Patient Tracking Platform (EMTrack)

Quick Start Guide
Updated May 22, 2023

Welcome to EMTrack, the new Patient Tracking Platform replacing OHTrac!

EMTrack is a web-enabled platform for tracking patients, primarily during Mass Casualty Incidents and facility evacuations. Incidents and patient tracking can begin in the field by EMS users through the mobile app. This PHI-compliant product supports identification card scanning and importing into the patient record, and the use of 2D, 3D, and QR codes. EMTrack is available on the [web](#), [Apple App Store](#), and [Google Play](#).

Requesting Accounts/Activating New Users

Requests to the ODH Bureau of Health Preparedness can be made online:
- Within EMResource, using Forms (Menu > Forms > Activate Form > New User Request Form).
- Using the [Individual Account Request Form](#) (for single account requests).
- Using the [EMTrack Change Form](#) (for facility-level requests with up to 10 users).
- Submitting a Bulk User request using the template in the Region Document Library (*All Folders\Support\Bulk User Upload Template*) and returning the template to bap@odh.ohio.gov.

Facility Reporting of Incidents and Patient Tracking

All short-term, critical access, children's, and long-term hospitals, and Free-Standing Emergency Departments should participate in the Patient Tracking Platform. All hospitals that are funded or receive supplies through the Administration for Strategic Preparedness and Response (ASPR) within the U.S. Department of Health and Human Services, or are Participating Members are required to submit patient tracking information during times of exceptional patient movement such as Mass Casualty Incidents (MCI) and evacuations.

While the intent is for incidents to be generated in the field to provide notice to healthcare facilities, it is the responsibility of the receiving healthcare facility to create an incident if not already done so, and to track patients related to the incident. MCIs that result in 10 or more persons being injured, incapacitated, made ill or killed[1] in an event or chain of events should be tracked in the Patient Tracking Platform, though smaller incidents or those with an unknown number of casualties may also be tracked.

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[1] [ORC 41766.01 (O)](#)

Ohio Department of Health
Bureau of Health Preparedness
Bed Availability Platform
bap@odh.ohio.gov

Ohio | **Department of Health**

Protecting Patient Information

EMTrack is designed to aid you in ensuring only qualified users have access to patients' and clients' protected health information (PHI). **Users must only access the patient records necessary to perform their job, and to provide or coordinate patient care and movement.**

If your facility or agency has encountered a patient, your organization has full access to their record. This means you can search for and access that patient's information, including PHI. "Encountering" a patient means you and your organization are or have been directly involved in providing care to that client. This can occur during daily operations, such as when a patient presents at your ED or is being transported in one of your vehicles, or can be due to an incident. The more you are involved in caring for the patient, the more access you have to that patient's information.

EMTrack users involved in patient location efforts, such as family reunification, have limited access to patients through the Locate tab. If you have this role, you can search a number of details in a patient's record, including some PHI. This is necessary to help you locate the individual patient. However, you are required to conduct very focused searches. You cannot conduct general searches that result in many patient records.

Logging and Auditing

To aid in compliance with HIPAA standards, EMTrack automatically logs user actions that provide or could provide access to client details, including PHI. This provides the support needed when an action must be traced to the date and time it occurred, as well as the user who performed the action.

User actions that are logged include, but are not limited to, the following:

- Adding, editing, archiving, or deleting a patient record.
- Reinstating an archived or deleted patient record.
- Viewing a patient's detailed information.
- Acknowledging, receiving, or discharging a patient.
- Searching for a patient's record and viewing details.

Incidents

Similar to EMResource Events, EMTrack Incidents can provide information about an incident or event with Patient Tracking.

When creating an Incident that is regionally specific, use the Region Number and Region Name in the Event Title. Example: "3-WC MCI Drill". This will allow users to quickly differentiate between concurrent events and similar sounding regions.

Note that creating an EMTrack Incident does not send alerts to users. A corresponding Mass Casualty Incident or other event should be immediately created in EMResource. However this does allow patient tracking to begin on-scene and continue throughout the Incident.

Option 1 (Quick Start): Using the Standing Mass Casualty Incident

A **Standing Mass Casualty Incident** exists in EMTrack for immediate logging and tracking of patients. This can be used in the field to start logging patients while an Incident is being created.

To use this option (and bypass creating an Incident), navigate directly to the **Patient** tab and select the appropriate form:

- **EMS MCI Triage and Transport**, for EMS providers to track new patients.
- **Hospital Triage and Intake**, for hospital providers to track new patients.
- **Patient Evacuee (Facility Evacuation)**, for all providers to track patients during a facility evacuation.

Within each of these three forms, users will be able to capture patient information, update existing patients (by scanning their existing tag/ID), and provide notification to facilities of inbound patients when enabled.

In the initial question (Incident Involvement), use the **Standing Mass Casualty Incident** and proceed with the remaining patient questions.
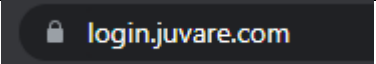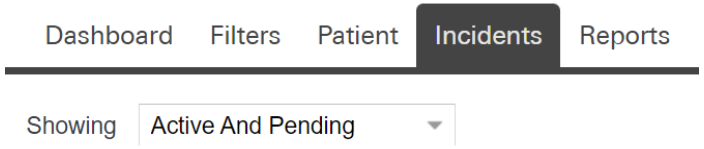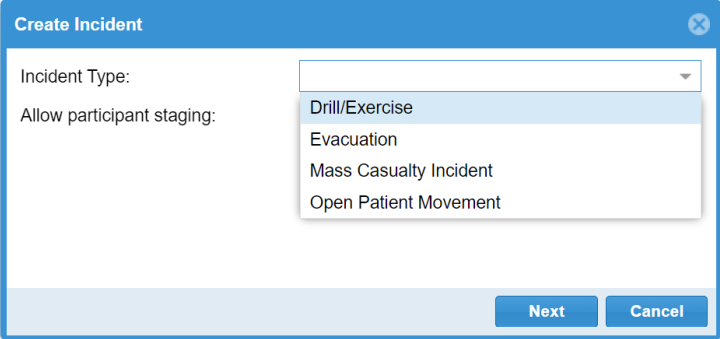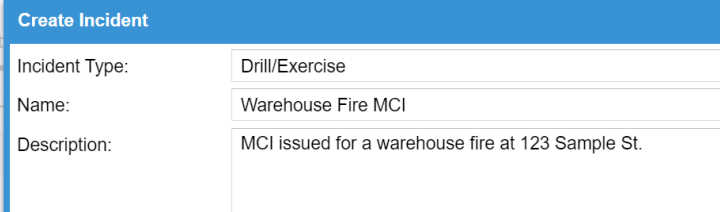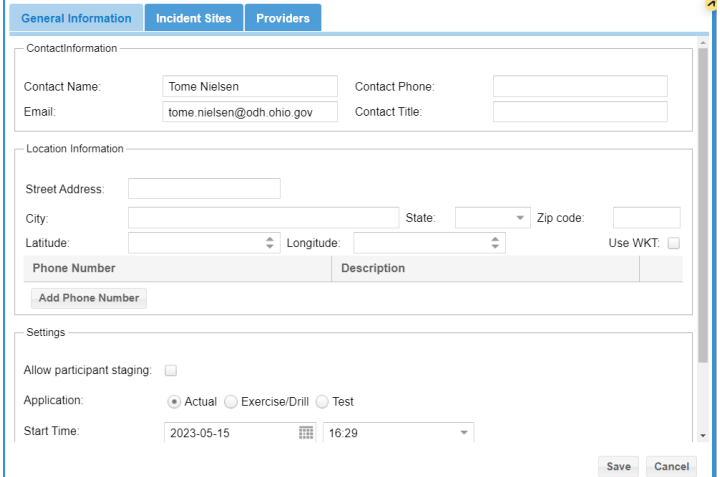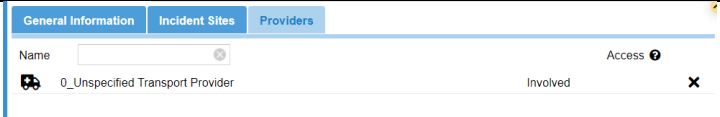
If you do not have a Patient ID # (for example, if no triage tags are available), any patient identifier can be used or you may click **Start Run** at the top of the screen, to generate a Patient ID #.
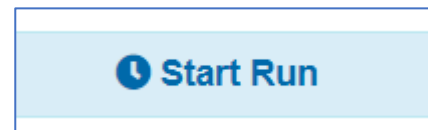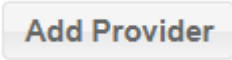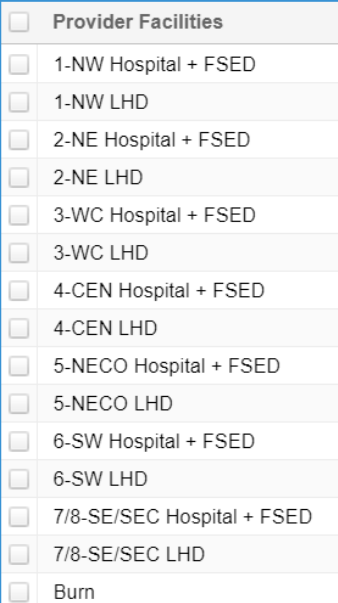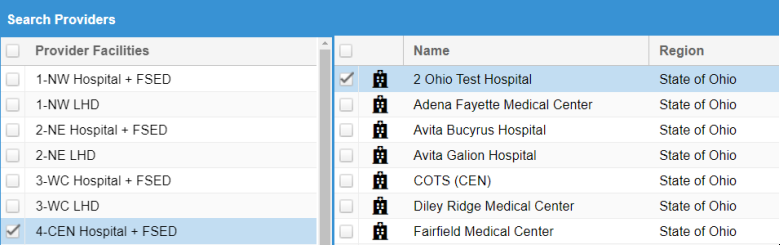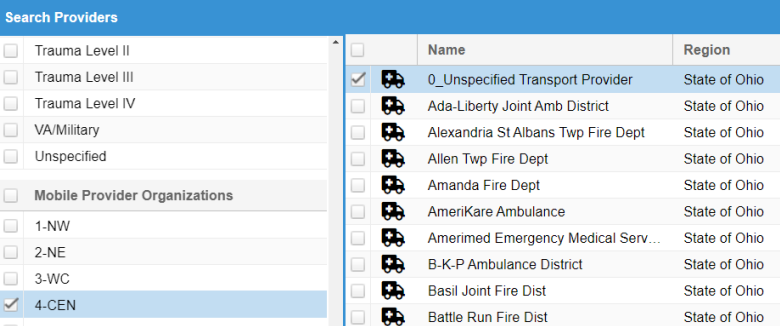
Complete the form as prompted. Details of each of the major Patient Forms are located in the Logging Patients and Patient Forms section of this document.

Option 2: Creating a new EMTrack Incident

These are abbreviated steps to creating a new incident in EMTrack. Full details are described in the Help Documentation.

Step	Detail	Screenshots
1.	Login to EMTrack (https://login.juvare.com/).	login.juvare.com
2.	Click the **Incidents** tab.	Dashboard Filters Patient **Incidents** Reports Showing Active And Pending
3.	Click **Create Incident**. The Create Incident window opens.	**Create Incident**
4.	In the **Incident Type** list, click the type of incident you want to create and click Next.	Create Incident Incident Type: [dropdown] Allow participant staging: Drill/Exercise Evacuation Mass Casualty Incident Open Patient Movement Next Cancel
5.	Update **Name** to name the incident and the **Description** to provide additional details.	Create Incident Incident Type: Drill/Exercise Name: Warehouse Fire MCI Description: MCI issued for a warehouse fire at 123 Sample St.
6.	Enter the Incident Location Information, type (Actual, Exercise/Drill) and other desired settings.	General Information Incident Sites Providers ContactInformation Contact Name: Tome Nielsen Contact Phone: Email: tome.nielsen@odh.ohio.gov Contact Title: Location Information Street Address: City: State: Zip code: Latitude: Longitude: Use WKT: Phone Number Description Add Phone Number Settings Allow participant staging: Application: Actual Exercise/Drill Test Start Time: 2023-05-15 16:29 Save Cancel
7.	Click the **Providers** tab. A default transport provider is	General Information Incident Sites Providers Name Access 0_Unspecified Transport Provider Involved ✕

	added to all incidents automatically.	
8.	Click **Add Provider** to add transport providers, hospitals, or other healthcare resources.	Add Provider
9.	Search for the Providers to be Involved in the Incident. Use the "Hospital + FSED" groups to select the facilities that will be involved.	**Provider Facilities** ☐ 1-NW Hospital + FSED ☐ 1-NW LHD ☐ 2-NE Hospital + FSED ☐ 2-NE LHD ☐ 3-WC Hospital + FSED ☐ 3-WC LHD ☐ 4-CEN Hospital + FSED ☐ 4-CEN LHD ☐ 5-NECO Hospital + FSED ☐ 5-NECO LHD ☐ 6-SW Hospital + FSED ☐ 6-SW LHD ☐ 7/8-SE/SEC Hospital + FSED ☐ 7/8-SE/SEC LHD ☐ Burn
10.	Select the destination facility or **Provider Facilities** to be involved.	**Search Providers** **Provider Facilities** / Name / Region ☐ 1-NW Hospital + FSED — ☑ 2 Ohio Test Hospital — State of Ohio ☐ 1-NW LHD — ☐ Adena Fayette Medical Center — State of Ohio ☐ 2-NE Hospital + FSED — ☐ Avita Bucyrus Hospital — State of Ohio ☐ 2-NE LHD — ☐ Avita Galion Hospital — State of Ohio ☐ 3-WC Hospital + FSED — ☐ COTS (CEN) — State of Ohio ☐ 3-WC LHD — ☐ Diley Ridge Medical Center — State of Ohio ☑ 4-CEN Hospital + FSED — ☐ Fairfield Medical Center — State of Ohio
11.	Scrolling down in the left pane, select the **Mobile Provider Organizations**.	**Search Providers** ☐ Trauma Level II / Name / Region ☐ Trauma Level III — ☑ 0_Unspecified Transport Provider — State of Ohio ☐ Trauma Level IV — ☐ Ada-Liberty Joint Amb District — State of Ohio ☐ VA/Military — ☐ Alexandria St Albans Twp Fire Dept — State of Ohio ☐ Unspecified — ☐ Allen Twp Fire Dept — State of Ohio — ☐ Amanda Fire Dept — State of Ohio **Mobile Provider Organizations** — ☐ AmeriKare Ambulance — State of Ohio ☐ 1-NW — ☐ Amerimed Emergency Medical Serv… — State of Ohio ☐ 2-NE — ☐ B-K-P Ambulance District — State of Ohio ☐ 3-WC — ☐ Basil Joint Fire Dist — State of Ohio ☑ 4-CEN — ☐ Battle Run Fire Dist — State of Ohio
12.	Once selected/checkboxes next to the Providers to be Involved, click **Save**. This will start the Incident and allow patients to be tracked.	Save Cancel

Logging Patients and Patient Forms

Most patient functions are accessed by navigating to the Patient tab. This section will review the major Forms used to add or edit patients.

Once patients have been logged, they can be edited by scanning/entering the Patient ID # or selecting the patient from the Dashboards (example below). You may click the **Magnifying Glass** to open any patient record that you can access.

EMS MCI Triage and Transport

This form is used by Emergency Medical Service (EMS) and other mobile providers to initially log a patient. The patient may be logged without a destination (for patient staging) and then updated once destination information is known. EMS tracking of patients allows hospitals and Free-Standing Emergency Departments to better prepare for inbound patients, and for those patients to arrive with some information already available.

Field	Required
EMS Intake	
Incident Involvement	
Patient ID / Triage Tag #	Y
Alternate IDs	
Triage Category	Y
Current Location	Y
Driver License	
Name	
DOB / Age	
Gender	
Transport	
Destination Location	
Evaluation + Alerts	
Alert Type	
Chief Complaint	
Burn Screening Questions	
Additional Patient Information	
Contaminated	
Files	
Identifying Marks	

Hospital Triage and Intake

This form is used by **hospitals and free-standing emergency departments** for patient intake. New patients may be logged in this form and existing patients may be loaded once inbound or transferred from EMS.

Field	Required
Hospital Intake	
Incident Involvement	
Current Location	Y
Patient ID / Triage Tag #	Y
Alternate IDs	
Triage Category	Y
Driver's License	
Name	
DOB / Age	
Gender	
Chief Complaint	
Additional Patient Information	
Files/Photo	
Patient Reunification	
Identifying Marks	

Facility Evacuation (Patient Evacuee)

This form is used by all providers to manage patient tracking during a facility evacuation. New and existing patients may be loaded into this form.

Field	Required?
Patient Information	
Incident Involvement	
Current Location	Y
Patient ID / Triage Tag #	Y
Alternate IDs	
Driver License	
Name	
DOB/Age	
Gender	
Triage Category	
Transport Details	
Destination Location	
Additional Patient Information	
Isolation Status	
Equipment	
Medication Supply	
Images	
Patient Reunification	
Relatives	
Identifying Marks	