

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



Hospitals ▾ EMS Agencies Classifieds About Resources ▾ Contact





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

4.6 miles / 10 minutes




 EMERGENCY DEPARTMENT

 MEDIC COMMAND - COMMAND AND NOTIFICATIONS



● WellSpan York


 12/25/2022 - 13:25 - Behavioral Health Diversion
Crisis Divert


1001 South George Street
York, PA 17405


Capabilities

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


13.6 miles / 17 minutes



 EMERGENCY DEPARTMENT





● UPMC Harrisburg


 12/27/2022 - 10:56 - Behavioral Health Diversion
Please consider a different destination due to high volume of behavioral health patients.

111 South Front Street

20.1 miles / 29 minutes





 EMERGENCY DEPARTMENT

 MEDIC COMMAND - COMMAND AND

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

Hospitals ▾ EMS Agencies Classifieds About Resources ▾ Contact



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

4.6 miles / 10 minutes

EMERGENCY DEPARTMENT

MEDIC COMMAND - COMMAND AND NOTIFICATIONS



● WellSpan York

⚠ 12/25/2022 - 13:25 - Behavioral Health Diversion

Crisis Divert


1001 South George Street
York, PA 17405

Capabilities

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

13.6 miles / 17 minutes

EMERGENCY DEPARTMENT



● UPMC Harrisburg

⚠ 12/27/2022 - 10:56 - Behavioral Health Diversion

Please consider a different destination due to high volume of behavioral health patients.

111 South Front Street

20.1 miles / 29 minutes

EMERGENCY DEPARTMENT

MEDIC COMMAND - COMMAND AND

Search by Hospital Name

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

The screenshot shows the PA MEDIC Emergency Health Services Federation website. The search bar is circled in red, and the search results are displayed below it. The results list three hospitals: UPMC Harrisburg, UPMC Hanover, and UPMC Horizon. Each result includes a photo of the hospital, a status message, the address, capabilities, and buttons for navigation and emergency services.

PA MEDIC EMERGENCY HEALTH SERVICES FEDERATION

Hospitals ▼ EMS Agencies Classifieds About Resources ▼ Contact

Hospital Name

upmc h

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

12/27/2022 - 10:56 - Behavioral Health Diversion

Please consider a different destination due to high volume of behavioral health patients.

111 South Front Street
Harrisburg, PA 17101

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

20.1 miles / 29 minutes

UPMC Hanover

300 Highland Avenue
Hanover, PA 17331

Capabilities
Cardiac - PCI Capable
Obstetrics
Stroke - Primary Center

22.4 miles / 41 minutes


UPMC Horizon

110 North Main Street
Greenville, PA 15127


211.5 mi

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



Hospitals ▾ EMS Agencies Classifieds About Resources ▾ Contact



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



WellSpan York

12/25/2022 - 13:25 - Behavioral Health Diversion


Crisis Divert


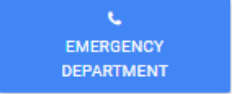
1001 South George Street
York, PA 17405


Capabilities

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

13.6 miles / 17 minutes






Penn State Health Milton S. Hershey Medical Center


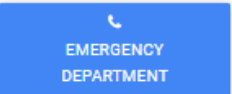
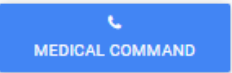
500 University Drive
Hershey, PA 17033


Capabilities

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

30.4 miles / 44 minutes






Lehigh Valley Hospital—Cedar Crest



1200 South Cedar Crest Boulevard
Allentown, PA 18103

Capabilities

Behavioral Health
Burn Center - Adult

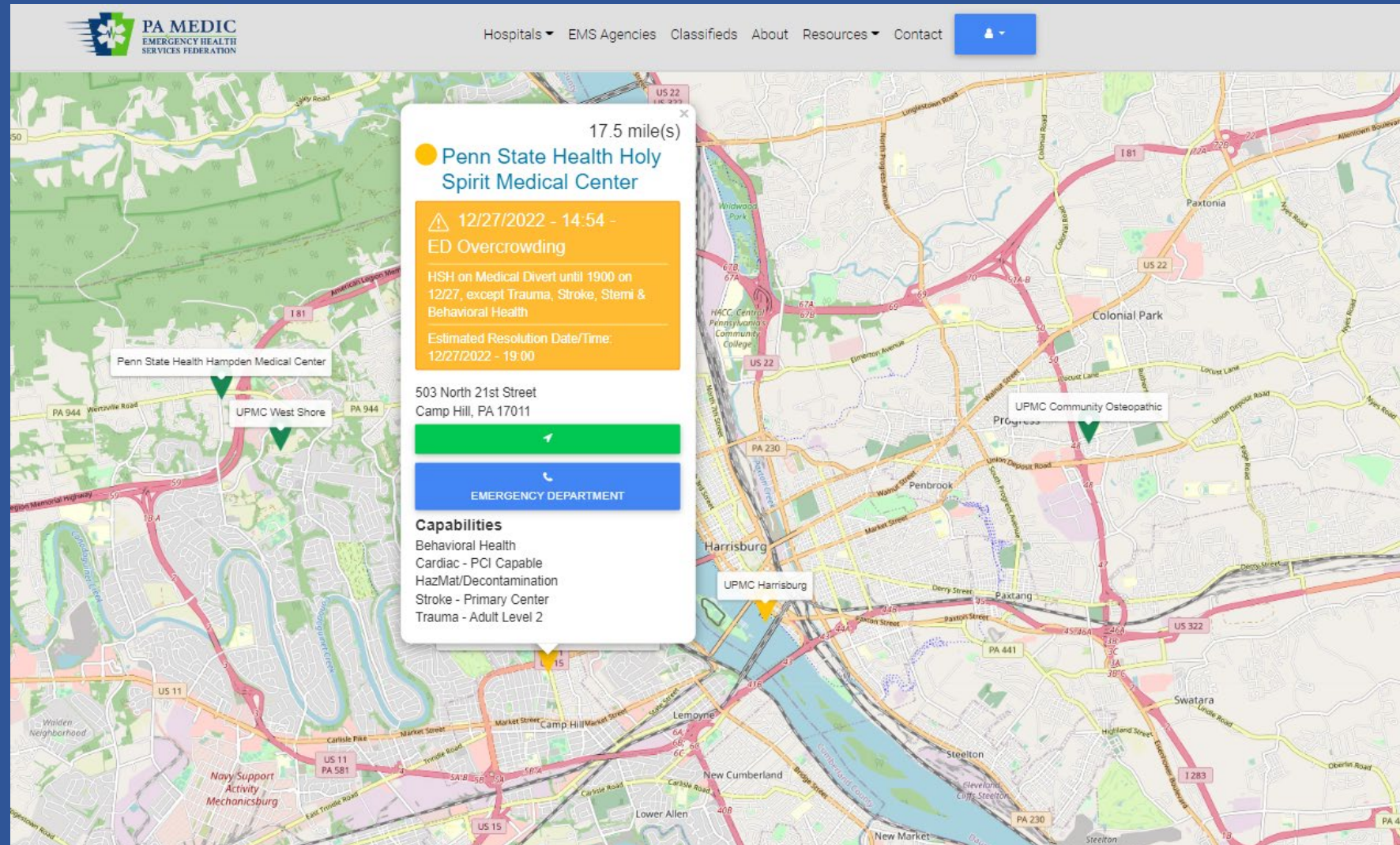
75.5 mi



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



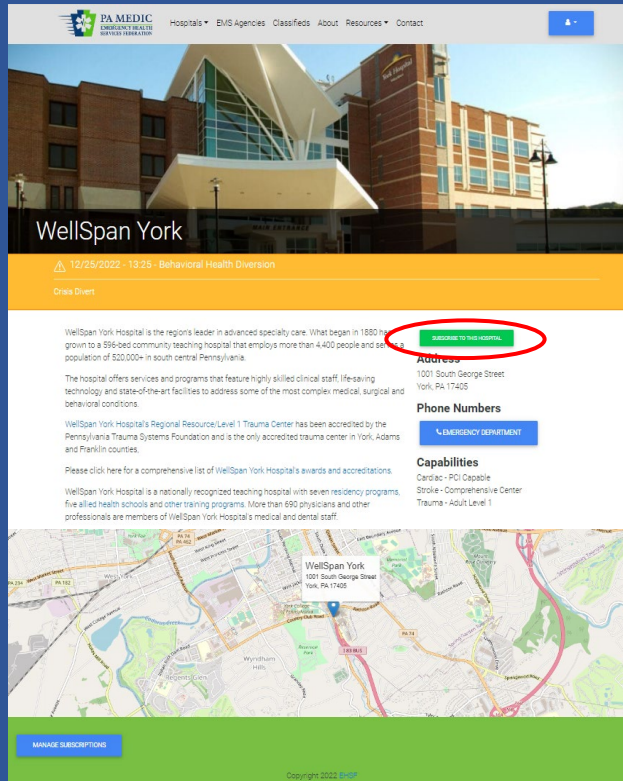
Hospital Landing Page

- 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

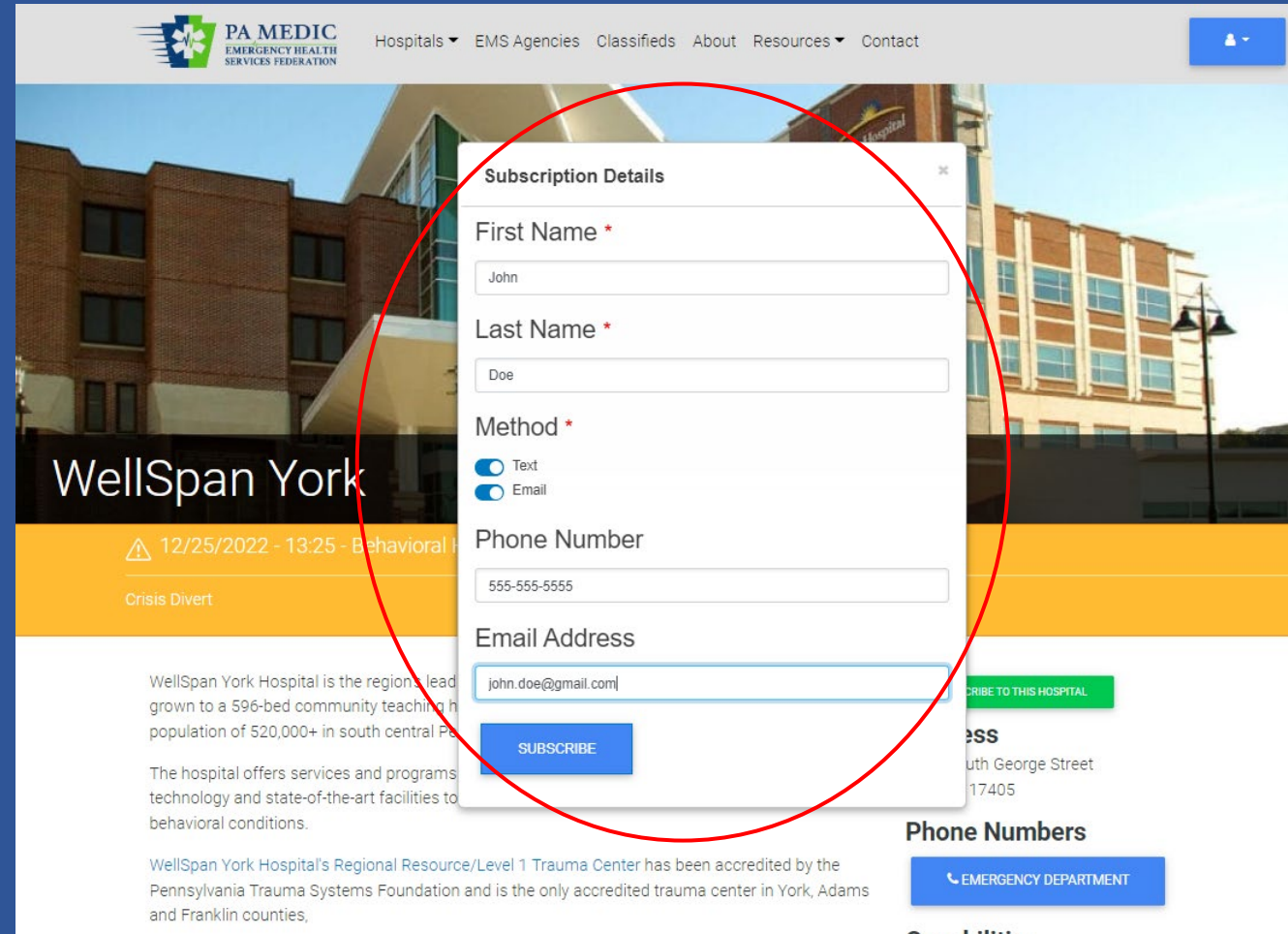
The screenshot shows the PA MEDIC website's hospital selection interface. On the left, there are filters for 'Hospital Name', 'Status' (Informational, Normal, Consider Diversion, Closed), and 'Capabilities' (Behavioral Health, Burn Center, Cardiac, etc.). The main list displays three hospitals: UPMC Memorial (4.6 miles / 10 minutes), WellSpan York (13.6 miles / 17 minutes), and UPMC Harrisburg (20.1 miles / 29 minutes). WellSpan York is highlighted with a red circle. Below the hospital name, there is a small photo, a status indicator (a green dot for WellSpan York), and a 'Crisis Divert' button. The 'Capabilities' section for WellSpan York lists: Cardiac - PCI Capable, Stroke - Primary Center, Stroke - Comprehensive Center, Trauma - Adult Level 1 & 2, Trauma - Adult Level 3, Trauma - Adult Level 4, and Trauma - Pediatric Level 1.

The screenshot shows the WellSpan York hospital landing page. At the top, there is a navigation bar with links for Hospitals, EMS Agencies, Classifieds, About, Resources, and Contact. Below the navigation bar is a large photo of the hospital building. The page title is 'WellSpan York'. Below the title, there is a date and time stamp: '12/25/2022 - 13:25 - Behavioral Health Diversion'. Below this, there is a 'Crisis Divert' button. The main content area contains text about the hospital's history and services, a 'Subscribe to this Hospital' button, and a list of 'Capabilities' (Cardiac - PCI Capable, Stroke - Comprehensive Center, Trauma - Adult Level 1). At the bottom, there is a map showing the hospital's location in York, PA, and a 'MANAGE SUBSCRIPTIONS' button. The footer contains the text 'Copyright 2022 EHSF'.

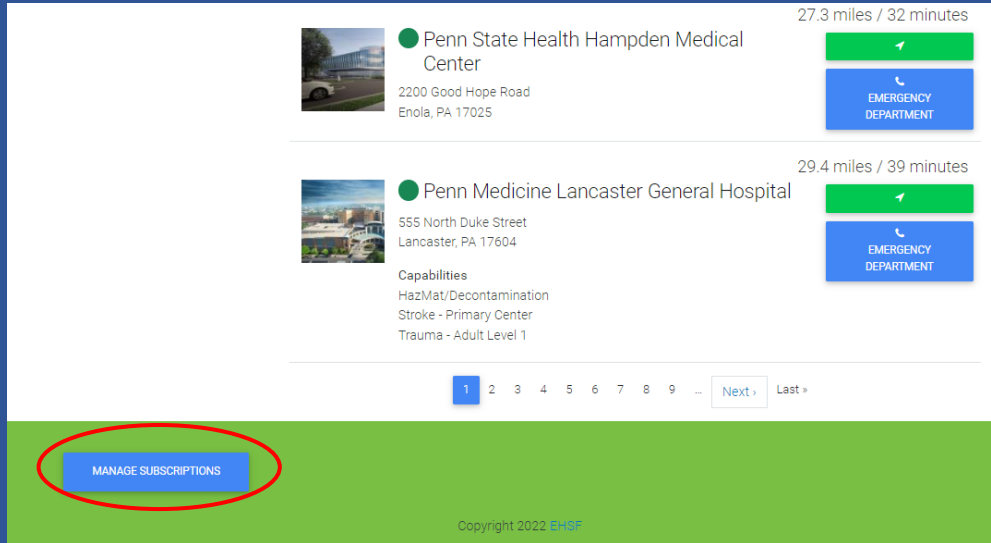
Subscribing to Hospitals for Notifications



- 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



- 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 header with the PA MEDIC logo and navigation links: Hospitals, About, Contact, Help Guide. Below the header, the page title is 'PA MEDIC Notifications'. Underneath, there is a prompt: 'Enter your phone or email address associated with your notification subscription:'. There are two input fields: 'Phone number' and 'Email'. The 'Email' field contains the text 'mruby@ehsf.org'. Below the input fields is a section titled 'Subscriptions' with a list of hospitals, each with a toggle switch. 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'. The 'UNSUBSCRIBE' button is circled in red. A red arrow points from the 'CHECK SUBSCRIPTIONS' button to the 'Subscriptions' section.

Managing Schedule of Notifications/Alerts

- Providers can create a schedule to identify days of the week and time of the day they wish to receive alerts from hospital subscription notifications
- Log-in to account
- Go to settings
- Scroll down to notification schedule
- Select times for each day of the week to receive subscribed notifications

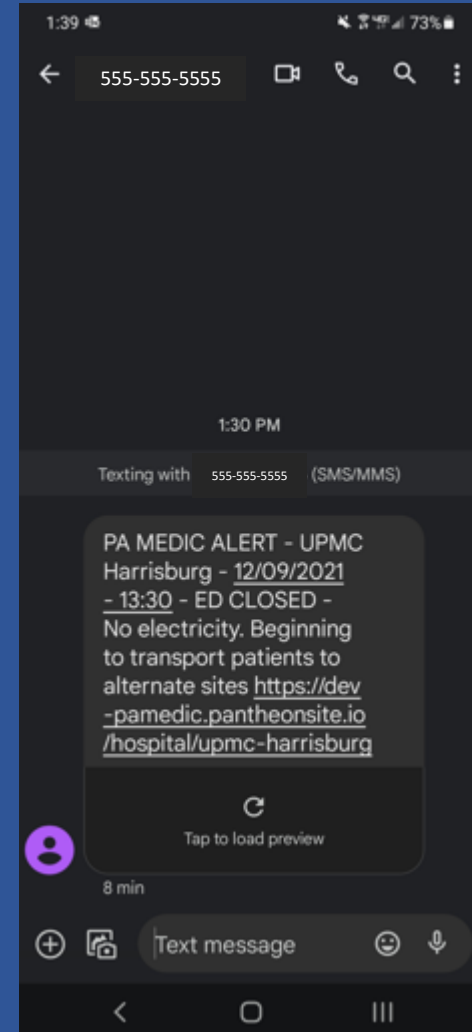
▼ Notification Schedule

	From	To	Operations
Sunday	7 00	15 00	Copy last day
Monday	5 00	17 Minute	Copy previous day
Tuesday	Hour Minute	Hour Minute	Copy previous day
Wednesday	19 00	7 00	Copy previous day
Thursday	Hour Minute	Hour Minute	Copy previous day
Friday	7 00	15 00	Copy previous day
Saturday	Hour Minute	Hour Minute	Copy previous day

SAVE

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 interface. The top navigation bar includes links for Hospitals, EMS Agencies, Classifieds, About, Resources, and Contact. The 'Resources' dropdown menu is open, with 'Help Guide' highlighted. Below the navigation bar, there is a search section for 'Hospital Name' and 'Status'. The 'Status' section has radio buttons for Informational, Normal, Consider Diversion, and Closed. The 'Capabilities' section has radio buttons for various services including Behavioral Health, Burn Center, Cardiac, HazMat, Obstetrics, Pediatric Care, Stroke, and Trauma. Three hospital entries are listed: UPMC Memorial (4.7 miles / 10 minutes), WellSpan York (13.6 miles / 17 minutes), and UPMC Harrisburg (20.1 miles / 29 minutes). Each entry includes a photo, name, address, capabilities, and buttons for 'MAP', 'EMERGENCY DEPARTMENT', and 'MEDIC COMMAND - COMMAND AND NOTIFICATIONS'.

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

The screenshot shows the PA MEDIC website interface with the 'Help Guide' page selected. The top navigation bar includes links for Hospitals, About, Contact, and Help Guide. The 'Help Guide' page content states: 'EMS providers and partners will find resources and help guides for navigating the PA Medic website below:'. Below this text, there are two links: 'PA Medic Training Guide' and 'PA Medic User Manual'. Two red arrows point from the list in the previous block to these 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

The screenshot displays the PA MEDIC Emergency Health Services Federation web application. The top navigation bar includes the logo, a list of menu items (Hospitals, EMS Agencies, Classifieds, About, Resources, Contact), and a user profile icon. Below the navigation bar, there are two buttons: 'ADD A BLOCK' and 'RESET TO DEFAULTS'. The main content area is divided into two sections: 'My Agencies' and 'My Hospitals'. The 'My Hospitals' section is expanded, showing 'Fulton County Medical Center'. Under this hospital, there is a table for 'Active Incidents' with columns for 'Date', 'Type', and 'Details'. The table currently shows 'There are no active incidents.' To the right of the table, there is a dropdown menu with options: 'NEW INCIDENT', 'NEW INCIDENT', 'Edit Hospital', and 'Incident Log'. On the far right, there is a 'Site News' section with a link to 'Two Factor Authentication Now Available'.

PA MEDIC
EMERGENCY HEALTH
SERVICES FEDERATION

Hospitals ▼ EMS Agencies Classifieds About Resources ▼ Contact

ADD A BLOCK RESET TO DEFAULTS

My Agencies

My Hospitals

Fulton County Medical Center

Active Incidents

Date	Type	Details
There are no active incidents.		

NEW INCIDENT

NEW INCIDENT

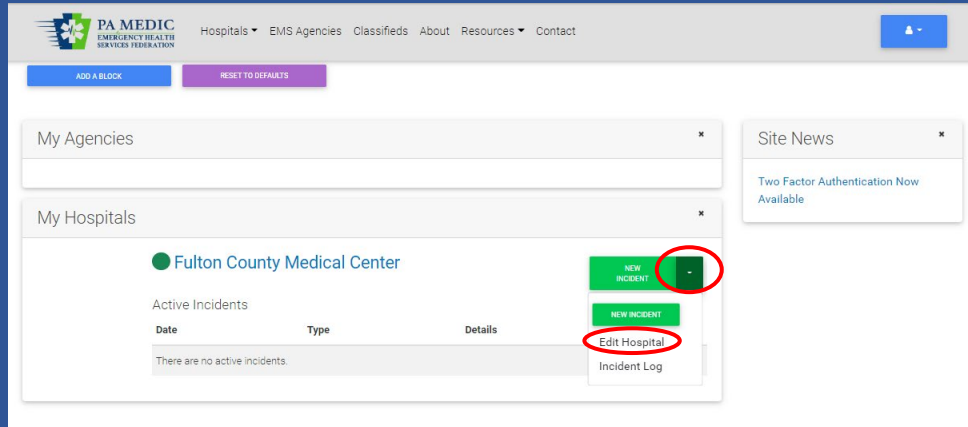
Edit Hospital

Incident Log

Site News

Two Factor Authentication Now Available

Edit Hospital: Contact Information



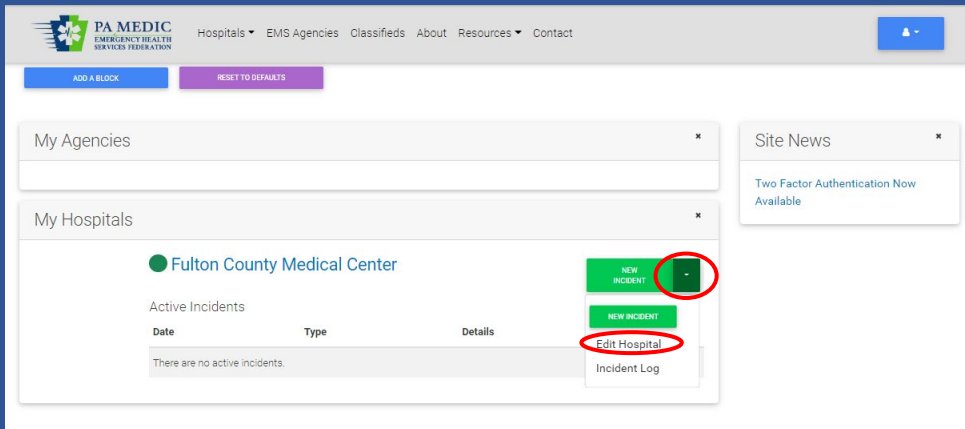
- Can only be completed by those with manager access
- Managers can edit the hospital information
 - Name
 - Display Name
 - Address
 - Phone numbers

The screenshot shows the 'Edit Hospital: Contact Information' form. The 'Contact Information' tab is selected and highlighted with a red circle. The form includes the following fields:

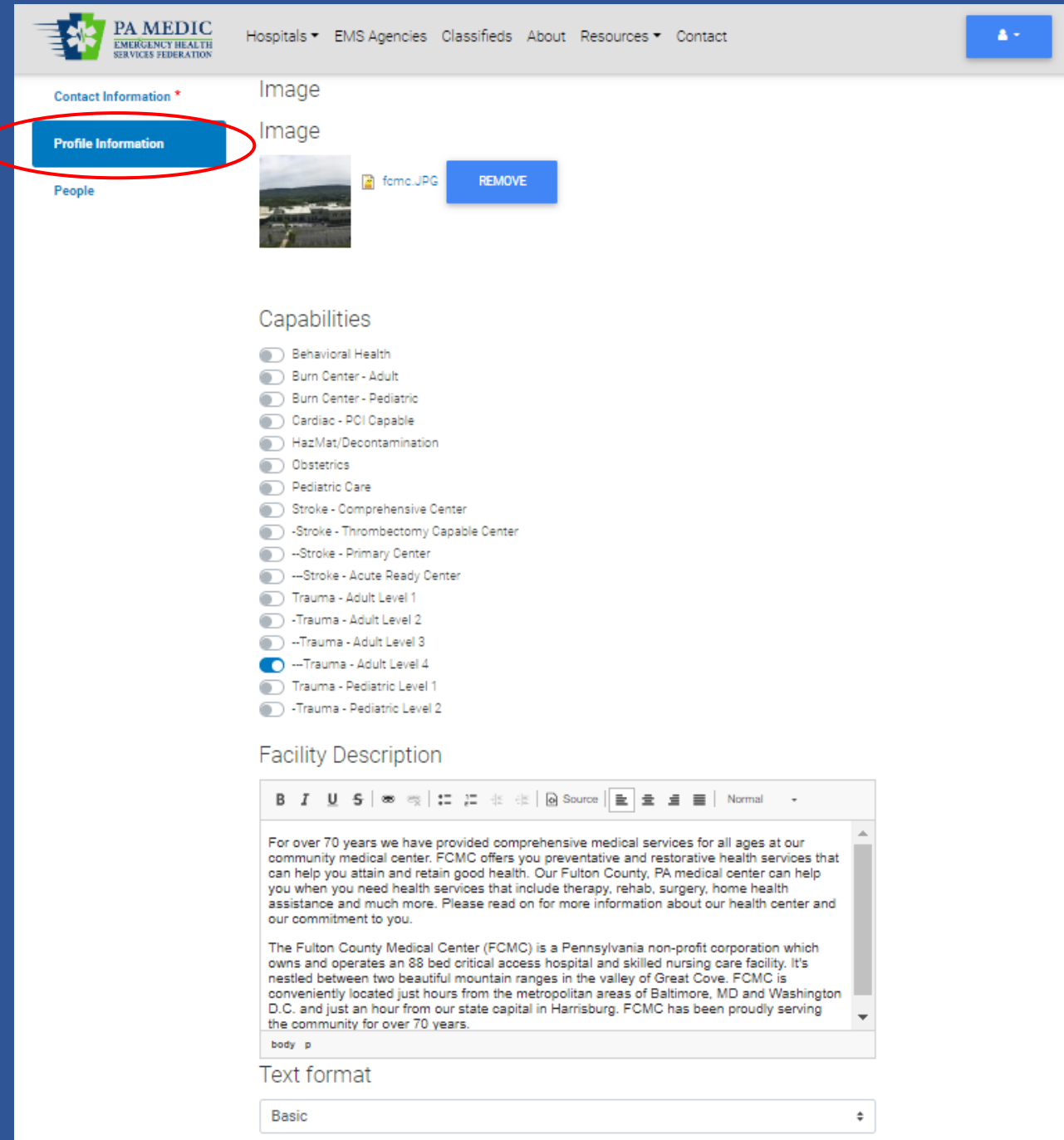
- Facility Name ***: Fulton County Medical Center
- Display Name**: Fulton County Medical Center
- Address**:
 - Street address ***: 214 Peach Orchard Road
 - City ***: McConnellsburg
 - State ***: Pennsylvania
 - Zip code ***: 17233
- County**: Fulton
- Phone Numbers**:
 - Department**: Emergency Department
 - Phone Number**: (717) 485-6184

At the bottom, there is a 'SAVE' button and a 'Delete' link. An 'Admin' dropdown menu is also visible.

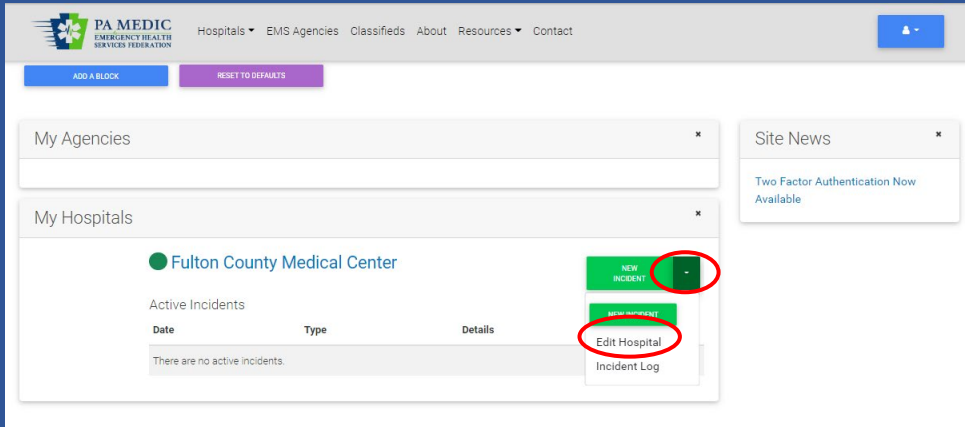
Edit Hospital: Profile Information



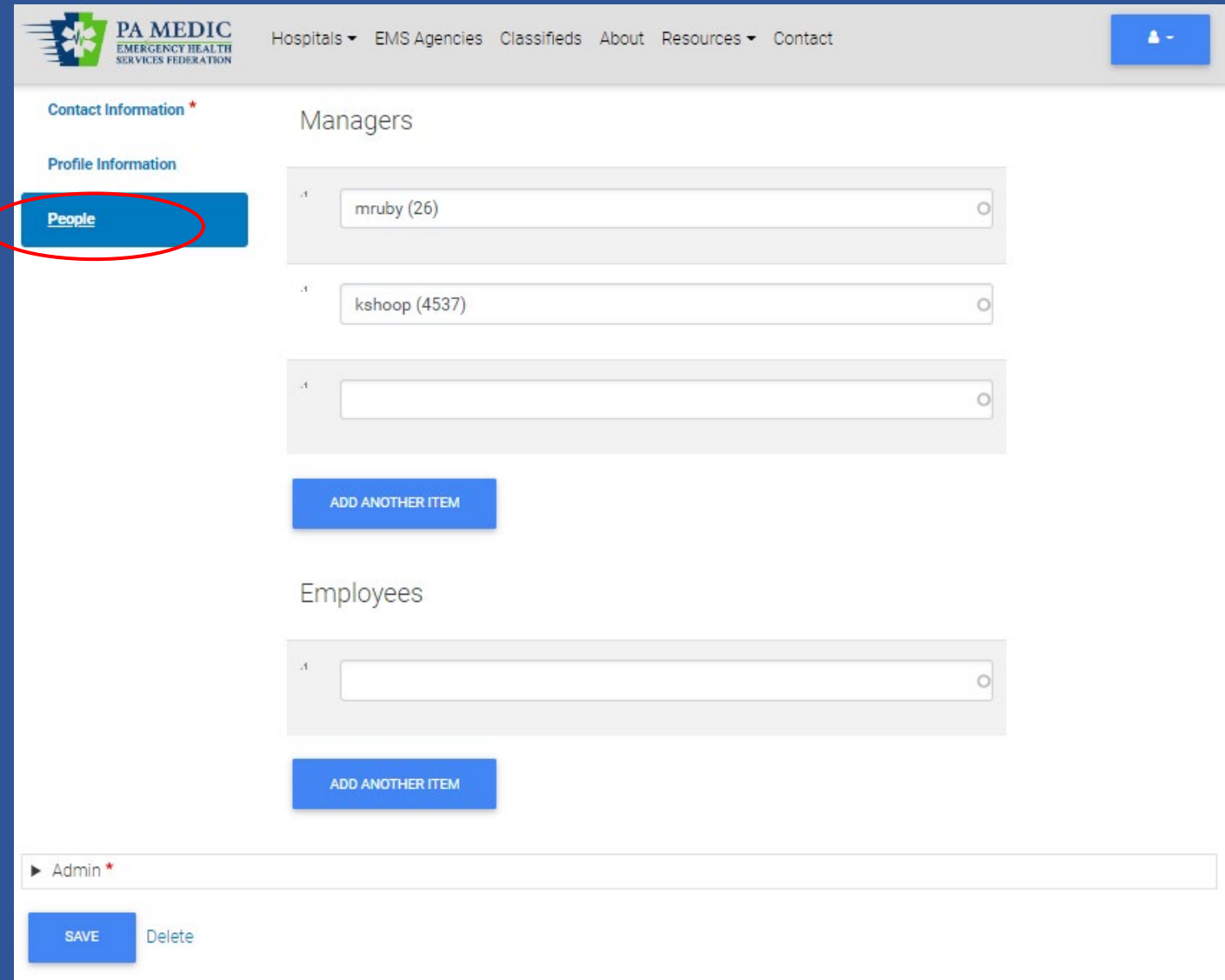
- Can only be completed by those with manager access
- Managers can edit the hospital profile
 - Image
 - Capabilities
 - Facility description



Edit Hospital: Add/Remove Users



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



Hospital Operating Status

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

The screenshot displays the PA MEDIC Emergency Health Services Federation website. The top navigation bar includes links for Hospitals, EMS Agencies, Classifieds, About, Resources, and Contact. Below the navigation bar, there are two buttons: 'ADD A BLOCK' and 'RESET TO DEFAULTS'. The main content area is divided into two columns. The left column contains 'My Agencies' and 'My Hospitals' sections. The 'My Hospitals' section lists 'Fulton County Medical Center' with a green dot icon. To the right of the hospital name is a green button labeled 'NEW INCIDENT', which is circled in red. Below the hospital name, there is a table titled 'Active Incidents' with columns for Date, Type, and Details. The table currently shows 'There are no active incidents.' The right column contains a 'Site News' section with the headline 'Two Factor Authentication Now Available'.

PA MEDIC
EMERGENCY HEALTH
SERVICES FEDERATION

Hospitals EMS Agencies Classifieds About Resources Contact

ADD A BLOCK RESET TO DEFAULTS

My Agencies

My Hospitals

Fulton County Medical Center

NEW INCIDENT

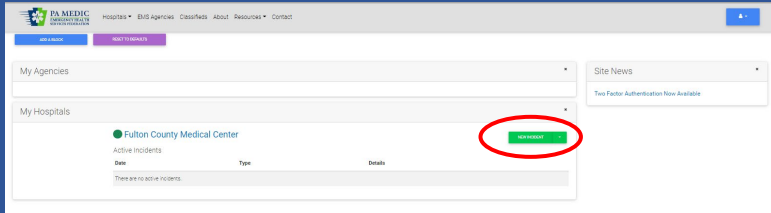
Active Incidents

Date	Type	Details
There are no active incidents.		

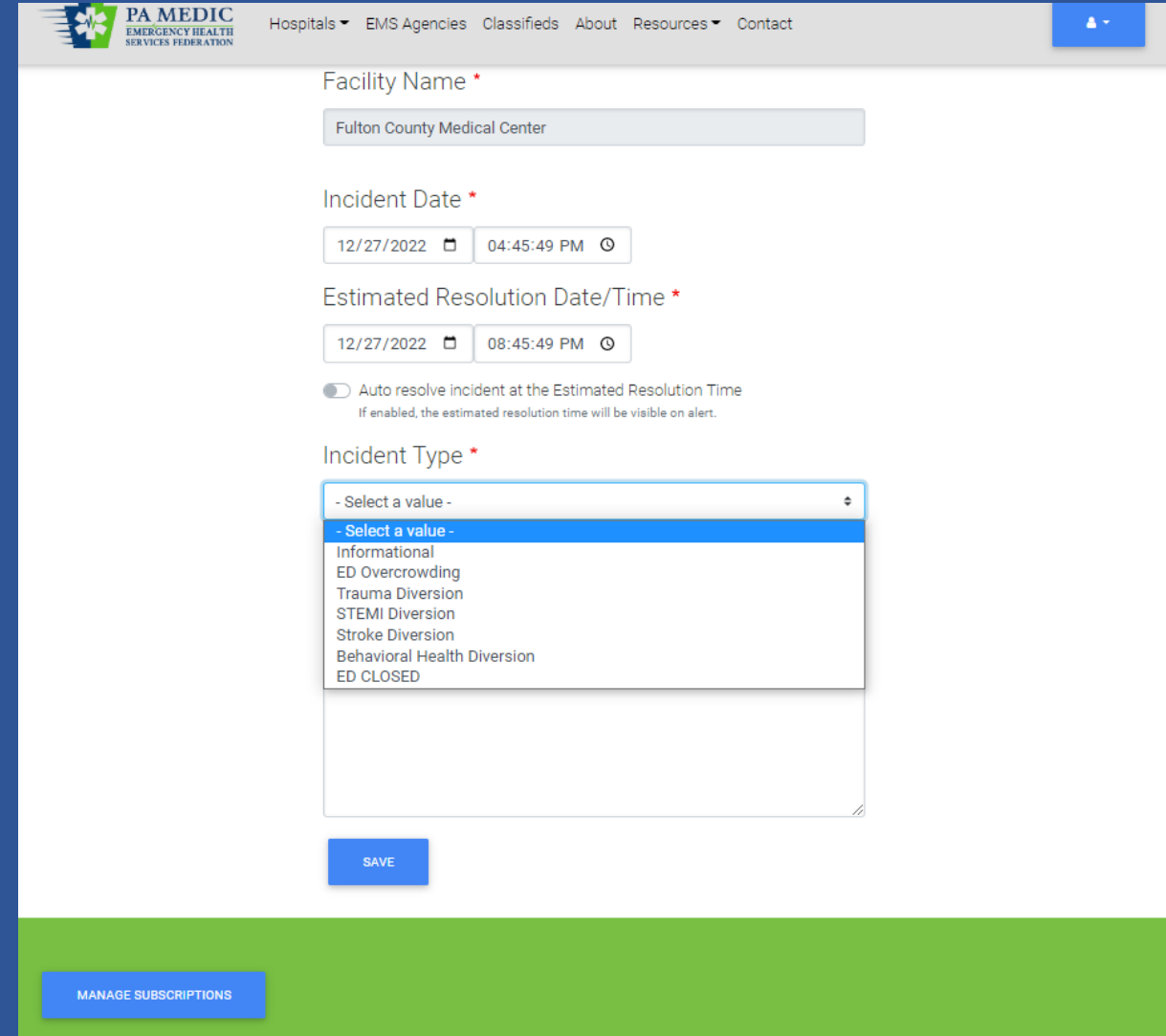
Site News

Two Factor Authentication Now Available

Hospital Operating Status



The screenshot shows the PA MEDIC Emergency Health Services Federation interface. Under the 'Hospitals' tab, the 'My Hospitals' section lists 'Fulton County Medical Center' with a green status indicator. A red circle highlights a green 'Add Hospital' button next to the list.



The screenshot shows the 'Facility Name' form for Fulton County Medical Center. The 'Incident Date' is set to 12/27/2022 at 04:45:49 PM. The 'Estimated Resolution Date/Time' is set to 12/27/2022 at 08:45:49 PM. The 'Incident Type' dropdown menu is open, showing options: Informational, ED Overcrowding, Trauma Diversion, STEMI Diversion, Stroke Diversion, Behavioral Health Diversion, and ED CLOSED. A 'SAVE' button is at the bottom of the form.

PA MEDIC
EMERGENCY HEALTH
SERVICES FEDERATION

Hospitals EMS Agencies Classifieds About Resources Contact

Facility Name *

Fulton County Medical Center

Incident Date *

12/27/2022 04:45:49 PM

Estimated Resolution Date/Time *

12/27/2022 08:45:49 PM

☐ Auto resolve incident at the Estimated Resolution Time
If enabled, the estimated resolution time will be visible on alert.

Incident Type *

- Select a value -

- Select a value -

Informational
ED Overcrowding
Trauma Diversion
STEMI Diversion
Stroke Diversion
Behavioral Health Diversion
ED CLOSED


SAVE

MANAGE SUBSCRIPTIONS

- 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




● WellSpan York
1001 South George Street
York, PA 17405

Capabilities
Stroke - Comprehensive Center
Trauma - Adult Level 1

13.5 miles / 16 minutes

EMERGENCY DEPARTMENT




● UPMC Harrisburg
111 South Front Street
Harrisburg, PA 17101

Capabilities
Stroke - Primary Center

20 miles / 28 minutes

EMERGENCY DEPARTMENT



● Penn State Health Hershey Medical Center

① 12/09/2021 - 13:17 - Stroke Diversion
CT scanner is down


① 12/09/2021 - 13:10 - ED Overcrowding
ED is full. There are no beds available. Current ED wait time is 6 hours

30.3 miles / 39 minutes


EMERGENCY DEPARTMENT

500 University Drive
Hershey, PA 17033

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



Hospitals About Contact



Penn State Health Milton S. Hershey Medical Center

① 12/09/2021 - 13:17 - Stroke Diversion
CT scanner is down

① 12/09/2021 - 13:10 - ED Overcrowding
ED is full. There are no beds available. Current ED wait time is 6 hours

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

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.


PA MEDIC
EMERGENCY HEALTH
SERVICES FEDERATIONHospitals ▾ EMS Agencies Classifieds About Resources ▾ Contact ▾

[ADD A BLOCK](#)[RESET TO DEFAULTS](#)

My Agencies

My Hospitals



 WellSpan York

NEW INCIDENT ▾

Active Incidents

Date	Type	Details
12/25/2022 - 13:25	Behavioral Health Diversion	Crisis Divert

Site News

[Two Factor Authentication Now Available](#)

12/25/2022 - 13:25

Behavioral Health Diversion

Crisis Divert

[RESOLVE ▾](#)

PA MEDIC Mobile

www.pamedic.org

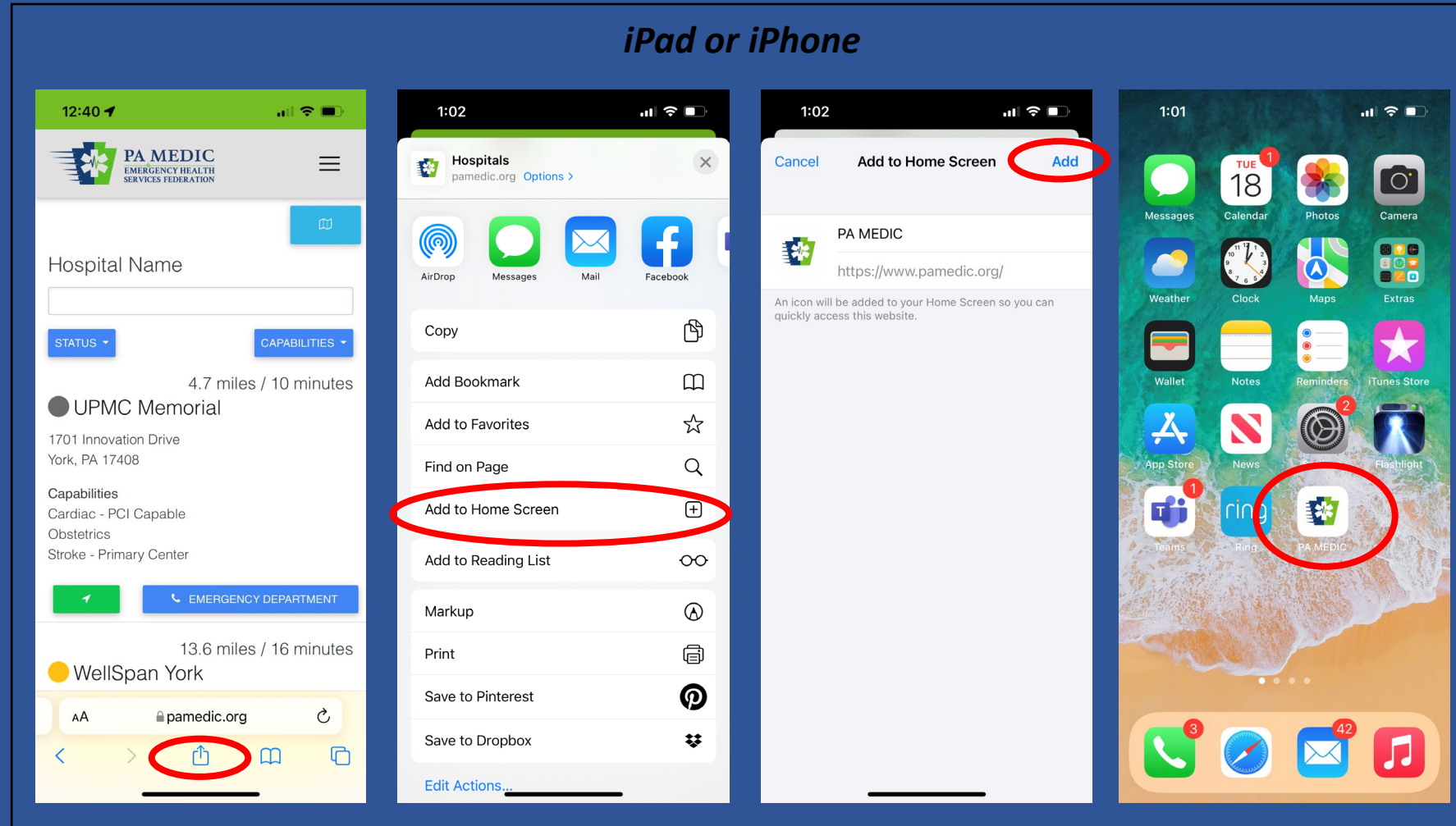
Adding PA Medic to Home Page

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

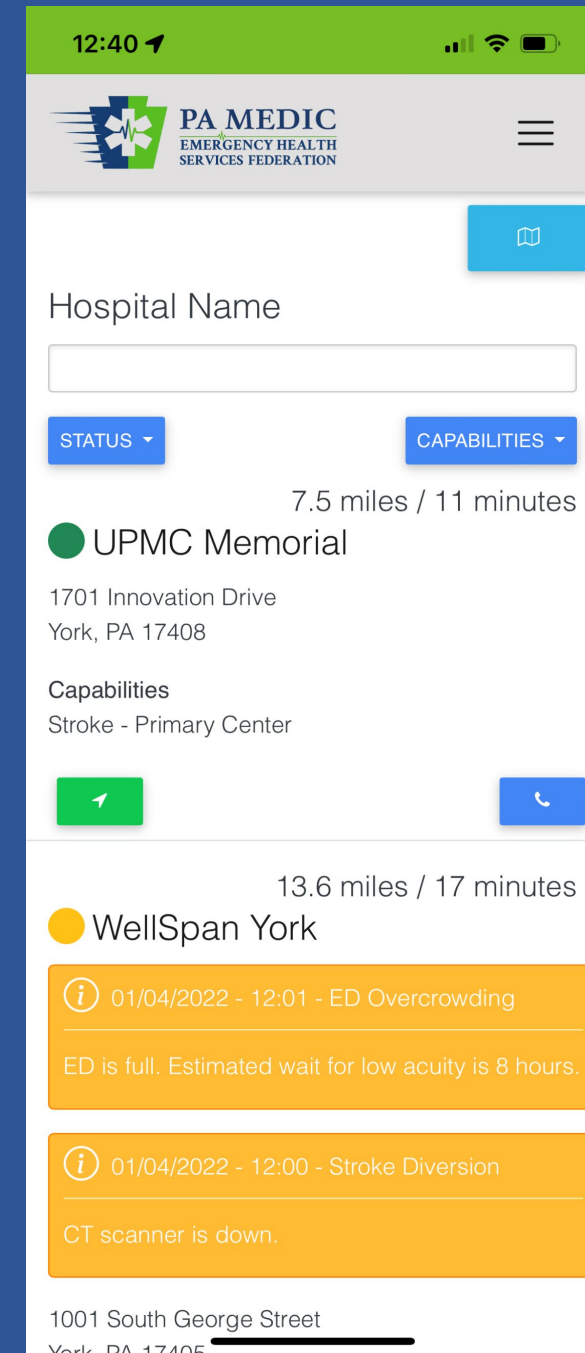
Android

- 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



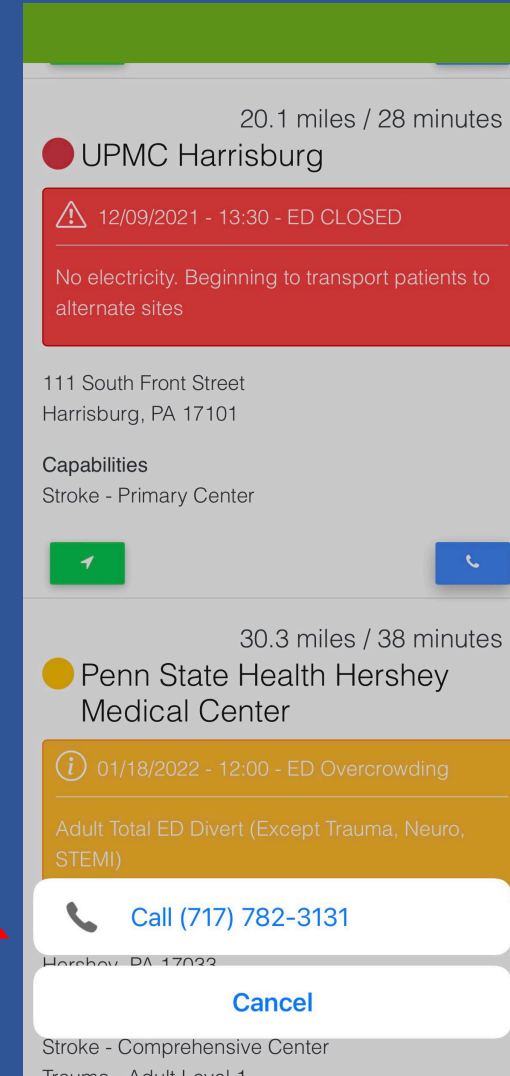
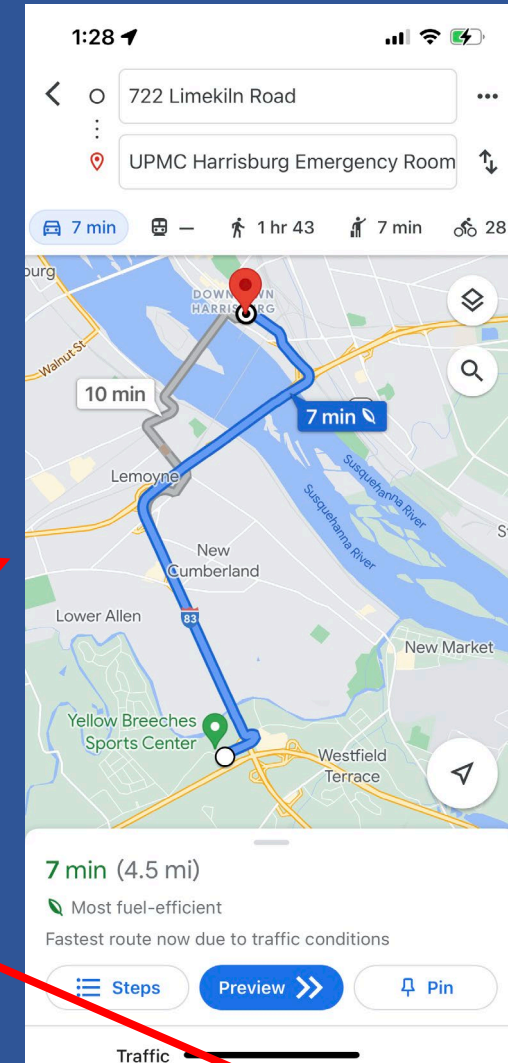
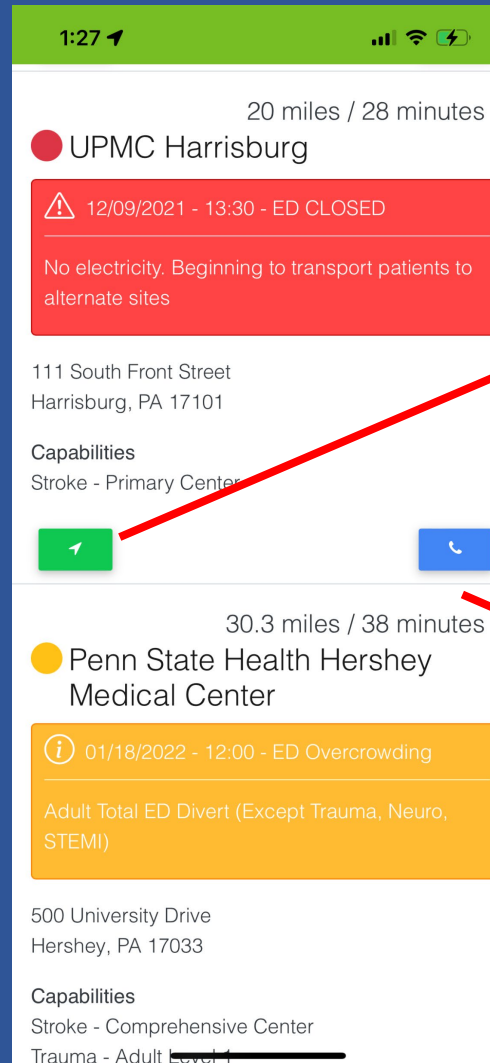
Mobile: Homepage

- 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



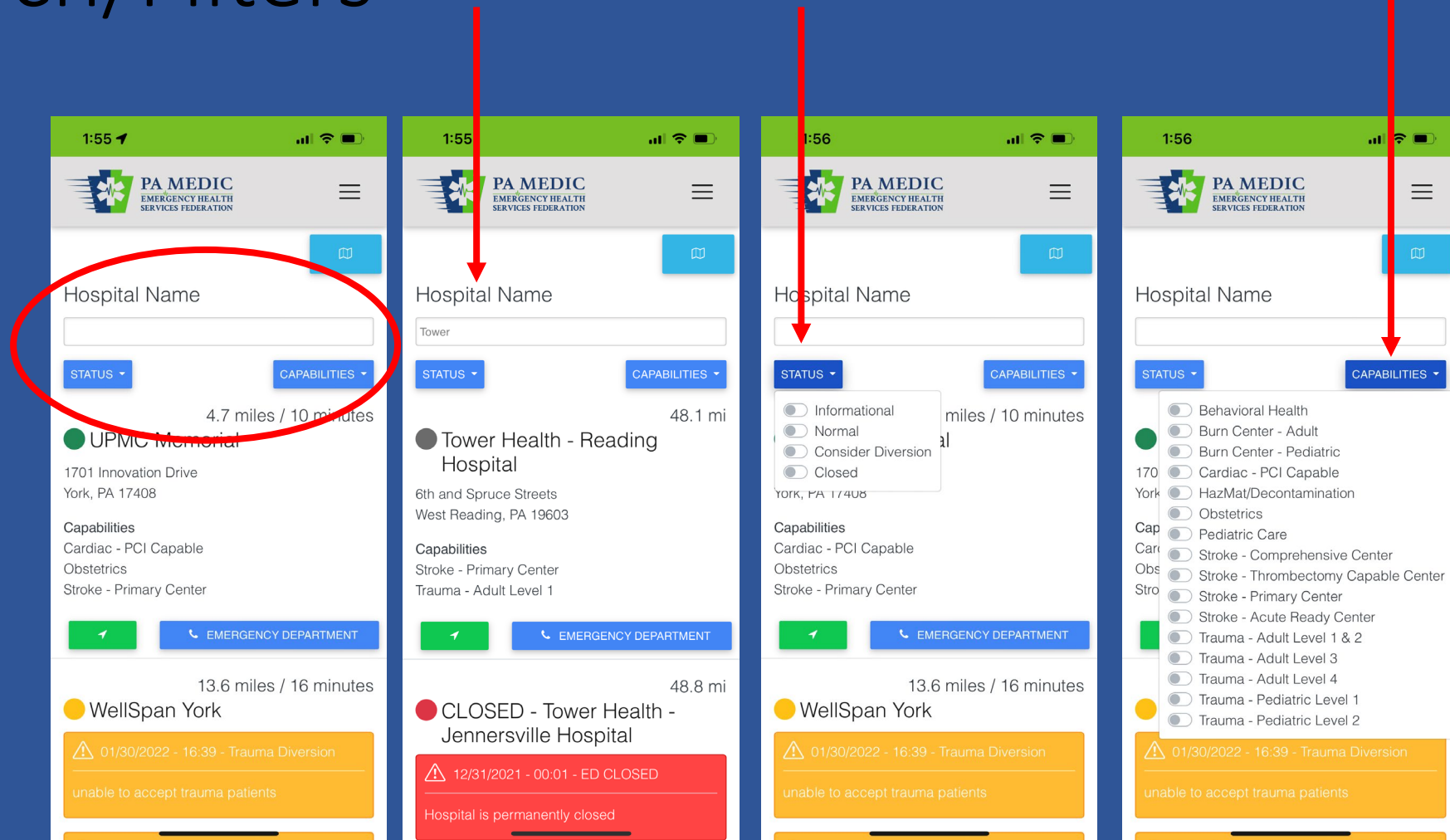
Mobile: Homepage

- 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

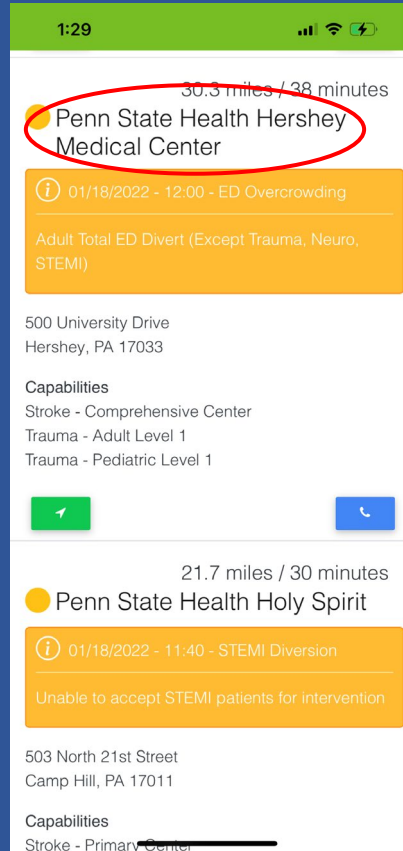


Mobile: Search/Filters

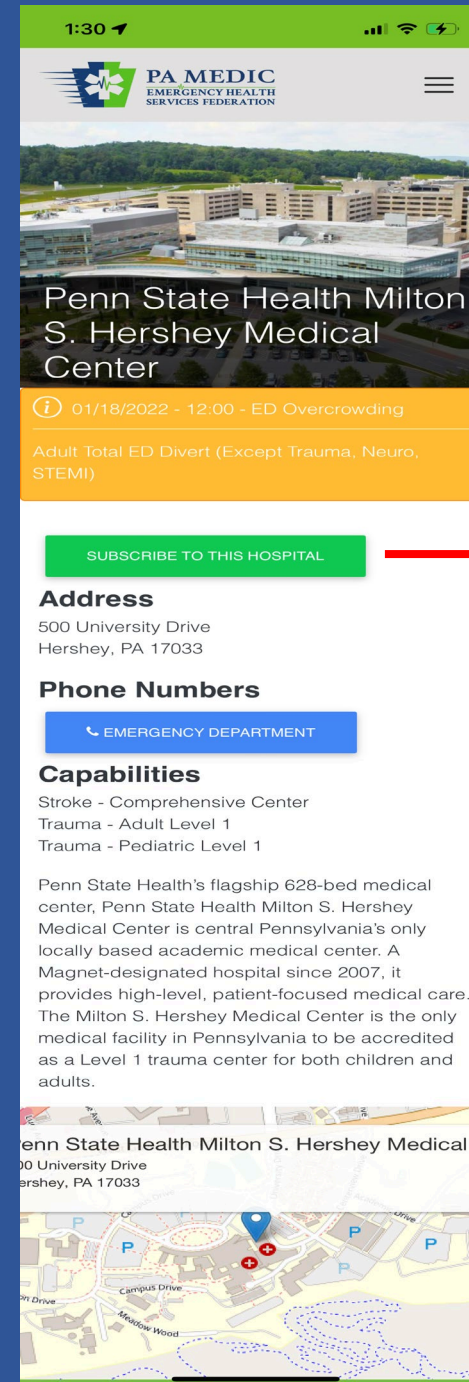
- Search Options are Different
 - Blue buttons above the hospital listing allows sorting the list by county, operating status, and/or capabilities
 - i.e. EMS providers can display only hospitals operating on a normal status
 - i.e. EMS providers can display only comprehensive stroke centers



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



1:31

Subscription Details

First Name *

Last Name *

Method *

☒ Text
☐ Email

Phone Number

Email Address

SUBSCRIBE

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