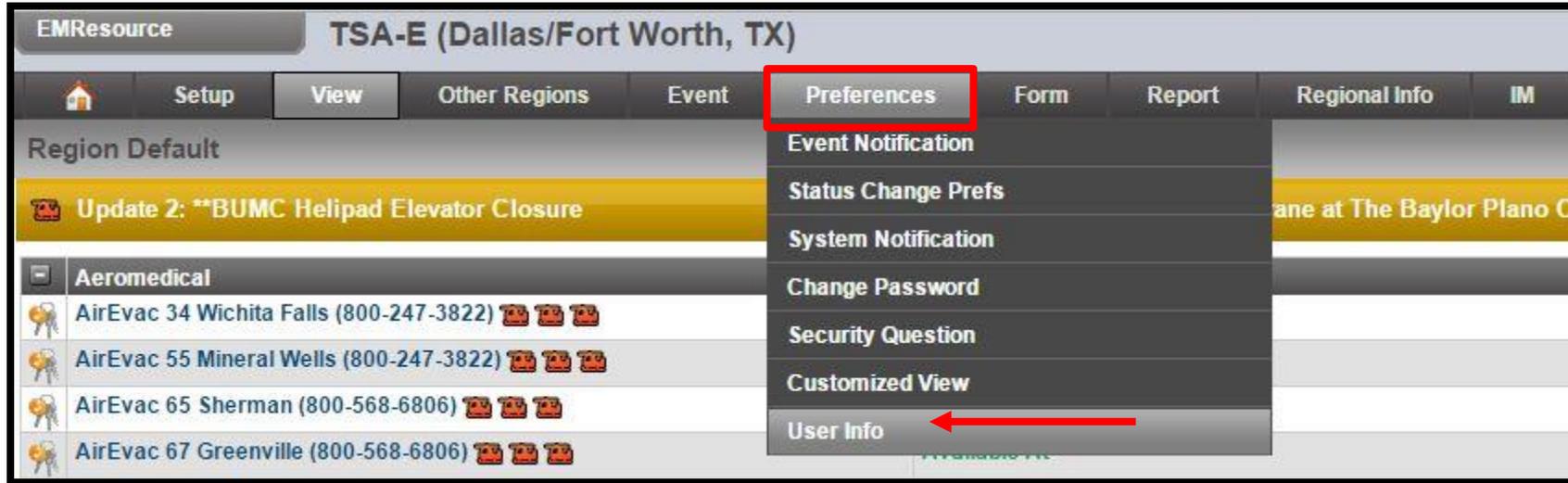


Notifications in EMR Resource

Updating User Info



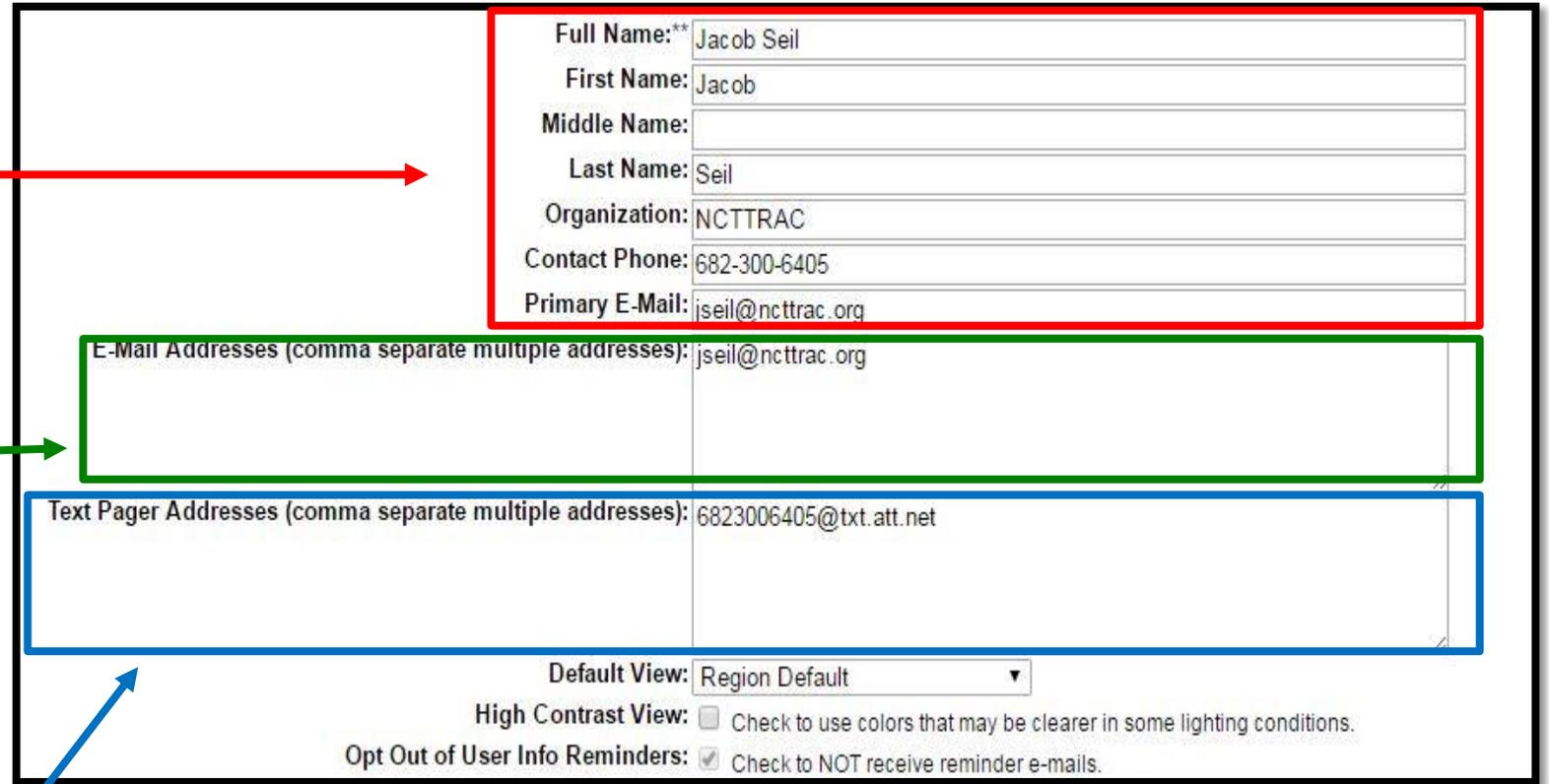
In order to receive text or email notifications from EMResource (such as when NCTTRAC requests a bed report, if there's a Mass Casualty Incident, etc), you will first need to make sure that your contact information is current and correct in EMResource. To do this, find the "Preferences" tab from the navigation toolbar at the top of your screen. Hover your mouse over the "Preferences" tab to see a drop down list of possible preferences. Select the "User Info" button from this list.

Updating User Info

These fields list out the contact information that other users can see. This phone number or email address does not affect your ability to receive email or text alerts, so feel free to put your desk phone number if you don't want users throughout the region to have access to your cell phone.

The email addresses you list here are the ones that will receive email notifications. If you want more than one email address to receive notifications and alerts, separate them with a comma. Make sure you don't hit the "enter" button after typing in an email address; otherwise only the first email address will receive notifications.

This is the box where you'll enter the phone numbers that you want to receive text notifications and alerts. Text pager addresses are typically your 10 digit phone number, followed by "@" and then the text pager domain name of your cell phone carrier. For example, "8171234567@txt.att.net". We've listed the text pager domain name of the big 3 cell carriers on this page, but other carriers can be found online. As with the email addresses, multiple entries can be separated with a comma. Just be sure that you don't hit the "enter" key after typing in a phone number.



The screenshot shows a user profile update form. A red box highlights the personal information fields: Full Name, First Name, Middle Name, Last Name, Organization, Contact Phone, and Primary E-Mail. A red arrow points from the first text block to this box. A green box highlights the E-Mail Addresses field, with a green arrow pointing from the second text block. A blue box highlights the Text Pager Addresses field, with a blue arrow pointing from the third text block. Below the form, there are three examples of text pager addresses for AT&T, Sprint, and Verizon, and a footer for NCTTRAC.

Full Name:**	Jacob Seil
First Name:	Jacob
Middle Name:	
Last Name:	Seil
Organization:	NCTTRAC
Contact Phone:	682-300-6405
Primary E-Mail:	jseil@ncttrac.org
E-Mail Addresses (comma separate multiple addresses):	jseil@ncttrac.org
Text Pager Addresses (comma separate multiple addresses):	6823006405@txt.att.net

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.

AT&T: 1234567891@txt.att.net

Sprint: 1234567891@messaging.sprintpcs.com

Verizon: 1234567891@vtext.com

Updating User Info

Notification Overview

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

Save Cancel

At the bottom of the page you'll see the "Notification Overview". This section sets how you will receive your notifications. It is best to set "All Notifications" to "On" for E-mail, Text Pager, and Web Page. You can then later go in and set individually what type of alerts you want to receive by text versus email versus web-page. But if you set "All Notifications" to "Off" for either E-mail, Text Pager, or Web Page, then you will never receive alerts via that method, regardless of the alert type. Click "Save" when you are finished choosing your notification settings. **NCTTRAC recommends that you set your notification settings as seen in the screen above. "All Notifications" set to "On" for all types, "Include Resource Summary" boxes checked, and "At All Times" checked.**

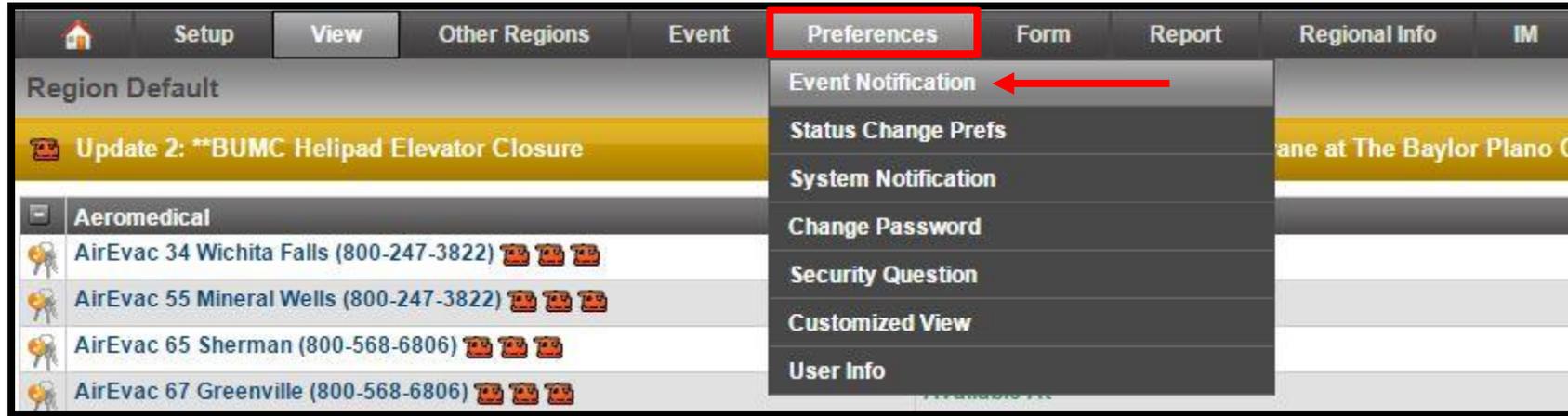
Here you can set what times you will receive certain types of alerts. NCTTRAC recommends setting all alert types to "At All Times", but if you would prefer to not receive text alerts during off hours, for example, you could set the "Text Pager" type to "Exclude Time Range" and then set the time range during your off hours.

Email: receive an email alert

Text Pager: receive a text message alert to your cell phone

Web Page: when you log into EMResource, you see a small pop-up detailing the alert notification

Event Notification Preferences



The next step is to set up your Event Notification Preferences. This lets you decide what type of events you want to receive alerts for, and how you want to receive alerts for each event. For example, if you want to receive text messages whenever DSHS call for a no-notice bed report, but you don't want to receive text messages every time a crane affects a hospital's helipad. To do this, hover your mouse over the "Preferences" tab, and then select the "Event Notification" button.

Event Notification Preferences

The next screen will list the event types on the left and the notification types on the right. Here is where you can decide if you want to receive a text message when there is a Mass Casualty Incident or an email when there is a NICU and PICU Query. Selecting “My Resources Only” means you will only receive the notification when the alert affects your facility or agency.

NCTTRAC recommends that you set up E-mail AND Text Pager alerts for the following event types: Ad Hoc Event, DSHS Statewide Available Bed & Ventilator Report, Hospital Helicopter Status, Mass Casualty Incident plus Decedents Held, NICU and PICU Query, and PICU Bed Availability. These are the events that are time sensitive and require some action from hospital/EMS partners. Beyond those event types, it’s up to the user to determine what events they want to receive text messages and emails for.

When you are finished selecting what notifications you would like to receive, click on the “Save” button at the bottom.

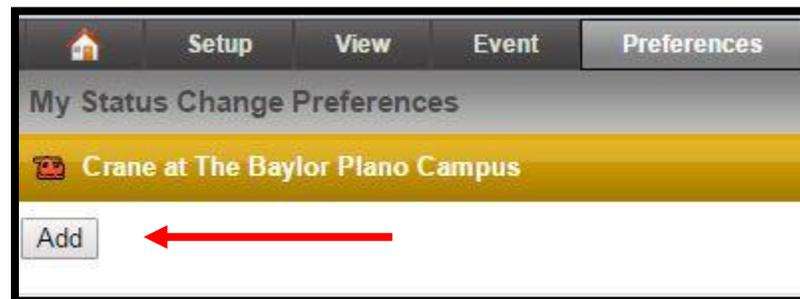
Event Type	Notification Methods			Notification Limit ***
Ad Hoc Event	<input checked="" type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page	<input type="checkbox"/> My Resources Only
Alerts	<input checked="" type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page	-- N/A --
DSHS Statewide Available Bed & Ventilator Report	<input checked="" type="checkbox"/> E-mail	<input checked="" type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page	<input type="checkbox"/> My Resources Only
Hospital Helicopter Crane Notification	<input checked="" type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page	<input type="checkbox"/> My Resources Only
Hospital Helicopter Status	<input checked="" type="checkbox"/> E-mail	<input checked="" type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page	<input type="checkbox"/> My Resources Only
Long Term Care Capacity	<input checked="" type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page	<input type="checkbox"/> My Resources Only
Mass Casualty Incident plus Decedents Held	<input checked="" type="checkbox"/> E-mail	<input checked="" type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page	<input type="checkbox"/> My Resources Only
NCTTRAC Severe Weather Advisory	<input checked="" type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page	-- N/A --
NCTTRAC Test	<input checked="" type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page	<input type="checkbox"/> My Resources Only
NICU and PICU Query	<input checked="" type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page	<input type="checkbox"/> My Resources Only
PICU Bed Availability	<input checked="" type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page	<input type="checkbox"/> My Resources Only
Regional Announcement	<input checked="" type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page	<input type="checkbox"/> My Resources Only
Staff TEST	<input checked="" type="checkbox"/> E-mail	<input checked="" type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page	-- N/A --
Training and Exercises	<input checked="" type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page	<input type="checkbox"/> My Resources Only
West (Fort Worth) Diverts	<input checked="" type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page	-- N/A --

*** Select this option if you want to limit notifications to those events that involve your resources. This option is not applicable to all types of events.

Status Change Preferences



The final step is to set up your Status Change Preferences. This lets you receive notifications every time a resource changes certain statuses. For example, if you want to receive a text message or email every time your local hospitals go on “Advisory”. To do this, hover you mouse over the “Preferences” tab, and then select the “Status Change Prefs” button. Next, you’ll click on the “Add” button that appears on your screen.



Status Change Preferences



Find Resources

Crane at The Baylor Plano Campus | Update 2: ED Garage Helipad (#3) - Old Parkland

What? Name (or AHA ID) and Category

Where? City, County, or Zip State

Show all matching resources

Type the name (or part of the name) of the resource you're searching for in the "Name (or AHA ID)" box. You can narrow down your search by using the "Category" and "City, County, or Zip" boxes as well. Click on the "Search" button.

Resource Name	Status	Region	Resource Type	Category	City	State	County	Zip
<input type="checkbox"/> MHMR SVCS OF TEXOMA ALT LVG F II-003769	--	TSA-E (Dallas/Fort Worth, TX)	ICF/IID	Community Health	DENISON	TX	GRAYSON	75021
<input type="checkbox"/> Texoma Behavioral Health Center	Open	TSA-E (Dallas/Fort Worth, TX)	Grayson Co - Other	Psych	Dallas	TX	Grayson County	75092
<input type="checkbox"/> TEXOMA HEALTHCARE CENTER-455573	--	TSA-E (Dallas/Fort Worth, TX)	Nursing Homes	Nursing Home	SHERMAN	TX	GRAYSON	75090
<input checked="" type="checkbox"/> Texoma Medical Center	Open	TSA-E (Dallas/Fort Worth, TX)	North Region	Trauma Level III	Denison	TX	Grayson County	75020
<input type="checkbox"/> Texoma Medical Center Bonham	Open	TSA-E (Dallas/Fort Worth, TX)	North Region	Hospital	Bonham	TX	Fannin County	75418

You will see a list of all resources that meet the criteria that you searched for. Click on the check box next to the facilities that you want to receive notifications about, and then click on the "Notifications" button at the bottom of the page.

Status Change Preferences



The next screen will list the different status categories associated with the resource you selected. To expand each status category, simply click on the “plus” sign to the left of the status category. This will show the individual status types within (Open/Closed/Advisory, NEDOCS, etc). Most of the statuses you’ll want to receive a notification about will be in the “Statuses” category.

Status Change Preferences

North Region—Texoma Medical Center			
Statuses			
DSHS Trauma			
--	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page
No	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page
Open Level I	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page
Open Level II	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page
Open Level III	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page
Open Level IV	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page
Open Closed Advisory			
--	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page
Advisory	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page
Closed	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page
Open	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page
Open_Overdue	<input type="checkbox"/> E-mail	<input type="checkbox"/> Text Pager	<input type="checkbox"/> Web Page
NEDOCs			
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

From here, you can customize exactly how you want to receive your notifications. The bold letters indicate the “Status Type” (Open/Closed/Advisory, NEDOCs, etc), and the options below the Status Type are the different possible statuses. For example, the Status Type “Open/Closed/Advisory” can be updated to “Advisory”, “Closed”, or “Open”. You can set your notifications so that you only receive a text or email (depending on your preference) if the facility you selected changes their “Open/Closed/Advisory” status to “Advisory” or “Closed”. To do this, find the Status Type that you want to receive updates on, and then find the statuses that you want to be notified about. Select the type of notification that you would like to receive from the check boxes to the right of the status. So if I wanted to receive an email when the hospital went on Advisory, but I wanted to receive an email and a text message if it changed to “Closed”, then I would check the box for “Email” next to “Advisory”, and the boxes for “Email” and “Text Pager” next to “Closed”. This process can be repeated with any status type. When you’re finished, click on the “Save” button on the bottom left of the screen.