EMResource NEW User Information

Online Database for Communications, Notifications, Reporting Facility Status and Bed Availability
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Communications and Resource Management

Purpose: The Florida Department of Health provides Emergency Support Function 8 (ESF8) health and medical partner’s access to an interoperable, secure information sharing solution for determining health care facility status, bed availability and situational awareness. Section 408.821(4), Florida Statutes requires that licensed healthcare facilities providing residential or inpatient services use an online database approved by the Agency for Health Care Administration (AHCA) to report information regarding the provider’s emergency status, planning or operations. AHCA transitioned to EMResource in 2014, replacing the former Emergency Status System (ESS) for health care facility and bed availability reporting and for maintaining situational awareness and communications with local, regional and state emergency partners. The system is co-managed by the Department and AHCA.

Primary Features:
- Uses a direct interface for uploading of licensure data from AHCA’s VERSA database
- Performs text and email emergency event alerting, health alert broadcasting, be on the lookout messages from law enforcement and other notifications
- Provides method to enter and display bed availability and facility data comparable with the HAvBED data standards and definitions
- Allows for easy reporting for health care facility users
- Offers customized dashboards
- Provides dynamic jurisdictional Geographic Information Services (GIS) maps
- Uses color coded symbols based on status type
- Provides canned and dynamic reporting capability

Who Uses EMResource?
- Florida Department of Health
- Agency for Health Care Administration
- Healthcare Coalitions
- Health care facilities
- Local 911 call centers
- Local emergency medical services
- Local law enforcement
- Local emergency management
- Local community partners

<table>
<thead>
<tr>
<th>Year Implemented</th>
<th>Funding Source</th>
<th>Current User Count</th>
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<tbody>
<tr>
<td>2009</td>
<td>Office of the Assistant Secretary for Preparedness and Response (ASPR) Hospital Preparedness Program (HPP) Cooperative Agreements</td>
<td>13,000+</td>
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Authorities/Regulations
- Section 319C-2 Public Health Service Act as amended by the Pandemic and All Hazards Preparedness Reauthorization Act (PAHPPRA) of 2013, Public Law 113-5; Chapter 252, Florida Statutes - Emergency Management; Section 408.821(4), Florida Statutes – Emergency management planning; emergency operations

Future Planning
- Continue to market and provide training to expand partner use of EMResource throughout the state until transition to a new single statewide application for health care facility status, bed availability reporting and patient tracking in 2017.

Capability
- HPP Capability 6 - Information Sharing

Contact Information: For more information contact Janet.Collins@flhealth.gov or StateESF8.CPTS@flhealth.gov. In addition, visit https://www.intermedix.com/solutions/resource-management. AHCA licensed health care facilities, please contact EMResource@ahca.myflorida.com.
EMResource, what’s in it for me? – Public Health Partners and First Responders

- Provides current situational awareness and communications allowing the health department and ESF8 partners to anticipate needs and be proactive during day to day operations and mass casualty events.

- Promotes and improves communication between the health department, health care facilities, ESF8 partners and local and state Emergency Operations by use of the system’s alerting and instant messaging feature.

- Allows me to monitor and assist in locating facilities that can accommodate public health clients if a health department has damage or cannot provide services.

- Allows me to monitor current information on health care facilities, emergency department status, patient capacity, availability of staffed beds and available specialized treatment capabilities.

- Allows me to monitor health care facilities to know if they are damaged, need assistance or can accommodate patients from other damaged facilities.

- Allows me to have access to a database and dynamic GIS Mapping of health care facilities.
EMResource, what’s in it for me - Hospital?

Top 10 countdown reasons a hospital should maintain updated data and/or respond to EMResource Notifications:

10. It’s the law - F.S. 408.821 requires licensed facilities providing residential or inpatient services to utilize the AHCA approved online database to report information regarding emergency status, planning or operations. Failure to do so may result in administrative sanctions such as fines or adverse licensure actions.

9. Could result in additional funding for my facility if we are part of a local healthcare coalition.

8. Allows other facilities to know if we are available to assist if they are damaged or exceed capacity.

7. Allows me to see and locate facilities that can accommodate my patients if we have damage or exceed capacity.

6. Lets local and state emergency management know my facility is OK or if I need assistance.

5. Allows me to track resources and better respond to mass casualty incidents and public health events.

4. Promotes and improves communication among facilities, EMS, and local and state Emergency Operations and offers urgent health alerting and messaging.

3. Provides real time information on emergency department status, patient capacity, availability of staffed beds and available specialized treatment capabilities.

2. Reduces overcapacity at my facility by assisting local EMS in ensuring appropriate patient transport, directing patients to a facility that may be better available to provide quicker lifesaving services.

1. Helps to save lives by providing real-time situational awareness and communications allowing the hospital and EMS to be proactive during day to day operations and mass casualty events.
New User Instructions

Sample Adapted for Local Use

Your new user account has been created in EMResource. EMResource is an online Emergency Management tool, allowing for real time monitoring, reporting, and communication between the Florida Department of Health and Health and Medical Emergency Support Function partners and the Agency for Health Care Administration (AHCA) and its licensed facilities, during emergency events.

Username –

Temporary Password

Login Website: https://emresource.emsystem.com/login.jsp

Please go to the website above and login. Your username and password are case sensitive, so be sure to enter them just as written above.

The system will prompt you the first time to change your temporary password to your own personal one.

Select strong passwords. A password must be a minimum of eight characters in length and must include characters from three of the following four character sets:

- Lowercase letter
- Uppercase letters
- Numbers 0-9
- Any of the following special characters: – ! @ # $ % ^ & * ( ) { } [ ]

After resetting your password, at least one day must pass before you can change it again. After 10 unsuccessful attempts to access the system, you will be locked out. If this occurs, please contact:

(Enter the EMResource Administrator’s contact information and email address here)

Also, support is available 24/7 from Intermedix Support at 1-888-735-9559 and support@intermedix.com

Once you have changed your password, you will be directed to the Region Default View page, where you will see the name of the facility (or facilities) to which you have access.

The first time you log in, please follow the instructions below:

Security Question (Password Reset Protocol): In order to reset a forgotten password, you must have selected a security question. From the “Preferences” tab at the top of the screen, select the “Security Question” link.
Setting up a question and answer will help verify your identity should you forget your password. Once this has been done you will be able to use the “forgot password?” link on the login screen.

Once you have saved your security question and answer you will return to your Region Default View page.

From here you can view a facility’s page by clicking on the facility name. The facility page displays a variety of status information about the facility. To return to the Region Default View, click the link that says “back to view” found at the top right corner of every facility page.

If you have been given rights to update information for a facility you will receive more detailed information for updating data.
From the Region Default page, use the bar at the top of the page to move through the system. Options available to you will depend on the roles and responsibilities you have been assigned.

**EMResource Help Center - Training and Resources**

EMResource help and training and resources can be found online in the EMResource Help Center. From your default home page, select the “Help Center” link from the top right side of the screen.

In the Help Center you can find step by step instructions, videos and reference guides.
Training Videos

Training videos for EMResource are now available online through the Intermedix Training Portal. Videos include monthly webinars and specific topics related to EMResource and other applications offered by Intermedix. Examples of videos are resetting passwords, setting profiles, updating status types, creating incidents or events, building dashboards, adding patients, incident management, building IRG’s, adding contacts and running reports. Additional videos, including more EMResource topics, will be added as these training videos are completed. Intermedix updates or adds new videos as updates to applications or new products are released.

Below are the steps to access the Intermedix training portal.

1. Go to: https://learning.intermedix.com
2. A user account must be created to access the training videos.
3. Is this your first time here?
   a. If no, log into the learning portal and proceed to step 4.
   b. If yes, select “Log in” - upper right corner
      i. Select “Create new account” in lower right corner
      ii. Follow the instructions to create a new account
      iii. Proceed to step 4.
4. Starting at the Home page
   a. Scroll down to the Public Health & Healthcare category
   b. Select “Application Training (EMTrack, eICS, EMResource)
   c. Select the appropriate application (EMTrack, eICS or EMResource)
   d. Select the type of training you wish to view
   e. Select the training topic or session you wish to view.
5. The training portal also includes Florida specific EMResource training. To access the Florida Specific Training, Starting at the Home page
   a. Scroll down to the Public Health & Healthcare category
   b. Select “Customer Specific Training”
   c. Select “Florida Specific Training”
   d. To access the Florida Specific Training, you will need a password. If your EMResource Administrator has not provided you with the password, please contact the Department of Health at StateESF8.CPTS@flhealth.gov.
   e. Enter the password, hit enter, and then select the type of training you wish to view
   f. Select the training topic or session you wish to view.

Contact the Intermedix Support center at support@intermedix.com or 888-735-9559 with any questions or problems accessing the portal.

Please email [Enter the appropriate email address here - EMResource Administrator’s email address, EMResource@ahca.myflorida.com or StateESF8.CPTS@flhealth.gov] with questions or concerns related to your user account.
Adding a Cell Phone to your EMResource User Information to Receive Text Notifications

Log on to EMResource at https://emresource.emsystem.com. You will be taken to your Regional Default Page.

Hover over “Preferences” in the bar along the top of the page and select “User Info.”

In the field that says “Text Pager Addresses” enter your 10 digit cell phone number followed by @ and your cell phone provider standard Email address.

Following are common cell phone provider addresses
Alltel @message.alltel.com
AT&T @txt.att.net
Boost Mobile @myboostmobile.com
Comcast @comcastpcs.textmsg.com
Nextel @messaging.nextel.com
Sprint @messaging.sprintpcs.com
T-Mobile @tmomail.net
Qwest @qwestmp.com
U.S. Cellular @email.uscc.net
Verizon @vtext.com

If your cell phone carrier is not one of the above, check with your provider or google “Cell phone Email Addresses.”

Once you have added your cell phone text address, hit the “Save” button at the bottom of the page.
Updating HAvBED Status Types

When a HAvBED status event notification is received, the HAvBED status types (bed availability information) must be updated during the time period indicated in the event notification instructions provided, even if you have recently updated these statuses prior to receiving the event notification. Below are instructions on how to update your facility’s HAvBED statuses.

To update your facility’s statuses, SELECT the “Update Status” icon key 🎉 which is located to the left of your facility’s name on the bed poll event view:
To update all values (associate the current update timestamp with all values), select “Select All” on the upper left:

Update each bed availability category to current values. If your facility has no beds available in any category, please make sure there is a **zero** entered in the field:
Scroll down and click “Save” to update all values and ensure that the date and time stamp is updated to reflect the user who updated and validated the information: