

Patient Tracking Platform (EMTrack)

User Guide

Updated March 7, 2024

EMTrack is a web-enabled platform for tracking patients in Ohio, primarily during Mass Casualty Incidents and facility evacuations. Incidents and patient tracking can begin in the field by EMS users through the mobile app and continue after arrival at the hospital. 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](#). A mobile user [Quick Reference Guide is also available](#).

Training videos are available at <https://learning.juware.com/page/ohio-department-of-health-training>.

Requesting Single and Bulk User Accounts

Requests for accounts can be made online: <https://redcap.link/ODHEMR>

Facility Reporting of Incidents and Patient Tracking

All short-term, critical access, children, and long-term hospitals, and Free-Standing Emergency Departments (FSEDs) 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 activity, such as Mass Casualty Incidents (MCI) and evacuations.

While the intent is for patients to be tracked in the field, it is the responsibility of the receiving healthcare facility to begin tracking patients related to the incident. MCIs that result in 10 or more persons being injured, incapacitated, made ill, or killed¹ 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.

Protecting Patient Information

EMTrack is designed to aid you in ensuring only qualified users have access to patients' and clients' protected health information (PHI) and to support your efforts to be fully compliant with the [HIPAA Rules](#) under the [HITECH Act](#). **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

¹ [ORC 41766.01 \(O\)](#)

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 for several 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.

Regional Healthcare Coordinators and Advanced Users

Some advanced users may have the ability to export reports that include patient names and status. These reports may **only** be distributed to providers and organizations in the incident, who are involved with patient care, coordination, or family reunification. This may include external disaster relief organizations such as the American Red Cross and coordinating government agencies, including Ohio and County Emergency Management Agencies and Local Health Departments.

Finding Patients

Once patients have been logged in to EMTrack, they can be edited by selecting the patient from the Dashboards (example below). You may click the **Magnifying Glass** to open any patient record that you can access.

The screenshot shows the EMTrack dashboard with several panels:

- Active Incidents - State of Ohio:** Lists incident details such as 'Default Incident' and 'Standing Mass Casualty Incident'.
- Summary of At a Hospital Region - Current Location:** Shows 'Patient Total: 0'.
- Hospital Inbound + At Facility (Patient Total:0):** A table with columns: Provider Evaluation, ETA, Mobile Provider, Provider Unit, Tracking Number.
- Regional Summary of All Active Patients - Current Location:** A summary table with columns: Description, 0, 0, 0, 0, 0, Total.
- All Active Patients (Patient Total:1):** A table with columns: Age, Gender, Provider Evaluation, Tracking Summary. A red box highlights the following row:

Age	Gender	Provider Evaluation	Tracking Summary
60+ YR	Female	Red - Immediate	Transporting to 2 Ohio Test Hospital via Unspecified

You may also search for patients using the **Filters or Locate** tab in the upper navigation bar. From there, you may search by name, age, identifying marks, and other indicators. The **Locate** tab is limited to 30 records.



Use this feature to locate a specific patient to determine where they are, both physically and within the t locate the record. The more terms you include, the narrower your results. If your search retrieves more results.

The search interface includes a search bar and a dropdown menu for search terms:

- Search:** A blue button to initiate the search.
- Add Search Term:** A dropdown menu with a plus sign.
- Search Input:** A text box containing 'Last Name'.
- Identity:** A list of search criteria:
 - Alternate IDs
 - Assigned Unit
 - Badge Number
 - Client Name
 - First Name
 - Middle Name

Some useful filters include:

Last Name	First Name	Destination Location	Identifying Marks
Last Name		Current Location	Gender

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.

Dashboard Filters **Patient** Import Incidents Reports Property Locate Transports Messages Juvare Exchange System Settings Help Contact

Start Run

Select Form to Add Patient View ▾

Hospital Triage + Intake	EMS MCI Triage + Transport
Hospital Triage + Intake (autogenerate Patient ID)	EMS MCI Triage + Transport (autogenerate Patient ID)
Facility Evacuation (Patient Evacuee)	Existing Patient Transport

Once patients have been logged in, 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.

Dashboard Filters Patient Incidents Reports Property Locate Transports Messages Juvare Exchange System Settings Help Contact

Current Dashboard: Hospital View Incident Mode Save Configure

Active Incidents - State of Ohio

Default Incident - - 0 Location:
The incident used for the generic incident and sites.
Start: 2023-03-01 10:15
End:
Duration: 76d 5h 54m

Standing Mass Casualty Incident - Actual - 0 Location:
Used for patient tracking when a specific MCI event has not been created. Patients may be mov
Start: 2023-05-15 16:44
End:
Duration: 24h 25m

Last Updated: Tue, 16 May 2023 17:09:16 EDT

Summary of At a Hospital Region - Current Location

Patient Total: 0

Last Updated: Tue, 16 May 2023 17:09:16 EDT

Regional Summary of All Active Patients - Current Location

Description	●	●	●	●	●	Total
Total	0	0	0	0	0	0

Last Updated: Tue, 16 May 2023 17:09:16 EDT

Hospital Inbound + At Facility [Patient Total:0]

Provider Evaluation	ETA	Mobile Provider	Provider Unit	Tracking Number
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Last Updated: Tue, 16 May 2023 17:09:16 EDT

All Active Patients [Patient Total:1]

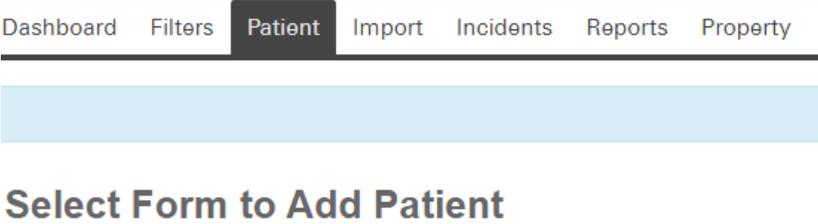
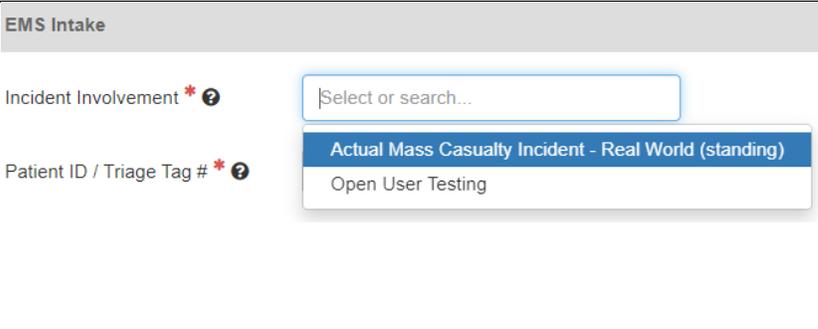
Age	Gender	Provider Evaluation	Tracking Summary
60+ YR	Female	● Red - Immediate	Transporting to 2 Ohio Test Hospital via Unspecified

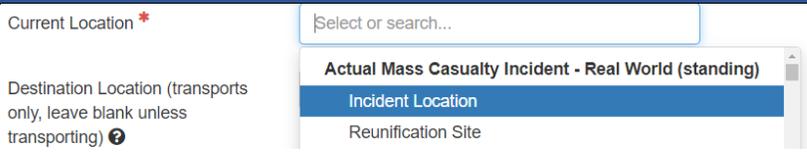
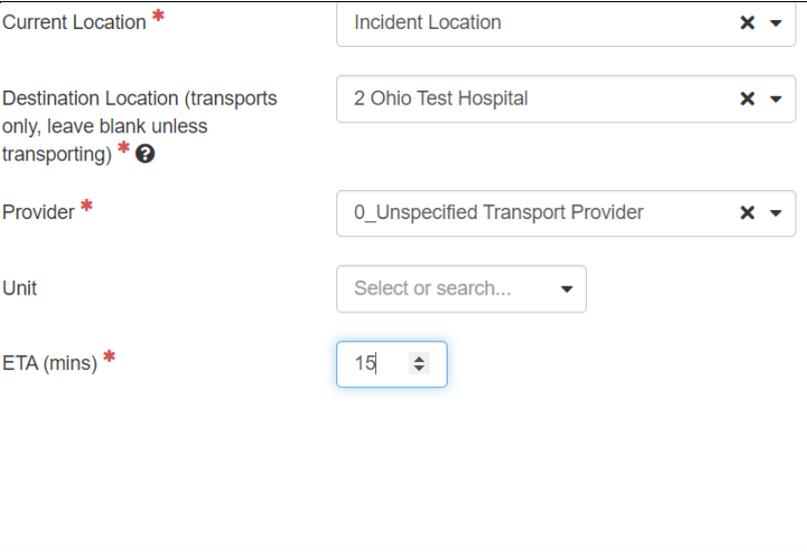
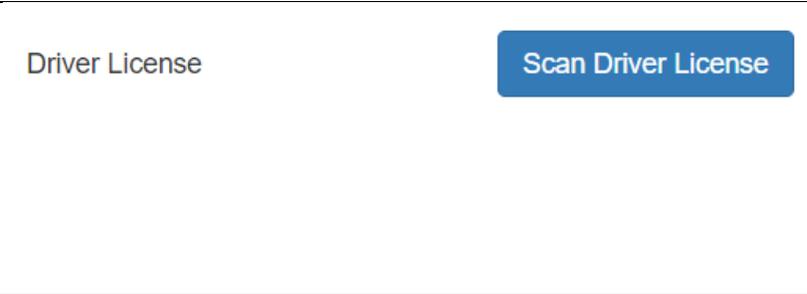
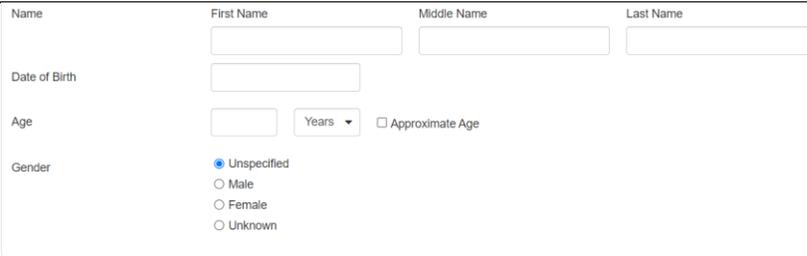
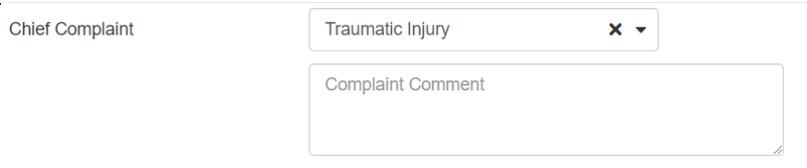
Last Updated: Tue, 16 May 2023 17:09:16 EDT

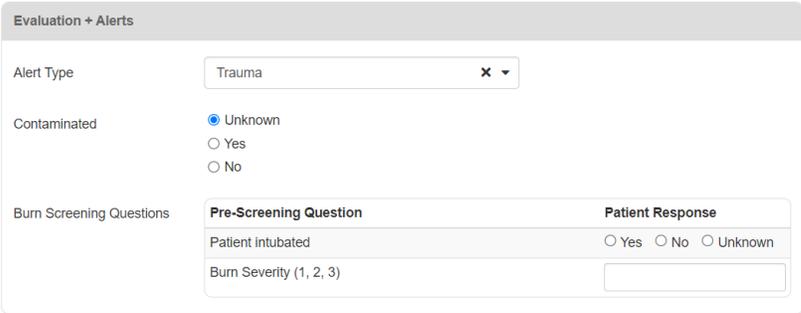
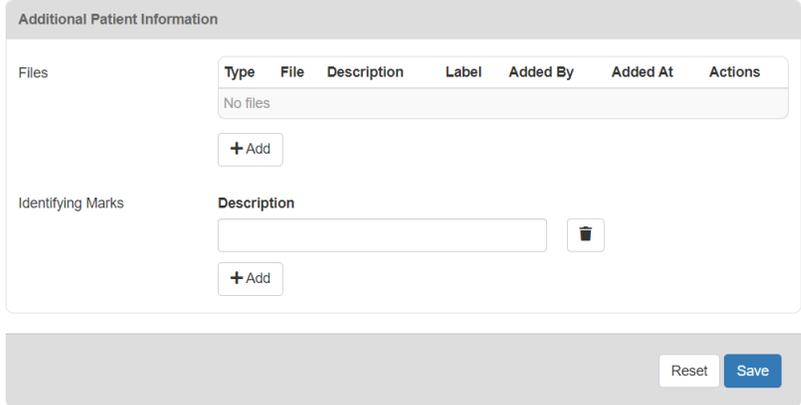
EMS MCI Triage and Transport

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.

Fields with red asterisks (*) are required.

Step	Detail	Screenshots
1.	Login to EMTrack (https://login.juware.com/).	
2.	Click the Patient tab.	
3.	Select EMS MCI Triage + Transport . If you do not have a patient identifier (MRN, triage tag) return to Patient Forms and select “EMS Triage + Transport (autogenerate Patient ID).”	
4.	Start entering patient details, first with the Incident Involvement. If an Incident has not been started, you may select Actual Mass Casualty Incident - Real World (standing) .	
5.	Scan or enter the Patient ID / Triage Tag # , unless automatically generated.	
6.	Enter the Triage Category of the patient.	

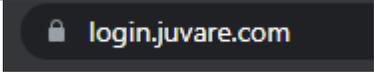
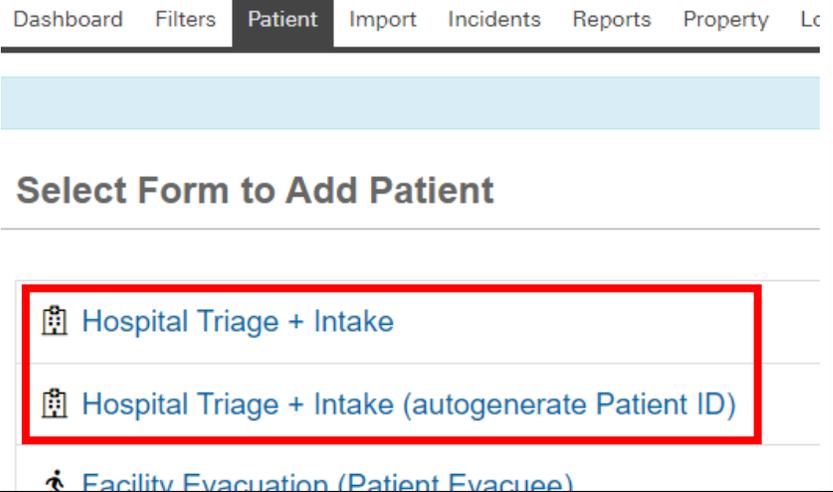
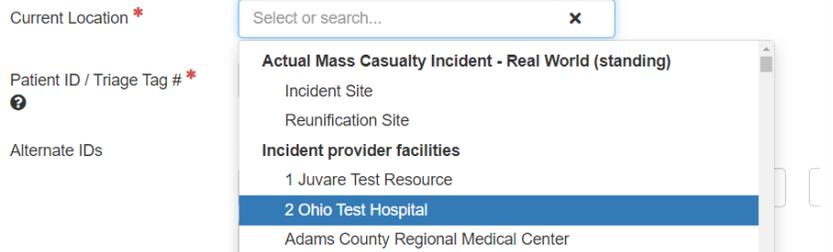
Step	Detail	Screenshots
7.	<p>Select your Current Location.</p> <p>If additional locations are established such as reunification sites, they will appear here.</p>	
8.	<p>Select the Destination Location for the Patient.</p> <p>Select the Transporting Provider. If unknown, select "0_Unspecified Transport Provider".</p> <p>You must enter an Estimated Time of Arrival (ETA). This does not need to be precise. If you do not know an ETA, enter any value greater than 5.</p>	
9.	<p>Scan the Driver's License if available. This will pre-populate the name, address, date of birth, and other information.</p> <p>If not available, continue.</p>	
10.	<p>Enter the Name, Date of Birth, or Age. Check Approximate if appropriate.</p>	
11.	<p>Identify the Chief Complaint if available.</p>	

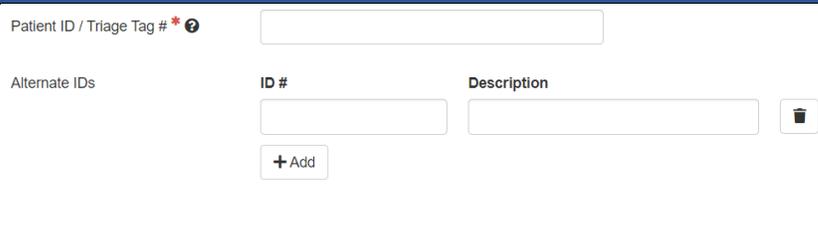
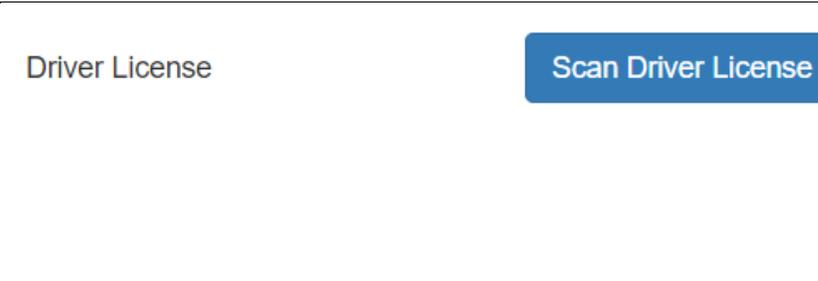
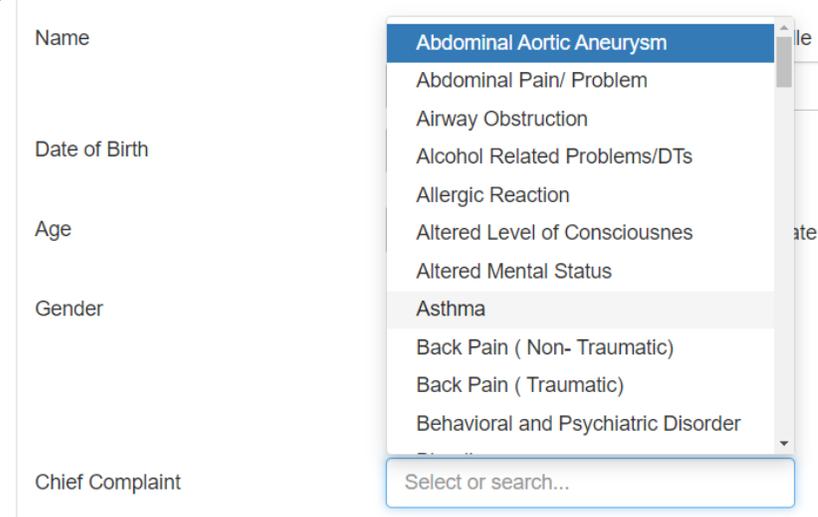
Step	Detail	Screenshots
12.	<p>Evaluation + Alerts Select any Alert Types (Trauma, Stroke, STEMI, etc.)</p> <p>If the patient has burn-related injuries, complete the Burn Screening Questions regarding intubation and burn severity.</p>	
13.	<p>Complete any Additional Patient Information.</p> <p>In this section, mobile users may also attach photos. These photos are stored securely, uploaded to EMTrack, and deleted from the mobile device.</p>	
14.	Click Save.	

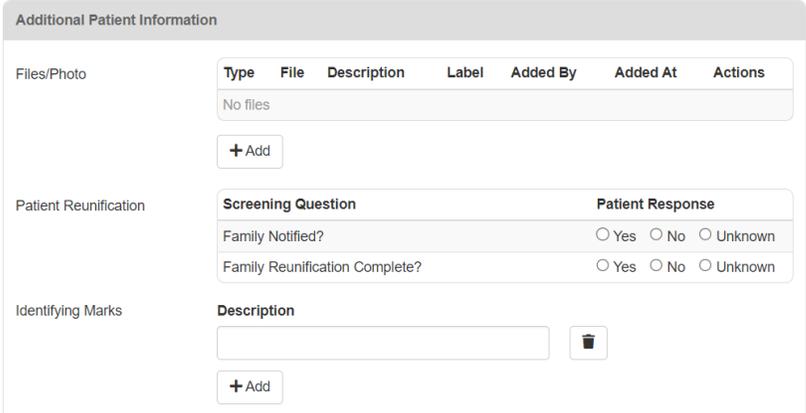
Hospital Triage and Intake

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 by scanning the triage tag or Patient ID.

Fields with red asterisks (*) are required.

Step	Detail	Screenshots
1.	Login to EMTrack (https://login.juware.com/).	
2.	Click the Patient tab.	
3.	Select Hospital Triage + Intake . If you do not have a patient identifier (MRN, triage tag) select Hospital Triage + Intake (autogenerate Patient ID) .	
4.	Start entering patient details, first with the Incident Involvement. If an Incident has not been started, you may select Actual Mass Casualty Incident – Real World (standing) .	
5.	Select your Current Location .	

Step	Detail	Screenshots
6.	<p>Scan or enter the Patient ID / Triage Tag ID. If you do not have a patient identifier (MRN, triage tag), return to Patient Forms, and select “Hospital Triage + Intake (autogenerate Patient ID)”.</p>	 <p>The screenshot shows a form with a text input field for 'Patient ID / Triage Tag #' with a red asterisk and an information icon. Below it is a table with columns 'Alternate IDs', 'ID #', and 'Description'. There are input fields for 'ID #' and 'Description', and a '+ Add' button.</p>
7.	<p>Enter the Triage Category of the patient.</p> <p>If this is a real-world/actual patient (not a test patient), select Actual Real-World Patient.</p>	 <p>The screenshot shows a form with a 'Labels' section containing a checkbox for 'Actual Real-World Patient'. Below it is the 'Triage Category' section with a red asterisk and five radio button options: 'Red - Immediate', 'Yellow - Delayed', 'Green - Minor', 'Gray - Expectant', and 'Black - Decedents'.</p>
8.	<p>Scan the Driver's License if available. This will pre-populate the name, address, date of birth, and other information.</p> <p>If not available, continue.</p>	 <p>The screenshot shows the text 'Driver License' on the left and a blue button labeled 'Scan Driver License' on the right.</p>
9.	<p>Enter the Name, Date of Birth, or Age. Check Approximate if appropriate.</p>	 <p>The screenshot shows a form with fields for 'Name' (First Name, Middle Name, Last Name), 'Date of Birth', 'Age' (with a 'Years' dropdown and an 'Approximate Age' checkbox), and 'Gender' (with radio buttons for Unspecified, Male, Female, and Unknown).</p>
10.	<p>Provide a Chief Complaint if available.</p>	 <p>The screenshot shows a form with fields for 'Name', 'Date of Birth', 'Age', and 'Gender'. The 'Chief Complaint' field has a dropdown menu open, listing various medical conditions such as 'Abdominal Aortic Aneurysm', 'Abdominal Pain/ Problem', 'Airway Obstruction', 'Alcohol Related Problems/DTs', 'Allergic Reaction', 'Altered Level of Consciousnes', 'Altered Mental Status', 'Asthma', 'Back Pain (Non- Traumatic)', 'Back Pain (Traumatic)', and 'Behavioral and Psychiatric Disorder'. There is a search bar at the bottom of the dropdown.</p>

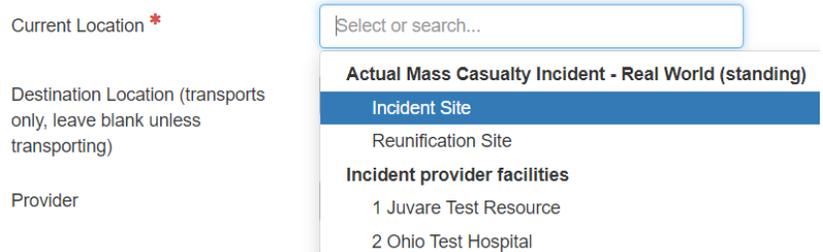
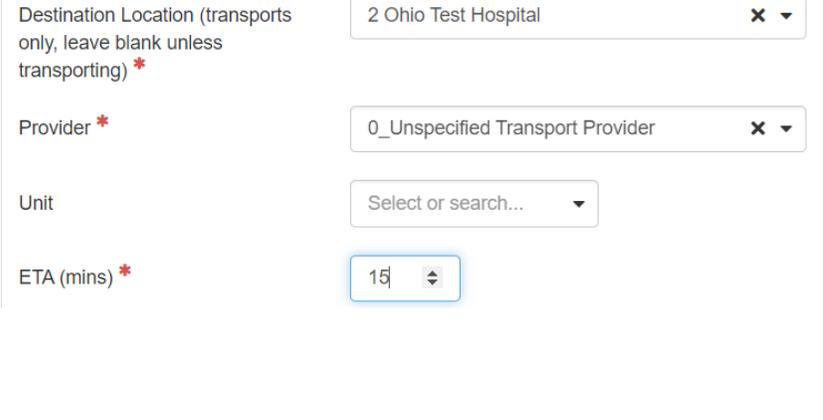
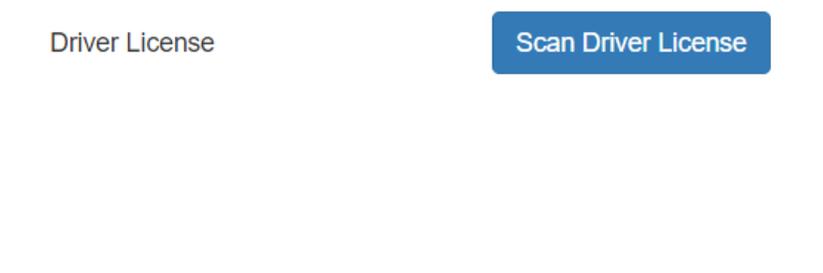
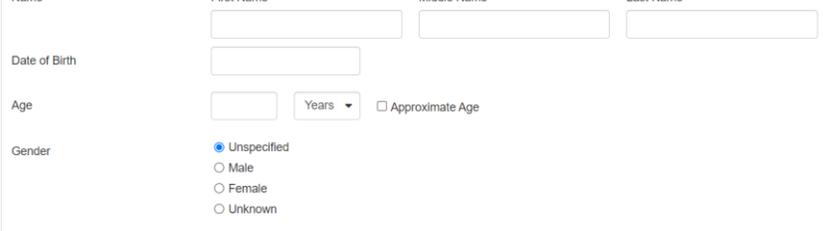
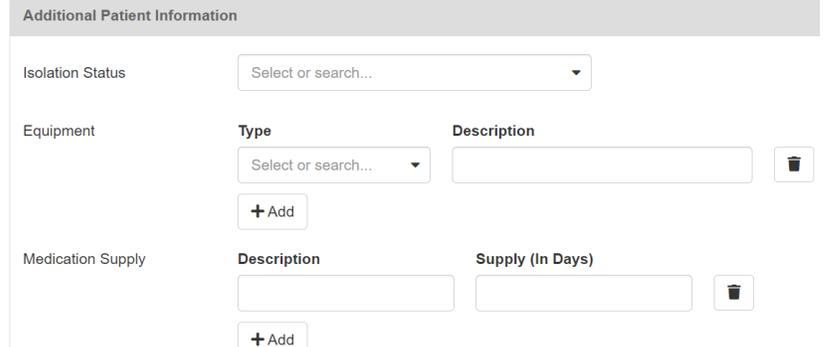
Step	Detail	Screenshots
11.	<p>Complete any Additional Patient Information.</p> <p>In this section, mobile users may also attach photos. These photos are stored securely, uploaded to EMTrack, and deleted from the mobile device.</p>	
12.	Click Save .	

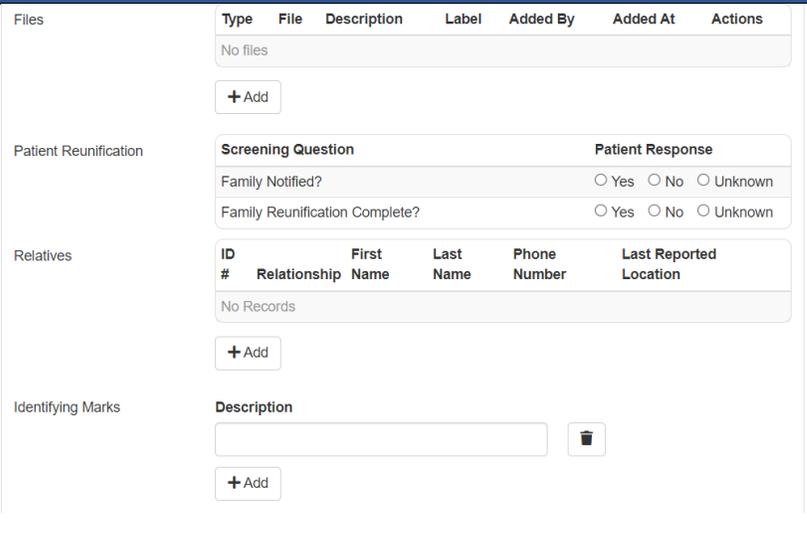
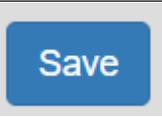
Facility Evacuation (Patient Evacuee)

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.

Fields with red asterisks (*) are required.

Step	Detail	Screenshots
1.	Login to EMTrack (https://login.juware.com/).	
2.	Click the Patient tab.	
3.	Select Facility Evacuation (Patient Evacuee) .	
4.	Start entering patient details, first with the Incident Involvement. For facility evacuations, a new Incident should be started. If an Incident has not been started, you may select “Actual Mass Casualty Incident – Real World (standing)”.	
6.	Scan or enter the Patient ID / Triage Tag ID. If you do not have any patient identifier, select Start Run at the top of the screen to autogenerate a Patient ID.	
9.	Enter the Triage Category of the patient. If this is a real-world/actual patient (not a test patient), select Actual Real-World Patient .	

Step	Detail	Screenshots
5.	<p>Select your Current Location.</p>	
	<p>Select the transporting Provider. If unknown, select “0_Unspecified Transport Provider”.</p> <p>You must enter an Estimated Time of Arrival (ETA). This does not need to be precise. If you do not know an ETA, enter any value greater than 5.</p>	
7.	<p>Scan the Driver's License if available. This will pre-populate the name, address, date of birth, and other information.</p> <p>If not available, continue.</p>	
8.	<p>Enter the Name, Date of Birth, or Age. Check Approximate if appropriate.</p>	
11.	<p>Additional Patient Information</p> <p>Enter the optional Isolation Status of the patient, associate equipment with the patient, or record medications that are being moved with the patient.</p>	

Step	Detail	Screenshots
12.	<p>Attach any files and review the Patient Reunification status, which can be updated if known and linked to other patients in the Incident.</p> <p>Include any Identifying Marks, if available.</p> <p>In this section, mobile users may also attach photos. These photos are stored securely, uploaded to EMTrack, and deleted from the mobile device.</p>	 <p>The screenshot displays a mobile application interface with the following sections:</p> <ul style="list-style-type: none"> Files: A table with columns: Type, File, Description, Label, Added By, Added At, Actions. It shows "No files" and a "+Add" button. Patient Reunification: A section titled "Screening Question" with a "Patient Response" column. It contains two rows: <ul style="list-style-type: none"> Family Notified? with radio buttons for Yes, No, and Unknown. Family Reunification Complete? with radio buttons for Yes, No, and Unknown. Relatives: A table with columns: ID #, Relationship, First Name, Last Name, Phone Number, Last Reported Location. It shows "No Records" and a "+Add" button. Identifying Marks: A section with a "Description" text input field, a trash icon, and a "+Add" button.
13.	Click Save .	 <p>A large blue button with the text "Save" in white, centered on a light gray background.</p>

Incidents

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

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 – Preferred Option

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. If patients are present, use this option to begin logging patients. The incident can be revised later by system staff.

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

For these, **if you do not have a Triage Tag/ID, use the “Autogenerate Patient ID” option.**

- **“EMS MCI Triage + Transport”**, for EMS providers to track new patients.
 - o **“EMS Triage + Transport (autogenerate Patient ID)”** if no triage tag or Patient ID is present.
- **“Hospital Triage + Intake”**, for hospital providers to track new patients.
 - o **“Hospital Triage + Intake (autogenerate Patient ID)”** if no triage tag or Patient ID is present.
- **“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.

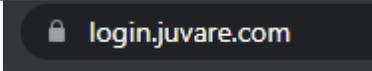
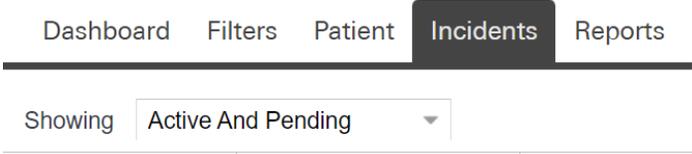
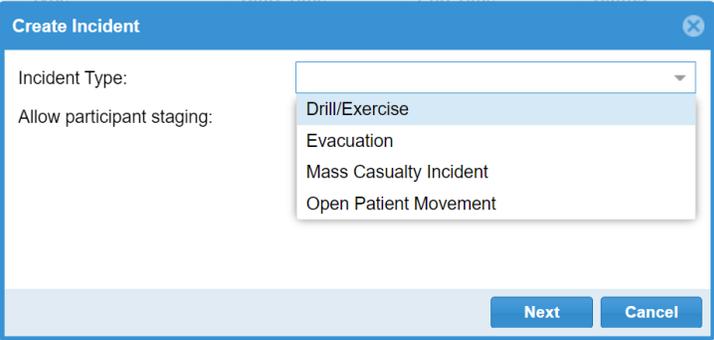
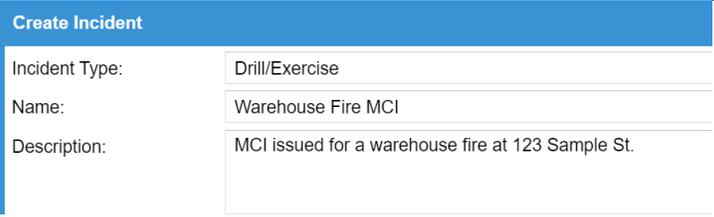
In the initial question (Incident Involvement), use the **“Actual Mass Casualty Incident – Real World (standing)”** if an incident has not been created yet, and proceed with the remaining patient questions.

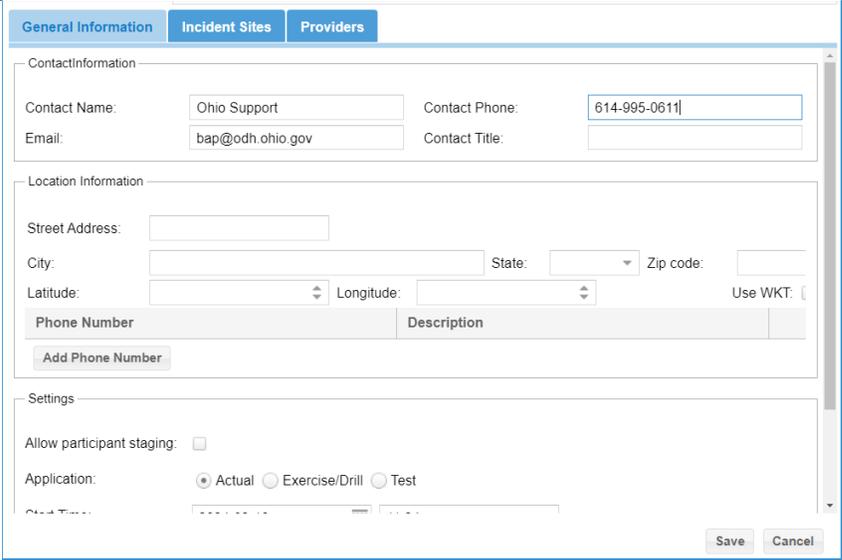
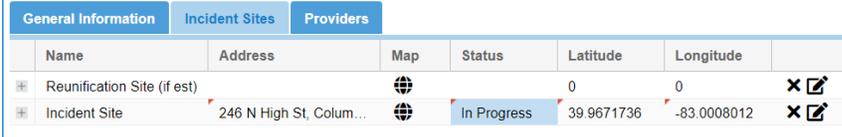
Complete the form as prompted. Details of each of the major Patient Forms are in the Logging Patients and Patient Forms section of this document.

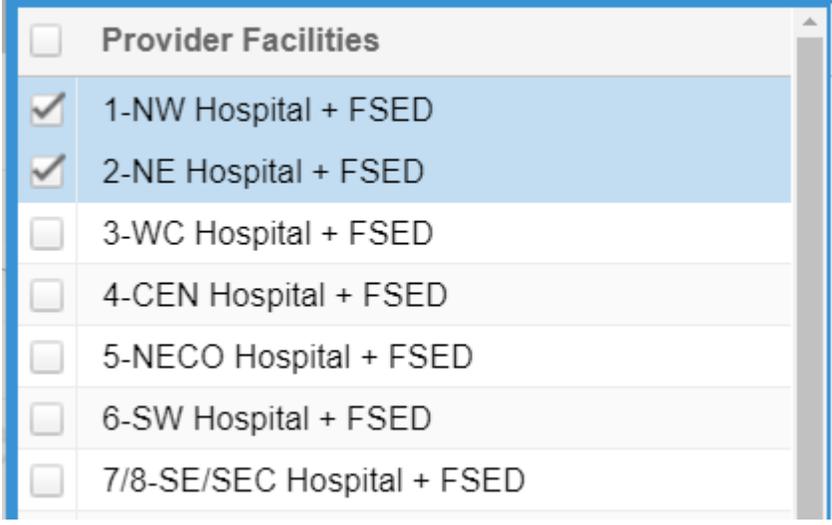
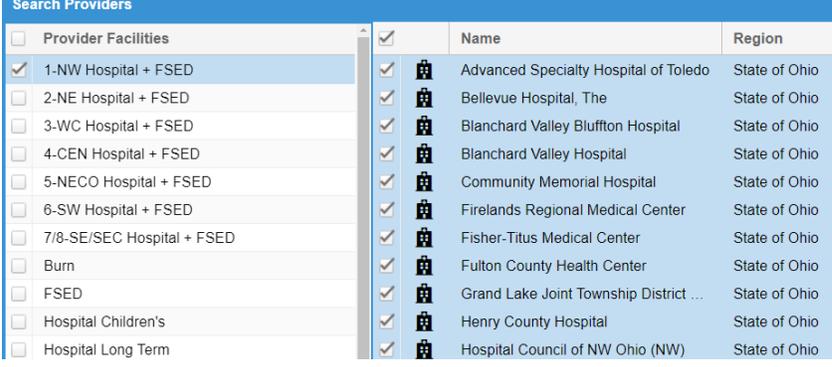
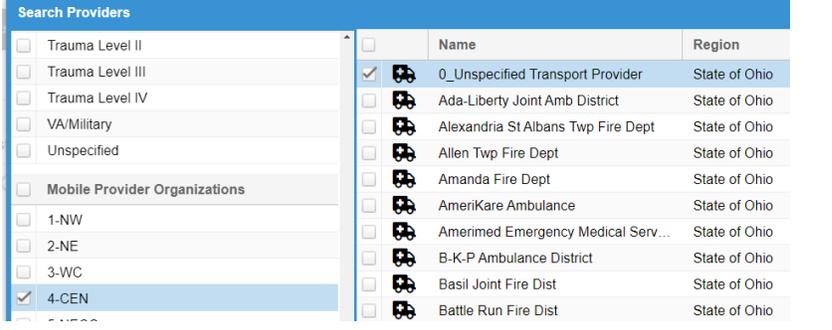
Option 2: Creating a new EMTrack Incident

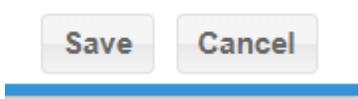
Generally, incidents should not be created outside of staff who understand the incident creation process well. Several steps can be challenging. If you are not confident in being able to create an incident, use the Standing Mass Casualty incident referenced in Option 1. EMTrack Incidents should only be created by users who understand the implications of incident creation, including participating facilities and the ability to generate an MCI alert in EMResource.

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/)	
2.	Click the Incidents tab.	
3.	Click Create Incident . The Create Incident window opens.	
4.	In the Incident Type list, click the type of incident you want to create and click Next.	
5.	Update Name to name the incident and the Description to provide additional details.	

Step	Detail	Screenshots																					
6.	Enter the Incident Location Information, select (Actual, Exercise/Drill) and other desired settings.																						
8.	Create Incident Sites if needed. Most templates already have one Incident Site programmed, but you may enter location information here.	 <table border="1" data-bbox="621 888 1463 989"> <thead> <tr> <th>Name</th> <th>Address</th> <th>Map</th> <th>Status</th> <th>Latitude</th> <th>Longitude</th> <th></th> </tr> </thead> <tbody> <tr> <td>Reunification Site (if est)</td> <td></td> <td></td> <td></td> <td>0</td> <td>0</td> <td> </td> </tr> <tr> <td>Incident Site</td> <td>246 N High St, Colum...</td> <td></td> <td>In Progress</td> <td>39.9671736</td> <td>-83.0008012</td> <td> </td> </tr> </tbody> </table>	Name	Address	Map	Status	Latitude	Longitude		Reunification Site (if est)				0	0		Incident Site	246 N High St, Colum...		In Progress	39.9671736	-83.0008012	
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7.	Click the Providers tab. A default transport provider is added to all incidents automatically.																						
8.	Click Add Provider to add transport providers, hospitals, or other healthcare resources.																						

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9.	<p>Search for the Hospital/FSED Providers to have Full access in the Incident. Use the “Hospital + FSED” groups to select the facilities that may participate.</p>																									
10.	<p>Select the destination facility or Provider Facilities to be involved.</p> <p>The top check box may be used to select all providers in the area selected.</p>	 <table border="1" data-bbox="974 840 1453 1186"> <thead> <tr> <th>Name</th> <th>Region</th> </tr> </thead> <tbody> <tr><td>Advanced Specialty Hospital of Toledo</td><td>State of Ohio</td></tr> <tr><td>Bellevue Hospital, The</td><td>State of Ohio</td></tr> <tr><td>Blanchard Valley Bluffton Hospital</td><td>State of Ohio</td></tr> <tr><td>Blanchard Valley Hospital</td><td>State of Ohio</td></tr> <tr><td>Community Memorial Hospital</td><td>State of Ohio</td></tr> <tr><td>Firelands Regional Medical Center</td><td>State of Ohio</td></tr> <tr><td>Fisher-Titus Medical Center</td><td>State of Ohio</td></tr> <tr><td>Fulton County Health Center</td><td>State of Ohio</td></tr> <tr><td>Grand Lake Joint Township District ...</td><td>State of Ohio</td></tr> <tr><td>Henry County Hospital</td><td>State of Ohio</td></tr> <tr><td>Hospital Council of NW Ohio (NW)</td><td>State of Ohio</td></tr> </tbody> </table>	Name	Region	Advanced Specialty Hospital of Toledo	State of Ohio	Bellevue Hospital, The	State of Ohio	Blanchard Valley Bluffton Hospital	State of Ohio	Blanchard Valley Hospital	State of Ohio	Community Memorial Hospital	State of Ohio	Firelands Regional Medical Center	State of Ohio	Fisher-Titus Medical Center	State of Ohio	Fulton County Health Center	State of Ohio	Grand Lake Joint Township District ...	State of Ohio	Henry County Hospital	State of Ohio	Hospital Council of NW Ohio (NW)	State of Ohio
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11.	<p>Scrolling down in the left pane, select the Mobile Provider Organizations.</p> <p>You may use the same process above to select all mobile providers in the region, to include mobile providers, EMA, American Red Cross, and Local Health Departments.</p>	 <table border="1" data-bbox="974 1239 1453 1543"> <thead> <tr> <th>Name</th> <th>Region</th> </tr> </thead> <tbody> <tr><td>0_Unspecified Transport Provider</td><td>State of Ohio</td></tr> <tr><td>Ada-Liberty Joint Amb District</td><td>State of Ohio</td></tr> <tr><td>Alexandria St Albans Twp Fire Dept</td><td>State of Ohio</td></tr> <tr><td>Allen Twp Fire Dept</td><td>State of Ohio</td></tr> <tr><td>Amanda Fire Dept</td><td>State of Ohio</td></tr> <tr><td>AmeriKare Ambulance</td><td>State of Ohio</td></tr> <tr><td>Amerimed Emergency Medical Serv...</td><td>State of Ohio</td></tr> <tr><td>B-K-P Ambulance District</td><td>State of Ohio</td></tr> <tr><td>Basil Joint Fire Dist</td><td>State of Ohio</td></tr> <tr><td>Battle Run Fire Dist</td><td>State of Ohio</td></tr> </tbody> </table>	Name	Region	0_Unspecified Transport Provider	State of Ohio	Ada-Liberty Joint Amb District	State of Ohio	Alexandria St Albans Twp Fire Dept	State of Ohio	Allen Twp Fire Dept	State of Ohio	Amanda Fire Dept	State of Ohio	AmeriKare Ambulance	State of Ohio	Amerimed Emergency Medical Serv...	State of Ohio	B-K-P Ambulance District	State of Ohio	Basil Joint Fire Dist	State of Ohio	Battle Run Fire Dist	State of Ohio		
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12.	<p>Once selected checkboxes next to the Providers, select “Full”, and click Add Provider.</p>																									

Step	Detail	Screenshots
13.	Click Save , this will start the Incident and allow patients to be tracked.	 A screenshot of a software dialog box. It features two buttons: 'Save' on the left and 'Cancel' on the right. The buttons are light gray with dark text. Below the buttons is a horizontal line, and a blue highlight is visible under the 'Save' button.

Questions regarding Patient Tracking and EMTrack may be directed to bap@odh.ohio.gov. For urgent requests, call 614-995-0611.