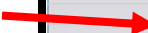




## NCTTRAC Patient Tracking Toolkit: Hospital Go-By



To access the NCTTRAC Patient Tracking Toolkit, you need a WebEOC account. To access the NCTTRAC WebEOC server, go to [webeoc.ncttrac.org](http://webeoc.ncttrac.org). Once you've logged into WebEOC, find the board labeled "NCTTRAC Regional Patient Tracking Toolkit".

Patient Tracking Toolkit			
	Board	Description	Instructions (Coming Soon)
	MCI Bed Counts	Shows hospital Red/Yellow/Green bed availability as reported in EMResource.	
	EMS Transport Log	Entered by EMS, shows units and patients enroute to hospitals.	<a href="#">MCI Toolkit Overview (Coming Soon)</a>
	Hospital Patient Log	Hospitals can verify arrival of EMS patients, enter walk-ins, enter demographic patient information and select patients to transfer.	<a href="#">Hospital Quick Guide (Coming Soon)</a>
	Patient Transfer Log	Use to transfer patients from one facility to another.	<a href="#">EMS Quick Guide (Coming Soon)</a>
	MCI Patient Locator	The MCI Patient Locator shows the location of patients with hospital contact information while showing no medical information.	

From the dashboard, select "Hospital Patient Log". This will show you all patients who have arrived at regional hospitals, as well let you create a patient record for self-presenting patients.

### EMS Arrivals

If a patient arrives via EMS, they should appear in the list of patients. It is likely that patients arriving via EMS will not have their name, sex, race, or Birth Year filled out. Hospital staff can fill out that information as it becomes available. If you need to narrow your view so that you only see patients at a specific hospital, use the search bar in the top right to search by hospital name, or select your facility name from the drop-down filter on the top left.

Verify/Transfer	Triage Tag / Hospital Record #	Hospital	Last Name	First Name	Sex	Race	DOB Year	Patient Condition	Patient Disposition	Update Patient Details
 Verified Transfer	TX189809 /	TEXAS HEALTH PRESBYTERIAN HOSPITAL DALLAS						Red	Not Verified	 Update View

First, you need to click the "**Verified**" button. Doing this verifies that the patient has arrived at the hospital and creates a timestamp. You can verify a patient as soon as you can confirm that they are at your facility, even if you are not able to treat the patient yet.

After verifying a patient, you need to update the patient details. Click on the "**Update**" button to the right of the patient record.



Save Cancel	
Incident Name: JS Test Incident 08082017	
Patient Input	
Triage Tag #	TX189809
Hospital Record #	
Initial Facility	TEXAS HEALTH PRESBYTERIAN HOSPITAL DALLAS ▼
Other Facility (if not listed above)	
Last Name	
First Name	
Sex	Select Male or Female... ▼
Race	Select Patient Race ▼
DOB (MM/YYYY)	/ /
Patient Condition	Red ▼ Red=Critical Yellow=Urgent Green=Stable/walk
Patient Disposition	Not Verified ▼
Patient Reunification Status	Not Reunified ▼
Patient Reunification Comments	
Hospital Patient Information POC	
Hospital Patient Information POC Phone Number	
Remarks (not intended for personal or descriptive health information)	

Here, you should provide any information that you can.

- It is critical that you input a “**Hospital Record #**”, as this links the triage tag number with the hospital record number, allowing for seamless patient tracking between EMS and facilities. This way, the patient can still be tracked by triage tag number even if the triage tag is removed.
- If you do not know the patient’s name or date of birth, you can leave these fields blank for now. However, it is important that these fields are updated as soon as the information is available. This will assist with family reunification later. The same goes for patient sex and race.
- “**Patient Condition**” refers to a patient’s triage condition – Red meaning critical/immediate, Yellow meaning urgent/delayed, Green meaning stable/walking, and Black meaning deceased.
- Update “**Patient Disposition**” to show when the patient has been assessed and where they are in your facility. “Assessed – Released” refers to patients who have been treated and released without admission. “Assessed – Admitted” refers to patients who have been admitted as an inpatient, and “Assessed – Discharged” refers to patients who were previously admitted, but have now been discharged.



- The “**Patient Reunification Status**” shows whether a patient has been reunified with their family. This does not necessarily refer to physical reunification – if a family member or next of kin has made contact with the patient, this can be set to “Reunified”. Specific information about who the patient made contact/was reunified with should be listed in the “**Patient Reunification Comments**” field.
- The “**Hospital Patient Information POC**” and “**Hospital Patient Information POC Phone**” should list the contact information for whoever you want external partners to call if they need information about your patient. For example, if the city or county is trying to reunify patients with their families, this is the number they will call if they are trying to confirm that your patient belongs with a particular family member.
- The “**Remarks**” field is not intended to hold PHI. Instead, it should be used to note any special comments about this patient that might be relevant in the tracking/reunification process.
- After you click “Save”, the patient information you entered will appear in the Hospital Patient Log.

Verify/Transfer	Triage Tag / Hospital Record #	Hospital	Last Name	First Name	Sex	Race	DOB Year	Patient Condition	Patient Disposition	Update Patient Details
<input type="button" value="Transfer"/>	TX189809 / THRD02980	TEXAS HEALTH PRESBYTERIAN HOSPITAL DALLAS	THRDALLASPATIENT	TEST	Male	Hispanic	1970	Red	Assessed - Admitted	<input type="button" value="Update"/> <input type="button" value="View"/>
<input type="button" value="Transfer"/>	222 / 14202	MEDICAL CITY PLANO	Grey	Black			2001	Yellow	Assessed - Admitted	<input type="button" value="Update"/> <input type="button" value="View"/>

### Self-Presenting Patients

If a patient self-presents, you will need to create a new patient record. Click on the “Create New Patient” button, located in the top-left corner of your screen.

This will take you to a screen where you can enter the information for a new patient. The fields that you can fill in are the same as for EMS arrivals. If you do not have any of the requested information, leave that field blank until it can be filled in at a later time. **The only exceptions are “Patient Condition” and “Initial Facility”.**

**These fields MUST be filled out for the system to work.** In the “Remarks” section, leave a comment stating that the patient self-presented and the time that they arrived at your facility. After you click “Save”, your self-presenting patient will appear in the system.

Verify/Transfer	Triage Tag / Hospital Record #	Hospital	Last Name	First Name	Sex	Race	DOB Year	Patient Condition	Patient Disposition	Update Patient Details
<input type="button" value="Transfer"/>	/ THRD8097	TEXAS HEALTH PRESBYTERIAN HOSPITAL DALLAS	THRDALLAS SELF PRESENTING PATIENT	THR DALLAS SELF	Female	White	1980	Green	Assessed - Released	<input type="button" value="Update"/> <input type="button" value="View"/>



## Frequently Asked Questions

### **A patient is an EMS arrival, but they do not appear in the Hospital Patient Log.**

The most likely explanation is that EMS never clicked “At Destination” in the EMS Transport Log. Navigate to the “EMS Transport Log” using the Toolkit Links in the top-left part of your screen. Use the search bar in the top right corner of the screen to find the triage tag number for your patient. Once you’ve located that record, click on the “**At Destination**” button in the leftmost column. Please note that you should confirm that the transport agency and triage tag number matches your current patient before clicking the “**At Destination**” button.

### **Why should we use this patient tracking system if we already have EPCRs?**

The NCTTRAC Patient Tracking Toolkit is the only regional system that all EMS agencies and hospitals can access. During the chaos of an MCI, normal record-keeping procedures can get overlooked. Using this system allows everyone who played a part in the MCI to track where any of their patients went, with timestamps associated with arrivals and departures.

### **There are multiple records of the same patient in the “Hospital Patient Log”. Is something wrong?**

Nothing is wrong. Once a patient has been “Transferred” in the Patient Tracking Toolkit, it creates a new patient record at the receiving facility. That way, the patient information from their time at the initial facility is not lost. If you see two records of the same patient, the record on top is the most recent/accurate record.

### **I cannot see the “Last Name” or “First Name” fields.**

Only certain WebEOC positions can see the Last Name and First Name fields. This is done to limit the exposure of PHI. If you feel like you need access to the Name fields (for patient reunification or something similar), please contact your local WebEOC server administrator.