INSTRUCTOR NOTES:
Introduction slide. The program may be taught in a group setting or self-taught.
Unit 1: Course Overview

Purpose
This training provides instruction and guidelines on using the HC Standard® Patient Tracking System.

Course Objective
To support proper and trouble-free usage of the HC Standard® Patient Tracking System (PTS) components and its framework for first responders and healthcare managers, and to help PTS users get the best out of its features and enjoy the full potential of HC Standard®.

Training Content
The training is comprised of the following units:
- Unit 1: Course Overview
- Unit 2: Mobile Patient Triage and Tracking
- Unit 3: Motorola Device instructions
- Unit 4: Web Client Reference Guide
Course Overview

**PATIENT TRACKING™**

Utilizes remote handheld computers to support near real time patient tracking and information sharing — from initial triage at the incident scene throughout the healthcare system including evacuations.

**STANDARD™**

Allows Users to visualize various disparate hospital and clinical data. It provides monitoring, mapping, and reporting of critical healthcare assets such as patient triage and status.

This presentation is designed to assist Instructors (trainers) from First Response Agencies to deliver the training information on HC Standard® and PTS to end-Users.
Unit 2: Mobile Patient Triage and Tracking
Why use Patient Tracking System (PTS)?

- Improved communications for all players
  - Minimize radio communications
  - Quicker and more accurate picture of where a patient is at any given time
  - Hospitals get immediate details about a patient
  - Provides snapshot of an incident to everyone involved

Will show hospital view in second half of training session
PTS GO Kit

- Spare batteries (5)
- Handhelds (5)
- Holsters (5)
- Rugged laptop

PTS Go Kit Best Practices
- Keep case plugged in and handhelds turned on
  - Keeps devices charged
  - Allows GER to keep PTS software updated
Emergency Wireless Routing Access Point (EWRAP)

EWRAP Facts:

- Provides wireless internet connection for handhelds and included laptop
- Can run for up to 3 days continuously on battery power
- Quickly deployable anywhere and in any weather condition
- Easy to turn on

EWRAP Best Practices

- Keep EWRAP plugged in when not in use—Keeps unit charged and ready to go
Power Up

• To turn the device on, press the red power button on the bottom left corner and hold for 1 second.
• The handheld device should normally be left on and in the charging cradle when not in use.
• After a period of non-use, it will automatically enter hibernation mode.
• To wake the unit from hibernation mode, press the red power button and quickly release. Give the device 2-3 seconds to wake up.
Logging in

- Each user must login to PTS with his or her assigned username and password.

Skip Login

- If username and password are inaccessible, you can tap the skip login bar to enter the PTS application. Patients can be entered into PTS at this point; however, no data will be synced to the server until proper user credentials are entered.
Keypad Use

- QWERTY Keypad
  - Letters are white
  - Special characters/numbers are orange
  - To enter a special character the orange key must be highlighted.
    - Press once for one character
    - Press twice to lock in character mode.
      - Press orange key again to return to letter characters

- On-Screen Keypad
  - Tap the icon that looks like a keypad and use stylus to enter letters/numbers.
  - A second tap will hide the digital keypad.

*Check student note page—refer students here

NOTE: Numeric fields such as vitals will automatically place the device in number lock
The Patient Tracking Screen

- If a connection has been established, the device will direct you to the synchronization screen and begin to synchronize automatically. Tap Done to take you to the Patient Tracking Screen.

- From the Patient Tracking Screen, we can see:
  - If it is connected to the server
  - When the last sync occurred
  - If there is current patient information on the device that has not been synced
  - Amount of memory being used
  - Remaining battery life
  - Current ICS information (incident, position, division, floor/number/unit)

- *The Individual and Group bars at the bottom take you to the respective Patient ID and Group pages where the unique identifier of the patient can be either typed in using the keypad or scanned in using the barcode scanner.

* Feature of HC Standard® version 3.7
Menu – Patient Tracking Screen

- Tap **Menu** on the bottom right of the screen
  - Synchronization
  - Change division/position
  - Login/logout
  - GPS
  - Options: server, synchronization, keyboard, GPS, incident, triage
  - Device summary
  - About patient tracking
  - Exit
At this point in time.. Incidents created by MIEMSS....
Patient ID/Barcode Scanner

- Manually enter a patient ID using the keypad by tapping **Individual** on the PTS Screen.

- To scan a barcode, use the scanner at the top of the device.
  - Press and hold the **Scan/Action** key to activate scanner
  - Point at a barcode and slowly pull device back
  - Listen for beep to move directly to the **Triage Screen**
Navigating Triage Screens

- Navigate through PTS with “>” and “<” buttons
- Tap GoTo button to move directly to a page
- Tap Menu for save and print options, and other special actions
- Use stylus and keypad to enter information
Injuries

- Tap the stylus on the screen to place an “x” on the area of concern
- Place the stylus on the screen and drag it to make a box around the area of concern
- Clear the marks by tapping the *Clear* button.
**Audio**

- Audio can be added on any page in PTS
- Tap *Menu* and *Audio*
- Dictate information using the *Record*, *Stop*, and *Play* buttons
- To Delete, select the file by tapping on it with the stylus
  - Tap *Menu* and choose the delete option
- *Done* takes you back to the patient record
Pictures and Video

- To capture media on the Camera screen, press the Scan/Action button and hold the device still for 3 - 4 seconds
- For Video, tap this mode and use the Scan/Action button to begin and end the recording
- All photos and videos can be viewed and edited through the menu and photo or video selections
Save and Start a New Patient Record

- The Done button will close the patient record/group and save current information.
- The New button will save the current information and take you to the Patient ID screen.
- In Individual Triage, scanning another patient’s barcode will automatically save the current patient’s information and begin a new patient record.
Completing the Patient Record

- After navigating through all of the pages in the patient record, the **Save Patient** screen will prompt you to save the patient record
- Tap the best option
- Always save and return to the main **PTS Screen** when there are no more patients to triage
Group Triage

- To initiate, tap the *Group* bar on the PTS Screen.

- Enter multiple barcodes/IDs by pressing the *Scan/Action* key and scanning or by entering an ID in the *ID Bar* and tapping the “+” button.

- Once all patients have been added to the group, tap the “>” button to edit the group triage and transport information

* Feature of HC Standard® version 3.7
Group Triage Options

- **Remove** – Removes a single patient ID from the list/group
- **Remove All** – Removes all patient IDs from the list/group
- **Recent** – Allows you to retrieve a recent group list entered on the device
- **New** – Will prompt you to save the current group and start a new group
- **Done** – Will Save and Exit the current group

* Use the “>” to move forward in Group Triage and proceed with triage just as in Individual Triage.
Logging Out and Exiting PTS

- When the user is no longer assigned to the handheld or ends his or her shift, the user should logout of PTS by tapping Menu and Logout from the PTS Screen or exit PTS by tapping Menu and Exit.
Daily PTS Start Up

- The device should first be rebooted before initially logging in each day to ensure optimal performance.
- Press the W, C, and Red Power button simultaneously to reboot.
- Once the device is rebooted, it will direct you to the lock down screen. Within 5-20 seconds, the device will redirect you to the HC Patient Tracking login screen. If it does not, tap on the PTS icon with either your finger or the stylus.
- Login to the device.
Creating a Wireless Profile

• Multiple wireless profiles may be configured on your device.
• To begin, tap Wi-Fi Settings.
• A prompt will warn you that changing the settings can damage the configuration.

• Tap OK to proceed.
• Adding a New Profile
  – Tap **Find WLANs**
• Adding a New Profile
  – Find the network of your choice.
  – Once the network has been determined, tap the name of the network and hold.
  – Tap **Create Profile** once the prompt has appeared.
Wireless LAN Profile Entry

The handheld will walk you through a series of 7 pages to create your profile:

- Page 1 – Name your profile
- Page 2 – Tap Next
- Page 3 – Tap Next
- Page 4 – Verify correct encryption option is set
  - Tap Next
- Page 5 – Enter the wireless key here
- Page 6 – Do not uncheck these options
  - Tap Next
- Page 7 – Tap CAM
  - Click Save to finish
• Adding a New Profile
  – Your new profile will appear in the **Manage Profiles** screen.

  – It should automatically connect after it has been created.

  – The “modem” icon will move to the new profile.
• Adding a New Profile
  – If your new profile does not connect automatically, you can force it.
  – Tap the name of the profile and hold until the prompt appears.
  – Tap **Connect**.

*If the profile refuses to connect, verify the settings on page 5 Wireless LAN Profile Entry to confirm correct entry.*
• Editing an Existing Profile
  – Tap Manage Profiles and follow the steps in the Wireless LAN Profile Entry.
• Editing an Existing Profile
  – Tap the name of the profile and hold until the prompt appears.
    • Tap *Edit*

  – The system will take you through the same series of pages used to create a New Profile
Troubleshooting

Issue: Handheld is disconnected
1. Wait 2-3 minutes for handheld to automatically reconnect. (If it doesn’t, go to step 2.)
2. Tap Menu and logout. Once out of PTS, log back in.
3. Exit PTS from the Menu and restart.

Issue: Locked out account
1. Hit Skip Login to proceed with patient triage – information can be synced at a later time.
2. Wait 15 minutes for account to automatically unlock, and then re-login.

Issue: Screen is dark/off
1. Press the Red Power Button for up to 5 seconds, or
2. Reboot the device
Troubleshooting

**Issue:** Device is disconnected and cannot reach the server

1. Wait 2-3 minutes for handheld to automatically reconnect.
2. If the handheld does not automatically reconnect, verify network connection. If a network connection has been established, attempt to login to PTS.
3. If steps 1 and 2 are not successful, reboot the device and login.

*Note:* Rebooting usually solves all connection issues, but takes longer for the user to do, so the first two options should be tried prior to rebooting.
Unit 3: Motorola Device Instructions

Motorola MC65
Unresponsive Device

- Press the Red Power Button for 1 second and the device should wake up. If still unresponsive, press the Red Power Button once more.
- If that does not work, a cold reboot can be performed by simultaneously pressing the “W” and “C” keys and the Red Power Button at the same time.
- In the event that the device still does not power on, try replacing the battery.
Battery Replacement For Unresponsive Device

- If there is a hand strap, remove it by lifting upwards on the metal fitting located at the top.
- Slide the battery release bar to the right and pull the top part of the battery out to dislodge and then pull the battery the rest of the way out.
- Replace battery bottom first, then press firmly on the top of the battery to lock in place.
Battery Replacement For Powered On Device

- Place the device in **Battery Swap Mode** by holding the Red Power Button for 6-8 seconds.
- Tap on the **Battery Swap** option and wait for the indicator light to disappear.
- Swap Battery following Battery Replacement for Unresponsive Devices
Training Fundamentals

Web Client Reference Guide
Logging into HC Standard®
• Open a web browser
• Enter this URL into browser: https://www.miemss.org/fred
• If your computer does not have the latest Microsoft Silverlight plugin, it will ask you to install. Please do this.
• Enter Username and Password
• Click Login
Change Password

- On your first login, you will be asked to change your password.
- Enter your old password and create a new one.
- Click Submit to save changes

Note: Passwords must be a minimum of 7 characters and contain at least one symbol.
Edit User Profile Password

- On any page in HC Standard®, you can change your User security question and answer along with your password.
- Click on your Username at the bottom to open your User profile.
- Select Change Question and Answer or Change Password.

Note: In order to reset a forgotten password in the future, you must enter a security question and answer.
Reset a forgotten password

1. Click on the **Forgot Password** text under **Login** on the Login Screen.
2. Enter your predetermined security answer.
3. A new password will be sent to the email provided when your account was set.
Selecting a Workspace

- The Welcome page is the first screen that appears once you login (if user has selected Dashboard items, these will appear first).
- Select the Workspace you would like to manage by selecting that particular tab on the left.
- Workspaces are places to organize data in HC Standard® and contain subject relevant material for users.
Viewing Patient Data

- After selecting your workspace, select the Patient Information Matrix.
- In a Matrix, you can view, edit, and update information with the correct User permissions.
- Most work within HC Standard® will be conducted in a Matrix.
Command Bar Functions

- **Add**: adds a new entity/patient record to the matrix
- **Filter**: allows the User to filter any of the columns in the matrix by specified criteria
- **Save**: allows any changes that have been made to save
- **Cancel**: allow the user to cancel any actions that have been taken
- **Delete**: deletes a record from the matrix
- **Refresh**: refreshes the matrix to the most up-to-date changes
- **Default Sort**: resets matrix to the original sort order
- **AutoFit**: allows Users to fit the matrix to the length of the data in the fields
- **Show/Hide Measures**: allows user to show or hide measures on the matrix
- **Edit Multiple**: allows user to edit multiple entity’s/patient’s information at one time
Data Views

Matrix View
Shows the complete matrix

Details View
Shows detailed information on the selected patient. This view will show uploaded pictures, video, audio, and injury information from the handheld

Maryland Institute for Emergency Medical Services Systems
Data Form View
Displays all information for a single patient/entity in a continuous list. It also shows forensic data.

List View
Shows the first 10 measures in the matrix for each patient along with the associated picture, video, audio, and patient files.
Summary View

Shows selected list measure totals.

Map View

Shows a map of the matrix data if GPS coordinates are provided.
Other Workspace Tools

<table>
<thead>
<tr>
<th>Announcements</th>
<th>Charts</th>
<th>Files</th>
</tr>
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<tbody>
<tr>
<td>Nis SDF</td>
<td>Bed - Availability</td>
<td>AMBULANCE 120 log</td>
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<tr>
<td>Med. Net Disaster Operations Center</td>
<td>Vital Signs</td>
<td>ELR 5000 log</td>
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<tr>
<td>CDI - Recommendations for reducing medical service requests</td>
<td>Patient Info</td>
<td>Patient CareLogistics and Inventory</td>
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<tr>
<td>Ventilation</td>
<td>Patient Group Statements</td>
<td>ED 120 99 Ambulance log</td>
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<tr>
<td>New assessment</td>
<td>Patient Injuries</td>
<td>MED 101 101 Ambulance log</td>
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<td>Email</td>
<td>Trauma Status</td>
<td>MED 101 101 Dispatch Team</td>
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<td>ED Charts</td>
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<td>Incident Command Center</td>
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<tr>
<th>Links</th>
<th>Maps</th>
<th>Metrics</th>
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<tr>
<td>ECIS</td>
<td>ED</td>
<td>Atlanta General Hospital</td>
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<tr>
<td>CIP</td>
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<td>Available 3.2 daily</td>
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<tr>
<td>CIP</td>
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<td>FatList 07.01</td>
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<td>Ward Availability</td>
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<td>Charlie 100 - Bed Allocation</td>
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<td>Flexible Patients - Transport Team</td>
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<tr>
<th>Reports</th>
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<th>Fire Lab</th>
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<tr>
<td>Miscellaneous Emergency Reports</td>
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</table>
Announcements are notices on a bulletin board within a Workspace that other Workspace Users can see.

- With the correct User permissions, announcements can be added and an expiration date can be set.
• **Charts** provide users with the ability to view live matrix data in graphical form. It can be viewed in bar or pie chart representation.

• **Maps** display the location of live matrix data within a particular area. Typical pan, zoom, and change style functionality of maps apply here.
• **Links** provide quick access to current web resources such as traffic reports, weather conditions, news reports and live video feeds.

• **Files** - allow users to access important files.
• Reports
  – Allow users to view, print, export and analyze matrix data in common formats and file types.
  – These reports allow a user to take a snapshot in time for use in distributing information to other individuals or for archival purposes.
Dashboards allow users to have a visual representation of the most important and useful information in an easy-to-use and view interface.
• **Notifications**
  - Can be sent to HC Standard® users via email, sms text messaging and/or pop-up notifications.
  - To create a notification
    - Click the green +.
    - Type your notification.
    - Select the Workspace, User Groups, and/or Users to receive the notification.
Maryland Triage System

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