

My Emergency Information Decision Center PA MEDIC

EMS Communication Tool

Purpose

- Hospitals need a venue to communicate their status with EMS providers
- EMS providers need a tool to determine closest appropriate facilities and facility capabilities

Current System

- Hospitals communicate their status/capacities differently
 - Most alert the county PSAP with their diversion status
- PSAPs communicate a hospital status/capacities differently
 - Some do not acknowledge a divert status
 - Some communicate via voice transmission over the radio
 - Some update their alert banner in CAD
 - Some send alerts to pagers
- Problem Identified:
 - When EMS agencies cross county borders, the EMS agency often does not know hospital status outside of their “home” response county.
 - This occurs because hospitals alert the PSAP in their county, which may communicate the status when dispatching units in their county.
 - When a unit is dispatched in a county different from the hospital, the EMS agency is not given hospital status.

PA MEDIC Project Timeline

Q4 2019

- Discussion during EHSF MAC to reactivate the former hospital divert website

Q1-Q2 2020

- COVID pandemic begins to impact region

Q3-Q4 2020

- Further discussions requesting the hospital divert website

Q1 2021

- Developed RFP for app/website vendors

Q2 2021

- Released RFP to vendors

Q3 2021

- Selected vendor
- Approved prototype
- Assisted with development
- Held meetings with hospital partners starting in August
- Feedback on website needs/functionality
- Provided demos of nearly finished website

Q4 2021

- Held final demo in November
- Provided interested hospitals log in credentials
- Interested hospitals are verifying hospital information and capabilities
- Interested hospitals are trialing functionality and educating staff

Q1 2022

- Site live for EMS providers to monitor hospital status

EHSF Region Divert Position

Many times the influx or surge of patients pushes our system (emergency departments and EMS) beyond immediate capacity. The benefit of working as a system is we can leverage or compensate each other as needed. However, in those times we need to be as efficient as possible. As such, the EHSF developed a tool to assist with the communication of situation awareness as to the current capacity of emergency departments. The tool is a mobile platform allowing EMS providers, emergency department staff, and 9-1-1 communication centers to see the current capacity within a specific geographic area.

Diversion is a term used over the years for times when emergency departments become overcrowded or experience a mechanical failure impacting the efficiency of processing patients. The term is used to inform EMS of the need to consider transport to another emergency department by educating their patient as to what they will experience should they desire transport to the impacted emergency department.

The emergency departments collectively agree when EMS has a critical patient in need of immediate transport, stabilization, or life-saving interventions, the patient should be transported to the closest and most appropriate emergency department regardless of diversion status.

PA MEDIC Functionality: Basic User

www.pamedic.org

Homepage

- Hospitals are listed in order by distance based on the device location
- The dot beside the hospital name determines operating status
 - Gray = unknown / not active
 - Green = operating normal
 - Yellow = consider diversion
 - Red = closed
- Hospital name textbox allow to filter hospitals by a portion of their name
- Toggle button on the left side allow to sort the list by operating status and/or capabilities
 - i.e. EMS providers can display only hospitals operating on a normal status
 - i.e. EMS providers can display only comprehensive stroke centers

The screenshot displays the homepage of the PA MEDIC Emergency Health Services Federation. The header includes the organization's logo and navigation links for Hospitals, About, Contact, and Help Guide. A user profile icon is visible in the top right corner. Below the header, there is a search bar for Hospital Name and a MAP button. The main content area lists two hospitals:

- UPMC Memorial** (Green dot): 1701 Innovation Drive, York, PA 17408. Capabilities include Cardiac - PCI Capable, Obstetrics, and Stroke - Primary Center. Distance: 5 miles / 10 minutes. Buttons for MAP and EMERGENCY DEPARTMENT are present.
- WellSpan York** (Yellow dot): 1001 South George Street, York, PA 17405. Capabilities include Cardiac - PCI Capable, Stroke - Comprehensive Center, and Trauma - Adult Level 1. Distance: 13.6 miles / 17 minutes. Two orange alert boxes indicate: "01/30/2022 - 16:39 - Trauma Diversion: unable to accept trauma patients" and "01/30/2022 - 16:39 - ED Overcrowding: ED is full. Estimated wait time for low acuity patients is 8 hours." Buttons for MAP and EMERGENCY DEPARTMENT are present.

At the bottom right, a partial entry for a third hospital is visible, showing a distance of 20.1 miles / 29 minutes.

Homepage

- Hospital Information Displayed
 - Operating Status
 - Colored dot will associate to status
 - A banner will display below the hospital to provide additional status information is on consideration diversion or closed
 - Address
 - Capabilities
 - Distance to facility by miles
 - Estimated real-time travel to facility (with traffic included)
 - Green box with arrow takes EMS provider to mapping app for directions
 - Blue box with phone provides a one-click to call to the main emergency department number

The screenshot shows the homepage of the PA MEDIC Emergency Health Services Federation. The header includes the logo and navigation links: Hospitals, About, Contact, Help Guide. A user profile icon is in the top right. Below the header, there is a search bar for Hospital Name and a MAP button. The main content area displays two hospital entries:

- UPMC Memorial**: 1701 Innovation Drive, York, PA 17408. Status: Informational. Capabilities: Cardiac - PCI Capable, Obstetrics, Stroke - Primary Center. Distance: 5 miles / 10 minutes. Includes a green arrow button and a blue phone button labeled EMERGENCY DEPARTMENT.
- WellSpan York**: 1001 South George Street, York, PA 17405. Status: Trauma Diversion (01/30/2022 - 16:39) and ED Overcrowding (01/30/2022 - 16:39). Capabilities: Cardiac - PCI Capable, Stroke - Comprehensive Center, Trauma - Adult Level 1. Distance: 13.6 miles / 17 minutes. Includes a green arrow button and a blue phone button labeled EMERGENCY DEPARTMENT.

At the bottom right, there is a partial entry for a hospital 20.1 miles / 29 minutes away.

Search by Hospital Name

- EMS providers can search for a specific hospital by starting to type a hospital name

PA MEDIC
EMERGENCY HEALTH SERVICES FEDERATION

Hospitals About Contact Help Guide

MAP

20.1 miles / 29 minutes

Hospital Name

UPMCH

Status

- Informational
- Normal
- Consider Diversion
- Closed

Capabilities

- Behavioral Health
- Burn Center - Adult
- Burn Center - Pediatric
- Cardiac - PCI Capable
- HazMat/Decontamination
- Obstetrics
- Pediatric Care
- Stroke - Comprehensive Center
- Stroke - Thrombectomy Capable Center
- Stroke - Primary Center
- Stroke - Acute Ready Center
- Trauma - Adult Level 1 & 2
- Trauma - Adult Level 3
- Trauma - Adult Level 4
- Trauma - Pediatric Level 1
- Trauma - Pediatric Level 2

UPMC Harrisburg

111 South Front Street
Harrisburg, PA 17101

Capabilities
Cardiac - PCI Capable
Obstetrics
Pediatric Care
Stroke - Primary Center

01/30/2022 - 16:42 - ED CLOSED
No electricity. Beginning to transport patients to alternate sites.

EMERGENCY DEPARTMENT

MEDICAL COMMAND

23 miles / 42 minutes

UPMC Hanover

300 Highland Avenue
Hanover, PA 17331

Capabilities
Cardiac - PCI Capable
Obstetrics
Pediatric Care
Stroke - Primary Center

01/30/2022 - 16:40 - Stroke Diversion
CT scanner is down. Unable to accept stroke patients.

01/30/2022 - 16:40 - ED Overcrowding
ED is full. Estimated wait time for low acuity patients is 5 hours.

EMERGENCY DEPARTMENT

211.6 mi

UPMC Horizon

110 North Main Street
Greenville, PA 15127

EMERGENCY DEPARTMENT

Search by Status and/or Capabilities

- EMS providers can use toggle buttons to display facilities based on operating status and/or capabilities when making transport destinations

The screenshot displays the PA MEDIC Emergency Health Services Federation website. The header includes the logo and navigation links: Hospitals, About, Contact, and Help Guide. A user profile icon is in the top right. Below the header, there is a search bar for 'Hospital Name' and a 'MAP' button. The main content area shows two search results. The first result is for WellSpan York, located 13.6 miles away (17 minutes drive). It features a yellow status box indicating a 'Trauma Diversion' from 01/30/2022 - 16:39, with the note 'unable to accept trauma patients'. A second yellow box indicates 'ED Overcrowding' from 01/30/2022 - 16:39, with the note 'ED is full. Estimated wait time for low acuity patients is 8 hours.' The address is 1001 South George Street, York, PA 17405. Capabilities listed include Cardiac - PCI Capable, Stroke - Comprehensive Center, and Trauma - Adult Level 1. A green 'MAP' button and a blue 'EMERGENCY DEPARTMENT' button are also visible. The second result is for Penn State Health Milton S. Hershey Medical Center, located 30.4 miles away (38 minutes drive). It features a light blue status box indicating an 'Informational' message from 01/30/2022 - 19:42: 'Crane work expected from Friday evening until Monday morning. Enter hospital property from Life Lion Drive.' A yellow box at the bottom indicates 'ED Overcrowding' from 01/30/2022 - 16:41. A green 'MAP' button and a blue 'EMERGENCY DEPARTMENT' button are also visible. On the left side of the search results, there are toggle buttons for 'Status' (Informational, Normal, Consider Diversion, Closed) and 'Capabilities' (Behavioral Health, Burn Center - Adult, Burn Center - Pediatric, Cardiac - PCI Capable, HazMat/Decontamination, Obstetrics, Pediatric Care, Stroke - Comprehensive Center, Stroke - Thrombectomy Capable Center, Stroke - Primary Center, Stroke - Acute Ready Center, Trauma - Adult Level 1 & 2, Trauma - Adult Level 3, Trauma - Adult Level 4, Trauma - Pediatric Level 1, Trauma - Pediatric Level 2). Two red arrows point from the text on the left to the 'Status' and 'Capabilities' sections.

PA MEDIC
EMERGENCY HEALTH
SERVICES FEDERATION

Hospitals About Contact Help Guide

Hospital Name

MAP

13.6 miles / 17 minutes

WellSpan York

01/30/2022 - 16:39 - Trauma Diversion
unable to accept trauma patients

01/30/2022 - 16:39 - ED Overcrowding
ED is full. Estimated wait time for low acuity patients is 8 hours.

1001 South George Street
York, PA 17405

Capabilities
Cardiac - PCI Capable
Stroke - Comprehensive Center
Trauma - Adult Level 1

EMERGENCY DEPARTMENT

30.4 miles / 38 minutes

Penn State Health Milton S. Hershey Medical Center

01/30/2022 - 19:42 - Informational
Crane work expected from Friday evening until Monday morning.
Enter hospital property from Life Lion Drive.

01/30/2022 - 16:41 - ED Overcrowding

EMERGENCY DEPARTMENT

Status

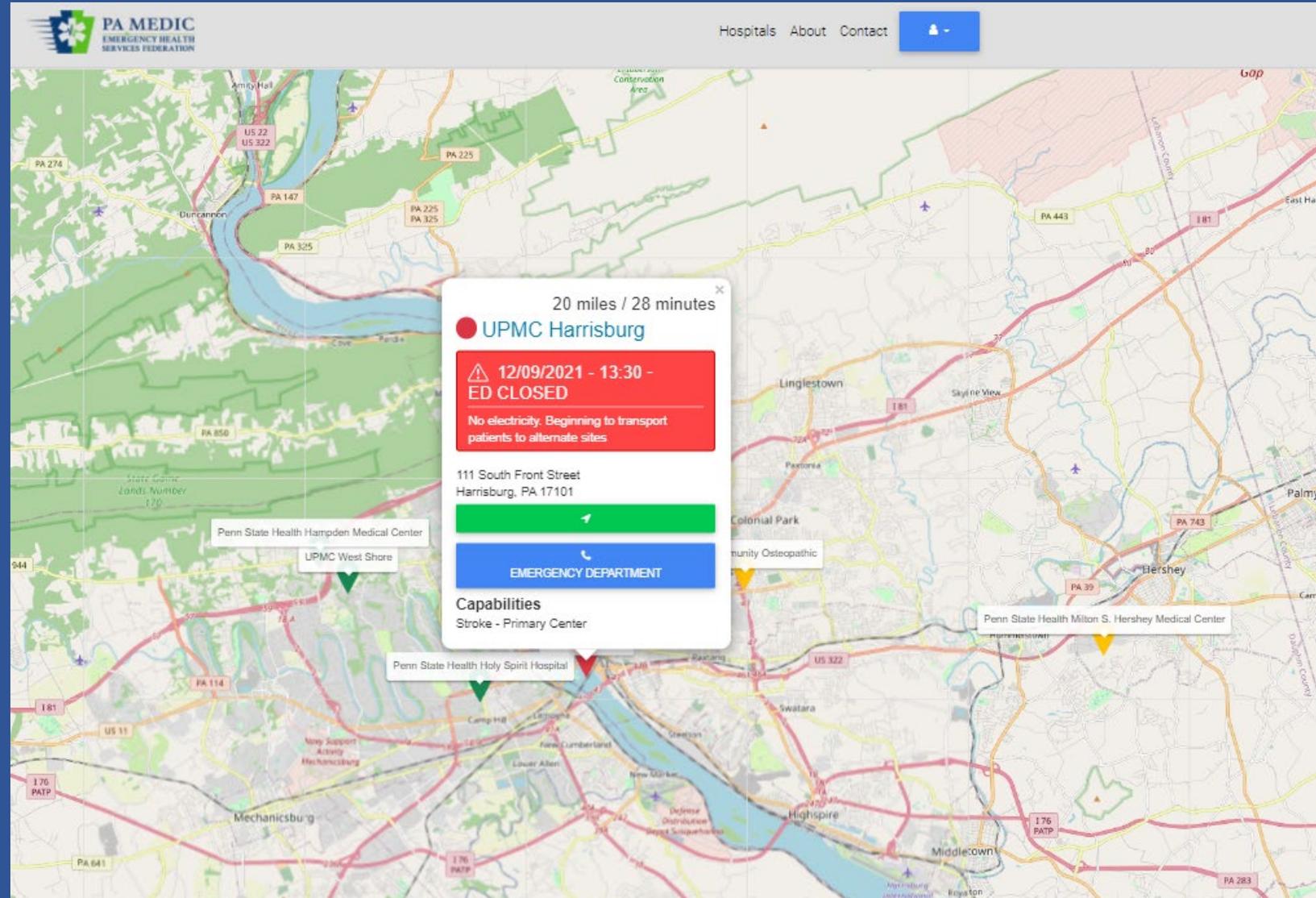
- Informational
- Normal
- Consider Diversion
- Closed

Capabilities

- Behavioral Health
- Burn Center - Adult
- Burn Center - Pediatric
- Cardiac - PCI Capable
- HazMat/Decontamination
- Obstetrics
- Pediatric Care
- Stroke - Comprehensive Center
- Stroke - Thrombectomy Capable Center
- Stroke - Primary Center
- Stroke - Acute Ready Center
- Trauma - Adult Level 1 & 2
- Trauma - Adult Level 3
- Trauma - Adult Level 4
- Trauma - Pediatric Level 1
- Trauma - Pediatric Level 2

Map Display

- Hospitals can be displayed on a map
- EMS providers will see operating status
- EMS providers can click on the location pin to learn about operating status



Hospital Landing Page

PA MEDIC EMERGENCY HEALTH SERVICES FEDERATION Hospitals About Contact

Penn State Health Milton S. Hershey Medical Center

Penn State Health's flagship 628-bed medical center, Penn State Health Milton S. Hershey Medical Center is central Pennsylvania's only locally based academic medical center. A Magnet-designated hospital since 2007, it provides high-level, patient-focused medical care. The Milton S. Hershey Medical Center is the only medical facility in Pennsylvania to be accredited as a Level 1 trauma center for both children and adults.

SUBSCRIBE TO THIS HOSPITAL

Address
500 University Drive
Hershey, PA 17033

Phone Numbers
EMERGENCY DEPARTMENT

Capabilities
Stroke - Comprehensive Center
Trauma - Adult Level 1
Trauma - Pediatric Level 1

MANAGE SUBSCRIPTIONS

- Clicking on the hospital name on the homepage will open a new page with basic information about the hospital
 - Photo and description of facility
 - Address
 - Phone numbers
 - Can have multiple
 - Capabilities
 - Map
 - Subscribe to this Hospital
 - EMS providers can select hospitals and choose to receive alerts when operating status is updated

PA MEDIC EMERGENCY HEALTH SERVICES FEDERATION Hospitals About Contact Help Guide

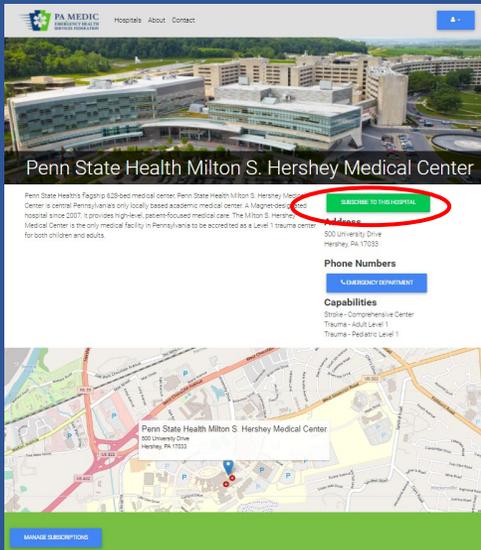
Hospital Name: Penn State Health Milton S. Hershey Medical Center

Status: Open

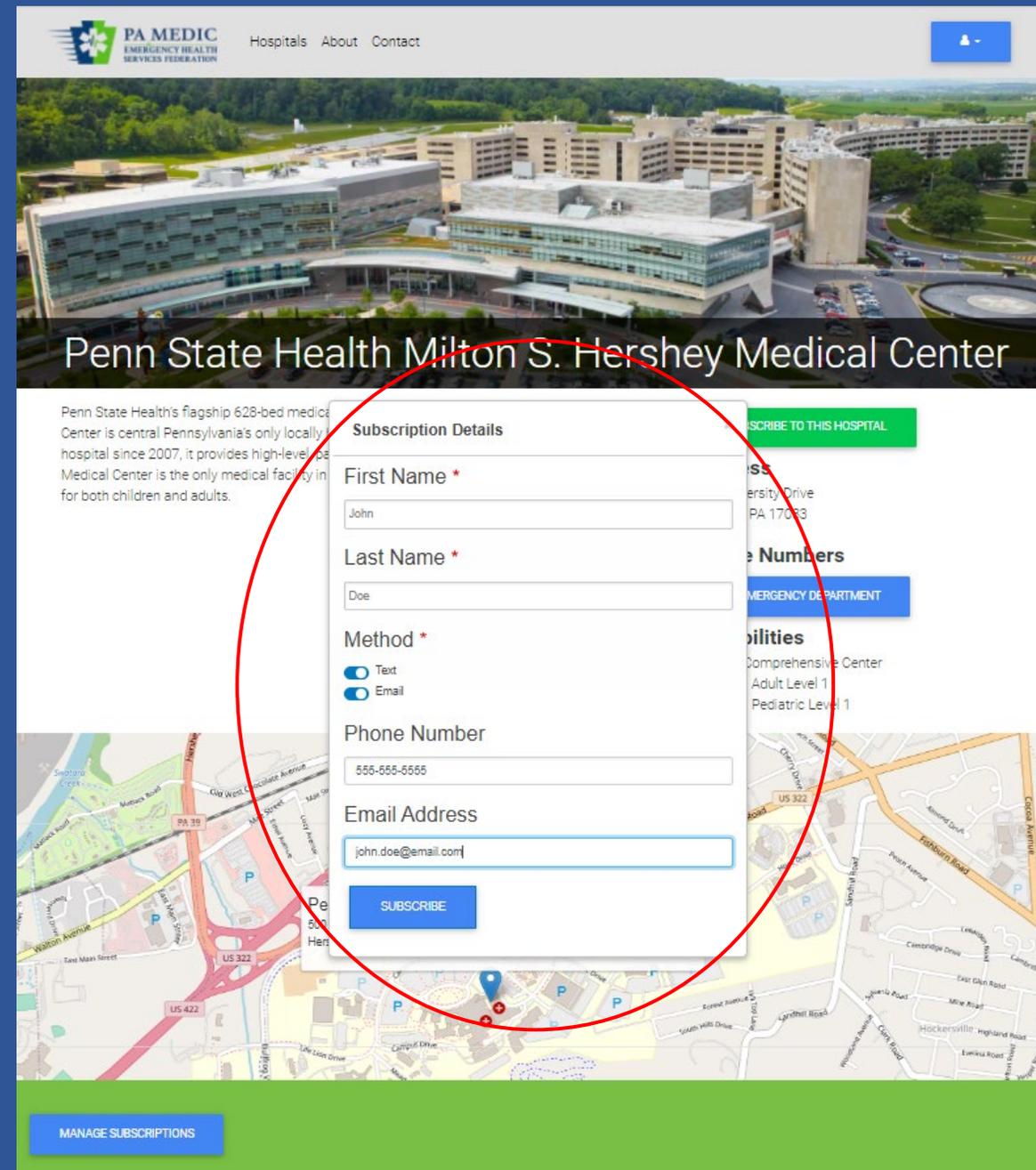
Address: 500 University Drive, Hershey, PA 17033

Capabilities: Stroke - Comprehensive Center, Trauma - Adult Level 1, Trauma - Pediatric Level 1

Subscribing to Hospitals for Notifications



- Clicking on Subscribe to this Hospital gives options to the EMS provider to receive operating status alerts by text, e-mail, or both



Managing Subscriptions for Notifications

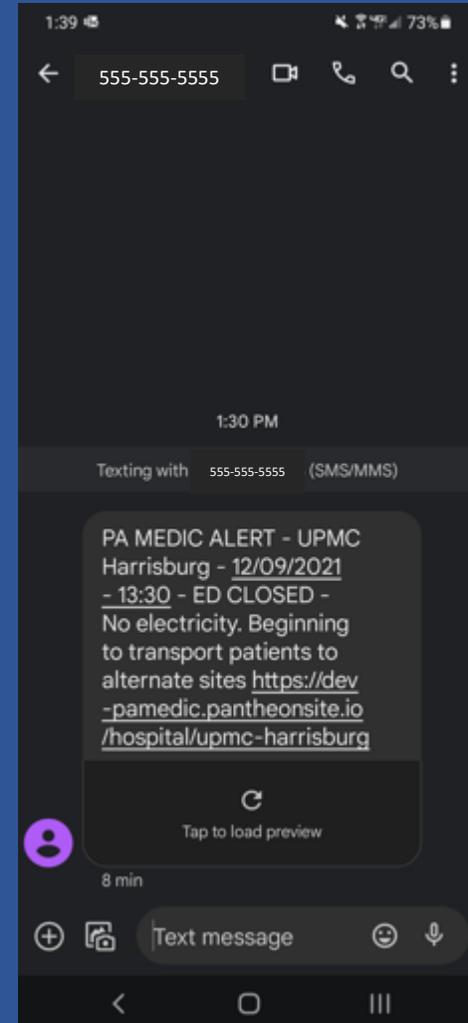
The screenshot shows the PA MEDIC website homepage. At the top, there are two hospital listings: Penn State Health Hampden Medical Center (27.3 miles / 32 minutes) and Penn Medicine Lancaster General Hospital (29.4 miles / 39 minutes). Each listing includes a green location pin icon, a small image of the hospital, and a blue 'EMERGENCY DEPARTMENT' button. Below the listings is a pagination bar with numbers 1 through 9 and 'Next' and 'Last' buttons. At the bottom of the page, a green bar contains a blue button labeled 'MANAGE SUBSCRIPTIONS', which is circled in red. The copyright notice 'Copyright 2022 EHSF' is visible at the bottom right.

- Providers can change subscriptions any time
- Scroll to the bottom of the homepage, click on Manage Subscriptions
- Enter either an e-mail or telephone number used to initially subscribe
- Click on Check Subscriptions
- A list of hospitals to receive notifications will appear
- Click on the toggle buttons and then Unsubscribe

The screenshot shows the PA MEDIC Notifications page. At the top, there is a navigation bar with the PA MEDIC logo and links for Hospitals, About, Contact, and Help Guide. Below the navigation bar is the title 'PA MEDIC Notifications' and a prompt: 'Enter your phone or email address associated with your notification subscription:'. There are two input fields: 'Phone number' and 'Email', with the email field containing 'mruby@ehsf.org'. Below the input fields is a section titled 'Subscriptions' with a list of hospitals and their corresponding toggle buttons. The hospitals listed are: Penn State Health Milton S. Hershey Medical Center, Penn Medicine Lancaster General Hospital, WellSpan Chambersburg Hospital, Penn State Health Holy Spirit Hospital, UPMC Community Osteopathic, UPMC West Shore, UPMC Lititz, WellSpan Ephrata Community Hospital, Penn State Health Hampden Medical Center, UPMC Harrisburg, UPMC Carlisle, UPMC Harrisburg, UPMC Memorial, UPMC West Shore, UPMC Lititz, UPMC Hanover, and WellSpan York. At the bottom of the page, there are two blue buttons: 'CHECK SUBSCRIPTIONS' and 'UNSUBSCRIBE', with the 'UNSUBSCRIBE' button circled in red. Two red arrows point from the 'MANAGE SUBSCRIPTIONS' button in the first screenshot to the 'Email' input field and the 'UNSUBSCRIBE' button in this screenshot.

Hospital Operating Status Notifications

- When a new status is entered, EMS providers who subscribed to a hospital will receive an e-mail and/or text based on their preference



Helpful Tools / Resources

The screenshot shows the PA Medic website's hospital search interface. The 'Help Guide' link in the top navigation bar is circled in red. The search results are displayed in two columns. The first column shows 'UPMC Memorial' with a green dot, address '1701 Innovation Drive, York, PA 17408', and capabilities: 'Cardiac - PCI Capable', 'Obstetrics', and 'Stroke - Primary Center'. It is 4.7 miles / 10 minutes away. The second column shows 'WellSpan York' with a yellow dot, a warning icon, and text: '01/30/2022 - 16:39 - Trauma Diversion' and 'unable to accept trauma patients'. It is 13.6 miles / 16 minutes away. On the left, there are filters for 'Hospital Name' and 'Status' (Informational, Normal, Consider Diversion, Closed). Below that are 'Capabilities' filters: Behavioral Health, Burn Center - Adult, Burn Center - Pediatric, Cardiac - PCI Capable, HazMat/Decontamination, Obstetrics, and Pediatric Care.

- PA Medic Training Guide
 - PDF of PowerPoint
- PA Medic User Manual
 - Detailed user manual for EMS providers and hospital personnel

The screenshot shows the 'Help Guide' page on the PA Medic website. The top navigation bar includes 'Hospitals', 'About', 'Contact', and 'Help Guide'. The main heading is 'Help Guide'. Below it, the text reads: 'EMS providers and partners will find resources and help guides for navigating the PA Medic website below:'. There are two bullet points: 'PA Medic Training Guide' and 'PA Medic User Manual'. Two red arrows point from the bottom left towards these two links.

PA MEDIC Functionality: Hospital User

www.pamedic.org

Hospital Functionality

- Only hospital approved managers and employees can report operating status
 - Managers can edit the hospital information and add/remove users
 - (i.e. capabilities, address, phone numbers)
 - Employees can only report operating status

Penn State Health Milton S. Hershey Medical Center

EDIT HOSPITAL
NEW INCIDENT
INCIDENT LOG

Active Incidents

Date	Type	Details	Incident Status
Penn State Health Milton S. Hershey Medical Center - 01/18/2022 - 12:00 - ED Overcrowding	ED Overcrowding	Adult Total ED Divert (Except Trauma, Neuro, STEMI)	Active

SAVE

Edit Hospital: Contact Information



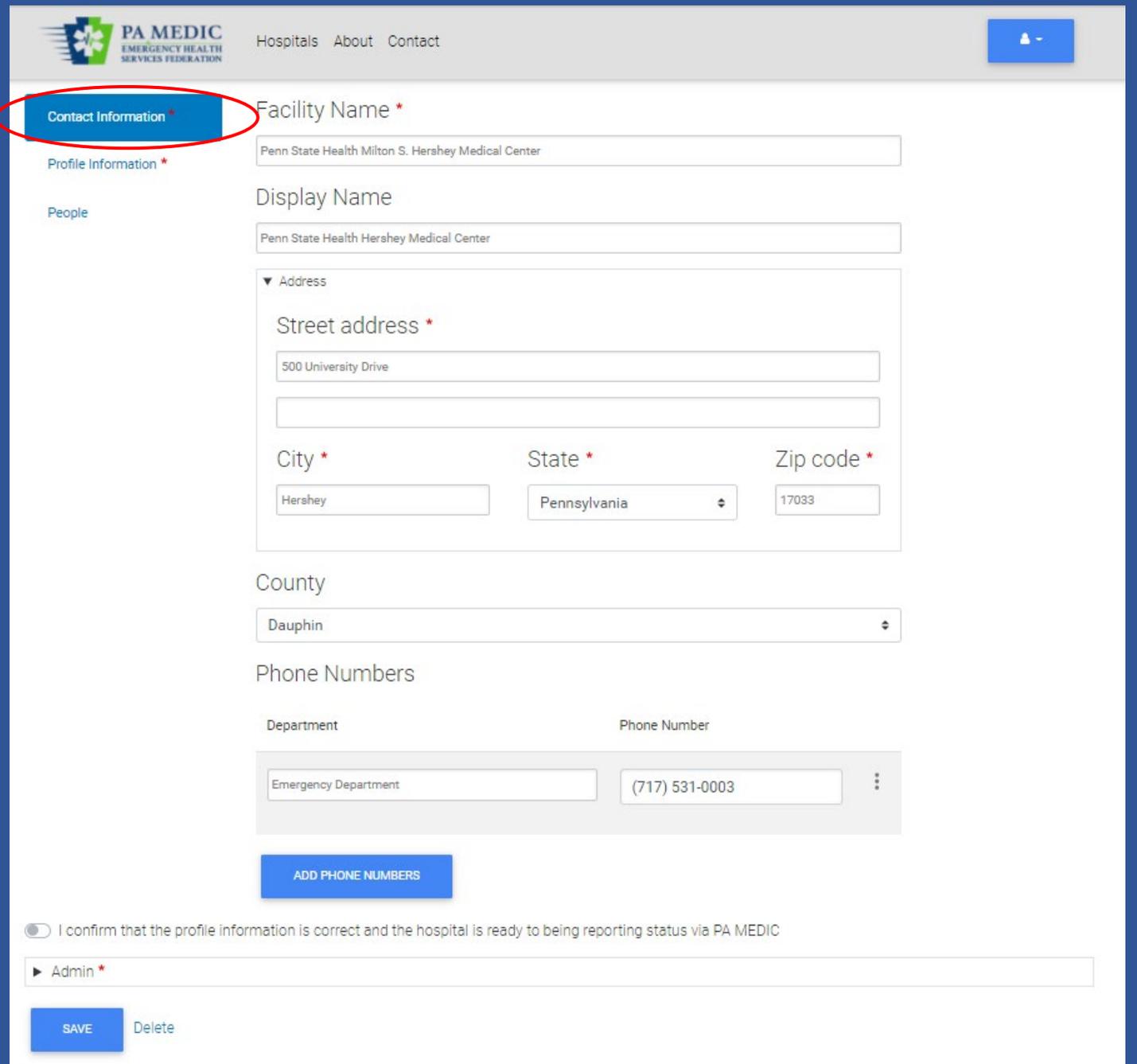
Penn State Health Milton S. Hershey Medical Center

Active Incidents

Date	Type	Details	Incident Status
Penn State Health Milton S. Hershey Medical Center - 01/18/2022 - 12:00 - ED Overcrowding	ED Overcrowding	Adult Total ED Divert (Except Trauma, Neuro, STEM)	Active

SAVE

- Can only be completed by those with manager access
- Managers can edit the hospital information
 - Name
 - Display Name
 - Address
 - Phone numbers



PA MEDIC EMERGENCY HEALTH SERVICES FEDERATION

Hospitals About Contact

Contact Information *

Profile Information *

People

Facility Name *

Penn State Health Milton S. Hershey Medical Center

Display Name

Penn State Health Hershey Medical Center

Address

Street address *

500 University Drive

City *

Hershey

State *

Pennsylvania

Zip code *

17033

County

Dauphin

Phone Numbers

Department	Phone Number
Emergency Department	(717) 531-0003

ADD PHONE NUMBERS

I confirm that the profile information is correct and the hospital is ready to being reporting status via PA MEDIC

Admin *

SAVE Delete

Edit Hospital: Profile Information



Penn State Health Milton S. Hershey Medical Center

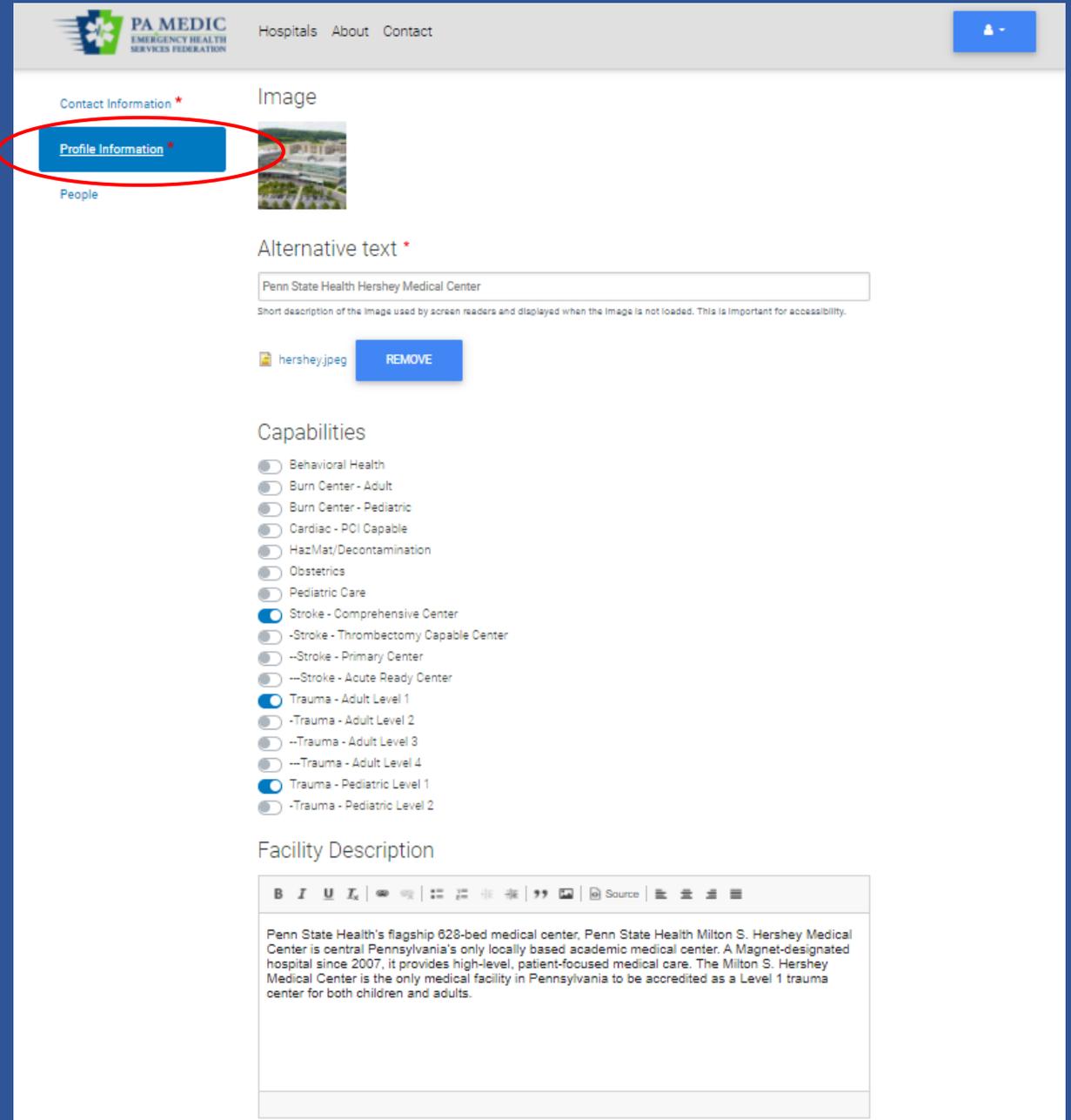
[EDIT HOSPITAL](#)
[NEW INCIDENT](#)
[INCIDENT LOG](#)

Active Incidents

Date	Type	Details	Incident Status
Penn State Health Milton S. Hershey Medical Center - 01/18/2022 - 12:00 - ED Overcrowding	ED Overcrowding	Adult Total ED Divert (Except Trauma, Neuro, STEM)	Active

[SAVE](#)

- Can only be completed by those with manager access
- Managers can edit the hospital profile
 - Image
 - Capabilities
 - Facility description



PA MEDIC EMERGENCY HEALTH SERVICES FEDERATION

Hospitals About Contact

Contact Information *
Profile Information *
People

Image

Alternative text *

Penn State Health Hershey Medical Center

Short description of the Image used by screen readers and displayed when the Image is not loaded. This is important for accessibility.

hershey.jpeg [REMOVE](#)

Capabilities

- Behavioral Health
- Burn Center - Adult
- Burn Center - Pediatric
- Cardiac - PCI Capable
- HazMat/Decontamination
- Obstetrics
- Pediatric Care
- Stroke - Comprehensive Center
- Stroke - Thrombectomy Capable Center
- Stroke - Primary Center
- Stroke - Acute Ready Center
- Trauma - Adult Level 1
- Trauma - Adult Level 2
- Trauma - Adult Level 3
- Trauma - Adult Level 4
- Trauma - Pediatric Level 1
- Trauma - Pediatric Level 2

Facility Description

B I U T | Source

Penn State Health's flagship 628-bed medical center, Penn State Health Milton S. Hershey Medical Center is central Pennsylvania's only locally based academic medical center. A Magnet-designated hospital since 2007, it provides high-level, patient-focused medical care. The Milton S. Hershey Medical Center is the only medical facility in Pennsylvania to be accredited as a Level 1 trauma center for both children and adults.

Edit Hospital: Add/Remove Users



Penn State Health Milton S. Hershey Medical Center

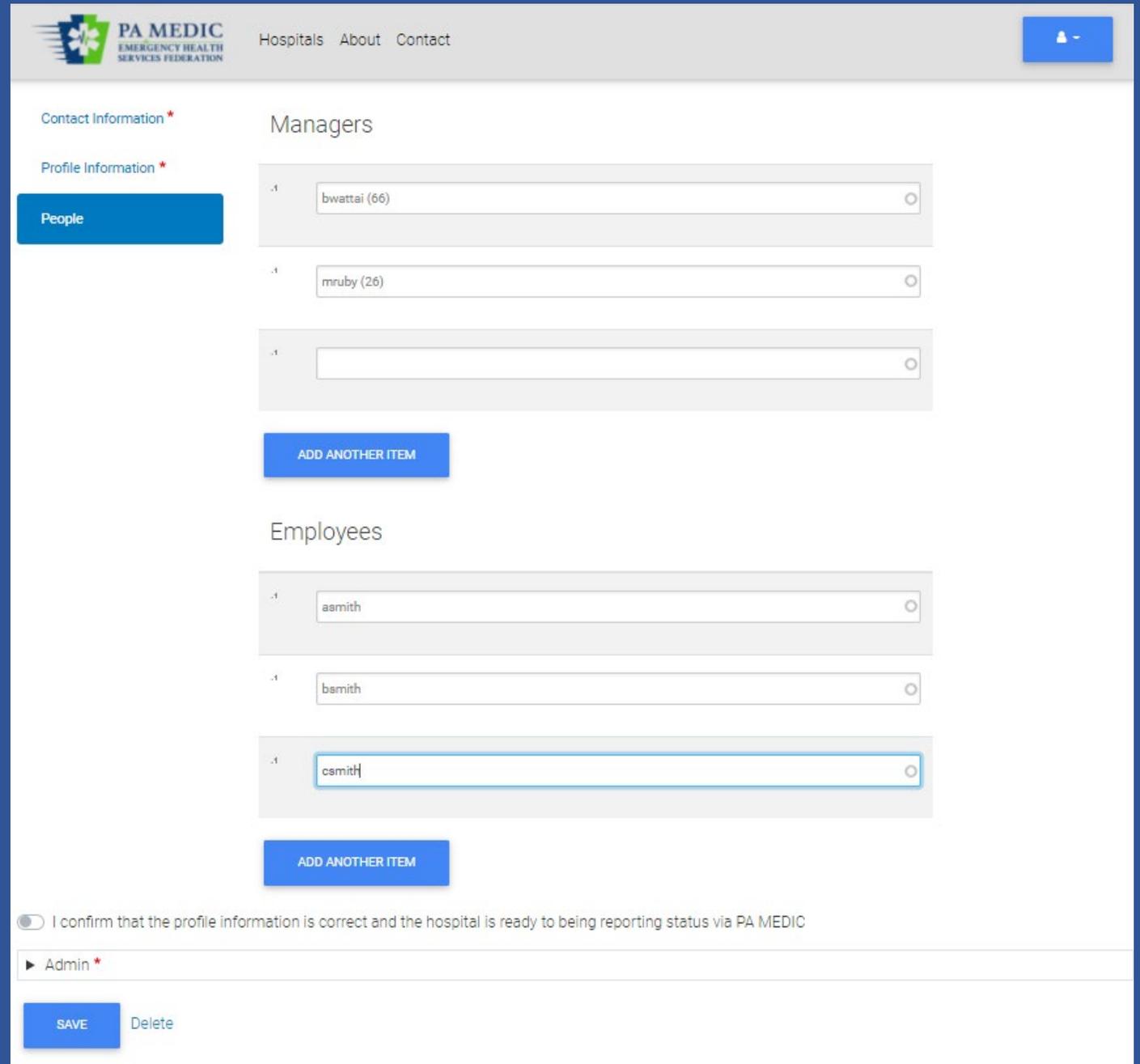
EXIT HOSPITAL
NEW INCIDENT
INCIDENT LOG

Active Incidents

Date	Type	Details	Incident Status
Penn State Health Milton S. Hershey Medical Center - 01/18/2022 - 12:00 - ED Overcrowding	ED Overcrowding	Adult Total ED Divert (Except Trauma, Neuro, STEMI)	Active

SAVE

- Users can only be added or removed by those with manager access



PA MEDIC EMERGENCY HEALTH SERVICES FEDERATION Hospitals About Contact

Contact Information *
Profile Information *

People

Managers

bwattai (66)
mruby (26)

ADD ANOTHER ITEM

Employees

asmith
bsmith
csmith

ADD ANOTHER ITEM

I confirm that the profile information is correct and the hospital is ready to being reporting status via PA MEDIC

Admin *

SAVE Delete

Hospital Operating Status

- Managers and employees can report operating status
 - Simply click on add new incident

Penn State Health Milton S. Hershey Medical Center

EDIT HOSPITAL
NEW INCIDENT
INCIDENT LOG

Active Incidents

Date	Type	Details	Incident Status
Penn State Health Milton S. Hershey Medical Center - 01/18/2022 - 12:00 - ED Overcrowding	ED Overcrowding	Adult Total ED Divert (Except Trauma, Neuro, STEMI)	Active

SAVE

Hospital Operating Status



The screenshot shows the 'New Incident' form in the PA MEDIC Emergency Health Services Federation interface. The form includes the following fields:

- Facility Name ***: Penn State Health Milton S. Hershey Medical Center
- Incident Date ***: 01/31/2022, 12:36:57 PM
- Estimated Resolution Date/Time ***: 01/31/2022, 04:36:57 PM
- Incident Type ***: A dropdown menu with options: Informational, ED Overcrowding, Trauma Diversion, STEMI Diversion, Stroke Diversion, ED CLOSED.

A 'SAVE' button is located at the bottom of the form.

- Facility name cannot be changed when reporting hospital status
- Incident date defaults to current time
- Estimated resolution defaults to 4 hours from reporting time
 - This can be changed if resolution time is known
- Incident type
 - This list can be expanded based on needs by the EHSF region
 - Hospitals can report multiple incidents at a time
 - (i.e. ED Overcrowding and Stroke Diversion)
 - Types
 - Informational = blue – announces important information to EMS (i.e. construction updates)
 - ED Overcrowding = yellow – consider diversion
 - Trauma Diversion = yellow – consider diversion
 - STEMI Diversion = yellow – consider diversion
 - Stroke Diversion = yellow – consider diversion
 - ED CLOSED = red – closed, do not come to the facility
- Information
 - Free text box to share additional details
 - i.e. ED closed active shooter

Hospital Operating Status

- When a new status is entered:
 - Color dot on listing and map updates
 - Banner appears on listing and map page
 - Banner is added to hospital page
 - EMS providers who subscribe for alerts receive an e-mail and/or text

The screenshot shows the PA MEDIC website interface. At the top, there is a navigation bar with the PA MEDIC logo and links for 'Hospitals', 'About', and 'Contact'. Below the navigation bar is a large aerial photograph of the Penn State Health Milton S. Hershey Medical Center. Overlaid on the bottom of the photo is the hospital's name: 'Penn State Health Milton S. Hershey Medical Center'. Below the photo, there are two prominent orange banners with white text and information icons. The first banner indicates a 'Stroke Diversion' from 12/09/2021 - 13:17, with the note 'CT scanner is down'. The second banner indicates 'ED Overcrowding' from 12/09/2021 - 13:10, with the note 'ED is full. There are no beds available. Current ED wait time is 6 hours'. Below these banners, there is a paragraph of text describing the hospital as a 628-bed academic medical center. On the right side, there is a green 'SUBSCRIBE TO THIS HOSPITAL' button, followed by the 'Address' (500 University Drive, Hershey, PA 17033) and 'Phone Numbers' (EMERGENCY DEPARTMENT button). At the bottom, the 'Capabilities' section is partially visible.

The screenshot shows a mobile application interface with three hospital listings. Each listing includes a small image of the hospital, the name, address, distance, and travel time. The 'Penn State Health Hershey Medical Center' listing is highlighted with a yellow dot and features two orange status banners: '12/09/2021 - 13:17 - Stroke Diversion' with 'CT scanner is down' and '12/09/2021 - 13:10 - ED Overcrowding' with 'ED is full. There are no beds available. Current ED wait time is 6 hours'. Each listing also has a blue 'EMERGENCY DEPARTMENT' button.

Hospital Name	Address	Distance	Travel Time	Status
WellSpan York	1001 South George Street, York, PA 17405	13.5 miles	16 minutes	Green dot
UPMC Harrisburg	111 South Front Street, Harrisburg, PA 17101	20 miles	28 minutes	Green dot
Penn State Health Hershey Medical Center	500 University Drive, Hershey, PA 17033	30.3 miles	39 minutes	Yellow dot

Hospital Operating Status Resolved

- When a status is resolved before the 4-hour default time, the user can go into the incident and manually resolve it.

The screenshot displays the PA MEDIC Emergency Health Services Federation interface. At the top, there is a navigation bar with the logo, 'Hospitals About Contact', and a user profile icon. Below this, the 'My Hospitals' section features a card for 'Penn State Health Milton S. Hershey Medical Center' with an image of the hospital and three action buttons: 'EDIT HOSPITAL', 'NEW INCIDENT', and 'INCIDENT LOG'. The 'Active Incidents' section contains a table with one entry. The 'Incident Status' column for this entry has a dropdown menu open, showing 'Active' (selected), 'Active', and 'Resolved' options, with a 'SAVE' button below it. A red circle highlights the dropdown menu and the 'SAVE' button.

Date	Type	Details	Incident Status
Penn State Health Milton S. Hershey Medical Center - 01/18/2022 - 12:00 - ED Overcrowding	ED Overcrowding	Adult Total ED Divert (Except Trauma, Neuro, STEMI)	Active

PA MEDIC Mobile

www.pamedic.org

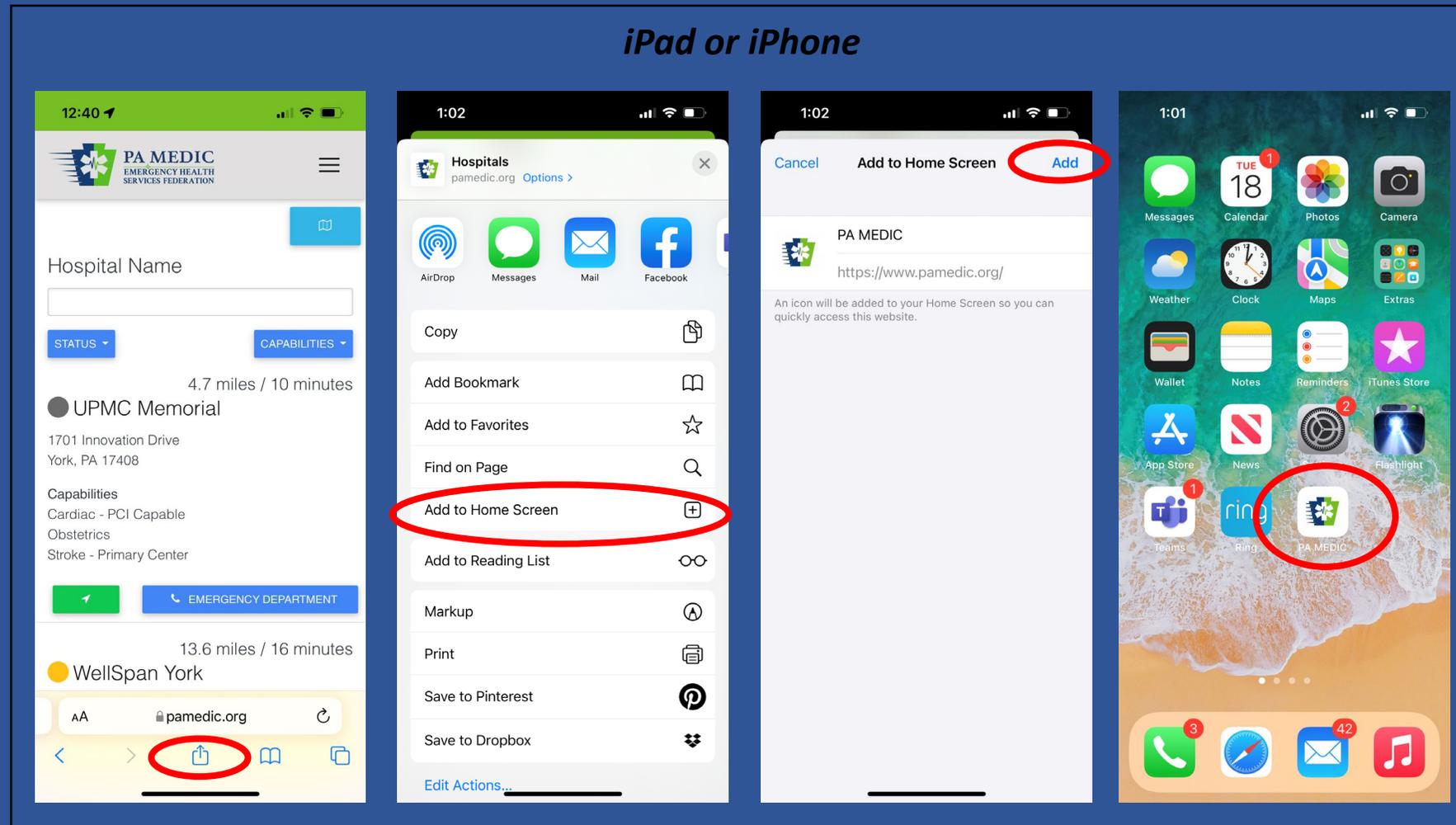
Adding PA Medic to Home Page

iPad or iPhone

- Open web browser on phone (i.e. Safari or Chrome)
- Open the website: www.pamedic.org
- Tap on the up arrow
- In menu, tap on Add to Home Screen
- Tap on Add

Android

- Launch Chrome app
- Open the website: www.pamedic.org
- Tap on the menu icon
 - (3 dots in the upper-right hand corner)
- Tap Add to Home Screen



Mobile: Homepage

- Hospitals are listed in order by distance based on the device location
- Hospital Information Displayed
 - Operating Status
 - Colored dot will associate to status
 - Gray = unknown / not active
 - Green = operating normal
 - Yellow = consider diversion
 - Red = closed
 - A banner will display below the hospital to provide additional status information is on consideration diversion or closed
 - Blue = informational
 - Yellow = consider diversion
 - Red = closed

The screenshot shows the mobile app interface for PA MEDIC. At the top, there is a green header with the time 12:40 and status icons. Below the header is the PA MEDIC logo and a menu icon. A search bar is present with a magnifying glass icon. The main content area displays a list of hospitals. The first hospital is UPMC Memorial, located 7.5 miles away, 11 minutes drive. It has a green status dot and is a Primary Center for Stroke. The second hospital is WellSpan York, located 13.6 miles away, 17 minutes drive. It has a yellow status dot and two informational banners: one for ED overcrowding (8-hour wait) and one for stroke diversion (CT scanner down). At the bottom, the address 1001 South George Street, York, PA 17405 is visible.

12:40

PA MEDIC
EMERGENCY HEALTH
SERVICES FEDERATION

Hospital Name

STATUS CAPABILITIES

7.5 miles / 11 minutes

UPMC Memorial

1701 Innovation Drive
York, PA 17408

Capabilities
Stroke - Primary Center

13.6 miles / 17 minutes

WellSpan York

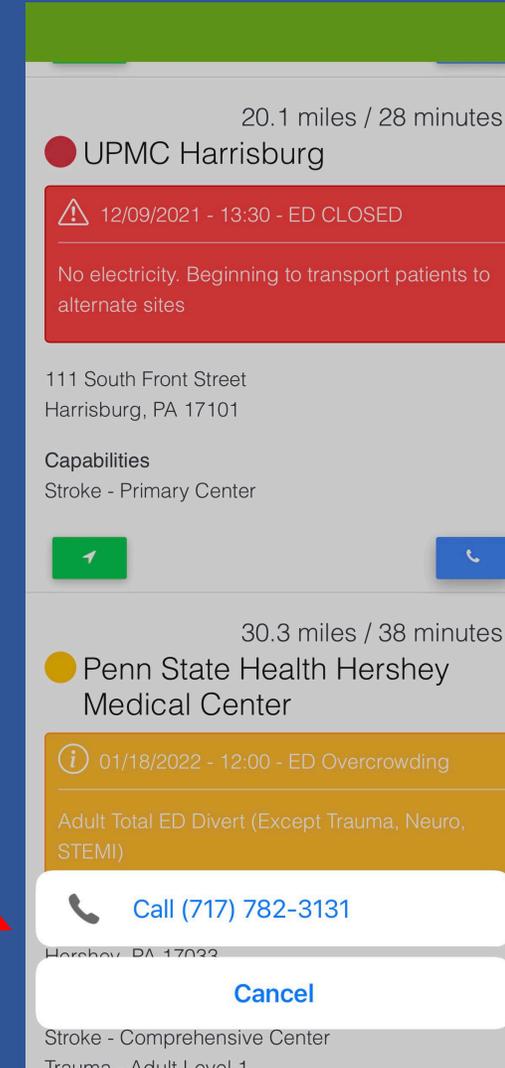
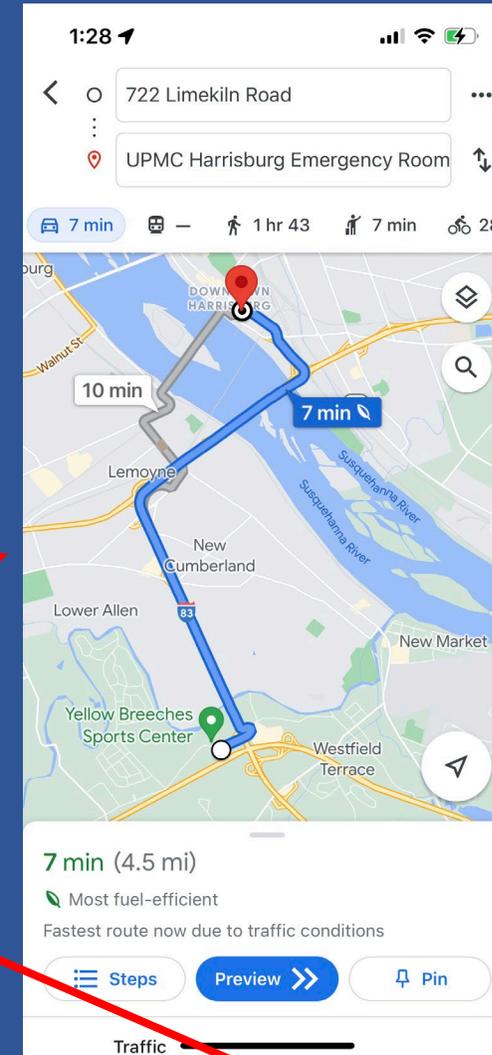
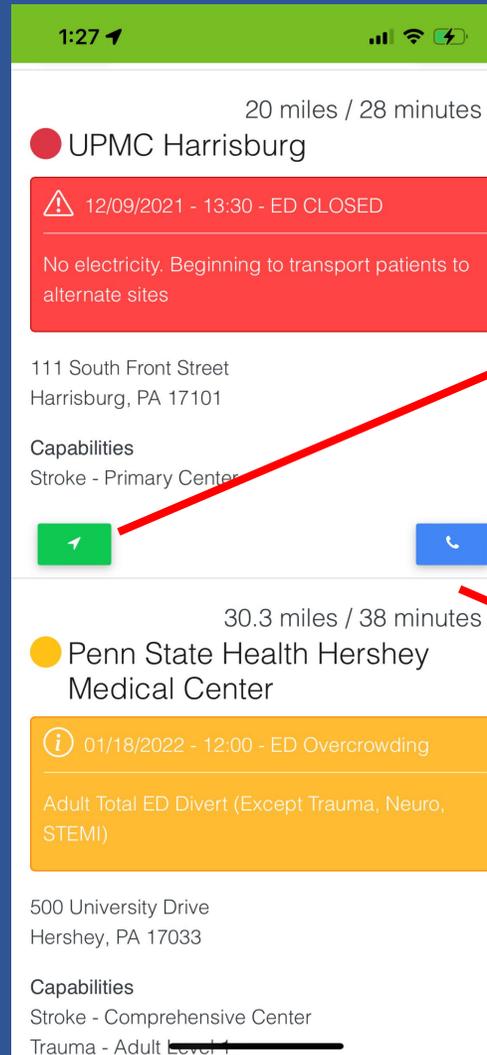
01/04/2022 - 12:01 - ED Overcrowding
ED is full. Estimated wait for low acuity is 8 hours.

01/04/2022 - 12:00 - Stroke Diversion
CT scanner is down.

1001 South George Street
York, PA 17405

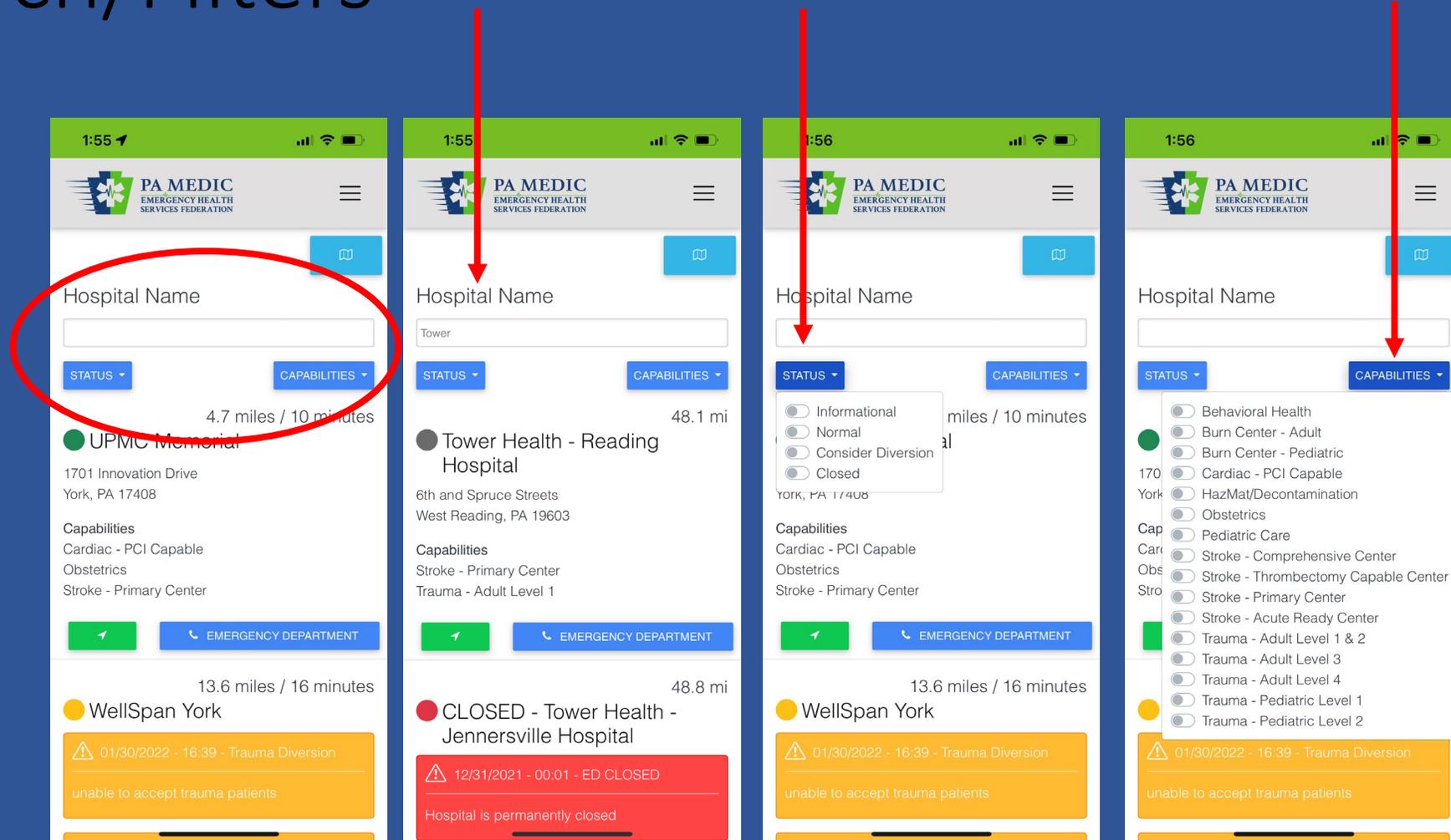
Mobile: Homepage

- Hospital Information Displayed
 - Address
 - Capabilities
 - Distance to facility by miles
 - Estimated real-time travel to facility (with traffic included)
 - Green box with arrow takes EMS provider to mapping app for directions
 - Blue box with phone provides a one-click to call to the main emergency department number

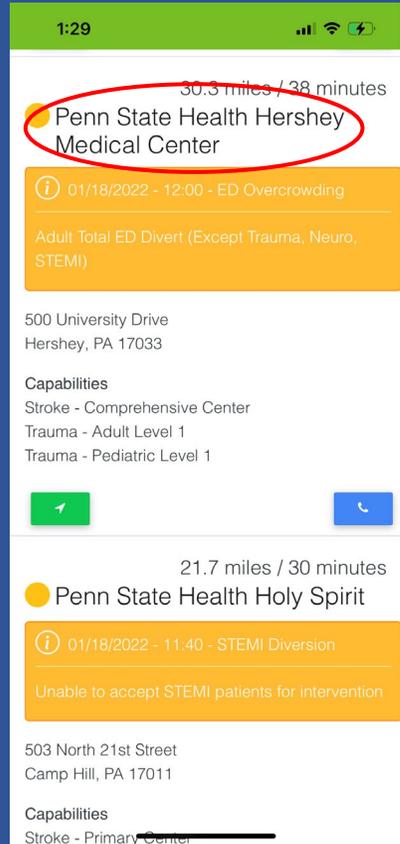


Mobile: Search/Filters

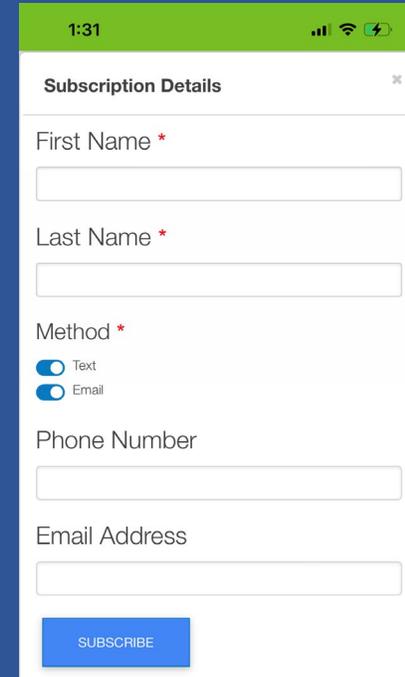
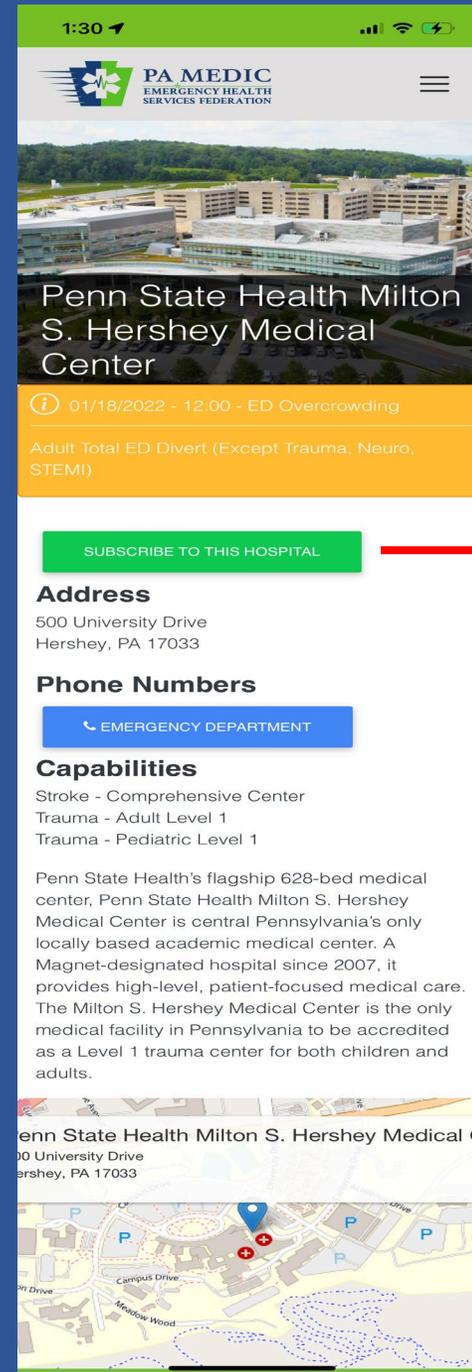
- Search Options are Different
 - Blue buttons above the hospital listing allows sorting the list by county, operating status, and/or capabilities
 - i.e. EMS providers can display only hospitals operating on a normal status
 - i.e. EMS providers can display only comprehensive stroke centers



Mobile: Hospital Webpage



- Clicking on the hospital name on the homepage will open a new page with basic information about the hospital
 - Photo and description of facility
 - Address
 - Phone numbers
 - Can have multiple
 - Capabilities
 - Map
 - Subscribe to hospital
 - EMS Providers can select hospitals and choose to receive alerts when operating status is updated



- Clicking on subscribe to hospital gives options to the EMS provider to receive operating status alerts by text, e-mail, or both

PA MEDIC Hospital Go-Live Status & Training Sessions

www.pamedic.org

PA Medic to Communicate Hospital Operating Status Implementation Status & Tentative Go-Live Dates

- **Live**

- Penn State Health Hershey – 01/18/2022

- **Tentative Go-Live Date**

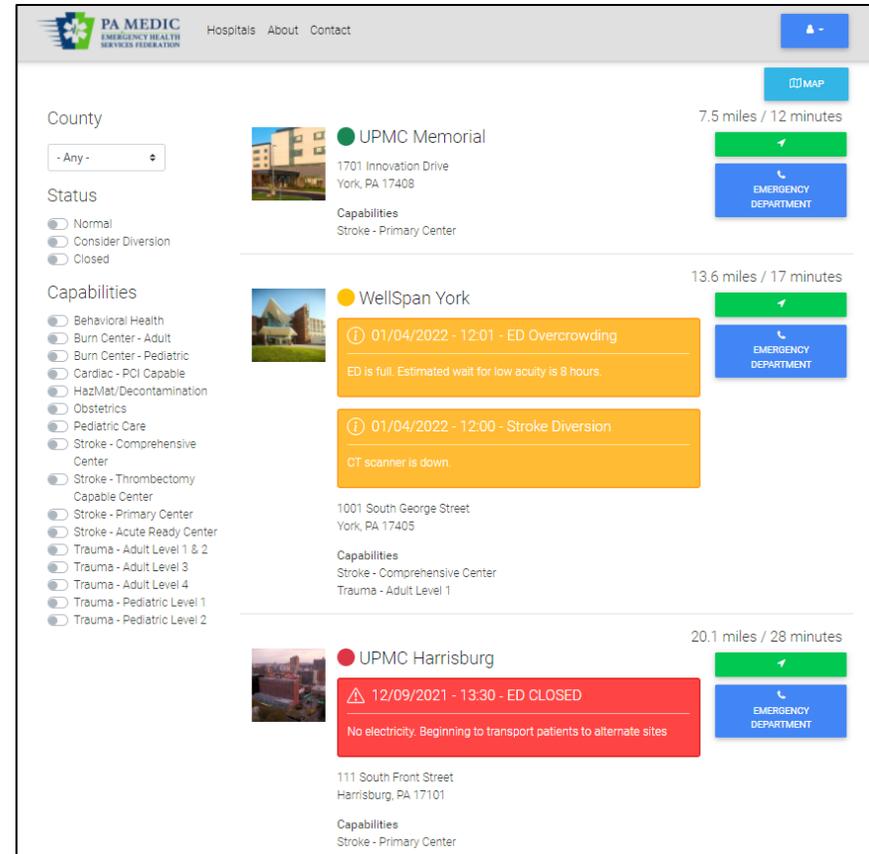
- Penn State Health Hampden – 02/04/2022
- Penn State Health Holy Spirit – 02/04/2022
- WellSpan Gettysburg – 02/08/2022

- **Undergoing Training**

- Penn Medicine Lancaster General
- WellSpan Chambersburg
- WellSpan Ephrata
- WellSpan Good Samaritan
- WellSpan Waynesboro
- WellSpan York

- **Pending Training**

- UPMC Carlisle
- UPMC Community Osteopathic
- UPMC Hanover
- UPMC Harrisburg
- UPMC Lititz
- UPMC Memorial
- UPMC West Shore



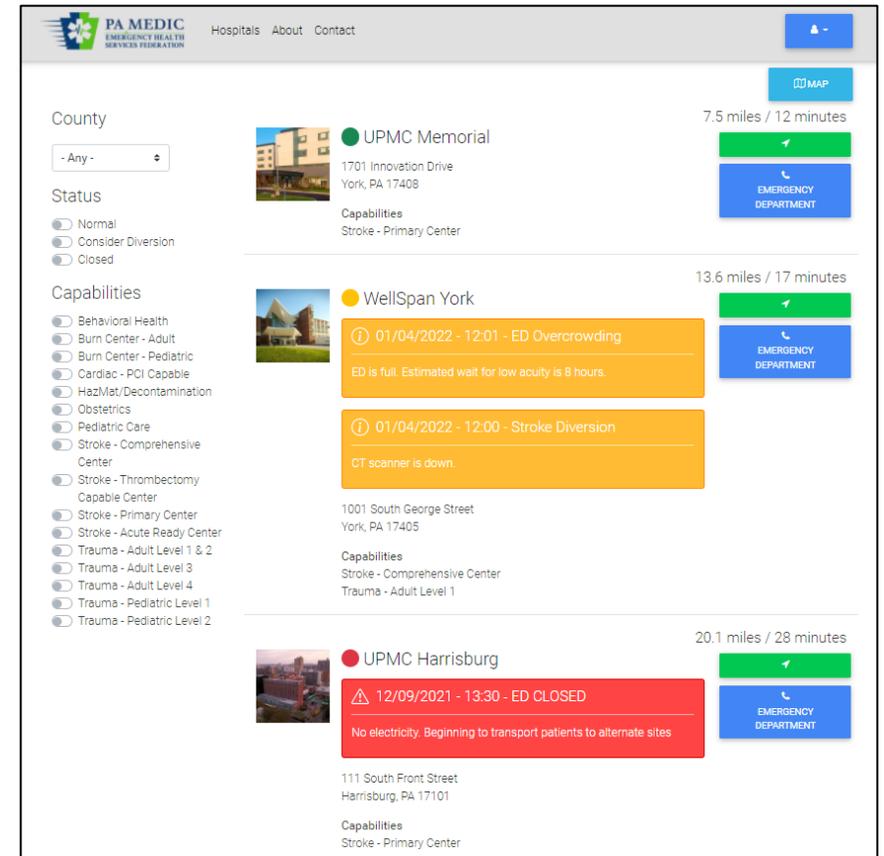
The screenshot displays the PA MEDIC website interface for hospital status. It includes a navigation bar with 'Hospitals', 'About', and 'Contact'. A sidebar on the left allows filtering by 'County' (set to '- Any -') and 'Status' (Normal, Consider Diversion, Closed). A 'Capabilities' list includes options like Behavioral Health, Burn Center, Cardiac - PCI Capable, Stroke - Primary Center, etc. The main content area lists three hospitals:

- UPMC Memorial** (7.5 miles / 12 minutes): Status is 'Normal'. Capabilities include 'Stroke - Primary Center'. A green 'EMERGENCY DEPARTMENT' button is visible.
- WellSpan York** (13.6 miles / 17 minutes): Status is 'Consider Diversion'. Two orange warning boxes are present: '01/04/2022 - 12:01 - ED Overcrowding' (ED is full, estimated wait for low acuity is 8 hours) and '01/04/2022 - 12:00 - Stroke Diversion' (CT scanner is down). A blue 'EMERGENCY DEPARTMENT' button is visible.
- UPMC Harrisburg** (20.1 miles / 28 minutes): Status is 'Closed'. A red warning box indicates '12/09/2021 - 13:30 - ED CLOSED' with the note 'No electricity. Beginning to transport patients to alternate sites'. A blue 'EMERGENCY DEPARTMENT' button is visible.

PA Medic to Communicate Hospital Operating Status Training Sessions via Zoom

Zoom Sessions:

- **Tuesday, February 1st 1800-1900 hours**
 - Register at:
https://us06web.zoom.us/meeting/register/tZApC0qgpzsiHNfunKoXg_6IPV0wVZoPAiz3
- **Wednesday, February 2nd 1300-1400 hours**
 - Register at:
<https://us06web.zoom.us/meeting/register/tZApdeqgqjMuE9GRZqglrhmFNcWqn1fafE5Y>
- **Thursday, February 3rd 1800-1900 hours**
 - Register at:
<https://us06web.zoom.us/meeting/register/tZEQf-itrz0rHt3FxFEWahcxXTIBIf685g2r>
- **Friday, February 11th 0900-1000 hours**
 - Register at:
https://us06web.zoom.us/meeting/register/tZYkdeGqrD8jGdd8_RyA0QbUaXVc9sKkrs11
- **Tuesday, February 15th 0900-1000 hours**
 - Register at:
<https://us06web.zoom.us/meeting/register/tZclcu6vrjovHNTqqcUukTdZI8ymbXgWGV6K>
- **Tuesday, February 15th 1300-1400 hours**
 - Register at:
<https://us06web.zoom.us/meeting/register/tZUod-CtrD4rH9cy64f58GkW11a0g2fslPn>
- **Tuesday, February 15th 1800-1900 hours**
 - Register at:
<https://us06web.zoom.us/meeting/register/tZ0vcOirrDgpG9a49IEIWINiyO0h-LITYVDA>



The screenshot displays the PA MEDIC Emergency Health Services Federation website interface. It features a navigation bar with 'Hospitals', 'About', and 'Contact' links. The main content area shows a list of hospitals with their status and capabilities. The 'Status' section includes options for 'Normal', 'Consider Diversion', and 'Closed'. The 'Capabilities' section lists various services such as Behavioral Health, Burn Center, Cardiac, HazMat, Obstetrics, Pediatric Care, Stroke, Trauma, and more. Three hospitals are highlighted:

- UPMC Memorial**: 1701 Innovation Drive, York, PA 17408. Status: Normal. Capabilities: Stroke - Primary Center. Distance: 7.5 miles / 12 minutes.
- WellSpan York**: 1001 South George Street, York, PA 17405. Status: ED Overcrowding (01/04/2022 - 12:01) and Stroke Diversion (01/04/2022 - 12:00). Capabilities: Stroke - Comprehensive Center, Trauma - Adult Level 1. Distance: 13.6 miles / 17 minutes.
- UPMC Harrisburg**: 111 South Front Street, Harrisburg, PA 17101. Status: ED CLOSED (12/09/2021 - 13:30). Capabilities: Stroke - Primary Center. Distance: 20.1 miles / 28 minutes.