

**West Michigan Regional MCC
SYSTEM**

EMTrack® Utilization

Initial Date: **September 9, 2020**

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EMTrack® Utilization Policy

Adopting MCAs will have an “X” under their MCA name. If no “X” is present, the MCA has not approved or adopted the protocol.

Allegan	Barry	Clare	Ionia	Isabella	Kent	Mason
	X (on 5/24/21)		X		X	X
Montcalm	Muskegon	N. Central	Newaygo	Oceana	Ottawa	
X	X		X	X	X	

Purpose:

EMTrack® is a web-based application that is used throughout the State of Michigan, by each Region, to track patients from their point of entry into the medical system until they reach a hospital, or transfer between facilities, or for evacuation tracking. EMTrack® collects patient information and relays that information to the destination facility, along with any sent photos (vehicle damage, stroke assessment, 12-leads, labs, etc.), scanned driver’s licenses, and notes.

EMTrack® is HIPAA compliant at both the point of origin and the point of receipt of the inbound patient notification (IPN).

Data entry and access:

- A. Hospitals receiving EMS patients and participating on-duty EMS units within the region be logged into EMTrack 24/7/365.
- B. EMTrack® input
 - a. EMS is required to input an EMTrack® whenever a patient will be transported to a hospital ED from a scene
 - b. EMS is required to input all interfacility transfers which begin at one hospital and end at another hospital ED
 - c. EMS should input all interfacility transfers which begin at one hospital and end at another hospital but to a location other than the ED (cath lab, labor and delivery, burn center, radiology, or direct admit to a room, etc.)
 - d. EMS should input all transfers from hospitals to long term care facilities and transfers between long term care facilities.
- C. Required fields for entry
 - a. Select the most appropriate data form for the patient type
 - b. Incident involvement – Daily Tracking followed by the current year
 - c. Complaint category – choose the appropriate and accurate chief complaint/illness/injury
 - d. Notes – provide any data the hospital needs to know about the patient
 - e. Date of birth is required
 - f. Destination Location
 - g. ETA

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- D. Optional fields
- a. Patient identifying information allows hospitals to pre-register patients and pull old records. Since the application is HIPAA safe, when information is available, these fields should be completed.
 - b. Vital signs and measurements
 - c. Sepsis assessment – must be used when transporting a sepsis patient
 - d. Stroke assessment – select the CPSS or LAMS form to complete the stroke assessment used by local hospitals
 - e. Trauma assessment – used for all trauma patients (select anatomy, mechanism and special considerations)

User Access:

User access to the system has been established through the Regional Healthcare Coalition and is based on company affiliation. New personnel needing access at an existing agency or hospital should contact their Emergency Department Manager, Disaster Preparedness Manager/Coordinator or Dispatch Supervisor.

- A. EMS units are assigned general PIN access where login is accomplished through the agency/unit identifier and an assigned PIN. PIN access does not permit viewing of PHI once entered.
- B. Password level access may, depending on the assigned role, allow access to PHI. Data entered into the system exists under the same policy and statutory protections and confidentiality requirements as do other patient care records.
- C. If the need arises to have additional users added for a facility, please contact the Region 6 office.

Application Access:

Current users may access the EMTrack® web application by doing a browser search for EMTrack® login (in case the link changes in the future). Once there, enter your username and password/PIN. A mobile application is also available for free download to mobile devices. EMS units may have a local install the application if internet connectivity is unreliable. Login is the same for all methods of application access.

EMTrack® Patient Notifications:

EMResource® is the primary program through which Inbound Patient Notifications (IPN) alert in those Emergency Departments set up to receive these notifications.

- A. ONLY ED's should be set up to receive inbound patient notifications for their hospital.
- B. Hospital ED's must have EMResource® active 24/7/365 to receive IPNs and alerts.

User guides are available for hospital users and for EMS providers on utilization of EMTrack® and EMResource®.

Questions:

Contact your Regional Healthcare Coalition Coordinator's office if you have questions.