



# Global Emergency Resources

## HC STANDARD<sup>®</sup> WEB ACCESS

### ----- HC STANDARD<sup>®</sup> WEB QUICK TIPS -----

MARYLAND INSTITUTE FOR EMERGENCY MEDICAL SERVICES SYSTEM (MIEMSS)

November, 2009

## SUMMARY

HC Standard<sup>®</sup> is a software platform that consolidates the **County/Hospital Alert System (CHATS)** and the **Facility Resources Emergency Database (FRED)** into a single system.

It also adds new features, like the **County/Hospital Request System (CHRS)**, and the **HC Patient Tracking System (PTS)**.

The HC Standard<sup>®</sup> web interface allows users to view and acknowledge **FRED** alert messages and provides the information requested using a standard web browser.

This guide explains how to login to HC Standard<sup>®</sup> using the web interface, and what to do when you receive a **FRED** alert message through HC.

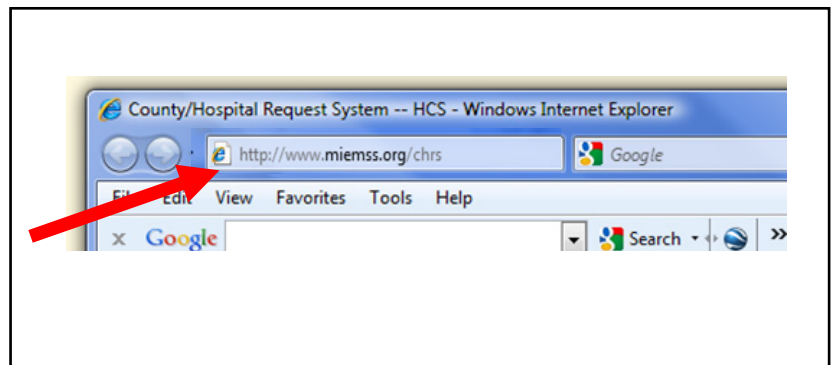
## LOGIN

### STEP 1 :

Open your web browser (ie. Microsoft Internet Explorer) and type <http://www.miemss.org/FRED>.

or

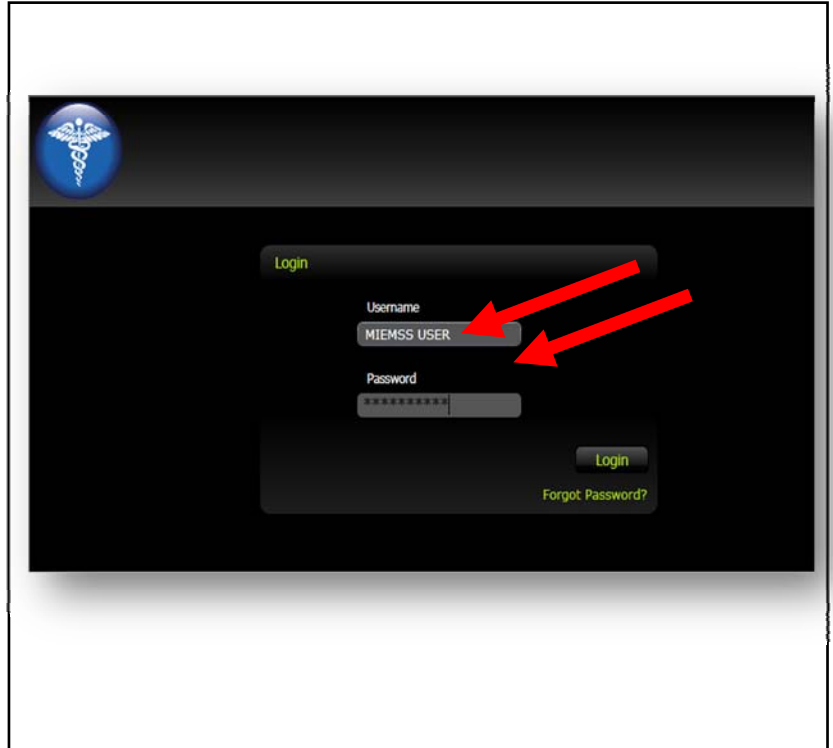
Select the "HC STANDARD<sup>®</sup>" link directly from the MIEMSS site under the HC Standard<sup>®</sup> Tab.



## STEP ② :

Enter your username and passwords in the fields provided, and click the 'Login' button.

- NOTE: PASSWORDS ARE CASE-SENSITIVE. If you receive an error message indicating that you have entered an incorrect username or password, make sure that the 'Caps Lock' is not on and repeat the step above.
- If you receive a message indicating that your account is locked out, you must wait 20 minutes before attempting to login again, or contact a system administrator at MIEMSS to request that they unlock your account.
- If you receive a message indicating that your request could not be processed, contact a system administrator at MIEMSS.



## STEP ③ :

If you do not know your username or password, contact a system administrator at MIEMSS.

If you know your username, but have forgotten your password, request a temporary password.

- a) Enter your username and click '**Forgot Password?**'
- b) Enter the answer to the password question that is displayed, and click the '**Send**' button.
- c) You will receive confirmation that an e-mail message containing your temporary password has been sent. Click **OK**.



d) Enter the answer to the password question that is displayed, and click the **'Send'** button.

e) You will be required to change your password by entering the temporary password in the **'Old Password'** field, and then entering and confirming your new password. Click **Submit**

f) You will then receive confirmation that your password has been changed. Click **OK**.

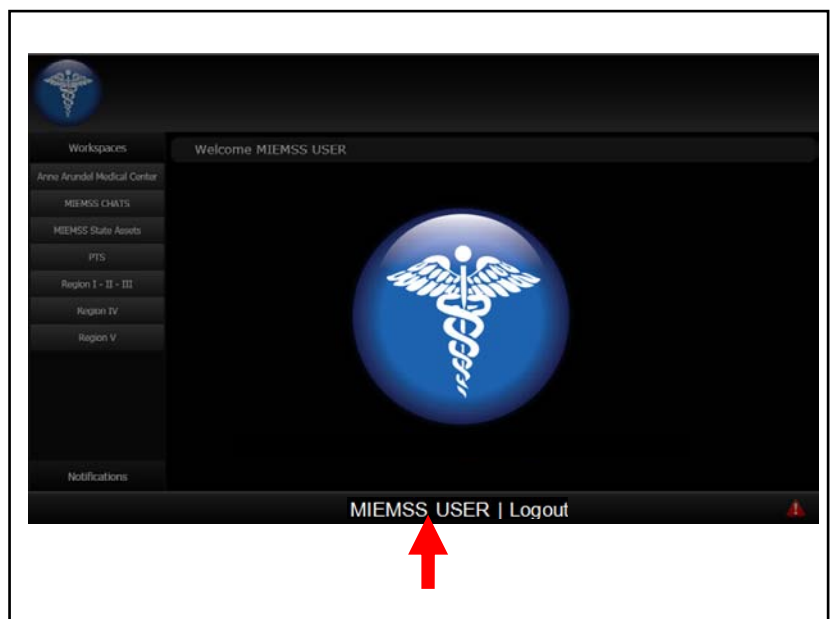


## SETTING PREFERENCES

### STEP 4 :

This is the main HC Standard® Web Page. You can receive messages here and also set your preferences.

To set your FRED notification preferences, click on **your username** at the bottom of the page



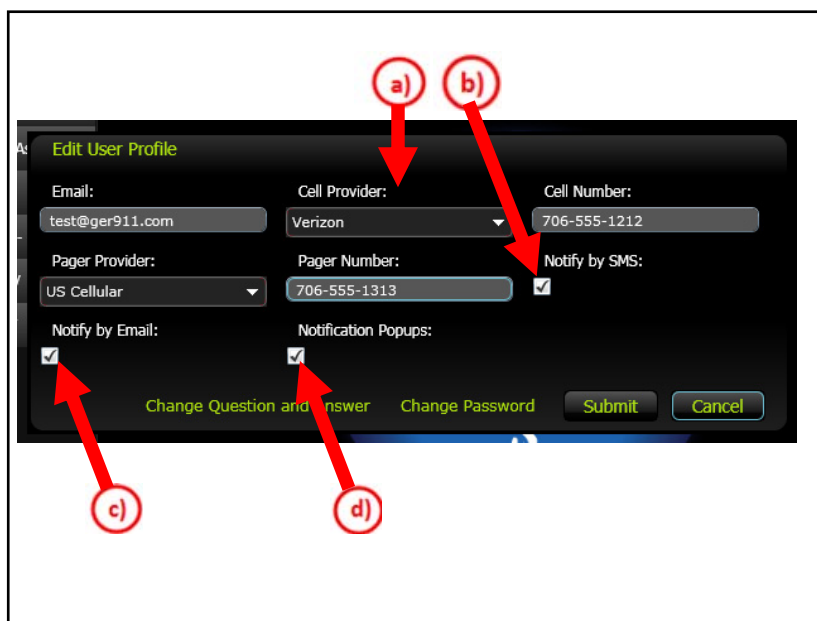
- a) To receive alert notifications via text messages delivered to your cell phone or pager.

Select your cell phone and/or pager service provider from the dropdown list. Enter your cell and/or pager phone numbers.

- b) Next, make sure you click on the **Notify by SMS** box in order to activate text messages.

- c) To receive notifications by e-mail, ensure the correct e-mail address is entered and click on the **notify by Email** box.

- d) Additionally, to receive pop-ups while you are in HC Standard Web, click on the **Notification Pop-ups** box. (*This will be important to check if you are a Hospital User and need to be notified in a loud environment.*)

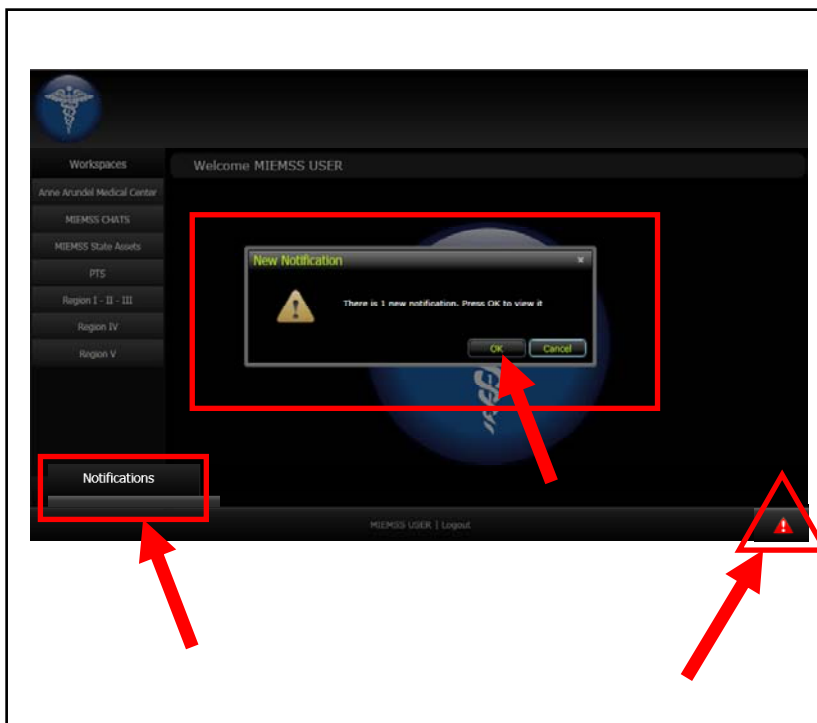


## READ/ACKNOWLEDGE FRED ALERTS

### STEP 4 :

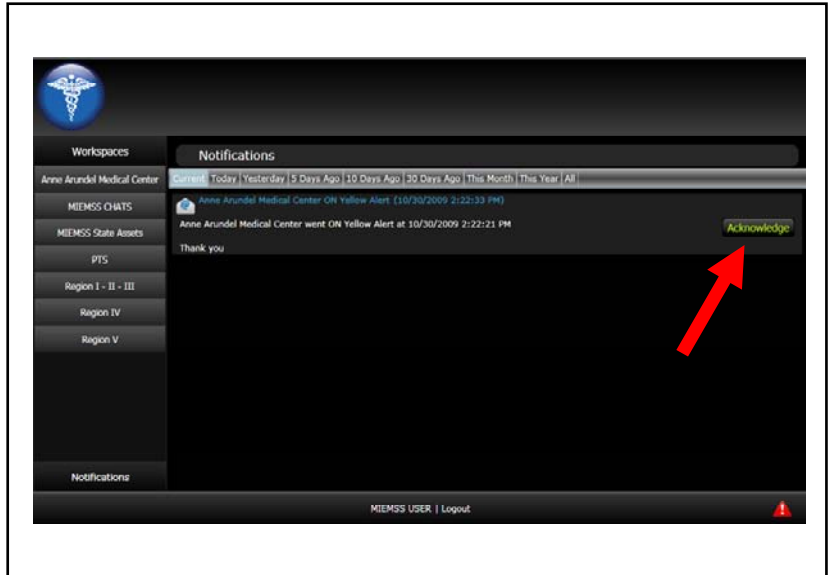
Depending on the preferences set in STEP 2, above, you may receive FRED alert notifications via **SMS Text, e-mail or pop-ups in HC Standard®**. No matter how you receive an alert notification, you must login to HC Standard (as described above) to acknowledge the notification.

- Once you have logged in, you may see a popup, hit OK
- or you can click on Notifications to see alerts.
- or you can click on the red triangle in the lower right. This indicates you have new alerts. Clicking on any of these will send you to the notification page.



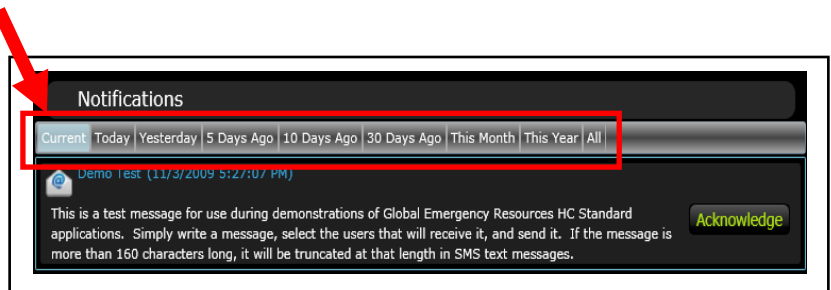
## STEP 5 :

This is the Notifications Screen. After you have read a notification, acknowledge it by clicking the **'Acknowledge'** button to the right of the notification.



## STEP 6 :

You may review past notifications that you have already acknowledged by clicking the appropriate button at the top of the notifications page to show notifications received during the **Current Day, Yesterday, 5 Days Ago, 10 Days Ago, 30 Days Ago, This Month, This Year, All, etc.**

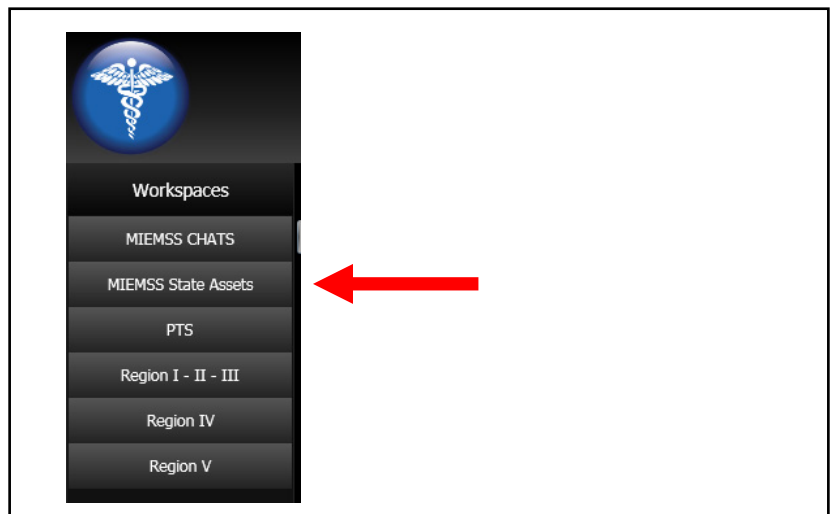


## UPDATING INFORMATION

### STEP 7 :

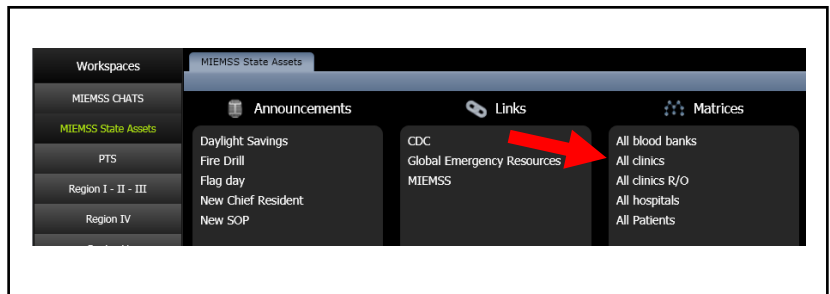
FRED alert notifications requesting you to provide information will specify the HC Standard® workspace and matrix where you are to respond.

Open the specified workspace by clicking on its tab under the **'Workspaces'** heading on the left side of the page.



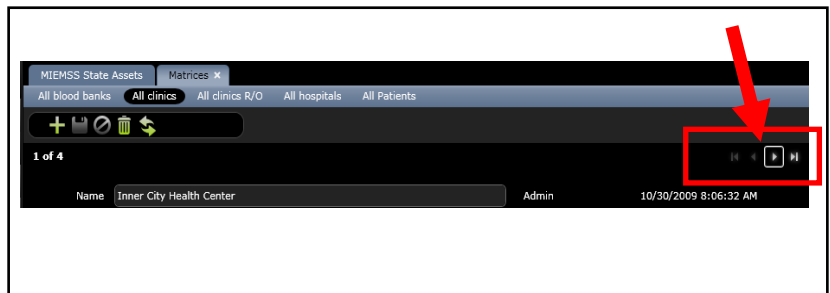
## STEP 8 :

Open the specified matrix by clicking its name in the 'Matrices' section of the workspace.



## STEP 9 :

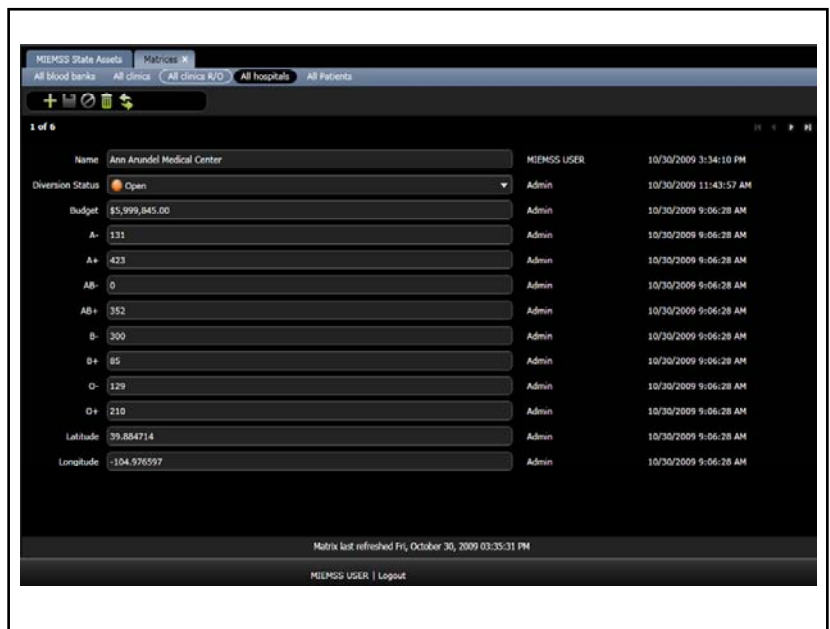
Navigate to the hospital or other entity you represent, using the controls in the top right corner of the page to the first, previous, next or last record in the matrix. In most cases, you will only have access to your Hospital's information, and therefore only one choice.




## STEP 10 :


Navigate to the hospital or other entity you represent, using the controls in the top right corner of the page to the first, previous, next or last record in the matrix.

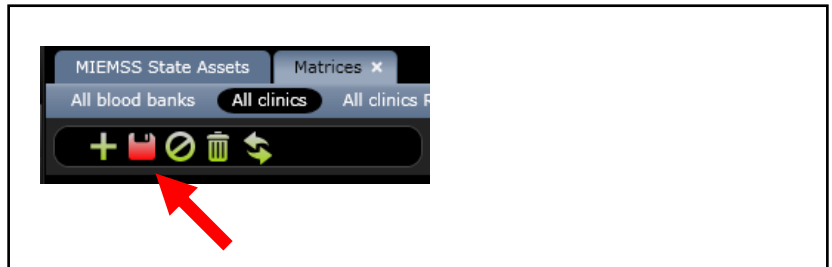
Verify, enter or edit data in each of the fields displayed on the page. To enter or edit data, simply **double-click** in a field and enter the correct data.



## STEP 11 :

When you are finished updating the information on the page, save any changes you have made by clicking the  **red disk** icon at the top of the page.

If you have been granted specific permissions, you may be able to add a new entity/or Item by clicking on the  sign.



## LOGGING OUT

### STEP 12 :

Once you have completed updating your hospital data and reviewing/acknowledging notifications, you can **log out** by clicking the button at the bottom of the screen.

For added security, close your browser when the HC Standard<sup>®</sup> login page appears.

