page

*User name and password fields are case sensitive. Users should input login information exactly how access to EMSystem was set up.

Navigating the Site

After you have logged in, the default starting point will be the system view entitled “Santa Clara County”. In this view you will see information hospital status, trauma center status, EMS air resource status, and system operations information.

If you are a mutual aid partner located outside of Santa Clara County, then your default starting point will be your county’s or agency’s default page.

For the purpose of this guide, it is assumed that you are an agency or user located inside of Santa Clara County.

In order to navigate the site, you must have an understanding of each navigation tab and the actions upon which they invoke.

Please note that not all items listed may appear on your screen. Some items are limited to those with administrator privileges only. Please see your local administrator for access rights.

The following is a listing of the tabs and associated sub-tabs.

Setup Tab

The setup tab allows specific system users to set up or modify their logins, access rights, and contact information. Other modification options that are located under this tab are editing or creating a new region view, establishing a new preset “status reason”, editing the roles of specific EMS system assets, and creating new preset advisory statuses. These editing options are useful for implementing or editing preset information in regards to the EMS system for quick and easy notification to the masses. Utilizing these setup options, enables standard system users a “user friendly” way at going about obtaining and sending vital information on a number of resources, and event notifications. Not all user types will have access to this function.

View Tab

The view tab allows users to see the live status tracking of the various hospitals, trauma centers, EMS providers and other resources. This view is changeable by selecting between the various sub groups: Resource, Summary, Custom, Santa Clara County, PSAP-Dispatch, Clinics, Influenza Care Center, Map, FTS / MCI Resources, and Resource Family. By simply clicking on a resource name, the user can receive up to date information on the selected resource. Most views contain the resource name, resource status or diversion status, status type, any comments associated with the current status and when the resource status was last updated.

Understanding Status Coding

Depending on the resource being tracked (Emergency Department Diversion, Trauma Center Bypass, or Operations Center), the status coding options will be different. These options are preset, the user will only be able to choose between the ones that pertain to your resource type.

Hospital Emergency Department Diversion Status

- **Open** - Open to all ambulance traffic
- **Service Advisory** – CT scanner not available
- **Ambulance Diversion** – 911 ambulance diversion
- **Internal Disaster** - The facility is not able to receive any patients. This status requires immediate reporting to the California Department of Health Services

Trauma Centers

- **Open** - Open to all ambulance traffic
- **Service Advisory** – CT scanner not available
- **Ambulance Diversion** – 911 ambulance diversion
- **Internal Disaster** - The facility is not able to receive any patients. This status requires immediate reporting to the California Department of Health Services

EMS Air Resources

- **Available** – Helicopter Available
- **Unavailable** – Helicopter Unavailable

Public Health Department Emergency Operation Center

- **Not Activated** – The DEOC is currently not activated. Contact and communication with the EMS Duty Chief should be established if there is a need for emergency public health or EMS support/response.
- **Monitoring** – Internal Public Health Department Designation. The DEOC is at a heightened level of readiness.
- **Limited Activation** – Low level Utilization of the DEOC. Contact the DEOC directly for all requests, status reports, and coordination.
- **Full Activation** – The DEOC is fully activated and operational. Contact the DEOC directly for all requests, status reports, and coordination.
- **Drill / Exercise** – DEOC drill or exercise is in progress

Influenza Care Centers

- **Not Activated** – The ICC is currently not activated
- **Full Activation** – The ICC is fully activated and operational

Field Treatment Sites / MCI Units

Available – Resources are currently available

Unavailable – Resources are currently out of service

Resources View

This view lists all Santa Clara County resources tracked by EMSystem. Listed are all hospital emergency departments that reside within Santa Clara County, County recognized ground ambulance resources, EMS air resources, system operation resources, trauma centers within Santa Clara County, PSAP fire statuses, clinics, activation status of Influenza Care Centers, and current availability of Field Treatment Sites and MCI Units. The Resources View lists more items in detail than can be found in the Summary View.

Summary View

The summary view shows all resources that are currently being tracked by EMSystem for Santa Clara County. This view is handy for when you would like to see a quick status of a resource that is not normally contained within your default view. The summary view is very similar to the resources view, the only difference is the amount if information that is displayed for each resource. Users should refer to the Resources View for more detailed information on system resources.

Santa Clara County View

In the Santa Clara County View, hospital emergency departments, trauma centers, EMS air resources and system operation resources are displayed. This is the default view for most users.

PSAP Dispatch View

The PSAP Dispatch View shows the status of county EMS related assets. Information pertaining to System Operations, FTS / MCI Units, PSAP Fire Agencies, Ground/Air Ambulance services, Hospital, and Trauma Center resources are displayed on screen.

Clinics View

The Clinics view displays the County's clinics and the status of their daily operations.

Influenza Care Center View

The Influenza Care Center (ICC) View displays a detailed view on the status and information on an established ICC. The user is informed on the activation of the ICC as well as other components such as bed / O2 bed availability. These items are listed as being either available or occupied when a ICC is established.

FTS / MCI Resource View

The FTS / MCI Resource view displays County Medical-Health trailer and Public Health EMSA Squad availability. Other items that are listed in the System Operations group within this resource view are the current status of the EMS Duty Chief and Public Health Department Operations Center.

Map

The map view is not currently being utilized.

<u>Other Region Tab</u>

The other region tab displays hospital status information for Monterey, San Benito and Santa Cruz counties. Diversion colors in other counties may not hold the same meanings or census as your current county. Other counties will be implemented into the system on a latter date.

Event Tab

The event tab allows users to initiate, manage or setup events (i.e. MCI, system alerts, hospital queries, and regional messages). Not all users will have access to this tab; therefore this may not appear on your screen.

Event Management

Depending on your permission level, you may utilize the event management section to activate an event or query. The current available events and queries are: Private ground Ambulance Availability Query, Ambulance Dispatch Center Broadcast, Emergency Department Bed Availability, Hospital in-house bed query, Hospital information, Multiple Patient Management Plan, Regional message, System alerts, and County Standard Dispatch Orders. For information on how to initiate an event / Query, refer to the “Initiating Events / Query” section in this document.

Preference Tab

The preference tab allows users to change items such as event notification methods, passwords for login, user information, customized views and status change preferences. 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 at each status change or event notification.

Event Notification

Utilizing the event notification section, you may 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 Event Notification
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
5. Boxes with a check mark will then be activated once the “save” button is clicked

To deactivate a method do the same as above, click on the method’s radio box so that it is empty, 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. 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. 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 EMSystem will notify when 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.

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, 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

If the user can not remember the password, contact your local system administrator and they can reset your password to the default one of "12345678". If you have your password reset to the default one, on your next login you will be asked to change it to a custom one for security reasons. Never leave your password as the default one.

User Info

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
3. Enter your full name (first and last)
4. Enter the name of your organization
5. Enter you 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.
9. Under “Notification Overview”, Set E-mail, Text Pager and Web Page to “On” under the “All Notifications” column.
10. Click on radio buttons under the “At All Times” column for E-mail, Text Pager, and Web Page so that it shows with a green dot.
11. Click on “Save” to save the changes.

<u>Report Tab</u>

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

Status Reports

The status report tracks daily status changes for 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 EMSystem screen for any given time on any given day in the past.

The following are status reports that may be generated:

- Status Summary
- Status Detail
- Status Reason Summary
- Status Reason Detail
- Status Snapshot
- Monthly Status Assessment

Form Reports

The Form Reports view enables the users to create a detail report for information pertaining to a specific form. To create a report, click on the “form detail” option located on the left portion of the screen. The user enters information in the appropriate info boxes and selects a form to associate the details with. After all information is entered, select the “generate report” button to submit.

Event Reports

By utilizing the event detail report function, you may create custom, detailed, reports that display information related to any of the event types. Reports could be for one event, or all events. Event reports may be generated over a given date range of one day up to a couple years.

The event types are:

- BLS ambulance surge queries
- Hospital in house bed queries
- Hospital information
- MCIs
- Regional messages
- System alerts
- Standard Dispatch Orders 1-28

<u>Form Tab</u>

The form tab allows users to activate forms and set form security and notification settings. The user has the option to click on the ambulance icon located at the top of the tool bar, as a means to activate the form option as well.

Activate Form

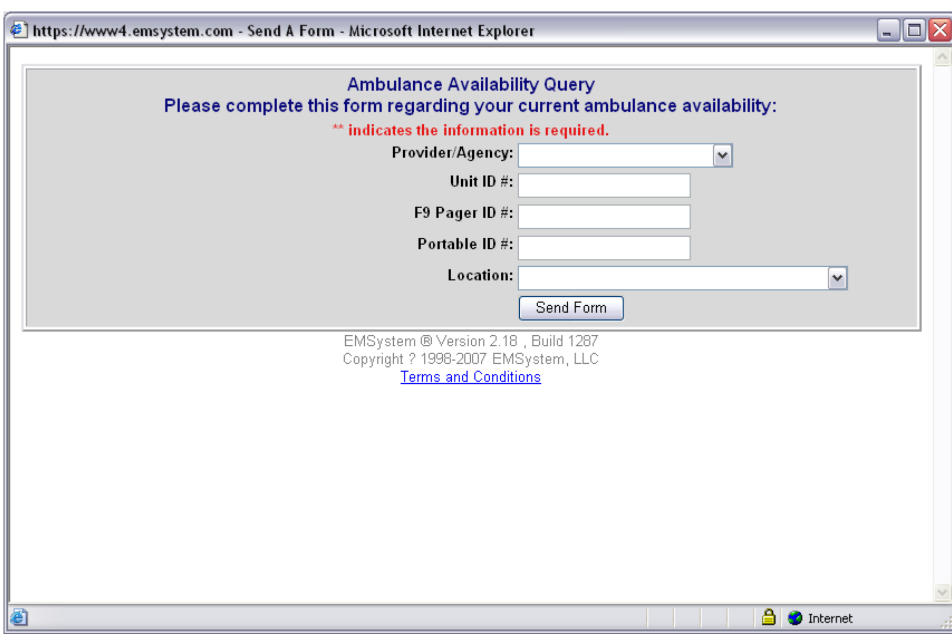
Currently, the Ambulance Availability Query form is located within this tab. Completing this form, informs the system of a providers current ambulance availability. To activate, click on the “fill form” button, and provide the information in the appropriate boxes. Information is either entered into the system by text, or pull down menus. After all information is entered, click the “send form” button.

Answering a Request for Ambulance Forms

Once a request is made for ambulance availability, the private ambulance dispatch center shall do the following:

1. Determine if you have any ambulances (ALS or BLS) in which you can offer up to the 911 EMS system.

2. Click on the ambulance icon  which will open the Ambulance Availability Form.



If you do not have available ambulances then

3. Choose your “Provider/Agency” name from the dropdown
4. Enter “NO UNITS AVAILABLE” in the “Unit ID” space
5. Click on “Send Form”

If you have ambulances that may be placed into the 911 EMS system then you will need to generate a separate response for each individual ambulance.

1. Choose your “Provider/Agency” name from the dropdown
2. Enter the Unit ID number
3. Enter the appropriate Frequency 9 Radio pager ID number
4. Enter the appropriate Med 91 portable radio ID number
5. Choose the location which is closest to where the unit currently is from the dropdown menu
6. Click on the “Send Form” button
7. Repeat the above steps for each individual ambulance by clicking on the ambulance icon  and opening a new form

If you need to remove an ambulance which you have placed on the list as being available, contact Santa Clara County Communications directly and inform them of the request to remove. They will remove the specific unit from the list and that unit will no longer be considered available for calls.

Regional Information Tab

The regional information tab allows users to view current Santa Clara County EMSA events and offerings as well as download and view various documentation put out by the Santa Clara EMS Agency.

Calendar

The calendar feature contains various messages sorted by date of either events or courses that are being offered or sponsored by the Santa Clara County EMSA. You may look at the current year's events, a previous year's events as well as the next year's planned events. Here you will see the event title, the date in which the event is to occur, a brief description and any contact information.

Protocol/Document

The protocols and documents section of EMSystem is a virtual library of documentation that is offered by the Santa Clara County Emergency Medical Services Agency. 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.

Instant Messaging Tab

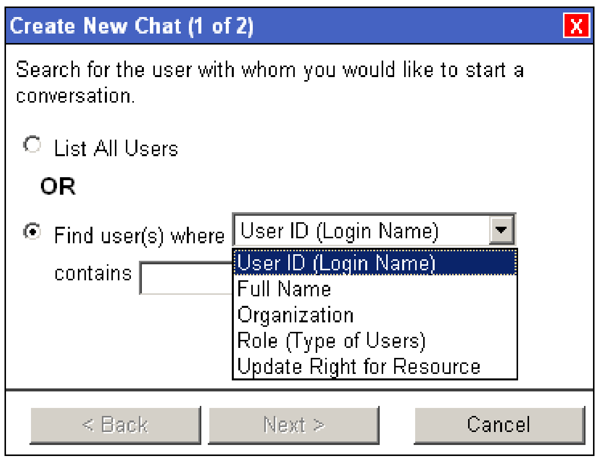
EMSystem enables its clients to instantly interact with other system users via the Instant Messaging function within the Navigation toolbar located at the top of the screen. This messaging function can instantly send messages from one computer to another, and is similar to sending an SMS text message on a mobile phone. The Instant Messaging feature lets the client know who and when another EMSystem 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 many people to interact with each other at the same time when using the “conference” option.

Establishing Communication via Instant Messaging

To activate the Instant Messaging function, the user simply clicks on the *Instant Messaging* tab located within the EMSystem’s Navigation toolbar. Once the user executes the Instant Messaging option, they can then chose between a one-to-one communication option by selecting *New Private Chat*, or establish a *New Conference*, enabling multiple users to communicate in a single “chat room”.

To communicate between single system users:

1. Click on the *New Private Chat* tab at the lower left corner of the screen.
2. From the *Create New Chat* box, the user can then choose to either list all EMSystem clients, or search for a specific user. When searching for a specific client, the user has the option to search through multiple threads from a single pull down menu located in the box.



3. After selecting from one of the conversation options, click on the *Next* button to continue.
4. The EMSystem users that are able to communicate through the chat option will be highlighted in green.
5. Instant Messaging begins once the client selects a user highlighted in green and clicks on the *Create Chat* button.

Communicating with multiple system users:
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 portion 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 when 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 *Create New Chat* image

EMSystem User Operations

Events and Queries

Initiating Events / Queries

Depending on your permission level, you may utilize the event management section to activate an event or query. The current available events and queries are: BLS ambulance surge query, Hospital in-house bed query, Emergency Department Bed Availability, Hospital information, Multiple Patient Management Plan Activations, Regional message, System alerts, and Standard Dispatch Orders.

To activate one of the events:

1. You must open the event management screen by clicking with your mouse onto the “Event” tab.
2. Now click on “Event Management” which is located in the sub-navigation bar.
3. Then click on the button entitled “Create” that is located just to the left of the event that you would like to initiate. This will take you to a second screen in which you will enter pertinent information and time durations.
4. Enter a title for your event. The title should be short in length, but should allow others to understand what is happening by just reading it. For example, if you had activated an MCI for a multi car freeway accident in which you needed to alert the emergency departments as well as the trauma centers, you could type “MCI Alert. Multi vehicle MVA at HWY 680 and HWY 101”.

5. Now enter a brief detail of the event. An example continuing with the multi vehicle MCI above could be, "10 vehicles involved with approx. 20 patients. One vehicle was a tanker truck that was carrying 500 gallons of Sulfuric Acid."

6. Enter the event start date and time as well as the ending date and time. The default that EMSystem uses is a 24 hour period starting from the time that the event was created (step 3 above). Users can modify events to have shorter durations, occur on a future date and time, or run over several days, weeks, months and years.

7. If you have any associated documents, you may attach them to this event. Files must originate from the computer or device that is initiating the event and must be either a PDF, TXT, or HTML based file. Once a file is attached to the event, it will become available for other users to download.

   One thing to remember is that files that you attach should be small in size. Files that are over 1MB in size may take along time to download if a user is utilizing a 56K or less internet connection. It is also a good rule of thumb to only attach pertinent documents such as area maps, resource lists, ICS forms, hazardous materials data sheets, and ingress/egress information. Items such as scene photos, SOP guides, and other large documents should only be included as attachments if they are extremely necessary for the operation of the event.

8. Choose the resources to participate in the event for each category. If all resources in a particular group are to be selected, just click on the button to the right of the group title that states "all" and then the group name.

To participate in an event means to become one of the targeted resources that the information request or message is being directly sent to. Others, not selected, will just see the event as an informational notice. Not all events will have a participant selection list. Events such as hospital information, regional messages, and system alerts automatically go out to all users.

9. Next click on the “Save” button to activate the event or query.

You have now launched your event. Once an event has been activated, it may be modified or edited if needed. This is particularly useful for events that have grown in size and my require other resources, initially not included in the request, to be added. Or, the time duration has changed for an MCI.

To modify an event:

1. You must open the event management screen by clicking with your mouse onto the “Event” tab.
2. Now click on “Event Management” which is located in the sub-navigation bar.
3. Then click on the button entitled “Edit” that is located just to the left of the event that you would like to modify.
4. The event information will be displayed on a page that has the words “update” in the title. Make any modifications, or add any new attached files.
5. Next click on the “Save” button to change the event or query. Once the event is updated, a new pop up window will appear on the computer screen for all resources that were chosen to participate.

Responding to a Query

The two queries that Santa Clara County utilizes are: (1) Hospital in house bed query, and (2) Emergency Department Bed Availability. The hospital in house bed query is a request for total number of beds available for burns, critical care, medical/surgical, pediatric and psychiatric patients. The number requested is hospital wide and not just the number of patients that the emergency department can handle. The next group, the MCI query, is targeted on how many patients an emergency department and/or trauma center may handle. Patients are categorized by triage status (immediate, delayed, and minor) for which a total number per status group is requested.

After an event has been initiated, your agency may receive a request to respond to a query. One way that EMSystem alerts your agency to respond to a query is by placing a specialized icon after your agencies name on any of the views.

By clicking onto one of these icons, you will be taken to the query response screen. You may also navigate to the response screen by just clicking on the colored alert bar that is located just below the sub-navigation bar.

Once you are on the query response screen, you will notice that the items in which you are to supply the information for have red initial values. This allows you to see what you have already modified and what is still untouched.

To Change a Value for an Item

1. Find the row in which your hospital is listed. If you are a trauma department, then be sure to find the row in witch you are listed as such.
2. Follow the row over to the first item to be changed.
3. Click onto the red text or number. Another window will open. If the value being changed is for either “hospital operational status” or “diversion” status, then the window that opens will have predefined answers.
4. Change the value to the correct one and type in any associated comments for that value.
5. Click on the “Save” button.
6. Continue on through all items needed values for your hospital.

If at anytime a value needs to be updated, just repeat the above steps to change them to the new, correct, number or setting.

<u>Updating Hospital Status</u>

You may change your hospital’s current diversion status at any time. Changing the diversion 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 needed to make changes in the status. If there is no key present, then see your local administrator for help.
3. Click on the current diversion status. This will either be open, caution, closed, or internal disaster.

4. A new window will open. This window contains the different diversion statuses that are available.
5. Click on the radio box that is located to the left of the desired diversion status.
6. Some diversion statuses require you to choose a reason that will be listed below it. Choose the most appropriate reason by clicking on the radio box that is to the left of it.
7. Type in any comments that you would like associated with the change in the diversion status.
8. Click on the save button.
9. You will now be taken back to the view screen. Please review your current status change to be sure that it is correct.

Resource Information Update

Each resource listed in a view has associated contact information for that resource. This information consists of:

- Type of resource
- Contact name
- General phone numbers
- Fax numbers
- Ringdown phone numbers
- Satellite phone numbers
- Emails

There will be a need from time to time in which modifications to this information will be needed.

Running Reports

EMSystem allows users to generate reports on status changes, events or form requests. Reports are available in a summary view or in a detailed view. Summary reports will show only totals where a detail report will show all data collected on that particular item. All reports can be modified as per date ranges, resources or type of events.

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.
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 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 by clicking on the radio box that is to the left of the status.
9. Choose whether you would like the report to be provided to you in a PDF format or in an Excel format (comma separated values).
10. Click on the "Run 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 a "Status Detail" 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 Detail" from the list of available reports.
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 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 whether you would like the report to be provided to you in a PDF format or in an Excel format (comma separated values).
8. Choose a status type from the dropdown box.

9. Click on the “next” button. You will be taken to a different page.
10. The new screen is where you will select the sub-items and resources in which you would like the report to reflect. To select an item, just click on the radio box that is located to the left of the name. To select all items in a group, just click on the “Select All” button for each group.
11. Click on the “Generate Report” button. You will be taken to a new screen. Your report data will appear on this new window once it is compiled.
12. You may now save, print, or just view your detail report.

To run a “Status Reason 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 Reason Summary” from the list of available reports.
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 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 whether you would like the report to be provided to you in a PDF format or in an Excel format (comma separated values).

8. Choose the resource(s) in which you would like a status reason 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.
9. Click on the “Next” button. A new screen will appear.
10. Choose the status type(s) that you would like reported upon from the dropdown menu.
11. Click on the “Next” button
12. Choose the status reason in which you would like to report upon. A checkmark in the radio box indicates a selected item. To select all reasons, click on the “Select All Reasons” button.
13. Click on the “Generate Report” button.
14. A new window will open. Your report data will appear on this new window once it is compiled.
15. You may now save, print, or just view your summary report.

To run a “Status Reason Detail” 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 Reason Detail” from the list of available reports.
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 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 whether you would like the report to be provided to you in a PDF format or in an Excel format (comma separated values).
8. Choose the resource(s) in which you would like a status reason 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.
9. Click on the “Next” button. A new screen will appear.
10. Choose the status type(s) that you would like reported upon from the dropdown menu.
11. Click on the “Next” button
12. Choose the status reason in which you would like to report upon. A checkmark in the radio box indicates a selected item. To select all reasons, click on the “Select All Reasons” button.
13. Click on the “Generate Report” button.
14. A new window will open. Your report data will appear on this new window once it is compiled.
15. You may now save, print, or just view your detail report.

To run a “Status Snapshot” 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 Snapshot” from the list of available reports.
4. A new screen will be opened.

5. Enter the date and time for the snapshop by either keying it in (mm/dd/yyyy 00:00) 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 date. If you choose the date by use of the calendar icon, then you will need to edit the time value to the desired one.
6. Click on the “Run Report” window.
7. A new window will open. Your snapshot data will appear on this new window once it is compiled.
8. You may now save, print, or just view your snapshot report.To run a “Monthly Status Assessment” 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 “Monthly Status Assessment” from the list of available reports.
4. A new screen will be opened.
5. Enter the month and year by selecting them from the drop down menus.
6. Choose whether you would like the report to be provided to you in HTML (web browser) format or in an Excel format (comma separated values with or without headers).
7. Choose the resource(s) in which you would like a status reason 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. Click on the “Next” button. A new screen will appear.
9. Choose the status type(s) that you would like reported upon from the dropdown menu.

10. Click on the “Next” button
11. Choose the status reason in which you would like to report upon. A checkmark in the radio box indicates a selected item.
12. Click on the “Generate Report” button.
13. A new window will open. Your report data will appear on this new window once it is compiled.
14. You may now save, print, or just view your detail report.

To run a “Event Detail” report:

1. Click on the “Report” tab. You will be taken to a new screen.
2. Select “Event Reports” from the sub navigation menu.
3. Choose “Event Detail” from the list.
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.
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.
13. You may now save, print, or just view your detail report.

EMSystem 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 thefollowing 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 Regional 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 dept. 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 Regional Administrator.
3. The EMSystem Regional Administrator will contact EMSystem directly and have a tech support representative call you as soon as possible.

Santa Clara County Regional Administrator Contact

Michael Clark
Santa Clara County Emergency Medical Services
Michael.Clark@hhs.co.scl.ca.us
408-885-4250

County of Santa Clara
Countywide Medical Response System

EMSystem System Resource User Guide

A Reference Guide for Private Dispatch Users

Version 2
Updated 12/13/2007

Countywide Medical Response System (CMRS)
Santa Clara County Emergency Medical Services Agency
645 South Bascom Avenue
San Jose, California 95128

Public Health Department
Santa Clara Valley Health & Hospital System

Private Dispatch Users
EMSystem Resource User Guide

Description

This document should be utilized as a quick resource guide for Private Dispatch users, and is a component of the EMSystem Reference Guide.

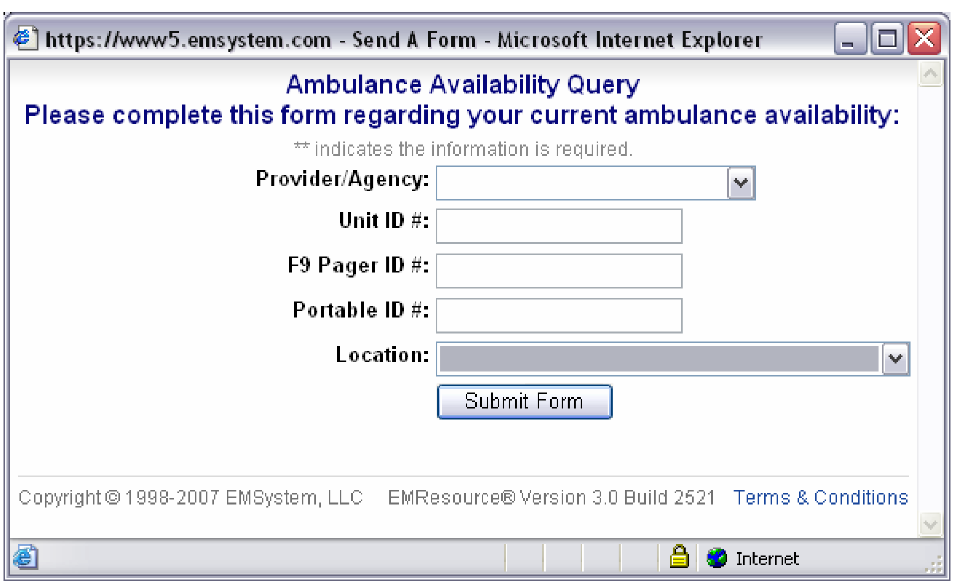
EMSystem Private Dispatch User Operations

Answering a Request for Ambulance Availability

Once a request is made for ambulance availability, the private ambulance dispatch center shall do the following:

- Determine if you have any ambulances (ALS or BLS) in which you can offer up to the 911 EMS system.
- 

Click on "User Links" which is located in the upper right corner of the EMResource web page.
- Click on the ambulance icon  which will open the Ambulance Availability Form (below).



- If ***<u>you do not have available ambulances</u>*** then:
    - Choose your “Provider/Agency” name from the dropdown
    - Enter “NO UNITS AVAILABLE” in the “Unit ID” space
    - Click on “Submit Form”

- If ***<u>you have ambulances that may be placed into the 911 EMS system</u>*** then you will need to generate a separate response for each individual ambulance:
    - Choose your “Provider/Agency” name from the dropdown
    - Enter the Unit ID number
    - Enter the appropriate Frequency 9 Radio pager ID number
    - Enter the appropriate Med 91 portable radio ID number
    - Choose the location which is closest to where the unit currently is from the dropdown menu.
    - Click on the “Submit Form” button

- Repeat the above steps for each individual ambulance by clicking on the ambulance icon  and opening a new form.

<u>If you need to remove an ambulance which you have placed on the list as being available, contact Santa Clara County Communications directly and inform them of the request to remove. They will remove the specific unit from the list and that unit will no longer be considered available for calls.</u>

County of Santa Clara
Countywide Medical Response System

EMSystem : An Annex for the Emergency Department and Trauma Center

An Annex to the EMSystem Users Guide

Santa Clara County Emergency Medical Services Agency
645 South Bascom Avenue
San Jose, California 95128

Public Health Department
Santa Clara Valley Health & Hospital System

Description

This document should be utilized as a quick resource guide for Trauma Center and Emergency Department users, and is a component of the EMSystem Reference Guide.

Trauma and Emergency Department User Operations

Responding to a Query

The two queries that Santa Clara County utilizes are: (1) Hospital in house bed query, and (2) MCI query. The hospital in house bed query is a request for total number of beds available for burns, critical care, medical/surgical, pediatric and psychiatric patients. The number requested is hospital wide and not just the number of patients that the emergency department can handle.

The next group, the MCI query, is targeted on how many patients an emergency department and/or trauma center may handle. Patients are categorized by triage status (immediate, delayed, and minor) for which a total number per status group is requested.

After an event has been initiated, your agency may receive a request to respond to a query. One way that EMResource alerts your agency to respond to a query is by placing a specialized icon after your agencies name on any of the views.

By clicking onto one of these icons, you will be taken to the query response screen. You may also navigate to the response screen by just clicking on the colored alert bar that is located just below the sub-navigation bar.

Once you are on the query response screen, you will notice that the items in which you are to supply the information for have red initial values. This allows you to see what you have already modified and what is still untouched.

To Change a Value for an Item

- *Find the row in which your hospital is listed. If you are a trauma department, then be sure to find the row in witch you are listed as such.*
- *Follow the row over to the first item to be changed.*
- *Click onto the red text or number. Another window will open. If the value being changed is for either "hospital operational status" or "diversion" status, then the window that opens will have predefined answers.*
- *Change the value to the correct one and type in any associated comments for that value.*
- *Click on the "Save" button.*
- *Continue on through all items needed values for your hospital.*

If at anytime a value needs to be updated, just repeat the above steps to change them to the new, correct, number or setting

Updating Hospital Status

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

- *On any view, locate your hospital's name.*

- *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 needed to make changes in the status. If there is no key present, then see your local administrator for help.*

- *Click on the current diversion status. This will either be open, caution, closed, or internal disaster.*

- *A new window will open. This window contains different diversion statuses that are available.*

- *Click on the radio box that is located to the left of the desired diversion status.*

- *Some diversion statuses require you to choose a reason that will be listed below it. Choose the most appropriate reason by clicking on the radio box that is to the left of it.*

- *Type in any comments that you would like associated with the change in the diversion status.*

- *Click on the save button.*

- *You will now be taken back to the view screen. Please review your current status change to be sure that it is correct.*