



# My Emergency Information Decision Center

(PA Medic)

[www.pamedic.org](http://www.pamedic.org)

## User Manual

Version 3

Updated: January 31, 2022

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## General Information

### Purpose

My Emergency Information Decision Center (PA Medic) is a web-based application built on a mobile platform. The website has two main purposes.

1. Provide a tool for hospitals to communicate their emergency department's operating status and capabilities to EMS providers and partners
2. Provide a tool for EMS providers to assist in the determining of the closest appropriate hospital, identifying hospital capabilities, and know the operating status of the emergency departments

PA Medic provides a user-friendly platform for hospitals to notify users directly of their emergency department's operating status, which includes considerations for diversion. The users will have access to the information and will no longer rely on information shared thirdhand from the Public Safety Answering Points (PSAPs). The direct communication is important because it eliminates sharing of inaccurate or outdated information, along with users knowing the operating status of a hospital's emergency department during times of patient transport to a hospital located outside of the county where the incident was dispatched.

### Divert Position Statement


Many times, the influx or surge of patients pushes the system (emergency departments and EMS) beyond immediate capacity. The benefit of working as a system is the ability to leverage or compensate each other as needed. However, in those times the system needs 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 became overcrowded or experienced 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.

## Overview of PA Medic

This section will provide an overview of the website's features. This section will provide instructions on the functionality available to all users to monitor the emergency department's operating status and register to receive notifications when a hospital changes their emergency department's operating status.



HospitalsAboutContactHelp Guide



MAP

Hospital Name

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

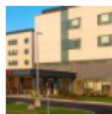
☐ Trauma - Adult Level 1 & 2

☐ Trauma - Adult Level 3

☐ Trauma - Adult Level 4

☐ Trauma - Pediatric Level 1

☐ Trauma - Pediatric Level 2





UPMC Memorial


1701 Innovation Drive  
York, PA 17408

Capabilities  
Cardiac - PCI Capable  
Obstetrics  
Stroke - Primary Center


4.7 miles / 10 minutes




  
EMERGENCY  
DEPARTMENT



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


13.6 miles / 16 minutes



  
EMERGENCY  
DEPARTMENT





UPMC Harrisburg


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

111 South Front Street  
Harrisburg, PA 17101

20.1 miles / 28 minutes



  
EMERGENCY  
DEPARTMENT

  
MEDICAL COMMAND

4 | Page

## Listing Order of Hospitals


To provide an overview of the system, this section will provide information on the details displayed on the hospitals listing page or homepage of the website. When the website is opened, the site uses the location of the user's device. Hospitals will be sorted in order by distance based on the device's location.


## Basic Information

On the homepage, each hospital's information will display, which includes the address, capabilities, emergency department's operating status, distance in miles to the hospital, estimated time of travel to the hospital, telephone number to the main emergency department along with other telephone numbers added by the emergency department, and mapping for driving directions.

## Operating Status

This section will explain the different operating status selections a hospital may choose to communicate with EMS providers and partners.

[Hospitals](#) [About](#) [Contact](#) [Help Guide](#)



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 Memorial

1701 Innovation Drive  
York, PA 17408

Capabilities  
Cardiac - PCI Capable  
Obstetrics  
Stroke - Primary Center

4.7 miles / 10 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

13.6 miles / 16 minutes









UPMC Harrisburg

 01/30/2022 - 16:42 - ED CLOSED

No electricity. Beginning to transport patients to alternate sites.

111 South Front Street  
Harrisburg, PA 17101

Capabilities

20.1 miles / 28 minutes



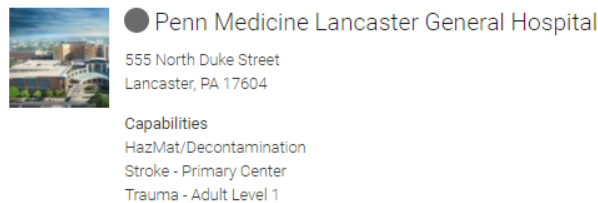




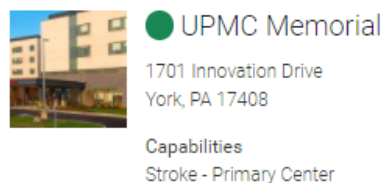


The emergency department's operating status is displayed by the colored coded dot beside the hospital's name. Operating status in the yellow or red category will also display a banner with additional details under the hospital's name. The following color-coded system is used for emergency department's operating status:

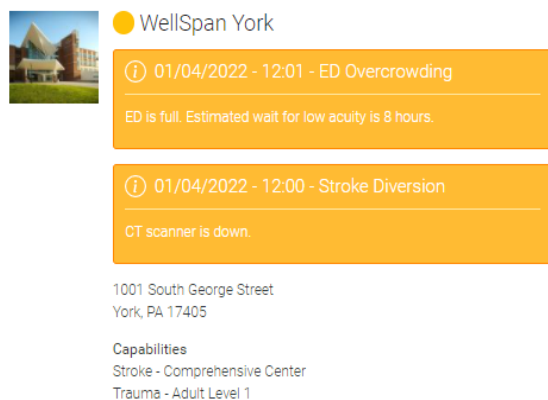
- Gray
  - The gray dot means the emergency department has an unknown status or is not actively reporting in the system. This option is important because even if an emergency department decides not to report their operating status, the EMS provider can still identify closest hospitals and their capabilities for making patient transport decisions.



- Green
  - The green dot means the emergency department is operating in normal conditions. There are no considerations to why a patient should be transported to a different hospital.




- Yellow
  - The yellow dot means the emergency department is operating in a consider diversion status. There are multiple options for consider diversion status. The emergency department can use the consider diversion status to share their internal conditions with EMS. The EMS provider can use this information to educate their patient while making a transport destination position. Emergency departments can select multiple consider diversion operating status selections to display simultaneously.



- The following are options for consider diversion status:
  - ED Overcrowding
    - The emergency department may select the ED overcrowding consider diversion status to alert the user of their full capacity within the emergency department. The hospital can free text additional information to share with the user. For example, the hospital could note length of wait for low acuity patients. The EMS provider can then educate their patient when making a destination transport decision.
  - Trauma Diversion
    - An emergency department who operates as trauma centers may select the trauma consider diversion status to alert the user of their inability to treat a trauma patient. The hospital can free text additional information to share with the user. For example, the hospital could note the reason why they cannot accept any trauma patients at the time, which will guide the EMS provider in the transport destination decision to consider whether another nearby hospital with like capabilities is the most appropriate choice for the patient.
  - STEMI Diversion
    - An emergency department with PCI capabilities may select the STEMI consider diversion status to alert the user of their inability to treat a patient in need of those capabilities. The hospital can free text additional information to share with the user. For example, the hospital could note the reason why they cannot accept any STEMI patients at the time, which will guide the EMS provider in the transport destination decision to consider whether another nearby hospital with like capabilities is the most appropriate choice for the patient.
  - Stroke Diversion
    - An emergency department who operates with a specific stroke accreditation may select the stroke consider diversion status to alert the user of their inability to treat a patient in need of those capabilities. The hospital can free text additional information to share with the user. For example, the hospital could note the reason why they cannot accept any stroke patients at the time. Reasons may include but are not limited to unavailable CT scanner or interventionalist for treatment. This information will guide the EMS provider in the transport destination decision to consider whether another nearby hospital with like capabilities is the most appropriate choice for the patient.

- Red
  - The red dot means the hospital is experiencing a significant event where it is unsafe for EMS to transport a patient to the facility. Some reasons a hospital may select closed include but are not limited to an active shooter scenario, electrical failure, water issues, or other unplanned events. The hospital can free text additional information to share with the user based on the unique situation. The EMS provider will need to transport the patient to another hospital in this situation.



UPMC Harrisburg

⚠


12/09/2021 - 13:30 - ED CLOSED

No electricity. Beginning to transport patients to alternate sites

111 South Front Street  
 Harrisburg, PA 17101

Capabilities  
 Stroke - Primary Center

The emergency department has another option called informational. The intention of informational is for the hospital to provide informative messages to EMS as needed. These messages may include updates regarding on-site construction or ED entry access. When the emergency department selects an informational operating status, it will not change the color-coded dot beside the hospital's name. The color-coded dot will display based on the current normal, consider diversion, or closed status. The informational operating status will display a banner with additional details under the hospital's name. The banner color for informational will display in a light blue.



UPMC Community Osteopathic

i

01/30/2022 - 19:38 - Informational

Ambulance entrance is temporary closed for construction. Use the west entrance and follow signs to ED.

4300 Londonderry Road  
 Harrisburg, PA 17109

Capabilities  
 Stroke - Primary Center

26.9 miles / 34 minutes

EMERGENCY  
DEPARTMENT

MEDICAL COMMAND



## Search and Filter Options

EMS providers can use three different options to filter or search for hospitals to assist with determining patient transport destination decisions. The search filters are located on the left-hand side of the website.

Users can sort by hospital name. The user will begin to type the name of a hospital or health system in the textbox. As the user begins to type, the hospital list will begin to filter.

Hospital Name

UPMC|

Users can sort by status. Toggle buttons under status will filter hospitals operating on a normal, consider diversion, or closed status. More than one selection can be used for the filter simultaneously.

Status

- ☐ Informational
- ☐ Normal
- ☐ Consider Diversion
- ☐ Closed

Users can sort by capabilities. Toggle buttons under capabilities will filter hospitals based on the capabilities associated with the respective facility.

Capabilities

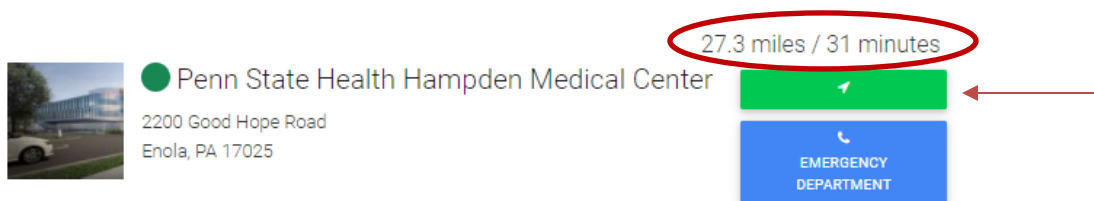
- ☐ Behavioral Health
- ☐ Burn Center - Adult
- ☐ Burn Center - Pediatric
- ☐ Cardiac - PCI Capable
- ☐ HazMat/Decontamination
- ☐ Obstetrics
- ☐ Pediatric Care
- ☐ Stroke - Comprehensive Center
- ☐ Stroke - Thrombectomy Capable Center
- ☐ Stroke - Primary Center
- ☐ Stroke - Acute Ready Center
- ☐ Trauma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

More than one selection within capabilities can be used for the filter simultaneously. For example, if an EMS provider encounters a patient with a large vessel occlusion, they can select stroke – comprehensive center to find the closest appropriate facility for the patient. Additionally, with multiple capabilities able to be selected simultaneously, if the EMS provider treating a stroke patient wants to determine the closest hospitals with multiple capabilities, they can select stroke – comprehensive center, stroke – thrombectomy capable center, and stroke – primary center to assist with determining the closest and most appropriate facility for the patient.

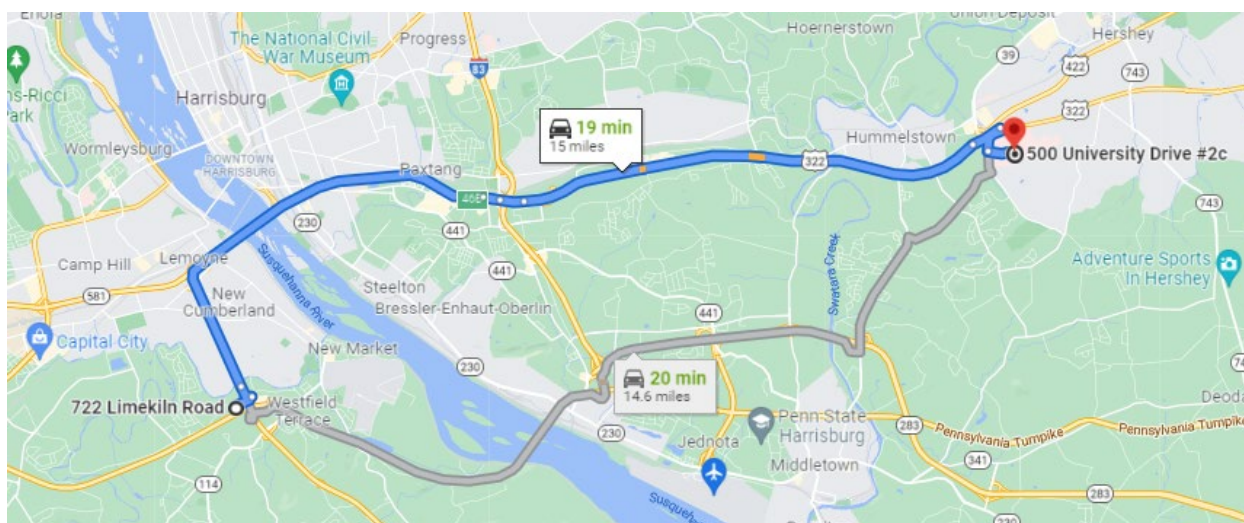
Additionally, multiple filters can be selected simultaneously among the three categories: hospital name, status, and capabilities.

## Distance, Estimated Time of Travel, and Driving Directions

Users can quickly identify the distance and time of travel to a hospital. Based on the location of the user's device, each hospital will display the driving miles to the facility. Along with the miles, the estimated time of travel to the hospital displays. The estimated time of travel is determined by Google Maps and considers delay factors, such as traffic and road closures.



Users can click on the green button with the white arrow to be routed to their mapping program on their device. The mapping program will display driving directions. Again, estimated drive time is based on the current traffic conditions. Multiple options for routes of travel may display.



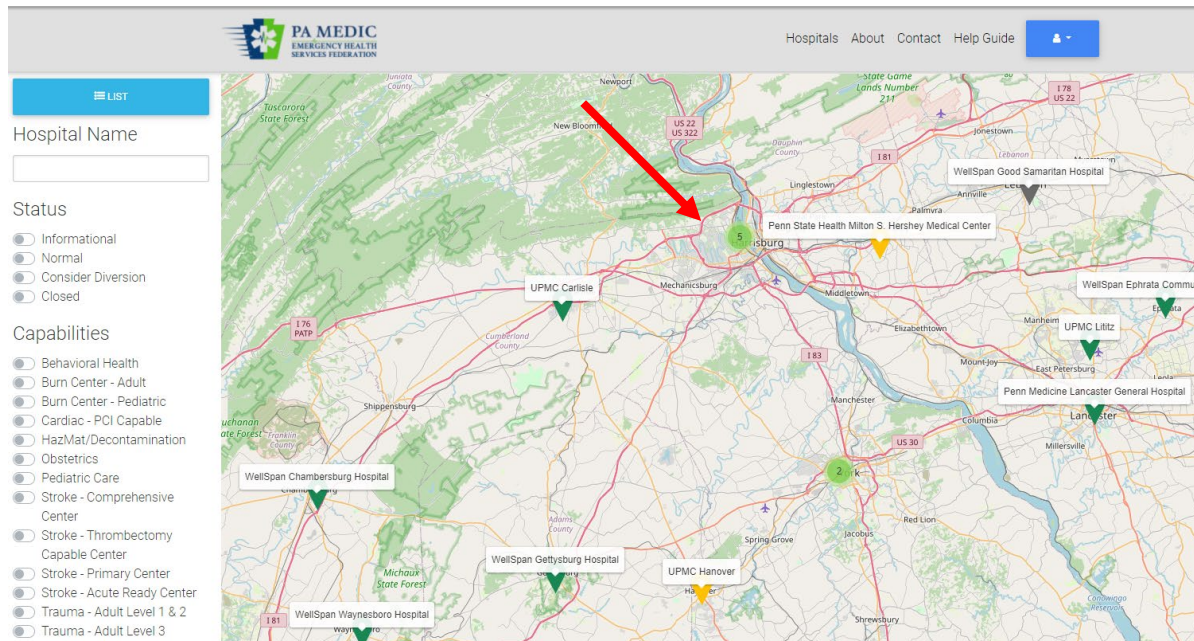
## Emergency Department's Telephone

Users can quickly connect to the emergency department's main telephone number when operating the website on their mobile device. Hospitals can choose to display multiple telephone numbers for easy access by the users.



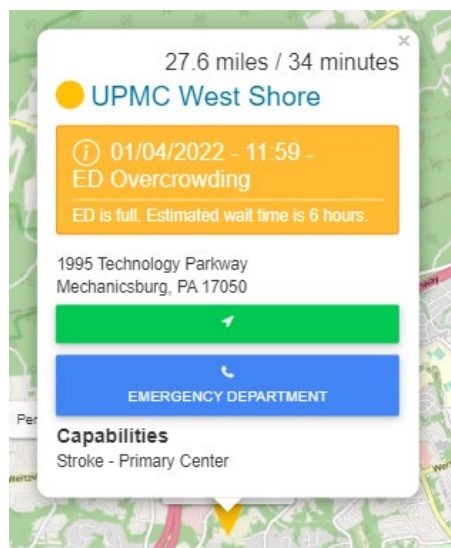
## Map View of Hospitals

Users can choose to view hospital information in a map view rather than the list view. The user just simply clicks on the icon labeled map at the top, right-hand side of the webpage.



In the map view, users can zoom in or out of a geographical area. Location pins will identify the color-coded operating status of each emergency department. If multiple hospitals are within the same geographical proximity, a number in a circle will display. The user can click on the circle to zoom into the area to see all hospitals. Hospitals can be filtered using the same search/filter features as the listing page.


When a user clicks on a hospital's location pin, information will be displayed regarding any consider diversion or closed operating statuses. The hospitals' information available in the list view is also visible.






## Individual Hospital Webpages

Users can click on any hospital from the listing page to be directed to the hospital's individual webpage within the website. Once the user clicks on the hospital's name, which is a hyperlink, they will be routed to a webpage about the specific hospital. Each hospital's individual webpage provides an image of the facility, facility description, address, telephone number(s), capabilities, and map with a location pin.

[Hospitals](#) [About](#) [Contact](#)



## WellSpan Chambersburg Hospital


The Emergency Department at Chambersburg Hospital is open 24-hours-a-day to care for ill or injured residents in our area. Dedicated nurses, physicians and other staff members provide acute care for a wide variety of conditions. The physicians and staff of the Emergency Department work with Advanced Life Support units and other ambulance units to coordinate pre-hospital and hospital-based care. Computerized patient tracking and medical records systems allow our Emergency Departments to provide cutting-edge care.

[SUBSCRIBE TO THIS HOSPITAL](#)

**Address**  
112 North Seventh Street  
Chambersburg, PA 17201

**Phone Numbers**  
[EMERGENCY DEPARTMENT](#)

**Capabilities**  
Stroke - Primary Center



If an emergency department is operating on a consider diversion or closed status or listing an informational message, then the information will display on the hospital's individual webpage. The information will be shown in a color-coded banner under the hospital's image and name.

The screenshot displays the website for Penn State Health Milton S. Hershey Medical Center. 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 hospital complex. Overlaid on the bottom of the photo is the text "Penn State Health Milton S. Hershey Medical Center". Below the photo, there are two orange banners indicating emergency department status:

- 01/04/2022 - 14:21 - Trauma Diversion**  
cannot accept trauma pts
- 01/03/2022 - 13:00 - ED Overcrowding**  
Adult Total Divers

Below the banners, there is a text block describing the hospital: "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."

To the right of the text block, there is a "SUBSCRIBE TO THIS HOSPITAL" button. Below this, the "Address" is listed: "500 University Drive, Hershey, PA 17033". Below the address, the "Phone Numbers" section includes a button for "EMERGENCY DEPARTMENT". Below the phone numbers, the "Capabilities" section lists: "Stroke - Comprehensive Center", "Trauma - Adult Level 1", and "Trauma - Pediatric Level 1". At the bottom of the page, there is a map showing the hospital's location.

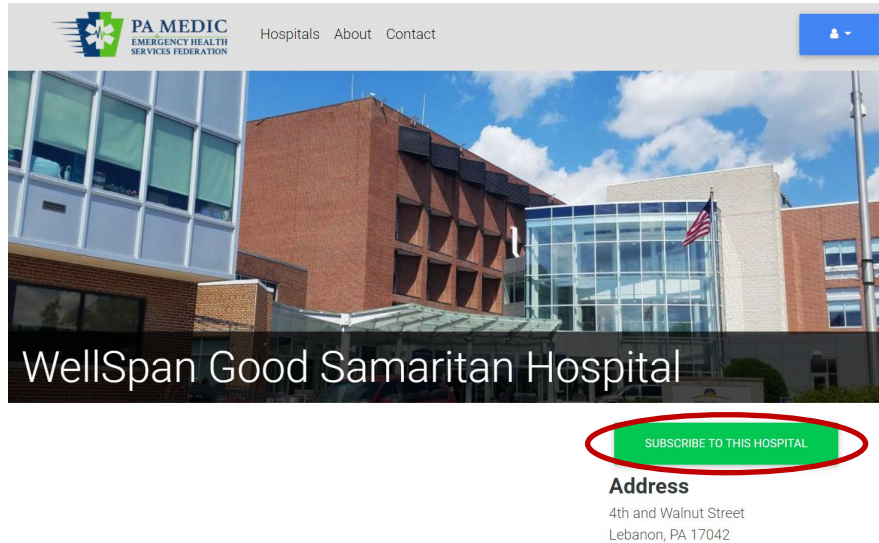
Additionally, from the hospital's individual webpage, the user can choose to subscribe to specific hospitals to receive notifications about changes in the emergency department's operating status.

## Subscribing to Hospitals for Alerts

EMS providers and partners will not need log-in credentials to use the PA Medic website. During the first phase of this website, only hospital personnel will have user accounts to update their emergency department's operating status and hospital information.

Without an account users can subscribe to individual hospitals to receive notifications regarding its emergency department's operating status. Each user can select which hospitals they would like to receive these notifications. The user will also select the method they would like to receive the notification. The options for notifications are text message, e-mail, or both.

To sign up for notifications, the user will go to the hospital's individual webpage. The user can get to the hospital's individual webpage by clicking on the hospital name, which is a hyperlink, from the homepage. Once the hospital's individual webpage opens, the user will click on the green button with subscribe to this hospital.

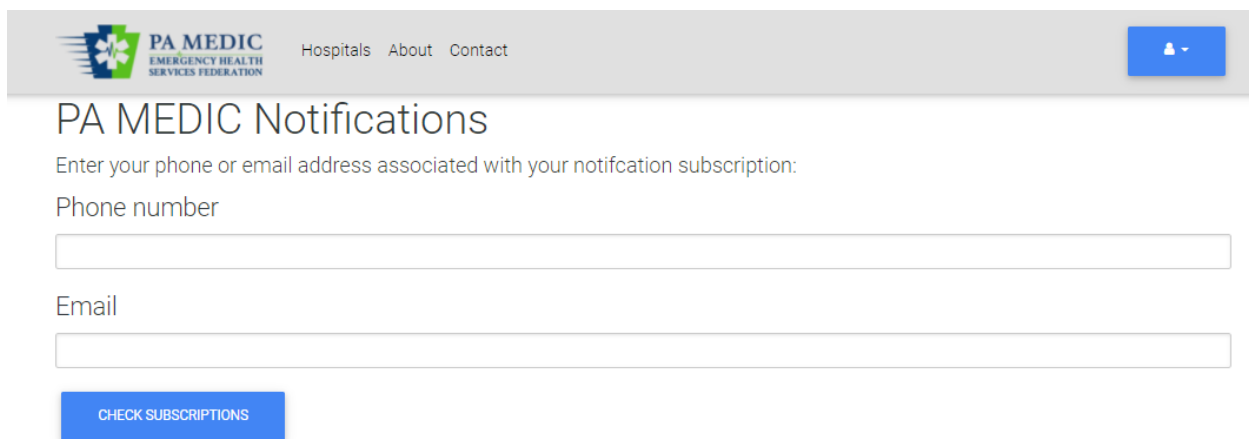


A box with text fields will appear for the user to enter their contact information. A first and last name is required. The user will select the method for notifications by clicking on the toggle buttons. Users can receive notifications by text, e-mail, or both. Include the area code when entering a telephone number for text messages.

A screenshot of a 'Subscription Details' form. The form has a title bar with a close button. It contains the following fields: 'First Name \*' with a red asterisk, 'Last Name \*' with a red asterisk, 'Method \*' with a red asterisk and two toggle buttons for 'Text' and 'Email', 'Phone Number', and 'Email Address'. At the bottom of the form is a blue button labeled 'SUBSCRIBE'. The form is overlaid on a background image of the hospital building.

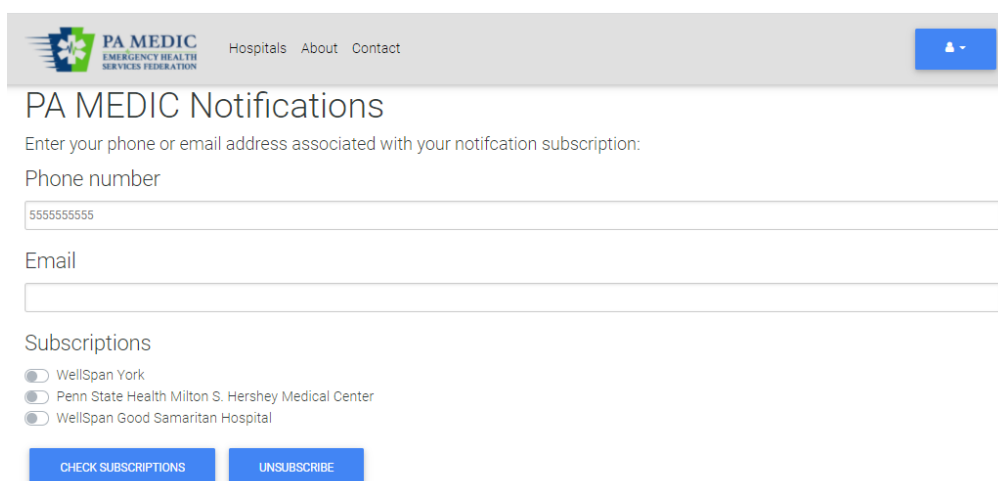
During this first phase of the website, text and e-mail notifications cannot be scheduled. This means users will receive these notifications at any time of the day or day of the week whenever an emergency department updates its operating status. Until the next phase of development, users opting into the text message notification could use a scheduled do not disturb function on their smartphone for the hours to avoid notifications during rest. Users could also use the manage subscriptions option to turn off notifications at the end of a shift. Once the user returns to work, they can go back to each individual hospital's webpage and subscribe again.

Users can update their subscriptions at any time through the website. Users can scroll to the bottom of the homepage and click on the blue button with manage subscriptions. The system will ask for the user to enter the telephone number or e-mail address used when signing up for notifications.



The screenshot shows the top navigation bar with the PA MEDIC logo, links for Hospitals, About, and Contact, and a blue notification bell icon. Below the header, the title "PA MEDIC Notifications" is displayed. A prompt asks the user to "Enter your phone or email address associated with your notification subscription:". There are two input fields: "Phone number" and "Email". Below these fields is a blue button labeled "CHECK SUBSCRIPTIONS".

After the user clicks on check subscriptions, the system will display a list of hospitals where the user will receive notifications on the emergency department's operating status. If the user wants to unsubscribe from a hospital, they can click on the toggle button beside the respective hospital followed by clicking unsubscribe.



This screenshot shows the same PA MEDIC Notifications page after the user has clicked the "CHECK SUBSCRIPTIONS" button. The "Phone number" field now contains the text "5555555555". Below the input fields, a section titled "Subscriptions" lists three hospitals, each with an unchecked radio button: "WellSpan York", "Penn State Health Milton S. Hershey Medical Center", and "WellSpan Good Samaritan Hospital". At the bottom of this section are two blue buttons: "CHECK SUBSCRIPTIONS" and "UNSUBSCRIBE".



Users who do not want to receive notifications can simply go to the website at any time to view the operating status of all hospital emergency departments. When using a smart device, users can open the website at [www.pamedic.org](http://www.pamedic.org) and select to add to the home screen from the webpage settings for easy access in the future.

### **User Accounts**

EMS providers will not need log-in credentials to use the PA Medic website. During the first phase of this website, only hospital personnel will have user accounts to update their emergency department's operating status and hospital information.

## Hospital Management of Website

This section will provide instructions on the functionality available to each hospital to manage their hospital's information and create new incidents to provide their emergency department's operating status notifications.

### User Accounts Overview

Log-in credentials are not needed to view the operating status of the emergency departments on the PA Medic website. However, hospital personnel who manage the hospital's profile information and update the emergency department's operating status will be required to have a username and password to access the site.

There are two user levels for hospital personnel: manager and employee.

The manager role can edit the hospital's profile information, such as description, name, capabilities, etc., along with changing the operating status of the hospital's emergency department.

The employee role cannot make changes to the hospital's profile content. However, the employee role can enter incidents to report the emergency department's operating status.

There can be multiple users for each role for each hospital.

Once an initial manager is associated to each hospital by the regional EMS council, then the manager will be able to go into their hospital's profile and add employees or other managers, if desired.

## Creating User Accounts/Registration

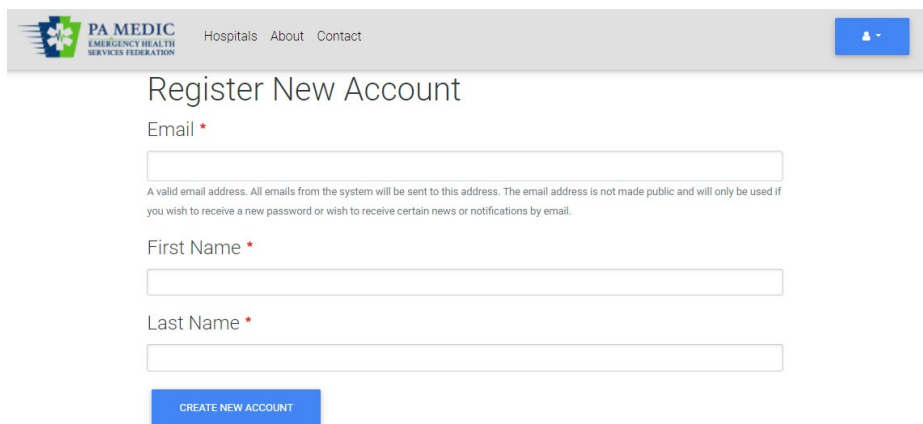
Again, user accounts are only created for hospital personnel and not EMS providers or other partners who plan to monitor the website for emergency department's operating status.

For a hospital to report their operating status, the hospital personnel must have a user account in the system for the manager to link to the respective facility.

To create a user account, the hospital personnel will click on the blue icon with the white person at the top, right-hand side of the webpage. A dropdown menu will appear, and the hospital personnel should click on register.

The hospital personnel will need to enter their e-mail, first name, and last name. The username will default to the e-mail entered during registration.

Once the user account is created, the manager can search by the username (e-mail) to add the hospital personnel to the appropriate permission level.



The screenshot shows the top navigation bar of the PA MEDIC website, which includes the logo, the text "PA MEDIC EMERGENCY HEALTH SERVICES FEDERATION", and links for "Hospitals", "About", and "Contact". On the right side of the bar is a blue icon with a white person silhouette. Below the navigation bar is the "Register New Account" form. The form contains three input fields: "Email \*", "First Name \*", and "Last Name \*". Below the "Email" field is a small disclaimer: "A valid email address. All emails from the system will be sent to this address. The email address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by email." At the bottom of the form is a blue button labeled "CREATE NEW ACCOUNT".


## Adding User Accounts to Hospitals

Each hospital will need to identify at least one individual to be the manager to manage the content of their hospital and control user management. For the first manager role, the regional EMS council will need to assign the individual to the hospital as the manager. Once the manager has access to the hospital, they will be able to add and remove users.

To add additional users, the manager will log into the website by clicking on the blue icon with a white person located at the top, right-hand side of the website. The username will be the e-mail used to create the individual registration, which was assigned to the hospital's account.

Upon logging into the website, the manager will be directed to the profile page, which lists any hospitals of affiliation. If the manager would be directed to the homepage, then the manager can click on the blue icon with a white person located at the top, right-hand side of the website and select profile from the dropdown menu.

The profile page will display for the manager. The manager will see their hospital name, picture, emergency department's current operating status, and active incidents. The manager will also have options to edit hospital, create a new incident, or generate an incident log.



● UPMC Lititz

EDIT HOSPITAL

NEW INCIDENT


INCIDENT LOG

Active Incidents


| Date                           | Type | Details | Incident Status |
|--------------------------------|------|---------|-----------------|
| There are no active incidents. |      |         |                 |

SAVE

The manager will click on the green button with edit hospital. On the left-hand side of the webpage, the manager will select people from the menu.



Hospitals About Contact



Contact Information \*

Profile Information \*

People

Facility Name \*

UPMC Lititz

Display Name

UPMC Lititz

▼ Address

Street address \*

1500 Highlands Drive

City \*

Lititz

State \*

Pennsylvania

Zip code \*

17543

County

Lancaster

Phone Numbers

| Department           | Phone Number   |
|----------------------|----------------|
| Emergency Department | (717) 625-5000 |

After clicking on people, two sections will appear to add users: manager and employees.

The screenshot shows the PA MEDIC Emergency Health Services Federation website. The header includes the logo, navigation links (Hospitals, About, Contact), and a user profile icon. The left sidebar contains links for Contact Information, Profile Information, and a highlighted 'People' button. The main content area is divided into two sections: 'Managers' and 'Employees'. Each section has a search input field with a dropdown arrow, an 'ADD ANOTHER ITEM' button, and a confirmation checkbox. Below these sections is an 'Admin' dropdown menu and 'SAVE' and 'Delete' buttons.

PA MEDIC  
EMERGENCY HEALTH  
SERVICES FEDERATION

Hospitals About Contact

Contact Information \*  
Profile Information \*  
People

Managers

mruby (26)

ADD ANOTHER ITEM

Employees

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

The manager section is where additional managers can be added to help edit the hospital's profile and content. Managers can also create new incidents to report the emergency department's operating status. In the open textbox, start to type the e-mail of a registered user from the respective hospital. As the manager starts to type the e-mail, the full e-mail will populate in a dropdown menu. The manager can click on the e-mail from the dropdown menu to assign the user as a manager. The manager will then click save.

The employees section is where managers can add hospital personnel who can only submit incidents to update the operating status of the emergency department. In the open text box, start to type the e-mail of a registered user from the respective hospital. As the manager starts to type the e-mail, the full e-mail will populate in a dropdown menu. The manager can click on the e-mail from the dropdown menu to assign the user as an employee. The manager will then click save.

If any open textbox is not displayed, the manager can click on the blue button with add another item. This will add an additional textbox for the additon of another user.


## Removing User Accounts from Hospitals

Managers have access to remove users who are no longer affiliated with the hospital or in a role to manage the hospital's content or enter new incidents to update the emergency department's operating status.

To remove a user, the manager logs into the website by clicking on the blue icon with a white person located at the top, right-hand side of the website. The username will be the e-mail used to create the individual registration, which was assigned to the hospital's account.

Upon logging into the website, the manager will be directed to the profile page, which lists any hospitals of affiliation. If the manager would be directed to the homepage, then the manager can click on the blue icon with a white person located at the top, right-hand side of the website and select profile from the dropdown menu.

The profile page will display for the manager. The manager will see their hospital name, picture, emergency department's current operating status, and active incidents. The manager will also have options to edit hospital, create a new incident, or generate an incident log.



● UPMC Lititz

EDIT HOSPITAL

NEW INCIDENT

INCIDENT LOG

Active Incidents

| Date                           | Type | Details | Incident Status |
|--------------------------------|------|---------|-----------------|
| There are no active incidents. |      |         |                 |

SAVE

The manager will click on the green button with edit hospital. On the left-hand side of the webpage, the manager will select people from the menu. After clicking on people, two sections will appear to add users: manager and employees.

PA MEDIC  
EMERGENCY HEALTH  
SERVICES FEDERATION

Hospitals About Contact

Contact Information \*

Profile Information \*

People

Managers

mruby (26)

asmith

ADD ANOTHER ITEM

Employees

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

The manager will go to the textbox with the user they wish to remove. The manager will click in the textbox and delete the name from the textbox. Once the textbox is blank, the manager will click on save.

PA MEDIC  
EMERGENCY HEALTH  
SERVICES FEDERATION

Hospitals About Contact

Contact Information \*

Profile Information \*

People

Managers

mruby (26)

asmith

ADD ANOTHER ITEM

Employees

ADD ANOTHER ITEM

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

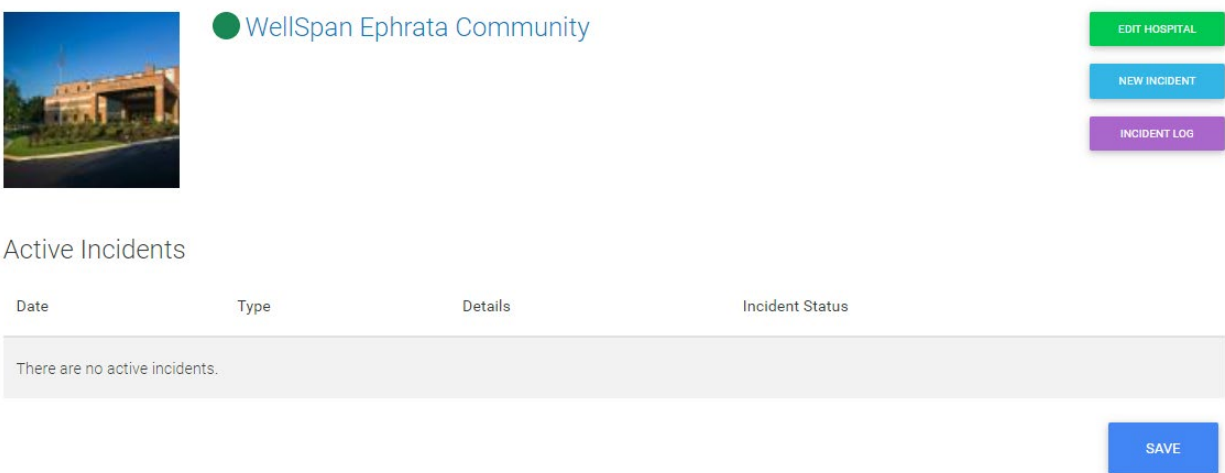
Admin \*

SAVE Delete

## Hospital Contact Information Management

Only a manager assigned to a specific hospital can edit the hospital's contact information. Upon logging into the website, the manager will be directed to the profile page, which lists any hospitals of affiliation. If the manager would be directed to the homepage, then the manager can click on the blue icon with a white person located at the top, right-hand side of the website and select profile from the dropdown menu.

The profile page will display for the manager. The manager will see their hospital name, picture, current operating status, and active incidents. The manager will also have options to edit hospital, create a new incident, or generate an incident log.




The screenshot displays the profile page for WellSpan Ephrata Community. On the left is a photograph of a hospital building. To its right is the hospital's name, preceded by a green circular icon. On the far right, there is a vertical stack of three buttons: 'EDIT HOSPITAL' (green), 'NEW INCIDENT' (blue), and 'INCIDENT LOG' (purple). Below these elements is a section titled 'Active Incidents'. This section contains a table with four columns: 'Date', 'Type', 'Details', and 'Incident Status'. The table body is empty, with a message 'There are no active incidents.' displayed below the headers. At the bottom right of the page, there is a blue 'SAVE' button.

| Date                           | Type | Details | Incident Status |
|--------------------------------|------|---------|-----------------|
| There are no active incidents. |      |         |                 |


The manager will click on the green button with edit hospital. The manager will be directed to the contact information page.



When the manager is directed to the contact information page, the manager can update the facility name, display name, address, county, and telephone numbers. The manager will click on the toggle button confirming the profile information is correct. The manager will then click on save.



Hospitals About Contact



Contact Information \*

Profile Information \*

People

Facility Name \*

WellSpan Ephrata Community

Display Name

WellSpan Ephrata Community

▼ Address

Street address \*

169 Martin Avenue

City \*State \*Zip code \*

EphrataPennsylvania17522

County

Lancaster

Phone Numbers

Department

Phone Number

Emergency Department(717) 721-8208

ADD PHONE NUMBERS

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

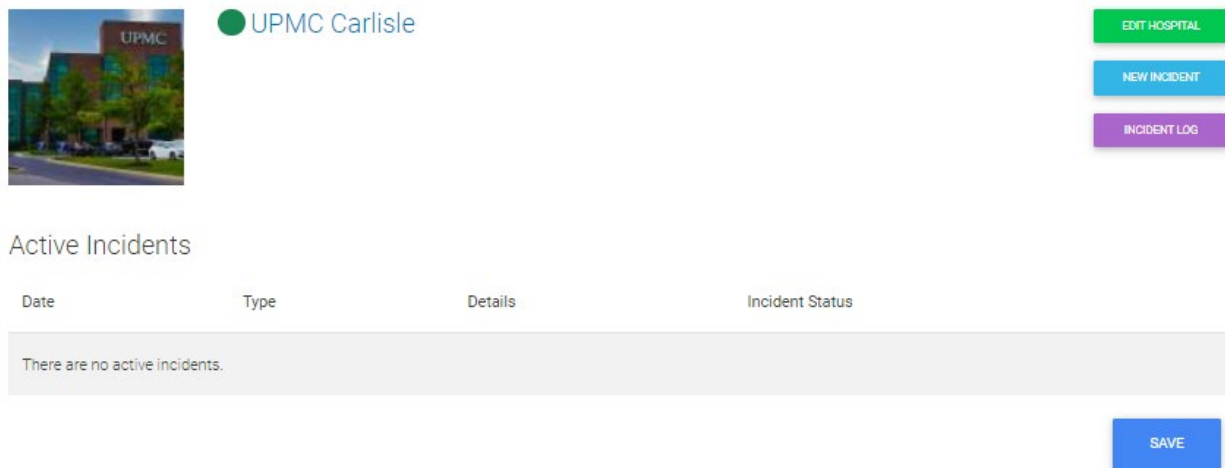
Admin \*

SAVEDelete

## Hospital Profile Information Management

Only a manager assigned to a specific hospital can edit the hospital's profile information. Upon logging into the website, the manager will be directed to the profile page, which lists any hospitals of affiliation. If the manager would be directed to the hospital listing page, then the manager can click on the blue icon with a white person located at the top, right-hand side of the website and select profile from the dropdown menu.

The profile page will display for the manager. The manager will see their hospital name, picture, current operating status, and active incidents. The manager will also have options to edit hospital, create a new incident, or generate an incident log.



UPMC Carlisle

EDIT HOSPITAL  
NEW INCIDENT  
INCIDENT LOG

Active Incidents

| Date                           | Type | Details | Incident Status |
|--------------------------------|------|---------|-----------------|
| There are no active incidents. |      |         |                 |

SAVE

The manager will click on the green button with edit hospital. The manager will be directed to the contact information page.

When the manager is directed to the contact information page, the manager will click on profile information on the top, left-hand side of the webpage. Here the manager can update the facility's image, select capabilities, and enter a facility description for the individual hospital webpage. The manager will click on the toggle button confirming the profile information is correct. The manager will then click on save.

[Hospitals](#)
[About](#)
[Contact](#)

---

Contact Information \*

**Profile Information \***

People

### Image

Alternative text \*

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

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
**S**








Source
 



Format

### Text format

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

Admin \*

SAVE
Delete

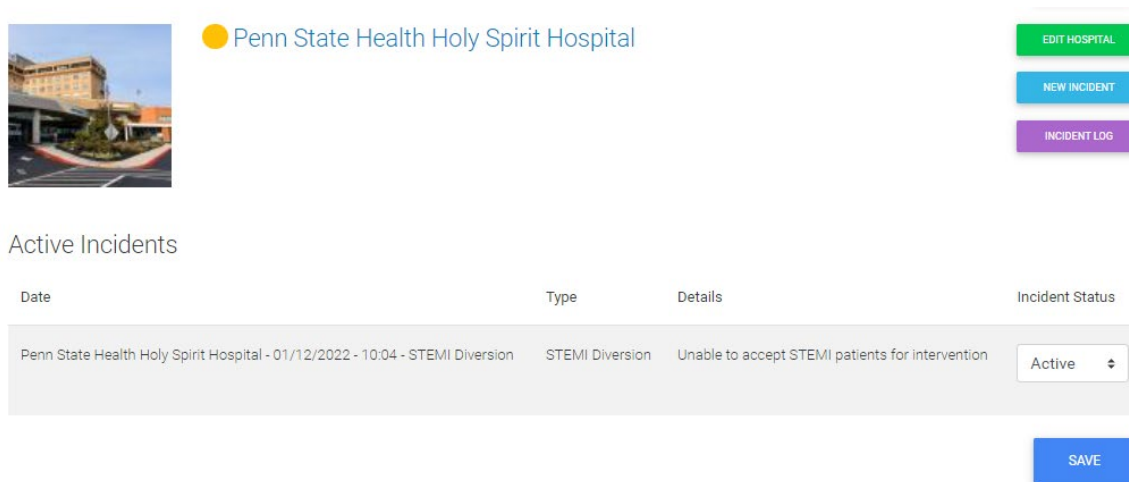
## Updating an Emergency Department's Hospital Operating Status

Managers and employees can update their emergency department's operating status by creating a new incident.

Upon logging into the website, the manager or employee will be directed to the profile page, which lists any hospitals of affiliation. If the manager or employee would be directed to the homepage, then the manager or employee can click on the blue icon with a white person located at the top, right-hand side of the website and select profile from the dropdown menu.

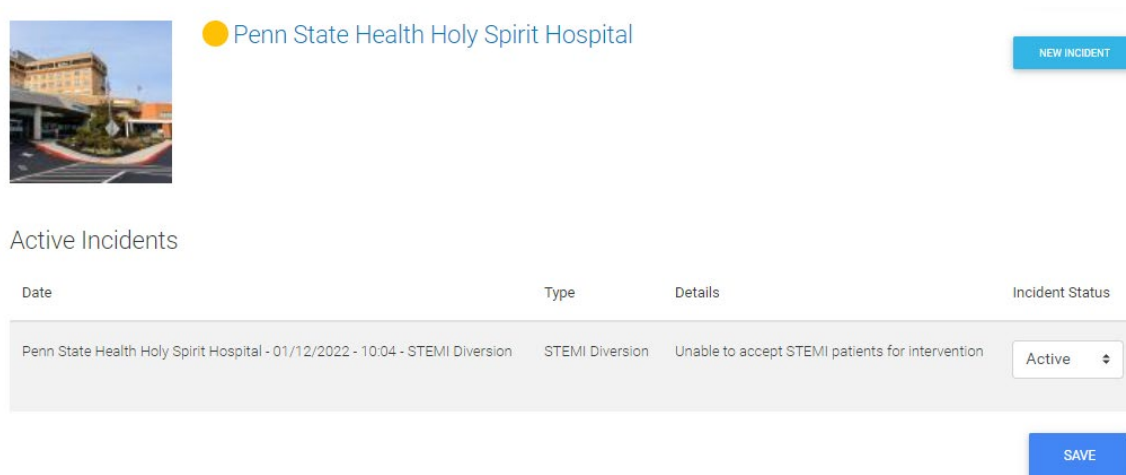
The profile page will display for the manager or employee.

The manager will see their hospital name, picture, current operating status, and active incidents. The manager will also have options to edit hospital, create a new incident, or generate an incident log.



| Date  | Type            | Details  | Incident Status |
|---|-----------------|--|-----------------|
| Penn State Health Holy Spirit Hospital - 01/12/2022 - 10:04 - STEMI Diversion | STEMI Diversion | Unable to accept STEMI patients for intervention | Active          |

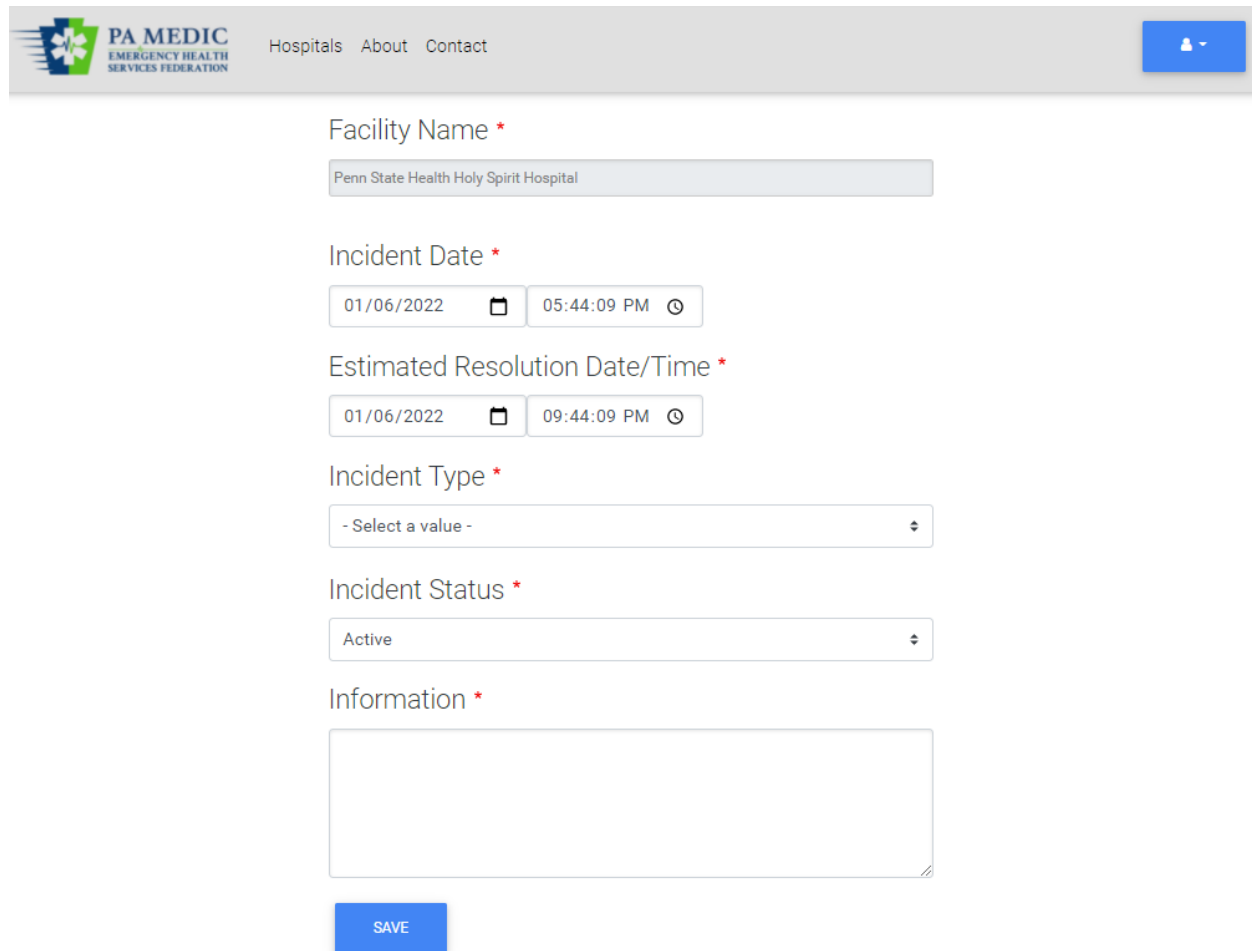
The employee will see their hospital name, picture, current operating status, and active incidents. The employee will also have the option to create a new incident. The employee will not have the option to edit hospital or generate an incident log.



| Date  | Type            | Details  | Incident Status |
|---|-----------------|--|-----------------|
| Penn State Health Holy Spirit Hospital - 01/12/2022 - 10:04 - STEMI Diversion | STEMI Diversion | Unable to accept STEMI patients for intervention | Active          |

To update the emergency department's operating status to notify EMS providers and partners, the manager or employee will click on the light blue box called new incident. A new page will appear to create the incident.

When the new page to create the incident appears, the manager or employee will be able to enter information about the new incident to report the emergency department's operating status.



The screenshot shows a web application header for PA MEDIC EMERGENCY HEALTH SERVICES FEDERATION. The header includes navigation links for Hospitals, About, and Contact, and a user profile icon. The main form area contains the following fields:

- Facility Name \***: A text input field containing "Penn State Health Holy Spirit Hospital".
- Incident Date \***: Two input fields for date and time. The date is "01/06/2022" and the time is "05:44:09 PM".
- Estimated Resolution Date/Time \***: Two input fields for date and time. The date is "01/06/2022" and the time is "09:44:09 PM".
- Incident Type \***: A dropdown menu with the text "- Select a value -".
- Incident Status \***: A dropdown menu with the text "Active".
- Information \***: A large text area for additional information.
- SAVE**: A blue button to submit the form.

During the creation of the incident, the facility name cannot be changed. The name appears based on how it is entered in the profile information by the manager.

The incident date will be time stamped to the current date and time.

The estimated resolution date and time will default to four hours from the incident date and time. The estimated resolution date and time can be adjusted as appropriate for the operating status being reported. For example, if the CT scanner is under maintenance until a specific time, then the hospital can adjust the resolution time for when they anticipate it to return to normal operating conditions.

The incident type will display in a dropdown menu based on the criteria approved in the system. The following are the options for the consider diversion incident types:

- ED Overcrowding
  - o An emergency department may select the ED overcrowding as a consider diversion status to notify the users of their full capacity within the emergency department. The hospital can free text additional information in the information textbox to share with the users. For example, the hospital could note length of wait for low acuity patients. The EMS provider can then educate their patient when making a destination transport decision.
- Trauma Diversion
  - o An emergency department who operates as a trauma center may select the trauma consider diversion status to notify the users of their inability to treat a trauma patient. The hospital can free text additional information in the information textbox to share with the users. For example, the hospital could note the reason why they cannot accept any trauma patients at the time, which will guide the EMS provider in the transport destination decision to consider whether another nearby facility with like capabilities is the most appropriate choice for the patient.
- STEMI Diversion
  - o An emergency department with PCI capabilities may select the STEMI consider diversion status to notify the users of their inability to treat a patient in need of those capabilities. The hospital can free text additional information in the information textbox to share with the users. For example, the hospital could note the reason why they cannot accept any STEMI patients at the time, which will guide the EMS provider in the transport destination decision to consider whether another nearby facility with like capabilities is the most appropriate choice for the patient.
- Stroke Diversion
  - o An emergency department who operates with a specific stroke accreditation may select the stroke consider diversion status to notify the user of their inability to treat a patient in need of those capabilities. The hospital can free text additional information in the information textbox to share with the users. For example, the hospital could note the reason why they cannot accept any stroke patients at the time. Reasons may include but are not limited to unavailable CT scanner or interventionalist for treatment. This information will guide the EMS provider in the transport destination decision to consider whether another nearby facility with like capabilities is the most appropriate choice for the patient.
- ED Closed
  - o A hospital can select ED closed when the facility is experiencing a significant event where it is unsafe for EMS to transport a patient to the hospital. Reasons a hospital may select closed include but are not limited to active shooter scenario, electrical failure, water issues, or other unplanned events. The hospital can free text additional information in the information textbox to share with the user based on the unique situation. The EMS provider will need to transport the patient to another hospital in this situation.
- Informational
  - o The emergency department has another option called informational. The intention of informational is for the hospital to provide informative messages to EMS as needed. These messages may include updates regarding on-site construction or ED entry access.


When the emergency department selects an informational operating status, it will not change the color-coded dot beside the hospital’s name. The color-coded dot will display based on the current normal, consider diversion, or closed status. The informational operating status will display a banner with additional details under the hospital’s name. The banner color for informational will display in a light blue.

The incident status will default as active. It needs to be selected as active to display as the current operation status for the emergency department.

The information textbox is the location where hospitals can provide additional information about the emergency department’s operating status to the EMS providers or partners.

Once the incident information is entered, the manager or employee will click save. Upon saving the new incident, the system will send the e-mail and text notifications to those subscribing to the respective hospital. The operating status will be updated on the homepage, as well as the hospital’s individual webpage.

Under the profile page, the manager or employee will see active incidents displayed.



Penn State Health Holy Spirit Hospital

NEW INCIDENT

Active Incidents

| Date  | Type            | Details  | Incident Status |
|---|-----------------|--|-----------------|
| Penn State Health Holy Spirit Hospital - 01/12/2022 - 10:04 - STEMI Diversion | STEMI Diversion | Unable to accept STEMI patients for intervention | Active          |

SAVE

## Updating an Emergency Department's Operating Status

Emergency Departments can display more than one operating status for the consider diversion category. When the manager or employee goes to their profile page, all active incidents will display. New incidents can be added at any time.



● UPMC Hanover

EDIT HOSPITAL

NEW INCIDENT

INCIDENT LOG

### Active Incidents

| Date   | Type             | Details   | Incident Status |
|--|------------------|---|-----------------|
| UPMC Hanover - 01/06/2022 - 18:08 - Stroke Diversion | Stroke Diversion | CT scanner is down. Unable to accept stroke patients.                           | Active ▾        |
| UPMC Hanover - 01/06/2022 - 18:07 - ED Overcrowding  | ED Overcrowding  | ED is at full capacity. Estimated wait time for low acuity patients is 8 hours. | Active ▾        |

SAVE

## Resolving an Emergency Department's Operating Status

Managers and employees can resolve their emergency department's operating status through the profile page where all active incidents display. The manager or employee will go to the active incident and from the incident status dropdown menu, they will select resolved. After selecting resolved, they will click on save.



● UPMC Community Osteopathic

EDIT HOSPITAL

NEW INCIDENT

INCIDENT LOG

### Active Incidents

| Date   | Type             | Details                          | Incident Status                |
|--|------------------|----------------------------------|--------------------------------|
| UPMC Community Osteopathic - 01/12/2022 - 16:40 - Stroke Diversion | Stroke Diversion | CT scanner down until 1900 hours | Active ▾<br>Active<br>Resolved |

SAVE



The active incident will be removed from the list. If no other incidents are active, then the emergency department will return to the operating status of normal and have a green color-coded dot.



● UPMC Community Osteopathic

EDIT HOSPITAL

NEW INCIDENT

INCIDENT LOG

### Active Incidents

| Date | Type | Details | Incident Status |
|------|------|---------|-----------------|
|------|------|---------|-----------------|

There are no active incidents.

SAVE

## Reporting

Users with the manager level access for a hospital will have the ability to run reports on behalf of their hospital. Managers will be able to see detailed information of past incidents to update the emergency department's operating status.

Managers can generate an incident report at any time to review the history of past submissions for the emergency department's operating status.

Upon logging into the website, the manager will be directed to the profile page, which lists any hospitals of affiliation. If the manager would be directed to the homepage, then the manager can click on the blue icon with a white person located at the top, right-hand side of the website and select profile from the dropdown menu.

The profile page will display for the manager.

The manager will see their hospital name, picture, current operating status, and active incidents. The manager will also have options to edit hospital, create a new incident, or generate an incident log.


The manager will click on the purple button with incident log.





 Penn State Health Milton S. Hershey Medical Center



### Active Incidents

| Date  | Type            | Details            | Incident Status  |
|---|-----------------|--------------------|--|
| Penn State Health Milton S. Hershey Medical Center - 01/03/2022 - 13:00 - ED Overcrowding | ED Overcrowding | Adult Total Divert | Active  |

The report generated in the incident log will show active and resolved incidents.

| <div> PA MEDIC<br/>EMERGENCY HEALTH SERVICES FEDERATION</div> <div>Hospitals About Contact</div> <div></div> |                    |                    |          |                  |  |         |
|--|--------------------|--------------------|----------|------------------|--|---------|
| Penn State Health Milton S. Hershey Medical Center Incident History  |                    |                    |          |                  |  |         |
| <a href="#">BACK TO DASHBOARD</a>  |                    |                    |          |                  |  |         |
| Date   | Date Resolved      | Operating Status   | Status   | Type             | Information  | Author  |
| 01/04/2022 - 14:21   | 01/10/2022 - 11:15 | Consider Diversion | Resolved | Trauma Diversion | cannot accept trauma pts   | mruby   |
| 01/03/2022 - 13:00   | 01/03/2022 - 12:07 | Consider Diversion | Active   | ED Overcrowding  | Adult Total Divert   | bwattai |
| 01/03/2022 - 11:00   | 01/03/2022 - 12:06 | Consider Diversion | Resolved | ED Overcrowding  | Adult Total Divert   | bwattai |
| 12/29/2021 - 07:00   | 01/03/2022 - 10:53 | Consider Diversion | Resolved | ED Overcrowding  | Adult Total Divert   | bwattai |
| 12/14/2021 - 09:49   | 12/29/2021 - 09:08 | Consider Diversion | Resolved | Trauma Diversion | Unable to accept trauma patients   | mruby   |
| 12/09/2021 - 13:17   | 12/09/2021 - 13:23 | Consider Diversion | Resolved | Stroke Diversion | CT scanner is down   | mruby   |
| 12/09/2021 - 13:10   | 12/29/2021 - 09:08 | Consider Diversion | Resolved | ED Overcrowding  | ED is full. There are no beds available. Current ED wait time is 6 hours | mruby   |

The manager will see the following within the incident log:

- Date and time the incident was reported
- Date and time the incident was resolved
- Operating status selected for the incident
  - o (i.e. consider diversion category or ED closed)
- Current incident status
  - o Active or resolved
- Incident type for a consider diversion status
  - o (i.e. ED overcrowding, trauma, STEMI, or stroke)
- Additional information entered into the textbox
- User who submitted the incident into the system

At the bottom of the incident log's table, the manager can select CSV to export the information to Excel.

## **Future Website Development/Phases**

The success of PA Medic as a communication tool for hospitals, EMS providers, and partners depends on the continued development to enhance the system. Any feedback should be submitted to the point of contact at the regional EMS council.

For example, if a specific capability is not on the list, then the regional EMS council will identify the request for the addition and notify the hospitals of the new capability in case they need to update their profile information.

Another example involves the consider diversion categories. To launch the initial website, the regional EMS council worked with hospital stakeholders to streamline a list based on information which is important for the frontline EMS provider to know rather than a lengthy list of updating internal hospital conditions, such as ICU or NICU capacity. It is likely over time, the regional EMS council with hospital stakeholders will review additional needs for the consider diversion category.