



EMResource Overhaul: EMS/FRO Checklist

EMResource will be down for maintenance starting at 7:00 PM on July 31st, 2019. Users should avoid logging in until maintenance is complete at 8:00 AM on August 1st, 2019.

On August 1st, a variety of changes will be implemented in EMResource, including new statuses, new organization, and new policies. Full details can be found in the [EMResource Policies and Procedures](#) document. The following checklist should be followed on August 1st to ensure that all EMS agencies and FROs are up-to-date in EMResource. The easiest way to see what all statuses apply to your agency is to find your facility in the “TSA-E: EMS Agencies” view or the “TSA-E: FROs” view and click on your agency’s name to be taken to the “Resource Detail” view.

August 1st, 2019

- Make sure the emergency contact information listed in the top left corner is accurate and update the “*Point of Contact Verified*” status to today’s date
- Update all information listed in the “*Agency Information*” section
 - These are intended to reflect your agency’s basic information. After this initial update, they should be updated as needed – there is no regular update requirement.
- Update all statuses listed in the “*Agency Capabilities*” section
 - These are intended to reflect your agency’s normal operating capabilities. After this initial update, they should be updated as needed – there is no regular update requirement.
- Update all statuses listed in the “*Agency Vehicles*” section
 - These are intended to reflect your agency’s specialty vehicles. After this initial update, they should be updated as needed – there is no regular update requirement.
- Check the “*Users*” list on the bottom of the screen to verify that all current users work with your agency.
 - To have a user removed, submit a support ticket at support.ncttrac.org under “Crisis Application – Support”
 - To add a new user, submit a support ticket at support.ncttrac.org under “Crisis Applications – New Account Request TSA-E/DFW Region”



- Ensure that your agency has internal procedures/policies dictating EMResource use that include the following:
 - 24/7 EMResource access
 - Monitoring hospital statuses
 - Receiving MCI notifications
 - Annual review of agency information listed in EMResource

Daily EMResource Use

- Monitor hospital statuses for EMS advisories or facility closures
- Monitor hospital NEDOCS for situational awareness regarding hospital ED surge and potential EMS wait times
- As needed, update any Agency Capabilities
 - If an agency capability is set as “Unavailable”, update every 4 hours until it is “Available”
- Use the different clinical service line views to help route patients to appropriate facilities