



CT DEMHS Region 3

Electronic Patient Tracking System

Frequently Asked Questions (FAQ's)

1. What is the name of the solution that has been acquired?

Intermedix EMSystems EMTrack is the solution. Additional information is available at www.emsystems.com

2. What are EMTrack's capabilities?

EMTrack is a single source tracking solution that includes all tracking components, including browser-based online data repository, mobile data capture software, and offline and real-time data transmission. The solution supports use scenarios in mass casualty incidents, evacuations, large event management, hospital evacuations, shelter-in-place, and public health emergencies.

3. Who else uses EMTrack?

EMTrack is used nationally by approximately 25% of the U.S. population, including in the Northeast: Boston EMS, the Worcester and Springfield MMRS regions, South-Central Pennsylvania and FDNY. Other installations include, but are not limited to, Shreveport, Santa Clara, St. Louis, Houston, Austin, Sacramento and as well as statewide implementations in Arizona, Colorado, Missouri, Oregon, New Mexico, Florida and 70% of the state of Michigan.

4. How can we use the system in Region 3?

Mass Casualty Incident - *EMTrack supports mass casualty incident use through scan-and-go technology, utilizing unique identifiers, often including 1-D barcodes, 2-D barcodes, driver's licenses, and other technologies to triage and track people, patients, pets, and property. Fields are customizable according to the nomenclature of the local jurisdiction.*

Large Event Management Support - EMTrack tracks people and assets at large events like concerts, sporting events, marathons, and public gatherings. In this forum, the solution is used at first aid stations and medical aid tents to provide real-time data to emergency operations centers, which can view and respond to patient loads by appropriately allocating resources and transportation assets. The solution has been used for large event management support at NASCAR races, the Boston Marathon, the 2009 Presidential Inauguration, and Mardi Gras, to name a few.

Public Health Use Support: EMTrack supports public health and pandemic response usage, leveraging COTS forms designed to track people and associated medications delivered, layered with site-specific GPS information to aid strategic planning and effective delivery of services to the citizenry. Using the solution, public health professionals can track patients, medication delivery, wait time, location, delivery instruments, and ask configurable “on-the-fly” screening and pre-screening questions to help ensure proper delivery of medication. This information can be updated in real-time to Epidemiologists and public health professionals. For example, in 2009 Boston-area flu clinics utilized the solution to support the H1N1 pandemic response.

5. I see that EMSystems is an ASP model, what happens if we have no internet connectivity?

In the event of a total internet failure, EMTrack has an optional mobile component which supports off-line operation. This option helps to ensure timely data capture in the absence of internet connectivity by storing and time-stamping collected data until such time as internet connectivity is established, when such data will then be transmitted to the web application. Regionally, we will be placing hardware with this optional module throughout the region.

6. We are already using WebEOC to help manage large scale emergencies, will EMTrack interface with WebEOC?

Intermedix EMSystems offers a pre-defined standard interface between WebEOC and EMTrack. This established interface provides aggregate patient tracking statistics and information for display within the WebEOC boards. WebEOC and Intermedix EMSystems have formed a healthcare partnership whereby they are the only multifunctional tracking vendor to have a prebuilt interface ready for immediate deployment. This interface is not included in our Phase I funding and we are hopeful to add this component in future funding cycles.

7. Will this solution be available to my organization at no cost?

Yes. This is a regional capability that all licensed EMS system components will have user access to. EMTrack may be accessed from any web browser with any standard hardware. Services desiring to place specific hardware (handheld or tethered scanners) and/or offline module capabilities within their organization may do so at their cost.

8. Who is managing this project?

We have established an Electronic Patient Tracking System Implementation Steering Committee. This committee is comprised of CRCOG administration, public health representatives, hospital representatives, CMED representatives, DPH representative and representatives from every EMS service delivery model in the region including:

Volunteer EMS, First Responder, Commercial, Not-For-Profit, Hospital Based, and Fire Based

Additionally, these representatives are all from geographically different areas within the region. This steering committee serves as the policy board/project management team. Out of this group a smaller Patient Tracking Workgroup was formed and manages the day to day work plan and reports back to the Steering Committee.

9. When will this system be available for use?

It is the Steering Committees intent to have the system up and on-line in June of 2011. This will allow concurrent use, testing and training at the many large pre-planned Special Operations events that occur in the region during the summer months. The system will be operational and available for emergency situations during this time.

10. What kind of training is needed to work with the system?

Each licensed EMS agency is requested to identify and send two individuals capable of participating in a Train-the-Trainer program. This 3 hour program will be provided by EMSsystems at several locations throughout the region in late April 2011. The expectation for these individuals is they will then take their knowledge back to their organization and train their department. Please visit CT Train for additional information and to register.

11. How can I find out more information?

Please monitor the CRCOG website (www.crcog.org) for additional information and document updates. Visit the Intermedix/EMSystems booth at the CT EMS Conference (March 18-19, 2011). Additionally, our workgroup will be making brief presentations at regional stakeholder meetings.

12. This sounds really interesting, how can I get more involved?

As the system evolves, we anticipate needing voluntary assistance during the testing phase. If you are interested in volunteering some of your time, please email david.koscuk@nbems.org to be put on our volunteer list. Any support is greatly appreciated.