

## ISDH-EMS Service Bridge

### Quick Start Guide

ImageTrend EMS Registry has optional features that will help reduce the time necessary to complete your run forms. Prior to completing your first run form, it is suggested that you decide which of these features you are likely to use on a regular basis. Since these features are discretionary, you as the Service Administrator must enable them or enter certain information for it to show up on the run form from a drop down box. This Quick Start Guide will cover all those areas where you can personalize certain areas on the run form just for your Service. This includes;

- Activating the Repeat Patient feature (page 1).
- Adding a repeat patient (page 3).
- Updating information on a repeat patient (page 7).
- Adding crew members and their appropriate information. This will include their name, level and role. This information will allow you to select from a drop down box who was on scene, who administered medication, who performed procedures, who took vitals and who interpreted/administered an EKG (page 8).
- Editing information on crew members and their appropriate information (page 12).
- Setting up EMS shifts (page 15).
- Editing an existing EMS shift (page 16).
- Adding Zone(s)/District(s) (page 18).
- Editing Zone(s)/District(s) (page 19).
- Adding Vehicle(s) call sign and number (page 21).
- Editing Vehicle(s) call sign and number (page 22).
- Adding Vehicle dispatch location(s) (page 24).
- Editing Vehicle dispatch location(s) (page 26).
- Adding Favorite pick up location(s) (page 28).

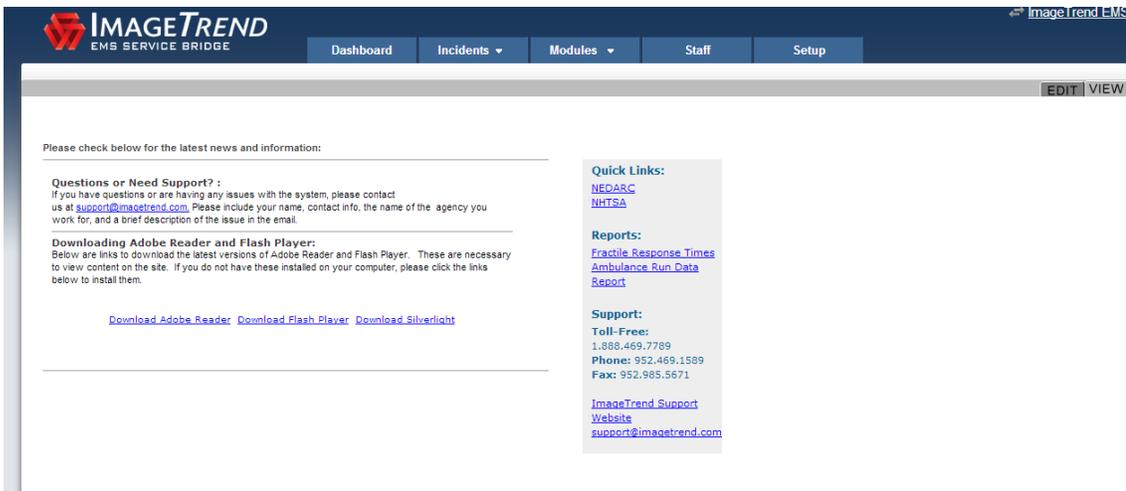
Please review these optional features and decide which will be of help to you. After you have implemented your choices, begin filling out the run forms.

**Activating The Repeat Patient Feature-** This feature is designed to keep records for patients who you frequently encounter. This allows you to quickly pull saved information about those patients, rather than entering certain information each time you run on the patient. This feature allows you to populate much of the run sheet with information including their;

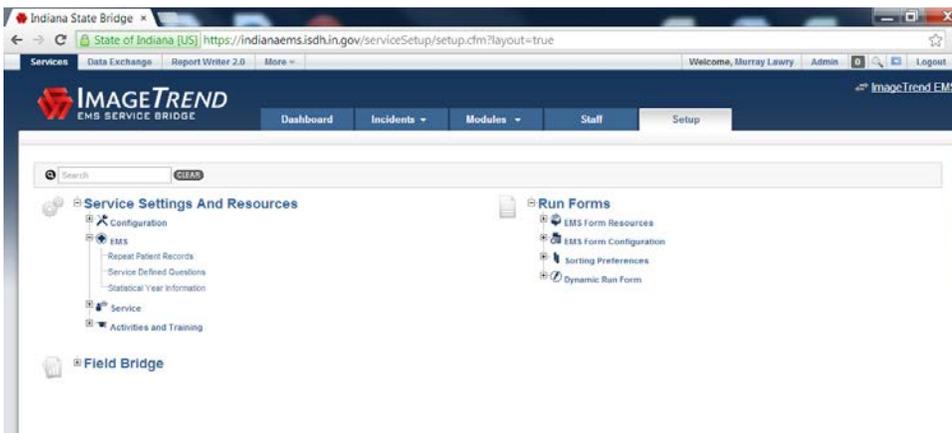
- Name (first, middle, and last)
- Demographics (address, DOB, suffix, age, gender, weight, race, SSN, ethnicity, state issuing drivers license, drivers license number, postal code, home address, phone number)
- Allergies
- Current Medications
- Medical History
- Billing
- Guardian
- Closest Relative
- Insurance Information

If you want this option on your Run Sheet, you must first turn on the *repeat patient* feature by:

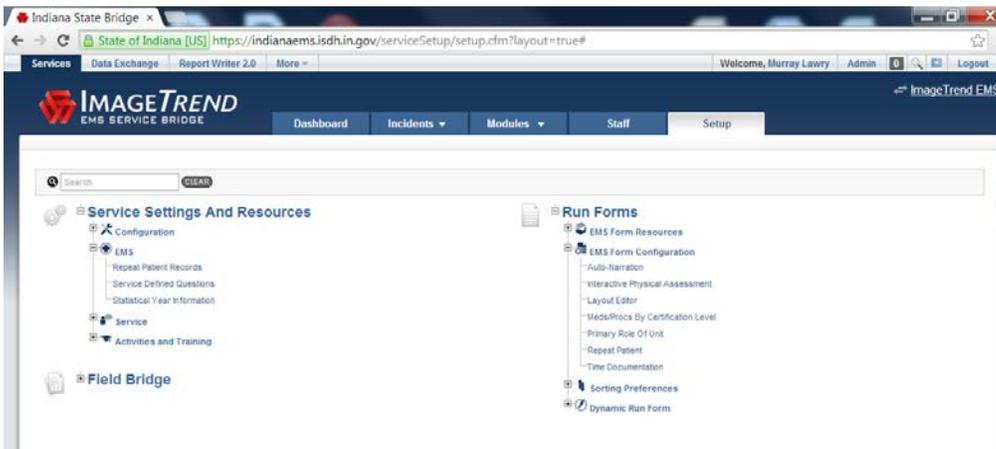
- Click the *Setup* tab, located in the upper right of the screen, after you first log in.



➤ You will then see this screen.



- Under the *Run Forms* section, click *EMS Form Configuration*. A sub-menu appears.
- Select *Repeat Patient*.



➤ The *Repeat Patient Setup* page appears.

**Repeat Patient Setup**

Turning the Repeat Patient option on will allow the user to select a patient from a list of existing patients. Patient Demographic, Billing Information, Insurance Information, Current Medication, Medical History, Medication Allergies, and Environmental/Food Allergies information will then be auto-populated from the selected patient's most current record.

Repeat Patient:  On  Off

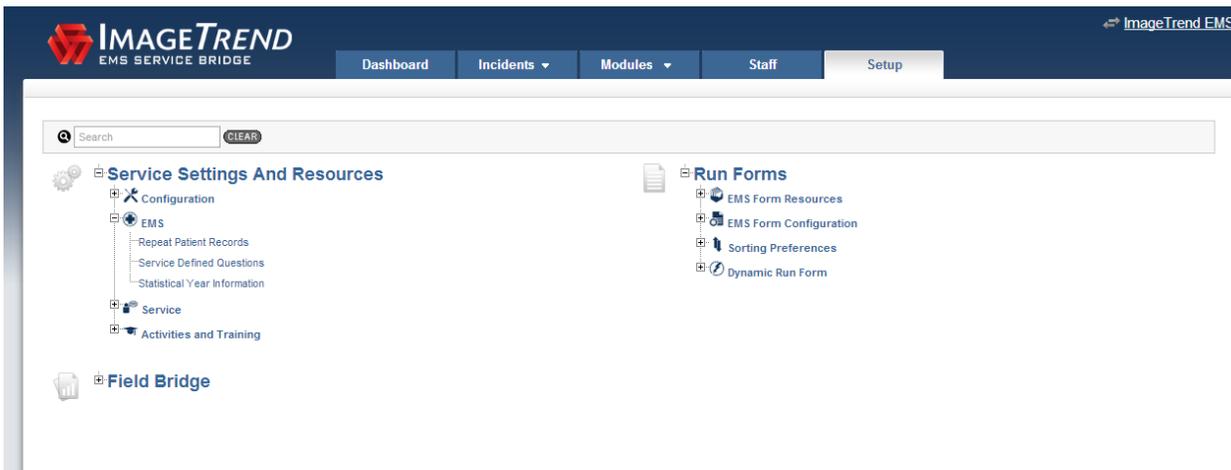
Enter the number of days before a repeat patient becomes inactive.

Deactivate Repeat Patient After:  Days

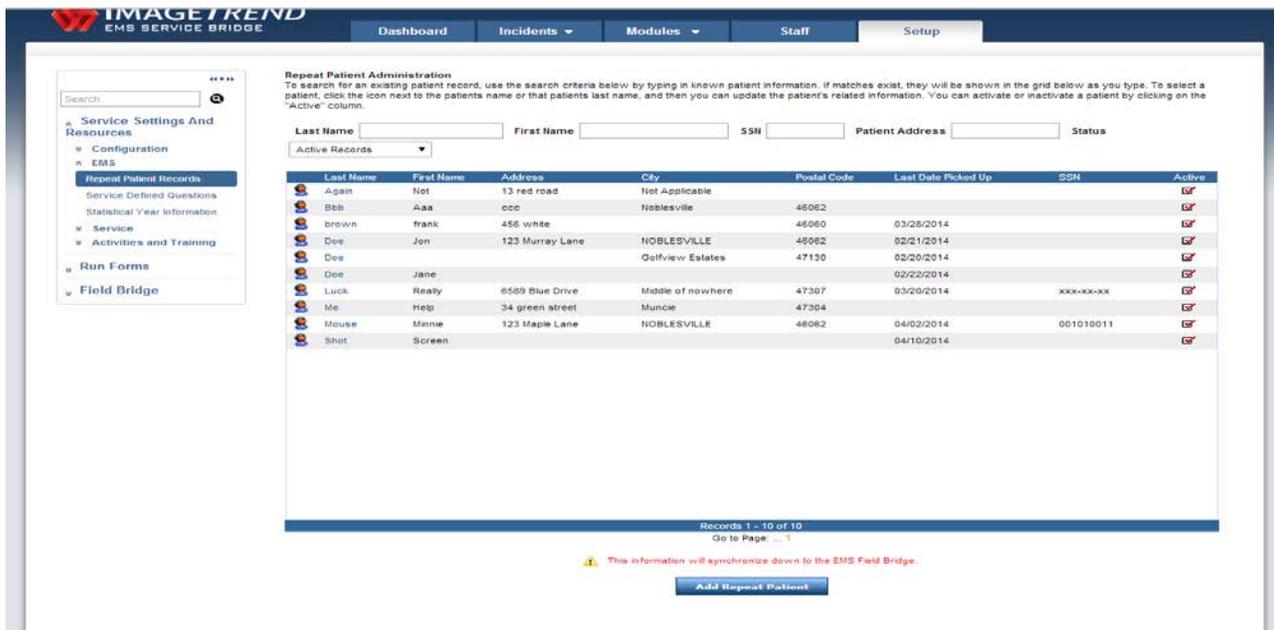
- In the first section, select whether the repeat patient feature should (on) or should not (off) be available for use.
- **OPTIONAL:** In the *Deactivate Repeat Patient After* section, type the number of days after which a repeat patient should be deactivated if not treated or transported or leave blank and the patient will remain in your system indefinitely. **Note:** you can always reactivate a patient at a later date.
- Click *OK*. The settings are saved.

## Adding A New Repeat Patient File To The Run Form-

- Click the *Setup* tab.
- Under the *Service Settings and Resources* section, select *EMS*. A sub-menu appears.



- Select *Repeat Patient Records*. The *Repeat Patient Administration* box appears. This box was taken from the training section, so you box will be empty.



- To create information for a **new Repeat Patient**, fill in the *Last Name*, *First Name*, *SSN (if known)* and/or *Patient Address* boxes. (Leave the Status box as “Active Records”).
- Go to the bottom of the screen and click **Add Repeat Patient**.

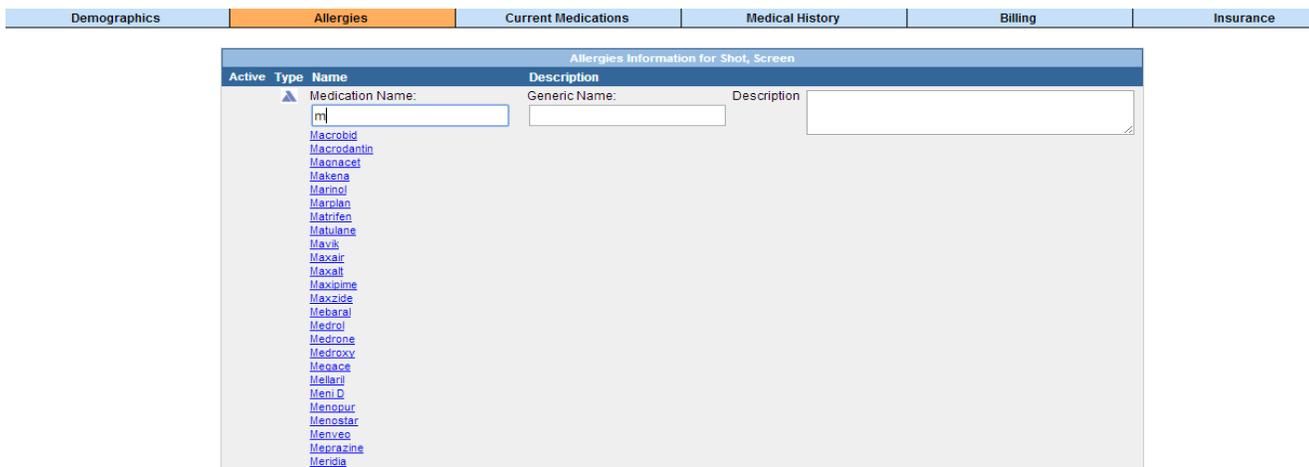
The tab for the *Demographics* will automatically open.

- In the *Demographics* tab, enter information regarding the *patient's name, address, etc.*
- Click *Save Demographics Information*.
- ✓ **Note-** After adding information or making any future changes in each tab, click *Save (Tab Name) Information* at the bottom of the screen before switching to a new tab. **WARNING:** If information is not saved before opening/switching to a new tab, any information your entered *will be lost*.

- After saving your information in the Demographics tab, click the *Allergies* tab. This tab requires you to enter information regarding their possible allergies to both Medication and Environmental/Food. When you go to the Allergies tab, it defaults to Medication Allergy.



Enter information about any allergies by typing in the name of the medication. A drop down box will appear to allow you to choose from the appropriate selections.



- Select the appropriate Medication name and it will appear in the Medication Name box, along with its Generic Name and Description. Click Save Medication. If they have allergies to other medications, repeat this process. Once you have added all the medications and selected Save Medication, click the Environmental/Food Allergy radio button. The selection process is the same. Once you have completed all allergies to Environmental/Food select Save Environmental box.
- Once you have saved the information, click the *Current Medications* tab.



- Begin by typing the drug in the *Name* box and a drop box will appear. Select the name of the medication. The complete name of the Medication will appear, along with its generic name and description. You must add the dosage, unit and route. Select Save Current Medication. Once you do this, the note **No Patient Medication** will disappear. If they take other medications, repeat the process until all medications are listed. Be sure to save the information before entering the next medication.

- After saving the Medication information, click the *Medical History* tab.

Demographics	Allergies	Current Medications	Medical History	Billing	Insurance
--------------	-----------	---------------------	-----------------	---------	-----------

Medical History Information for Doe, Jon Active

No Medical History Information Available

- Hypercholesterolemia
- Patient Denies PMH
- Unable to Obtain PMH
- Parent/Guardian Denies PMH
- Asthma
- Amputee
- Cancer - Bone
- Cancer
- Cancer - Breast
- Cancer - Colon

Other Past Medical History

- From the scroll box, select all known medical history options. **HINT:** To select multiple options, press and hold *Ctrl* while clicking each option.
- Click *Save Medical History Info*.

Click the *Billing* tab.

Demographics	Allergies	Current Medications	Medical History	Billing	Insurance
--------------	-----------	---------------------	-----------------	---------	-----------

Billing Information for Shot, Screen

Primary Method of Payment:

Work Related:

Response Urgency:

CMS Service Level:

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**Closest Relative Guardian Information**

Last Name:

First Name:

Middle Name:

Relationship:

Same as Patient Address / Telephone

Address:

Postal Code:

City:  County:  State:

Telephone #:

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**Employer Information**

Employer Name:

Employer Address:

Postal Code:

City:  County:  State:

Employer Phone #:

Occupation:

Industry:

- Enter information for billing the patient, including *Closest Relative Guardian Information*.
- When finished, click *Save Billing Information*

- Click the *Insurance* tab.

Demographics Allergies Current Medications Medical History Billing **Insurance**

Insurance Information for Shot, Screen

Active	Insurance	Priority	Relationship	Group ID	Policy ID
No Insurance Information Listed					

Billing Priority:

Insurance Name:

Insurance Address:

Postal Code:

City:  County:  State:

Group ID/Name:

Policy ID Number:

Last Name of the Insured:

First Name of the Insured:

Middle Name of the Insured:

Date of Birth:  /  /

Relationship to Insured:

- Enter the patient's insurance information.
- Click *Save Insurance*. Once you save, the note No Insurance Information Listed will disappear.
- When finished, click *Close* and it will take you back to the box for Repeat Patient Administration option.

IMAGE TREND EMS SERVICE BRIDGE

Dashboard Incidents Modules Staff Setup

Repeat Patient Administration

To search for an existing patient record, use the search criteria below by typing in known patient information. If matches exist, they will be shown in the grid below as you type. To select a patient, click the icon next to the patient's name or that patient's last name, and then you can update the patient's related information. You can activate or inactivate a patient by clicking on the "Active" column.

Last Name:  First Name:  SSN:  Patient Address:  Status:

Active Records

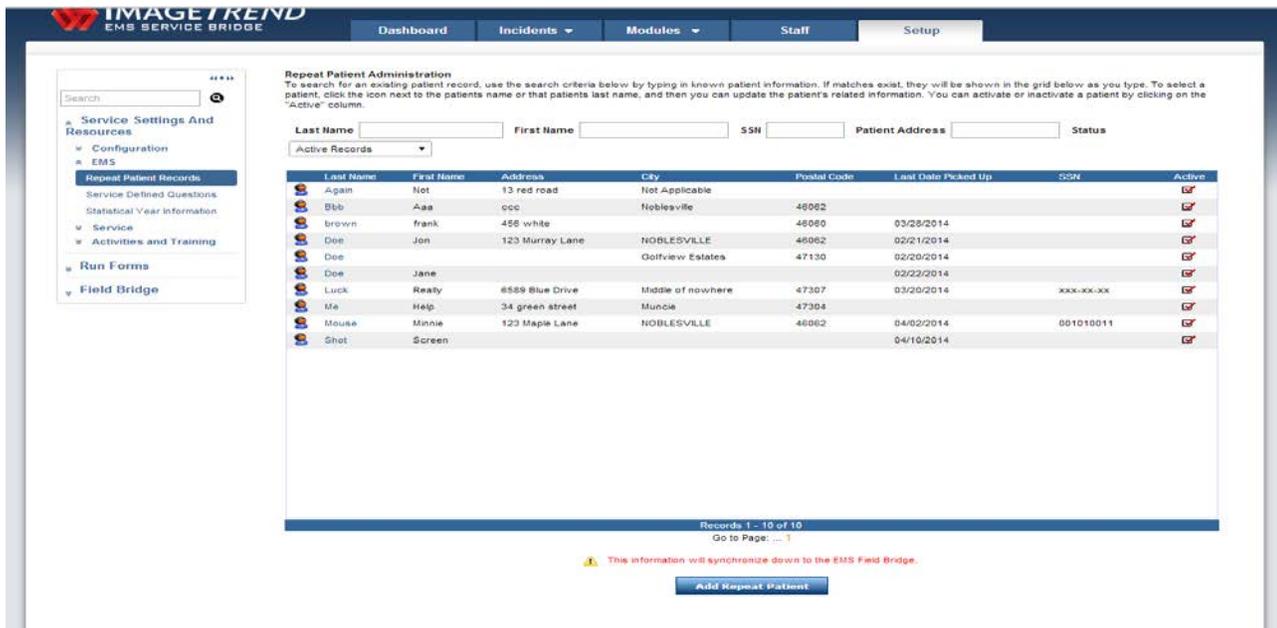
Last Name	First Name	Address	City	Postal Code	Last Date Picked Up	SSN	Active
Again	Not	13 red road	Not Applicable				<input type="checkbox"/>
Dbb	Aaa	ccc	Noblesville	46062			<input type="checkbox"/>
brown	frank	456 white		46060	03/28/2014		<input type="checkbox"/>
Doe	Jon	123 Murray Lane	NOBLESVILLE	46062	02/21/2014		<input type="checkbox"/>
Dee		Gotfview Estates		47130	02/20/2014		<input type="checkbox"/>
Dee	Jane				02/22/2014		<input type="checkbox"/>
Luck	Reaty	6589 Blue Drive	Middle of nowhere	47307	03/20/2014	xxx-xx-xx	<input type="checkbox"/>
Me	Help	34 green street	Muncie	47304			<input type="checkbox"/>
Mhouse	Minnie	123 Maple Lane	NOBLESVILLE	46062	04/02/2014	001010011	<input type="checkbox"/>
Shot	Screen				04/10/2014		<input type="checkbox"/>

Records 1 - 10 of 10  
Go to Page: ... 1

This information will synchronize down to the EMS Field Bridge.

**Updating Information on a Repeat Patient-** In the future, you may need to *make changes* to the profile of a Repeat Patient whose information you have already entered into the system.

- You need to open the *Repeat Patient Administration* box to make changes to a patient record. Follow the steps listed above for Adding a New Repeat Patient to the Run Form. (Set up tab, Service Settings & Resources, EMS, Repeat Patient Records)



- To **view or edit** a particular record, click the left icon or patient's last name. The patient's record appears in a new window.
- Open the appropriate tab(s) and make the necessary changes.
- **NOTE:** After making changes in each tab, click Save (Tab Name) Information before moving on or your changes *won't be saved*.

## Adding crew member name(s) and other appropriate information for the run sheet-

This feature allows you to choose crew members name(s) from drop down boxes to automatically complete various sections on the run form. This would include;

- Responding Personnel- Including their name, level and role.
- Who administered medication
- Who performed any procedures
- Who took vital signs
- Who interpreted or administered an EKG

**Note=** You can use Image Trend to help supervise your staff by tracking their work history, certifications, issued equipment, emergency contact information and many other areas. However in this Quick Start Guide we will only explain *what is required* for you to add in order for the appropriate information to *show up* on the run sheet and give them the ability to complete run sheets. This required information is in the box called *Certifications* and in the box called *Permissions*. If this is all you want, complete this information within these two boxes and then click Back To Staff List.

- After you log in, you will see the *Staff* box.
- Click the *Staff* tab and the *View Staff Info* box will appear. At this point in time, your name may be the only one listed, unless you have already registered Crew Members. The box shown below is from the training program.

Search by Name or Cert #    Active

ImageTrend EMS - View Staff Info											
Last Name	First Name	Position	City	State	Work Phone	Email	Active	Locked	Training	Field Bridge User	
aaa	aaa			MN			Active				
Admin	Service			MN			Active			<input checked="" type="checkbox"/>	
Admin	Adim						Active				
Againtest	test			MN			Active				
Barker	Tony		INDIANAPOLIS	IN	(317) 232-0719	tbarker@iot.in.gov	Active				
Brown	Mike			MN			Active				
dude	quick			MN			Active				
eddie	fast			MN			Active			<input checked="" type="checkbox"/>	
eeeeeeeeee	greg			MN			Active			<input checked="" type="checkbox"/>	
ems	mike			MN			Active				
Filla	Paul			MN		paufila@yahoo.com	Active				
freeman	jim			MN		jfreeman@ambulancebill.us	Active				
Gluesing	Jordan			MN		jgluesing@imagetrend.com	Active			<input checked="" type="checkbox"/>	
Lambert	Pat			MN			Active				
ll	kkk			MN			Active				
Melby	Amy						Active				
Mouse	Mickey			MN			Active				
paramedic	chuck			MN			Active				
Rescue	Ricky			MN			Active				
Smith	Brandy			MN			Active				

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➤ Click +Add User in the upper right of the box.

**Name**

First Name  \* Middle Name

Last Name  \* Name Viewable Publicly

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**Contact Information**

Street Address

Postal Code

City  State

Home Phone  Cell Phone

Work Phone  Pager

E-mail

(NOTE: Your email address will be used to look up forgotten login information)

E-mail Notifications  Yes  No

---

**Demographic Information**

Date of Birth  mm/dd/yyyy

SSN  -  -

Driver's License Number

Gender

Race

Ethnicity

---

**Picture**

Upload Picture  No file chosen

Remove Current Picture

\* Required Fields

- At a **minimum** you must enter their First Name, Last Name, and email address. (If you don't enter their email address and they forget their password, the Forgot Password option is useless)
- Click **OK**
- The *Employment Information* box will then appear. *Nothing is required* to be entered here. Click the **OK** Box at the bottom of the screen when you are ready.

The screenshot shows the 'Employment Information' form in the ImageTrend EMS Service Bridge. The form is divided into several sections:

- Personal Information:** Personnel ID, Payroll ID (with a note: "A 6-digit max number used by some third party payroll vendors."), Badge #, Rank or Grade, Position.
- Employment Dates:** Start Date and End Date for Rank or Grade and Position.
- Employment Status:** Full Time Paid Employee (dropdown), Status Date, End Date.
- Service Information:** Total Length of Service (years), Active Service Years (0 years).
- Roles and Responsibilities:** Primary Contact, Medical Director, Operations Officer, Inspector, Permit Plan Reviewer, QA/QI Reviewer (all Yes/No radio buttons).
- Primary Job Role:** A dropdown menu.
- Other Responsibilities:** A list box with options like Administrator/Manager, Driver/Pilot, Educator/Preceptor, Fire Suppression, First-Line Supervisor, Law Enforcement, Not Applicable, Not Recorded.
- Degree Subject / Field Of Study:** A list box with options like Agriculture and Natural Re, Architecture and Related, Area, Ethnic, Cultural, and Biological and Biomedical, Business, Communication, Journalism, Communications Technolo, Computer and Information.
- Stations:** Best One, Brand New (checkboxes).

- The *Certifications* box will appear.

The screenshot shows the 'Certifications' form in the ImageTrend EMS Service Bridge. The form is divided into several sections:

- National Registry:** Click Here to Edit National Registry Certification Info. Fields: Credentialed (dropdown), State (dropdown), Primary Certification ID, Certification Date (mm/dd/yyyy), Expiration Date (mm/dd/yyyy).
- State:** Click Here to Edit State Certification Info. Fields: Certification Level (dropdown), Initial Certification Date (mm/dd/yyyy).
- Agency:** Click Here to Edit Agency Certification Info. Fields: Same As Above (checkbox), Certification Level (dropdown), Certification Date (mm/dd/yyyy), Expiration Date (mm/dd/yyyy).
- Primary Role:** (dropdown).
- Additional EMS Certifications:** A table with columns: Action, Certification ID, EMS Certification Level, Active, Cert. Date, Exp. Date, Delete. Below the table, it says "No EMS Certification Info Added".
- Form Fields:** Certification Level (dropdown), Active (Yes/No dropdown), Certification ID, Certification Date (mm/dd/yyyy), Expiration Date (mm/dd/yyyy).
- Buttons:** Save EMS Certification, Back to Staff List, OK, Delete.
- Footnote:** \* Required Fields

- In this box, *certain things are required* if you want their certification level and role to appear on the run sheet. Select [Click Here to Edit National Registry Certification Info](#) and then select an option from the drop down box and make a selection. Select [Click Here to Edit State Certification Info](#) and add their PSID number. (However, you can put any ID in this box).
  - Go to the *Certification Level* drop down box and select their skill level.
  - Select [Click Here to Edit Agency Certification Info](#), select Same As Above (if accurate).
  - Select *Certification Level* from the drop down box.
  - Select *Primary Role* from the drop down box.
  - When you are finished, click *OK*.
- Click the *Permissions* tab (system doesn't automatically move to this box).

The screenshot shows the 'Permissions' tab for a staff member named 'garven, fred'. The form contains the following sections:

- Login Information:**
  - User ID:
  - Password:   Verify  \*
  - Permission Group:  \*
  - Reset User Password:
- Account Status:**
  - Current Status:  Active  Inactive (NOTE: Only system administrators can reactivate staff)
  - Lock Status:  Unlock  Lock
- Field Bridge Permissions:**
  - Administer Field Bridge ?
  - Post ?
- Synchronize Staff Record:**
  - Needs a State Licensure ID to be synchronized to Field Bridge

Buttons at the bottom:

\* Required Fields

- Certain boxes *must be completed* in order for your staff to log into Image Trend to complete run sheets. Assign them a *User ID* and *Password*. The password must be at least 5 characters in length and include at least one capital letter.
- Note- Complete this box only if you want that staff member to have access to ImageTrend for completing run sheets. If you only want that staff member to show up as an option in a drop down box on your run sheet, leave this box blank.
- Go to the *Permission Group* and select what rights they should have. (If you select *Service Administrator*, they will have the same rights you have).
- Click *Reset User Password* box so that the first time they log into the system they will have to change the password you assigned them to a more secure one of their choosing.
- Click *OK*.
- The *Emergency Contacts* box will appear.

Setup > Account Management > garven, fred

Demographics Employment Certifications Permissions **Emergency Contacts** Training Documents

Last Name	First Name	Middle Name	Address	Home Phone	Work Phone	Cell Phone	Relationship	Contact Order
No Emergency Contacts Have Been Recorded								

First  Middle  Last  
 Same as Staff Member's Home Address  
 Address  
 City  
 State:   
 Zip  
 Home Phone:  Work Phone:   
 Cell Phone:  Pager:   
 Relationship:   
 Contact Priority Order:   
 Notes:

[Back to Staff List](#) [Save Contact](#)

- **Nothing is required** to be entered in this box. Once you are done with this box, click *Save Contact*.
- Click on the *Training* tab (system doesn't automatically move to this box). Nothing is required to be entered in this box.

Setup > Account Management > garven, fred

Demographics Employment Certifications Permissions Emergency Contacts **Training** Documents

Training Dates:  to  [Continue](#)

[Manage Fred Garven's Continuing Education Records](#)  
 No certification records available

ImageTrend Service Bridge v6

- Click on the *Documents* tab (system doesn't automatically move to this box). Nothing is required to be entered in this box. Basically this box allows you to electronically attached documents to their file.

Setup > Account Management > garven, fred

Demographics Employment Certifications Permissions Emergency Contacts Training **Documents**

Document Name	Category	Description	Date Updated	Delete
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**Add or Update a Document**  
 Document:  No file chosen  
 Description:   
 Category:

[Back to Staff List](#) [Upload](#)

Then click *Back to Staff List*.

## Editing crew member name(s) and other appropriate information for the run sheet-

- After you log in, you will see the *Staff* box.
- Click the *Staff* tab and the *View Staff Info* box will appear. The box shown below is from the training program.

ImageTrend EMS - View Staff Info

Last Name	First Name	Position	City	State	Work Phone	Email	Active	Locked	Training	Field Bridge User
aaa	aaa			MN			Active			
Admin	Service			MN			Active			<input checked="" type="checkbox"/>
Admin	Adim						Active			
Againtest	test			MN			Active			
Barker	Tony		INDIANAPOLIS	IN	(317) 232-0719	tbarker@iot.in.gov	Active			
Brown	Mike			MN			Active			
dude	quick			MN			Active			
eddie	fast			MN			Active			<input checked="" type="checkbox"/>
eeeeeeeeeee	greg			MN			Active			<input checked="" type="checkbox"/>
ems	mike			MN			Active			
Filla	Paul			MN		pauffila@yahoo.com	Active			
freeman	jim			MN		jfreeman@ambulancebill.us	Active			
garven	fred			MN			Active			
Gluesing	Jordan			MN		jgluesing@imagetrend.com	Active			<input checked="" type="checkbox"/>
Lambert	Pat			MN			Active			
lll	kkk			MN			Active			
Melby	Amy						Active			
Mouse	Mickey			MN			Active			
paramedic	chuck			MN			Active			
Rescue	Ricky			MN			Active			

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- Select the crew member whose information you want to modify by clicking on their last name or the paper and pencil icon to the left of their last name. We will select Last Name aaa by clicking their last name.

Enterprise User Information

<b>Name:</b>	
First Name:	aaa
Last Name:	aaa
<b>Employment Information</b>	
Personnel ID:	
Primary Contact:	No
Medical Director:	No
Service Director:	No
Inspector:	No
Plan Reviewer:	No
<b>Contact Information:</b>	
Street Address:	, MN

[Back to Staff List](#) [Edit](#)

ImageTrend Service Bridge v6.

- Click the *Edit* box.

<b>Name</b>	
First Name <input type="text" value="aaa"/> * <a href="#">View Log</a>	Middle Name <input type="text"/>
Last Name <input type="text" value="aaa"/> * <a href="#">View Log</a>	Name Viewable Publicly <input type="checkbox"/>
<b>Contact Information</b>	
Street Address <input type="text"/>	
Postal Code <input type="text"/>	<input type="button" value="Update Now"/>
City <input type="text"/>	State <input type="text" value="MN"/>
<input type="button" value="Lookup"/>	
Home Phone <input type="text"/>	Cell Phone <input type="text"/>
Work Phone <input type="text"/>	Pager <input type="text"/>
E-mail <input type="text"/>	
<small>(NOTE: Your email address will be used to look up forgotten login information)</small>	
E-mail Notifications <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>Demographic Information</b>	
Date of Birth <input type="text"/>	<small>mm/dd/yyyy</small>
SSN <input type="text"/>	- <input type="text"/> - <input type="text"/>
Driver's License Number <input type="text"/>	
Gender <input type="text"/>	
Race <input type="text"/>	
Ethnicity <input type="text"/>	
<b>Picture</b>	
Upload Picture <input type="button" value="Choose File"/>	No file chosen
Remove Current Picture <input type="checkbox"/>	

\* Required Fields

You will then see all the available option boxes for any information on this crew member you have listed. (Demographics, Employment, Certifications, Permissions, Emergency Contacts, Training and Documents)

Since the Demographics box opens first, the change we will make for this training example is crew member aaa changed his first name. We will just change his old first name (aaa) to Fred by deleting the old information and typing in the new information.

Click the OK box.

After clicking the OK box, Image Trend will take you to the next box. (Employment) Since this was the only change we wanted to make, just hit the *Back to Staff List* box. (If you want to make changes to other boxes, make the change(s), click OK each time and when finished click *Back to Staff* box.)

Crew member last name aaa now has his new first name and it will correctly appear in the drop down box on the run sheet.

ImageTrend EMS SERVICE BRIDGE

Dashboard Incidents Modules Staff Setup

Search by Name or Cert # [GO] [CLEAR] Active Other Filters [Add User]

ImageTrend EMS - View Staff info

Last Name	First Name	Position	City	State	Work Phone	Email	Active	Locked	Training	Field Bridge User
aaa	Fred			MN			Active			
Admin	Service			MN			Active			
Admin	Adim						Active			
Againtest	test			MN			Active			
Barker	Tony		INDIANAPOLIS	IN	(317) 232-0719	tbarker@iot.in.gov	Active			
Brown	Mike			MN			Active			
dude	quick			MN			Active			
eddie	fast			MN			Active			
eeeeeeeeee	greg			MN			Active			
ems	mike			MN			Active			
Filla	Paul			MN		paulfilla@yahoo.com	Active			
freeman	jim			MN		jfreeman@ambulancebill.us	Active			
garven	fred			MN			Active			
Gluesing	Jordan			MN		jgluesing@imagetrend.com	Active			
Lambert	Pat			MN			Active			
lll	kkk			MN			Active			
Melby	Amy						Active			
Mouse	Mickey			MN			Active			
paramedic	chuck			MN			Active			
Rescue	Ricky			MN			Active			

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**Setting Up EMS Shifts-** You can select how you want a *Shift* name to show up on the run sheet. To add this option;

- After you log in, click the *Setup* tab.
- Under the *Service Settings and Resources* section, select *Service*. A sub-menu appears.
- Under *Service*, select *EMS Shifts*. The *EMS Shift Setup* page appears. The box shown is from the training section, so you box will be empty.

ImageTrend EMS SERVICE BRIDGE

Dashboard Incidents Modules Staff Setup

Search

Service Settings And Resources

- Configuration
- EMS
- Service
  - EMS Shifts**
  - Favorite Locations
  - Service Information
  - Stations
  - Vehicles
  - Zones/Districts
  - QA/QI Questions
- Activities and Training
- Run Forms
- Field Bridge

EMS Shift Setup

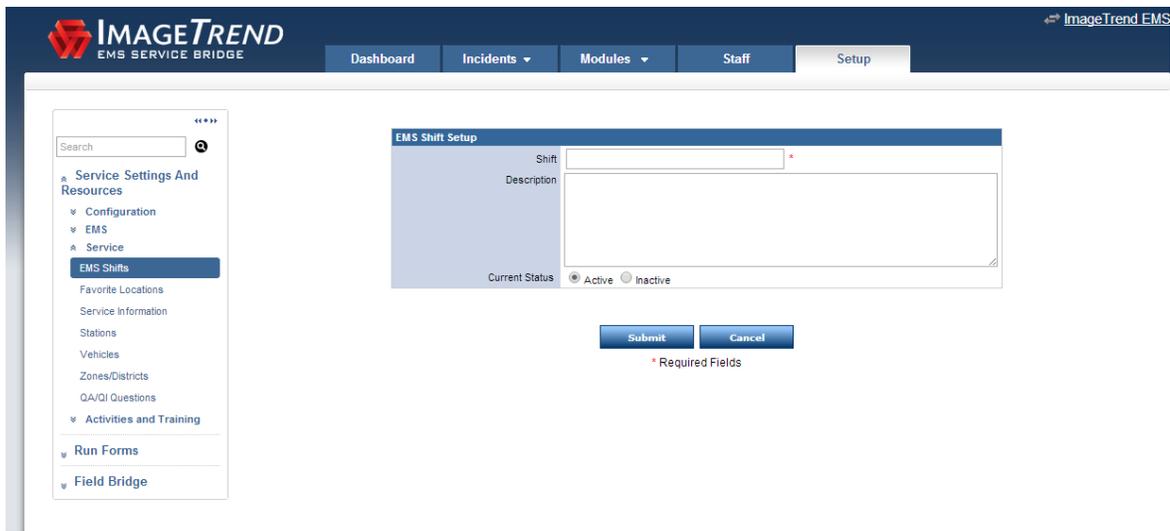
Enter the EMS Shifts that you like to be displayed as choices on the run form.

Shift	Description	Active
em0	A Monday, Wednesday, Friday evenings Dont forget we switch to daylight savings time this Monday.	<input checked="" type="checkbox"/>
em1	B Tuesdays, Thursday, and Saturdays - afternoon	<input checked="" type="checkbox"/>
em2	Day Shift Day shift is from 7A to 7P	<input checked="" type="checkbox"/>
em3	Newbe Artic Conditions Exist	<input checked="" type="checkbox"/>
em4	Night Shift Runs from 7p to 7a.	<input checked="" type="checkbox"/>
em5	R Forth Friday, 24 hrs	<input checked="" type="checkbox"/>

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Add New Shift

➤ To add a new shift, click the *Add New Shift* box.



- We will add new shift on 3rd of the month and its 24 hours.



## Editing an Existing EMS Shifts- You can edit or add comments to an existing EMS Shift.

- Select the *Setup* tab.
- Under the *Service Settings and Resources* section, select *Service*. A sub-menu appears.
- Under *Service*, select *EMS Shifts*. The *EMS Shift Setup* page appears.

ImageTrend EMS SERVICE BRIDGE

Dashboard Incidents Modules Staff Setup

Search

Service Settings And Resources

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  - EMS Shifts**
  - Favorite Locations
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  - Stations
  - Vehicles
  - Zones/Districts
  - QA/QI Questions
- Activities and Training
- Run Forms
- Field Bridge

EMS Shift Setup

Enter the EMS Shifts that you like to be displayed as choices on the run form.

Shift	Description	Active
<a href="#">edit</a> A	Monday, Wednesday, Friday evenings Dont forget we switch to daylight savings time this Monday.	<input checked="" type="checkbox"/>
<a href="#">edit</a> B	Tuesdays, Thursday, and Saturdays - afternoon	<input checked="" type="checkbox"/>
<a href="#">edit</a> Day Shift	Day shift is from 7A to 7P	<input checked="" type="checkbox"/>
<a href="#">edit</a> Newbe	Artic Conditions Exist	<input checked="" type="checkbox"/>
<a href="#">edit</a> Night Shift	Runs from 7p to 7a.	<input checked="" type="checkbox"/>
<a href="#">edit</a> R	Forth Friday, 24 hrs	<input checked="" type="checkbox"/>
<a href="#">edit</a> Thu	Third Thursday of Month, 24 hrs.	<input checked="" type="checkbox"/>

Records 1-8 of 8  
Go to Page: ... 1

Add New Shift

➤ To *edit* an existing shift, click the corresponding *edit* button. (We will select the *Newbe Shift*)

ImageTrend EMS SERVICE BRIDGE

Dashboard Incidents Modules Staff Setup

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EMS Shift Setup

Shift: Newbe \*

Description: Artic Conditions Exist

Current Status:  Active  Inactive

Submit Delete Cancel

\* Required Fields

- We can change anything about the shift, including the name, description and if still active. We will just add something to the description. We will add *Wear Warm Clothes*.
- Make your additions and click the *Submit* box.

## Adding Zone(s)/District(s)- If your Service Area is large enough, you can divide it up to include reference areas.

- Select the *Setup* tab.
- Under the *Service Settings and Resources* section, select *Service*. A sub-menu appears.
- Click *Add Zone/District*. The *Zone/District Setup* page appears.

- To **add** a new Zone/District, click the +Add Zone District button in upper right of screen. A new box opens.

➤ Add the new *Zone/District* Setup information, hit *Save* and then *Back*. As an example, we will add a Central Zone.

The screenshot shows the ImageTrend EMS Service Bridge interface. The top navigation bar includes 'Dashboard', 'Incidents', 'Modules', 'Staff', and 'Setup'. A sidebar on the left lists 'Service Settings And Resources' with sub-items like 'Configuration', 'EMS', 'Service', 'EMS Shifts', 'Favorite Locations', 'Service Information', 'Stations', 'Vehicles', 'Zones/Districts', 'QA/QI Questions', 'Activities and Training', 'Run Forms', and 'Field Bridge'. The main content area displays a table titled 'Zone/District Setup' with columns for 'Zone/District Number', 'Description', 'EMS', 'Target Performance Times (Mins)', and 'Active'. The table contains four rows: 'Central' (Middle of Town), 'North' (north side of Scottsburg), 'Over State Line' (Runs to Il.), and 'South'. A '+ Add Zone/District' button is in the top right. At the bottom of the table, it says 'Records 1-4 of 4' with navigation links for 'First', 'Previous', 'Next', 'Last', and a 'Per Page' dropdown set to '10'.

**Editing Zone(s)/District(s)-** To *Edit* the information listed for an *existing* Zone/District, go to The *Zone/District* box. (Described above)

This screenshot is identical to the one above, showing the 'Zone/District Setup' table. The 'Central' row is highlighted, indicating it is selected for editing. The rest of the interface, including the navigation bar and sidebar, remains the same.

➤ Click on the icon on the left of the screen or the Zone/District Number. For this example, we will modify the information for Central. After selecting Central, you will get this box.

Search

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- Zones/Districts**
- QA/QI Questions
- Activities and Training
- Run Forms
- Field Bridge

### Zone/District Setup

\*Zone/District Number:

Description:

EMS Zone/District:  Yes  No

Target Performance Time (min):

Active:  Yes  No

Enter the Zone/District Numbers that you like to be displayed as choices on the run form.  
The Target Performance Time is used to demonstrate how often a department is meeting their response goals.

➤ Let's say we are giving Central a portion of North's' area. So we will make that notation. Click save and back.

Search

**Service Settings And Resources**

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### Zone/District Setup

\*Zone/District Number:

Description:

EMS Zone/District:  Yes  No

Target Performance Time (min):

Active:  Yes  No

Enter the Zone/District Numbers that you like to be displayed as choices on the run form.  
The Target Performance Time is used to demonstrate how often a department is meeting their response goals.

➤ The Zone/District Setup will now look like;

Search

**Service Settings And Resources**

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[+ Add Zone/District](#)

Zone/District Number	Description	EMS	Target Performance Times (Mins)	Active
<input type="checkbox"/> Central	Middle of Town, including Green Street	<input checked="" type="checkbox"/>		Yes
<input type="checkbox"/> North	north side of Scottsburg	<input checked="" type="checkbox"/>		Yes
<input type="checkbox"/> Over State Line	Runs to IL	<input checked="" type="checkbox"/>		Yes
<input type="checkbox"/> South		<input checked="" type="checkbox"/>		Yes

Records 1-4 of 4 | [First](#) | [Previous](#) | [Next](#) | [Last](#) | Per Page 10

**Adding vehicle(s) call sign and number-** If you have multiple vehicles, you can add them so they appear in a drop down box. To add these options;

- Select the *Setup* tab.
- Under the *Service Settings and Resources* section, select *Service*. A sub-menu appears.
- Under *Service*, select *Vehicles*.
- This box will appear. (Yours will be blank. This box is from a training section)

The screenshot shows the 'Vehicles' page in the ImageTrend EMS Service Bridge. The top navigation bar includes 'Dashboard', 'Incidents', 'Modules', 'Staff', and 'Setup'. The left sidebar shows 'Service Settings And Resources' with 'Vehicles' selected. The main area displays a 'Vehicle List' table with columns: Sort Order, Vehicle ID, Call Sign, Station, Category, Status, Mileage, and Sort. The table contains five rows of vehicle data. At the bottom of the table, it shows 'Records 1-5 of 5' and pagination controls.

Sort Order	Vehicle ID	Call Sign	Station	Category	Status	Mileage	Sort
1	2	2	Best One	EMS	Active		
2	Medic 1 02	Medic 1	Station 1	EMS	Active		
3	Test	Test	Station 1	EMS	Active		
4	asdfasdf	asdfasdf	Station 1	EMS	Inactive		
5	33	A22	Best One	EMS	Active		

- To add a vehicle, click the *+Add A Vehicle* button. The following box will appear.

The screenshot shows the 'Vehicle Information' form in the ImageTrend EMS Service Bridge. The form has several fields: '\*Unit/Vehicle Number' (required), '\*Unit Call Sign', '\*Default for EMS Reports' (dropdown), '\*At Station' (dropdown), 'Purchase Date' (calendar), 'Initial Cost' (text), 'Make', 'Model', 'Year', 'Serial Number', 'State of Registration' (dropdown), and 'Active Status' (radio buttons for Active and Inactive). There are 'OK' and 'Cancel' buttons at the bottom. A red asterisk indicates required fields.

- The boxes for Unit/Vehicle Number, Unit Call Sign, Default for EMS Reports and At Station are required. All the other boxes are optional. We will add a new vehicle called Fastest One.
- Click *Ok* when done.

Search

GO CLEAR

+ Add A Vehicle Update Sort Order

Sort Order	Vehicle ID	Call Sign	Station	Category	Status	Mileage	Sort
1	2	2	Best One	EMS	Active		
2	Medic 1 02	Medic 1	Station 1	EMS	Active		
3	Test	Test	Station 1	EMS	Active		
4	asdfasdf	asdfasdf	Station 1	EMS	Inactive		
5	33	A22	Best One	EMS	Active		
6	123	Fastest One	Best One	EMS	Active		

Records 1-6 of 6 | First | Previous | Next | Last | Per Page 10

**Editing a vehicle call sign and number-**At some point in time, you may need to edit a vehicle you have listed.

- Click the *Setup* tab.
- Under the *Service Settings and Resources* section, select *Service*. A sub-menu appears.
- Under *Service*, select *Vehicles*.
- This box will appear. (Yours will be blank. This box is from a training section)

Search

GO CLEAR

+ Add A Vehicle Update Sort Order

Sort Order	Vehicle ID	Call Sign	Station	Category	Status	Mileage	Sort
1	2	2	Best One	EMS	Active		
2	Medic 1 02	Medic 1	Station 1	EMS	Active		
3	Test	Test	Station 1	EMS	Active		
4	asdfasdf	asdfasdf	Station 1	EMS	Inactive		
5	33	A22	Best One	EMS	Active		
6	123	Fastest One	Best One	EMS	Active		

Records 1-6 of 6 | First | Previous | Next | Last | Per Page 10

- We will edit the first vehicle listed, which is vehicle 2, assigned to Station *Best One*.
- To edit information for a particular vehicle, click *Edit* icon (Paper and Pen) for that vehicle. A summary of the vehicle information appears.

➤ Click *Edit*. The box to make the changes appears.

- Using the provided fields, enter any new or different information desired. We will change the Unit/Vehicle by adding =A.
- When finished, click *OK*.

- Then click the *Back* box.

**Adding Vehicle Dispatch Location(s)**- If you have multiple locations from which you dispatch, you can add the locations in a drop down box. To add this option;

- Select the *Setup* tab.
- Under the *Service Settings and Resources* section, select *Service*. A sub-menu appears.
- Under *Service*, select *Stations*.
- This box will appear. This box was taken from the training program, so yours will be blank.

Station Number	Station Name	Address	City	State	Zip	Phone	Status	Default Station
1	Station 1						Not Active	<input type="checkbox"/>
2	Station 2						Active	<input type="checkbox"/>
3	Best One	55 rrr	indy				Active	<input checked="" type="checkbox"/>
4	Brand New						Active	<input type="checkbox"/>
5	Cinco		Jeffersonville	IN			Active	<input type="checkbox"/>

- To put in a new location, click the Add a Station button and this box will appear.
- Enter the information you want into the fields. However the information for Station Number and Station Name are required.
- We will add 55 and Example Station.

Search

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### Station

\*Station Number

\*Station Name

Street Address

City

State

Postal Code

Telephone Number

Primary Contact

Station Fax

Zone Number

Zone/District

Latitude

Longitude

Active Status  Active  Inactive

\* required

- When finished, click the *Save* box.
- You will get the following box.

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Name	
Station Number:	55
Station Name:	Example Station
Contact Information	
Address	
Phone	
Primary Contact	
Fax	
Location Information	
Zone Number:	
Latitude:	0.0
Longitude:	0.0

- Click the *Back* button.

Search (Station Name):  Go

Station Number	Station Name	Address	City	State	Zip	Phone	Status	Default Station
1	Station 1						Not Active	<input type="checkbox"/>
2	Station 2						Active	<input type="checkbox"/>
3	Best One	55 rrr	indy				Active	<input checked="" type="checkbox"/>
4	Brand New						Active	<input type="checkbox"/>
5	Cinco		Jeffersonville	IN			Active	<input type="checkbox"/>
55	Example Station						Active	<input type="checkbox"/>

Records 1-6 of 6  
Go to Page: 1

[Add a Station](#) [Clear Default Station](#)

- Note= If you have multiple stations, but primary dispatch from a mail station, check the Default Station. If you do this will be the one which shows up on your run sheet, unless you pull down the box and select another.

**Editing vehicle dispatch locations=** You may need to change the information on file for your stations. To do this;

- Select the *Setup* tab.
- Under the *Service Settings and Resources* section, select *Service*. A sub-menu appears.
- Under *Service*, select *Stations*.
- This box will appear. This box was taken from the training program.

Search (Station Name):  Go

Station Number	Station Name	Address	City	State	Zip	Phone	Status	Default Station
1	Station 1						Not Active	<input type="checkbox"/>
2	Station 2						Active	<input type="checkbox"/>
3	Best One	55 rrr	indy				Active	<input checked="" type="checkbox"/>
4	Brand New						Active	<input type="checkbox"/>
5	Cinco		Jeffersonville	IN			Active	<input type="checkbox"/>
55	Example Station						Active	<input type="checkbox"/>

Records 1-6 of 6  
Go to Page: 1

[Add a Station](#) [Clear Default Station](#)

- To amend the information for any of the *Stations* listed, click on the appropriate Red Ambulance symbol or the Station Name for the Station you want to modify. For our training we will modify Station 2 by selecting it.

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Run Forms

Field Bridge

Name	
Station Number:	2
Station Name:	Station 2
Contact Information	
Address:	
Phone:	
Primary Contact:	
Fax:	
Location Information	
Zone Number:	
Latitude:	0.0
Longitude:	0.0

Click the *Edit* box.

**ImageTREND** EMS SERVICE BRIDGE

Dashboard Incidents ▾ Modules ▾ Staff Setup

Station

\*Station Number:

\*Station Name:

Street Address:

City:

State:

Postal Code:

Telephone Number:

Primary Contact:

Station Fax:

Zone Number:

Zone/District:

Latitude:

Longitude:

Active Status:  Active  Inactive

\* required

Make your changes and select the *Save* box.

Search

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  - Vehicles
  - Zones/Districts
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- Field Bridge

**Name**

Station Number: 2=A  
Station Name: Station 2=A

**Contact Information**

Address  
Phone  
Primary Contact  
Fax

**Location Information**

Zone Number:  
Latitude: 0.0  
Longitude: 0.0

Back | Edit

- Then click the *Back* box.
- Note= For training purposes, we have also determined that most of our runs are dispatched from this station, so I will click the Default Station box for this station so that it will automatically appear on the run sheet.

**Adding Favorite Pick Up Locations-** Favorite locations allow users to select a city from a list and automatically complete the county, state and postal code information on a run form. To have this option;

- Select the *Setup* tab.
- Under the *Service Settings and Resources* section, select *Service*. A sub-menu appears.
- Under *Service*, select *Favorite Locations*. The *Favorite Location Setup* box appears.
- This box was taken from the training section, to you box will be empty.

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**Favorite Location Setup**

Enter the location that you like to be displayed as choices on the run form.

	City	County	State	Postal Code	Status
	Burnsville	Dakota	MN	55337	<input checked="" type="checkbox"/>
	Carmel	Hamilton	IN	46032	<input checked="" type="checkbox"/>
	COLUMBUS	BARTHOLOMEW	IN	47201	<input checked="" type="checkbox"/>
	Fort Wayne	Allen	IN	46800	<input checked="" type="checkbox"/>
	Fun City	Boone	IN	56789	<input checked="" type="checkbox"/>
	Golfview Estates	Clark	IN	47130	<input checked="" type="checkbox"/>
	Greenbriar	Marion	IN	46260	<input checked="" type="checkbox"/>
	JEFFERSONVILLE	CLARK	IN	47130	<input checked="" type="checkbox"/>
	LAKEVILLE	DAKOTA	MN	55044	<input checked="" type="checkbox"/>
	Middle of nowhere	Delaware	IN	47307	<input checked="" type="checkbox"/>
	MUNCE	DELAWARE	IN	47304	<input checked="" type="checkbox"/>
	SOUTH BEND	ST JOSEPH	IN	46801	<input checked="" type="checkbox"/>
	tombstone	Hamilton	IN	45668	<input checked="" type="checkbox"/>
	WESTFIELD	HAMILTON	IN	46074	<input checked="" type="checkbox"/>

Records 1-14 of 14

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Add New Favorite Location

- Click *Add New Favorite Location* box. The *Favorite Location Setup* page appears.

**Favorite Location Setup**

Postal Code  **Update Now**

City  **Lookup**

County

State

City FIPS

County FIPS

State FIPS

Current Status  Active  Inactive

If you are unable to find the city you are looking for, click the button below to add a new one.

**Add New City**

**Submit** **Back**

- In the *Postal Code* text box, type the zip code for the desired location and click *Update Now*.
- For our training, we will use 47747 for Evansville.
- Once you enter the Postal Code (ZIP Code), all the boxes are automatically populated.

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**Favorite Location Setup**

Postal Code  **Update Now**

City  **Lookup**

County

State

City FIPS

County FIPS

State FIPS

Current Status  Active  Inactive

If you are unable to find the city you are looking for, click the button below to add a new one.

**Add New City**

**Submit** **Back**

Then select the *Submit* box.

Search

Service Settings And Resources

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**Favorite Location Setup**

Enter the location that you like to be displayed as choices on the run form.

City	County	State	Postal Code	Status
<input type="button" value="edit"/>	Burnsville	Dakota	MN 55337	<input checked="" type="checkbox"/>
<input type="button" value="edit"/>	Carmel	Hamilton	IN 46032	<input checked="" type="checkbox"/>
<input type="button" value="edit"/>	COLUMBUS	BARTHOLOMEW	IN 47201	<input checked="" type="checkbox"/>
<input type="button" value="edit"/>	Evansville	Vanderburgh	IN 47747	<input checked="" type="checkbox"/>
<input type="button" value="edit"/>	Fort Wayne	Allen	IN 46800	<input checked="" type="checkbox"/>
<input type="button" value="edit"/>	Fun City	Boone	IN 56789	<input checked="" type="checkbox"/>
<input type="button" value="edit"/>	Golfview Estates	Clark	IN 47130	<input checked="" type="checkbox"/>
<input type="button" value="edit"/>	Greenbriar	Marion	IN 46260	<input checked="" type="checkbox"/>
<input type="button" value="edit"/>	JEFFERSONVILLE	CLARK	IN 47130	<input checked="" type="checkbox"/>
<input type="button" value="edit"/>	LAKEVILLE	DAKOTA	MN 55044	<input checked="" type="checkbox"/>
<input type="button" value="edit"/>	Middle of nowhere	Delaware	IN 47307	<input checked="" type="checkbox"/>
<input type="button" value="edit"/>	MUNCIE	DELAWARE	IN 47304	<input checked="" type="checkbox"/>
<input type="button" value="edit"/>	SOUTH BEND	ST JOSEPH	IN 46601	<input checked="" type="checkbox"/>
<input type="button" value="edit"/>	tombstone	Hamilton	IN 45668	<input checked="" type="checkbox"/>
<input type="button" value="edit"/>	WESTFIELD	HAMILTON	IN 46074	<input checked="" type="checkbox"/>

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[Add New Favorite Location](#)

- Evansville will now appear as an option on the drop down box in the run sheet.

This concludes the Quick Start Guide. For additional feature set-up, contact EMS Registry Manager Murray Lawry, at [mlawry@isdh.in.gov](mailto:mlawry@isdh.in.gov)