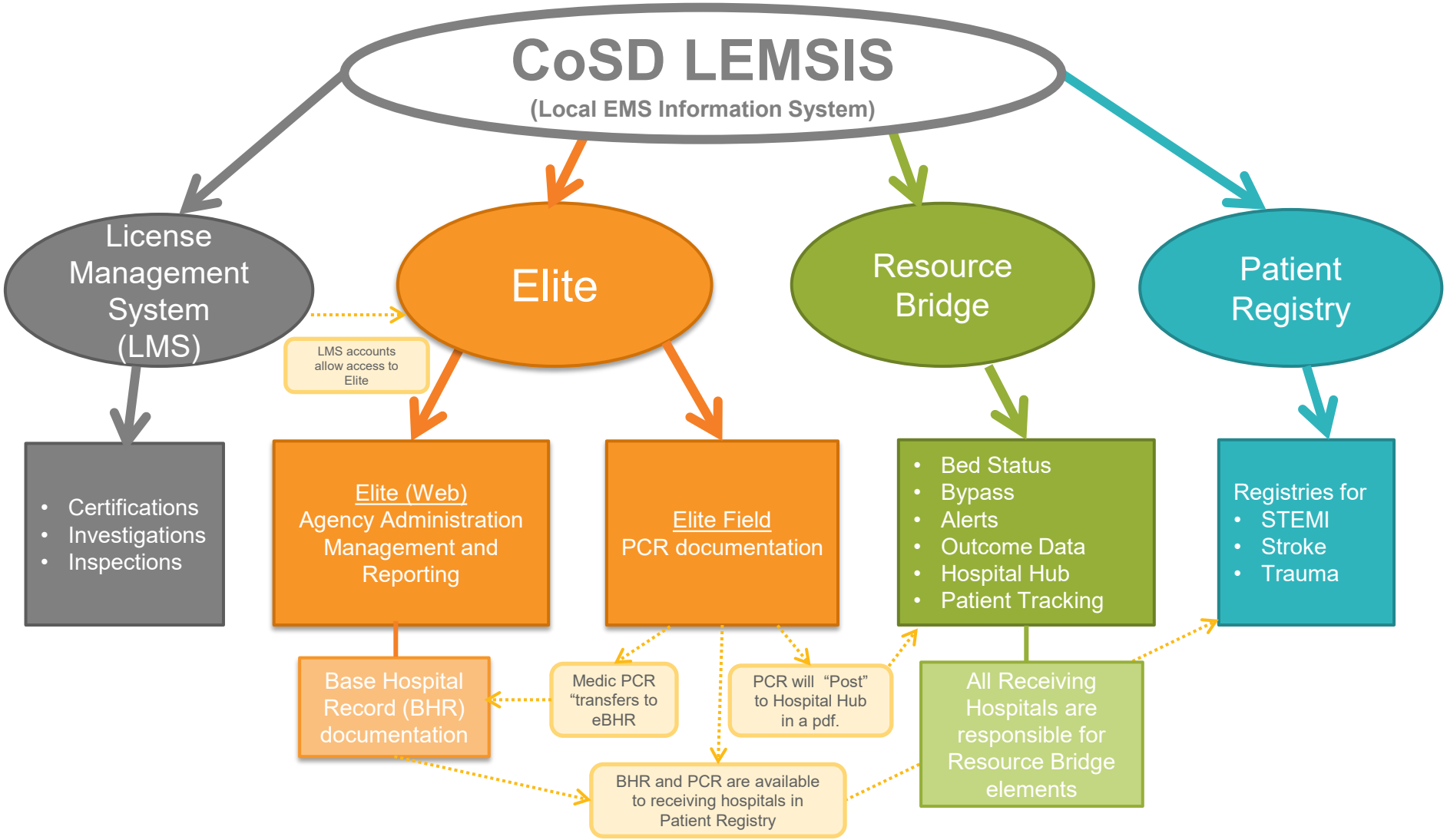
County of San Diego
Emergency Medical Services
Local Emergency Medical Services Information System (LEMSIS)

SANDIEGOCOUNTY.GOV

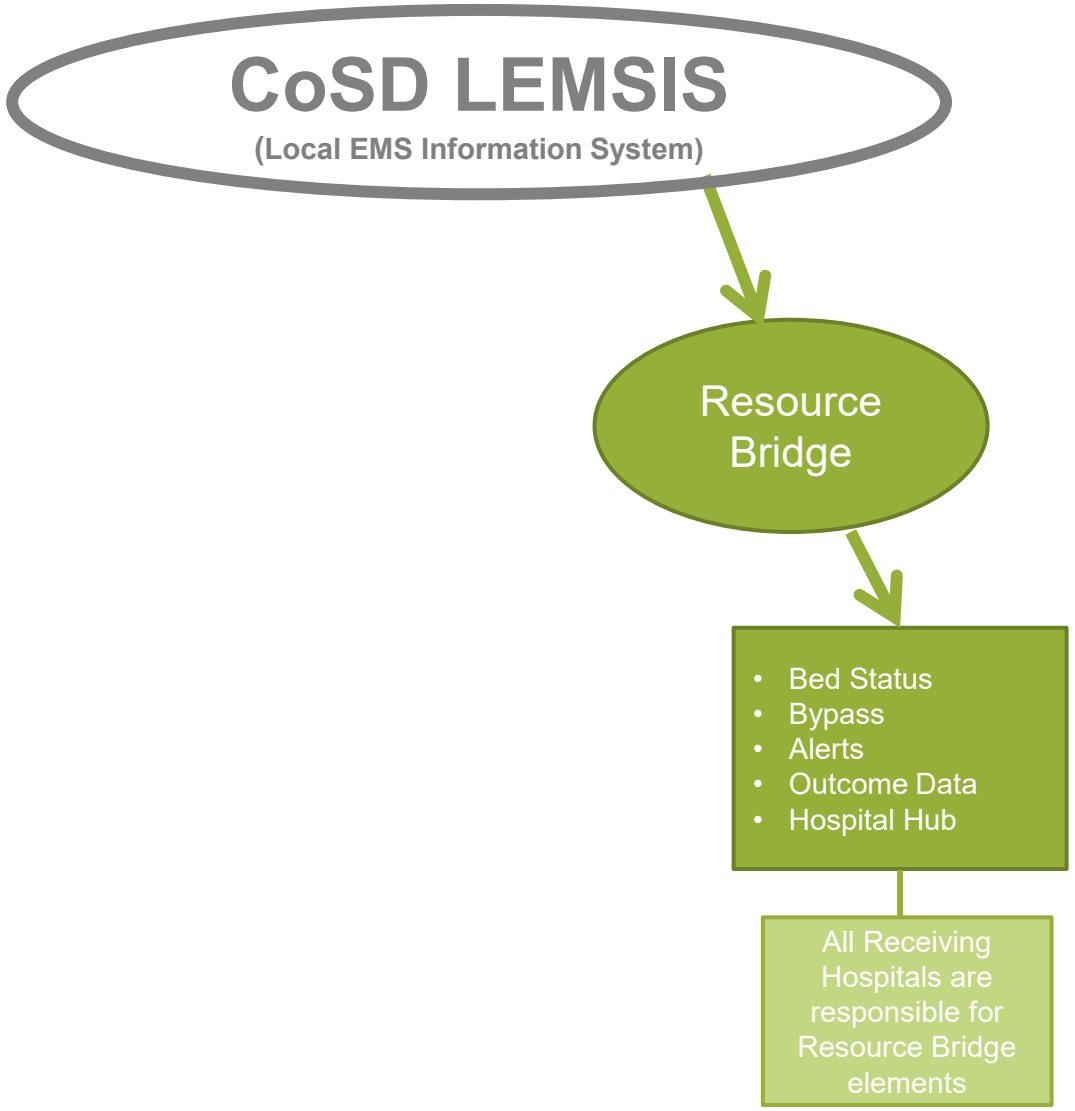
PATIENT TRACKING

User Guide

LEMSIS Overview



LEMSIS RESOURCE BRIDGE



Every hospital with an Emergency Department has access to Resource Bridge:

- Manage ED diversion and Specialty Care status
- Retrieve EMS Agency run forms
- Send alerts
- Enter bed counts
- MCI counts
- EOC activation status

Patient Tracking– What and Why?

- Important component of disaster response

- Important to track patients for:
  - Reunification of patients with families
  - Assists in missing person reunification
  - Resource Management
  - Improve disaster recovery time
  - Helps to reduce the impact on mental and physical health during and after a disaster

- Patient Tracking has been identified as an opportunity for improvement during past events and drills

Sharing Patient Information During a Disaster

According the US Department of Health & Human Services:

During a disaster, providers and health plans covered by the HIPAA Privacy Rule can share patient information in all of the following ways:

TREATMENT: Health care providers can share patient information as necessary to provide treatment.

NOTIFICATION: Health care providers can share patient information as necessary to identify, locate, and notify family members, guardians, or anyone else responsible for the individual's care of the individual's location, general condition, or death.

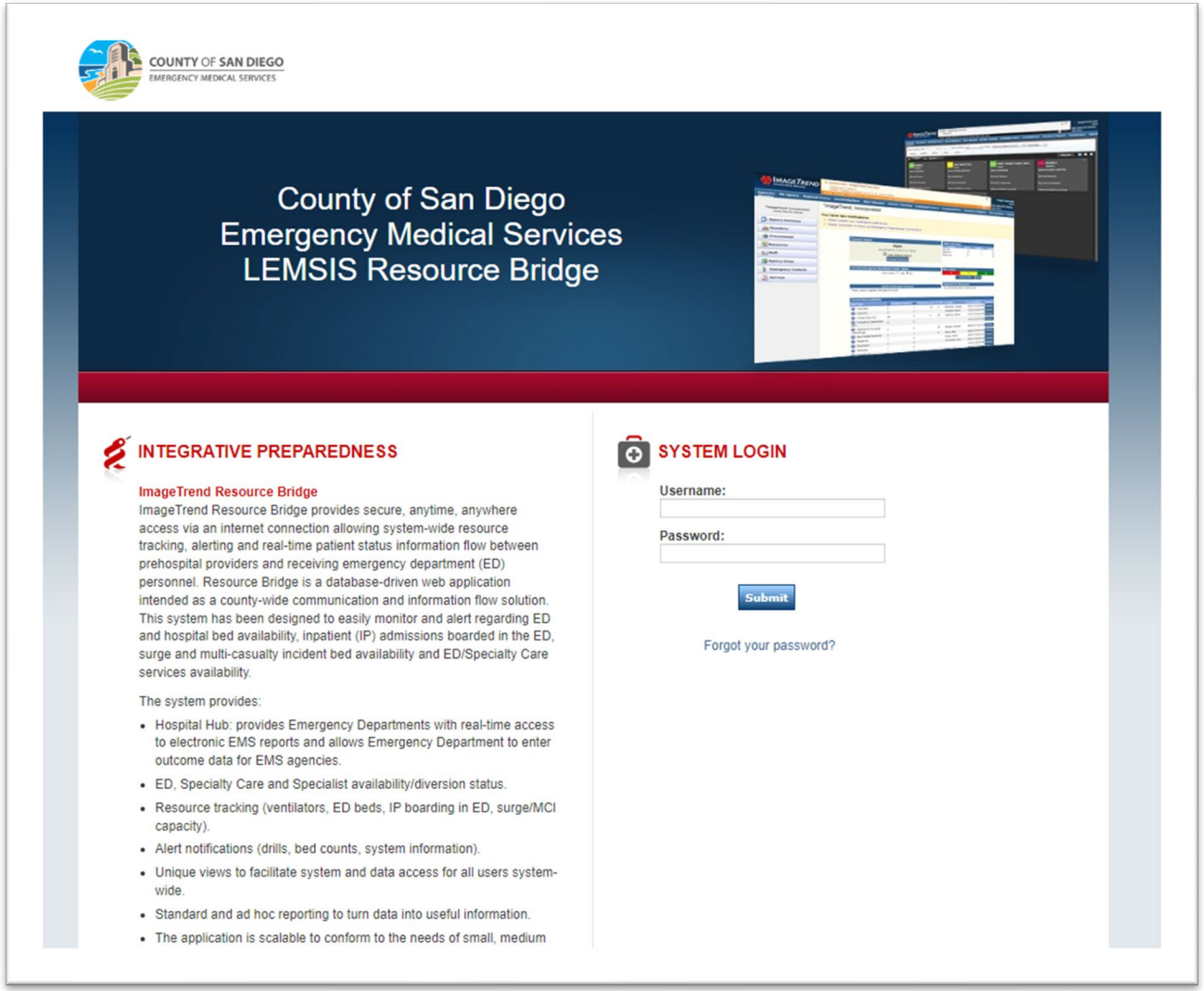
IMMINENT DANGER: Providers can share patient information with anyone as necessary to prevent or lessen a serious and imminent threat to the health and safety of a person or the public -- consistent with applicable law and the provider's standards of ethical conduct.

FACILITY DIRECTORY: Health care facilities maintaining a directory of patients can tell people who call or ask about individuals whether the individual is at the facility, their location in the facility, and general condition.

https://www.hhs.gov/hipaa/for-professionals/faq/960/can-health-care-information-be-shared-in-a-severe-disaster/index.html

COUNTY OF SAN DIEGO
EMERGENCY MEDICAL SERVICES

LEMSIS > Resource Bridge > Login

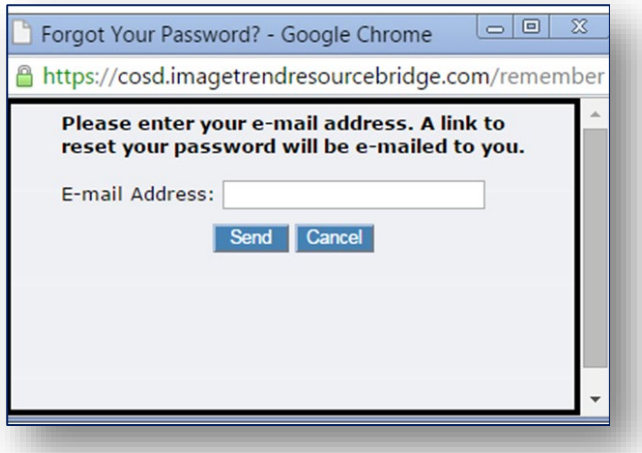


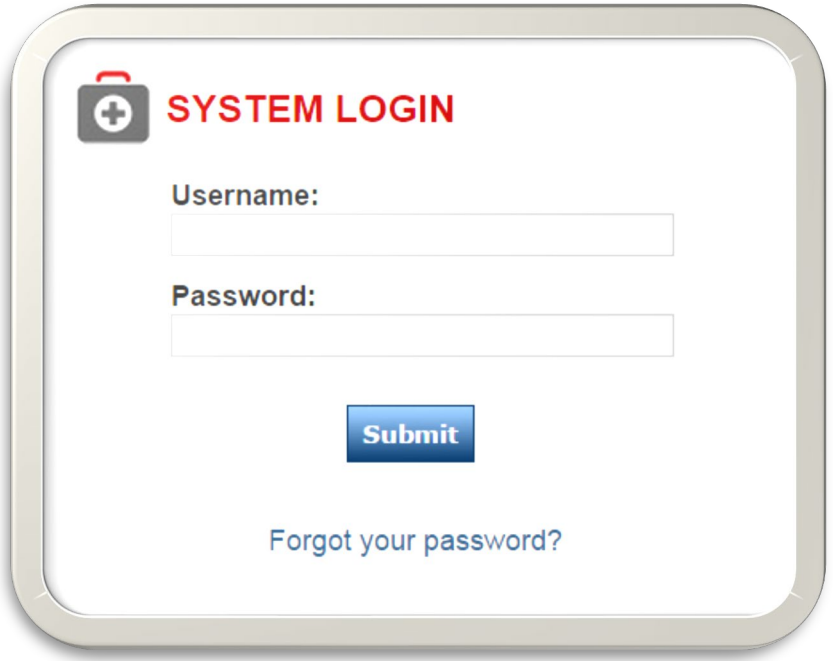
https://cosd.imagetrendresourcebridge.com/

- Specific users within each hospital can add additional staff (or inactivate accounts) as needed
- They will create your username (first initial and last name) and a temporary password,
- The system will NOT automatically send you the information, they will need to send it to you
- Change your password upon initial login
- The system will have you change your password every 90 days

Log-In / Resetting Passwords

- Username = 1st letter of first name and full last name (ex. Jane Doe = jdoe)
- Initial Temporary Password = ***will be emailed to you***
- Unable to Log-In? Click on “Forgot your password?” under Submit button
- Enter your e-mail address (work e-mail). Await link to reset password

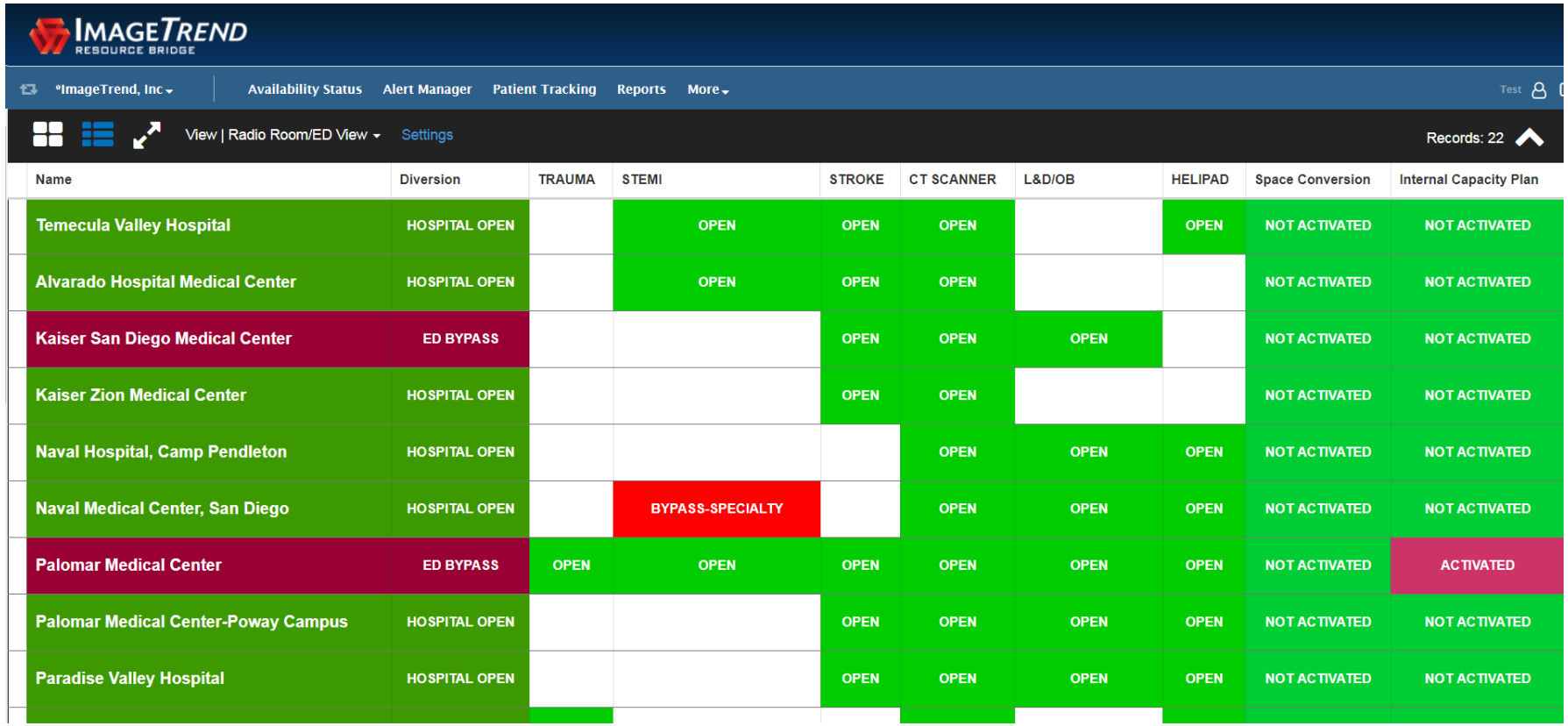




Availability Status Screen

Once logged into Resource Bridge, the landing page is the Availability Status screen:

- ED Diversion, Specialty Diversion and other information is displayed for all hospitals



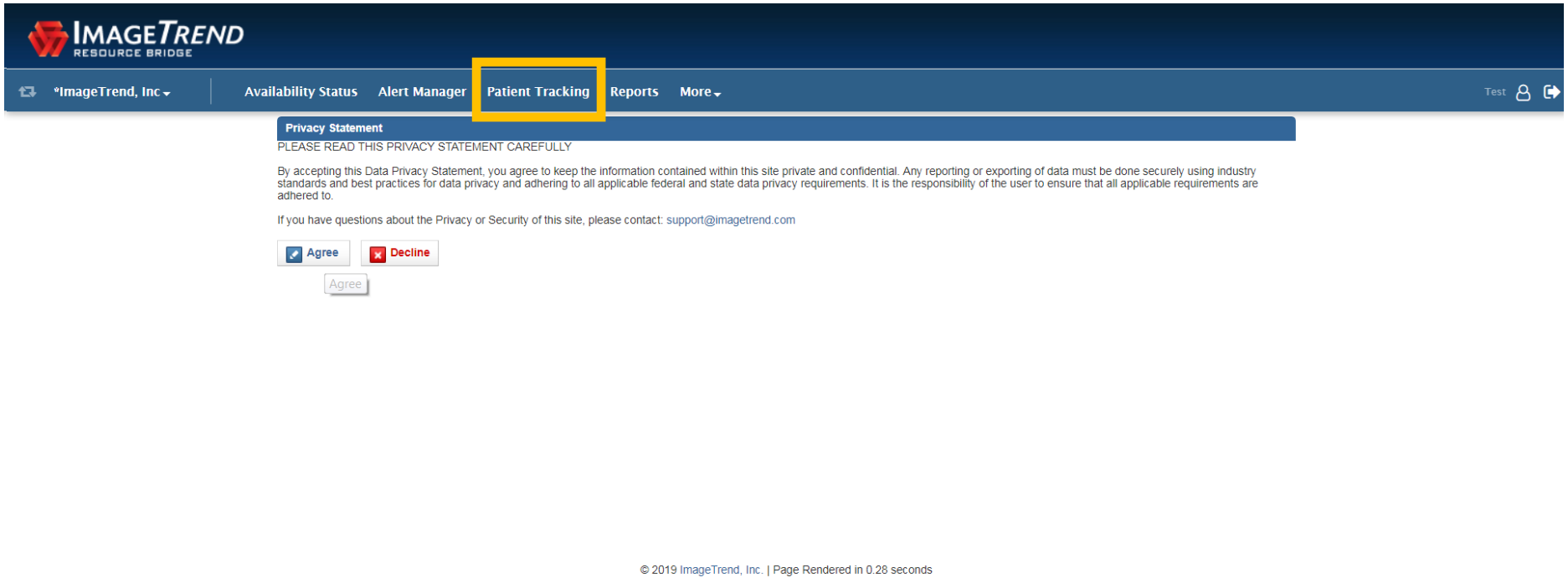
Name	Diversion	TRAUMA	STEMI	STROKE	CT SCANNER	L&D/OB	HELIPAD	Space Conversion	Internal Capacity Plan
Temecula Valley Hospital	HOSPITAL OPEN		OPEN	OPEN	OPEN		OPEN	NOT ACTIVATED	NOT ACTIVATED
Alvarado Hospital Medical Center	HOSPITAL OPEN		OPEN	OPEN	OPEN			NOT ACTIVATED	NOT ACTIVATED
Kaiser San Diego Medical Center	ED BYPASS			OPEN	OPEN	OPEN		NOT ACTIVATED	NOT ACTIVATED
Kaiser Zion Medical Center	HOSPITAL OPEN			OPEN	OPEN			NOT ACTIVATED	NOT ACTIVATED
Naval Hospital, Camp Pendleton	HOSPITAL OPEN				OPEN	OPEN	OPEN	NOT ACTIVATED	NOT ACTIVATED
Naval Medical Center, San Diego	HOSPITAL OPEN		BYPASS-SPECIALTY		OPEN	OPEN	OPEN	NOT ACTIVATED	NOT ACTIVATED
Palomar Medical Center	ED BYPASS	OPEN	OPEN	OPEN	OPEN	OPEN	OPEN	NOT ACTIVATED	ACTIVATED
Palomar Medical Center-Poway Campus	HOSPITAL OPEN			OPEN	OPEN	OPEN	OPEN	NOT ACTIVATED	NOT ACTIVATED
Paradise Valley Hospital	HOSPITAL OPEN			OPEN	OPEN	OPEN	OPEN	NOT ACTIVATED	NOT ACTIVATED

You have access to these sections of Resource Bridge:

- Availability Status, Alert Manager, Patient Tracking, Reports, More, & the Agency Summary Page

Patient Tracking Module

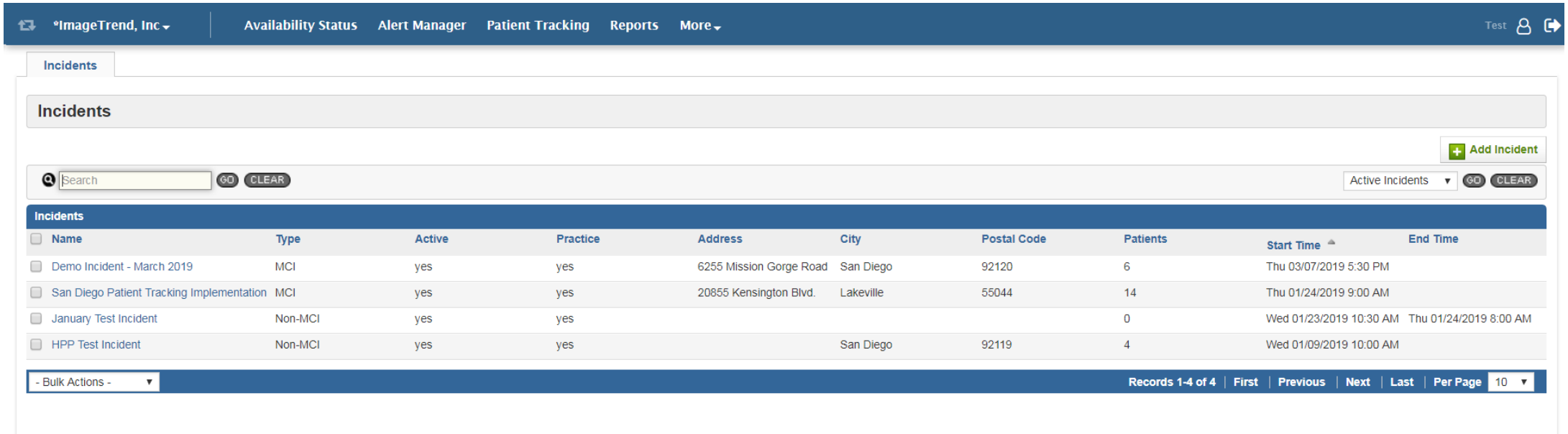
Click Patient Tracking along the top and then accept the Privacy Statement to get into the module.



COUNTY OF SAN DIEGO
EMERGENCY MEDICAL SERVICES

Patient Tracking: Incident List

- A list of all active incidents your hospital is associated with will display.
- Upon the creation of a new incident, all hospitals will automatically be added. All users with access to Patient Registry and all hospitals associated with an incident will have access.

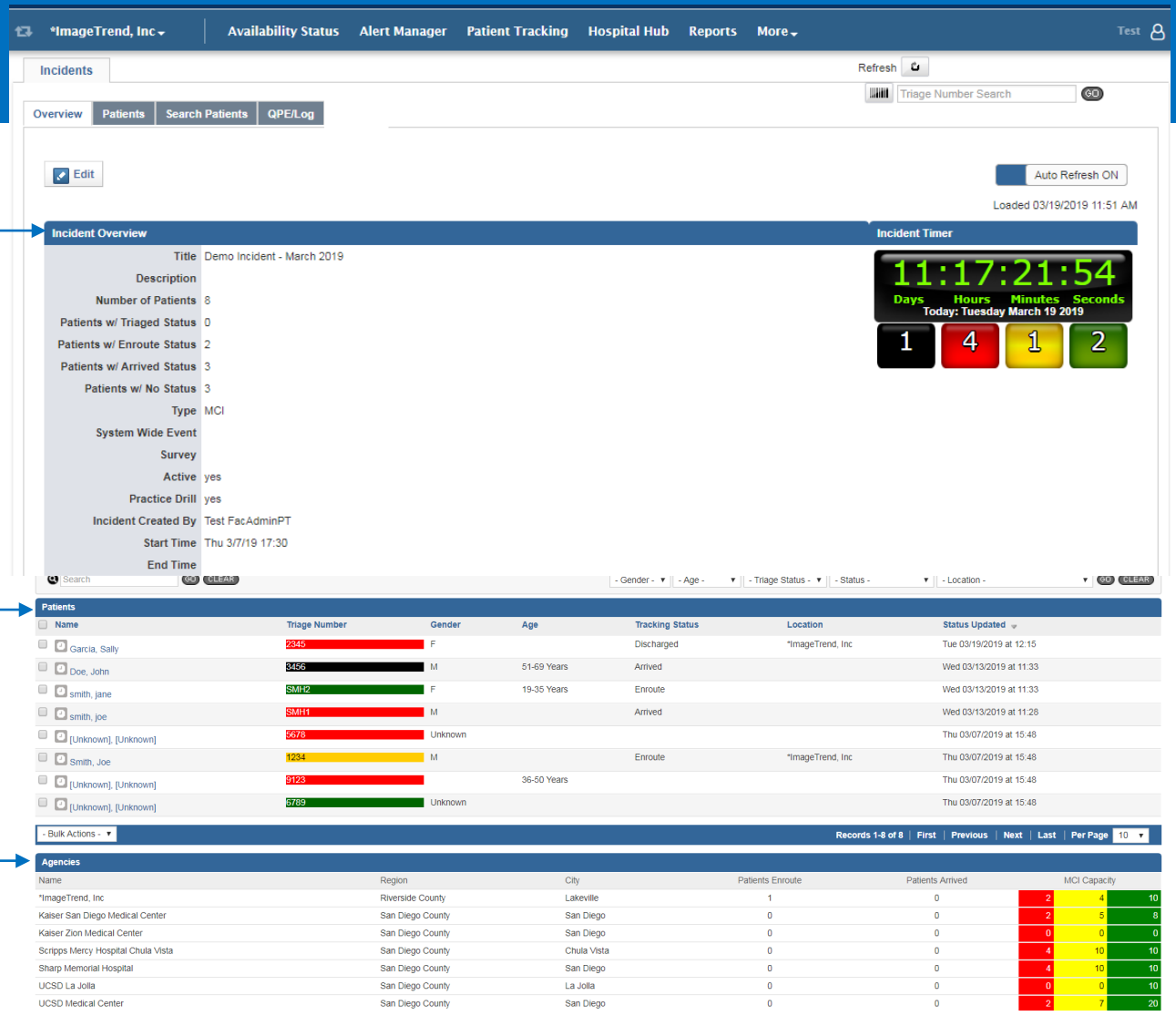


Patient Tracking: Overview Tab

Incident Overview:
- Summary of patient statuses, triage categories, etc.

Patients:
- List of all patients added to the event, by any/all users
- Clicking the name of the patient will open the Patients Tab to edit/add information

Agencies:
- List of all hospitals associated with the event and patient counts



If this is a Fatality Event, a list of morgues and transport services to the ME and morgues will be at the bottom of this tab.

Patient Tracking: QPE/Log Tab

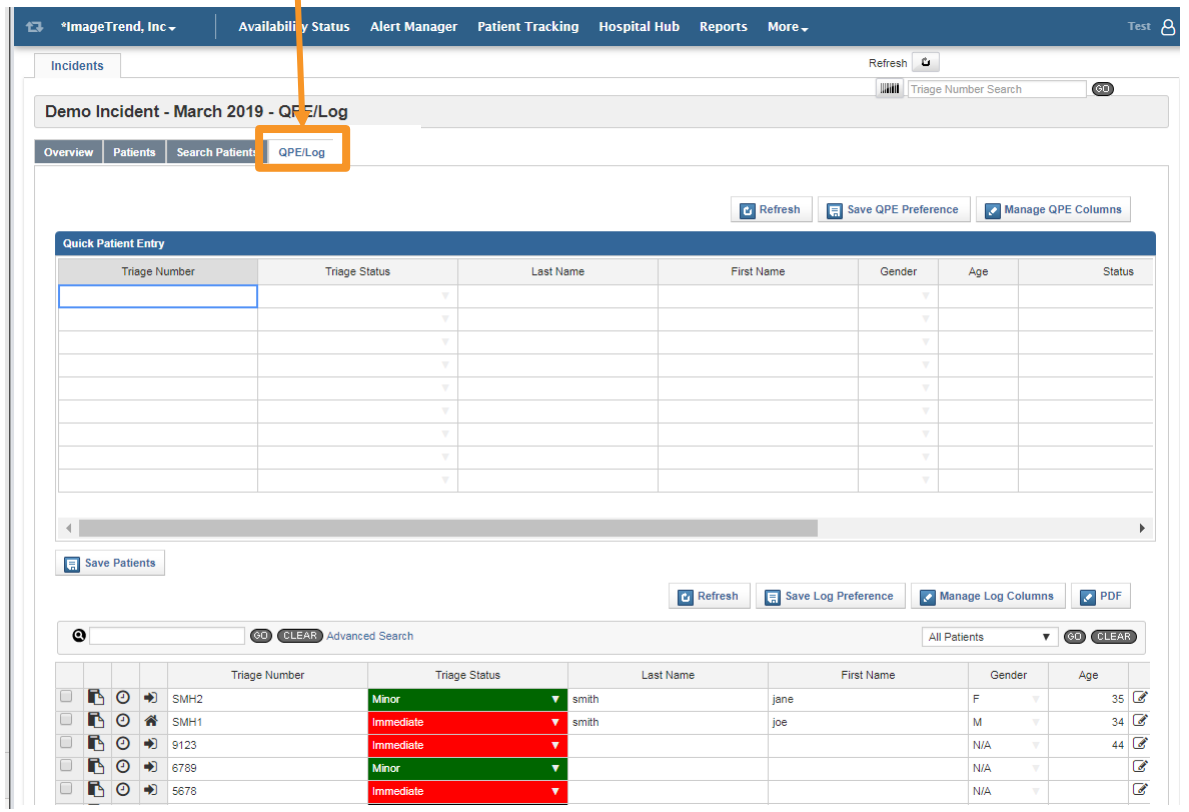
START PATIENT ENTRY HERE – USE QPE ENTRY

<u>QPE – Quick Patient Entry:</u>

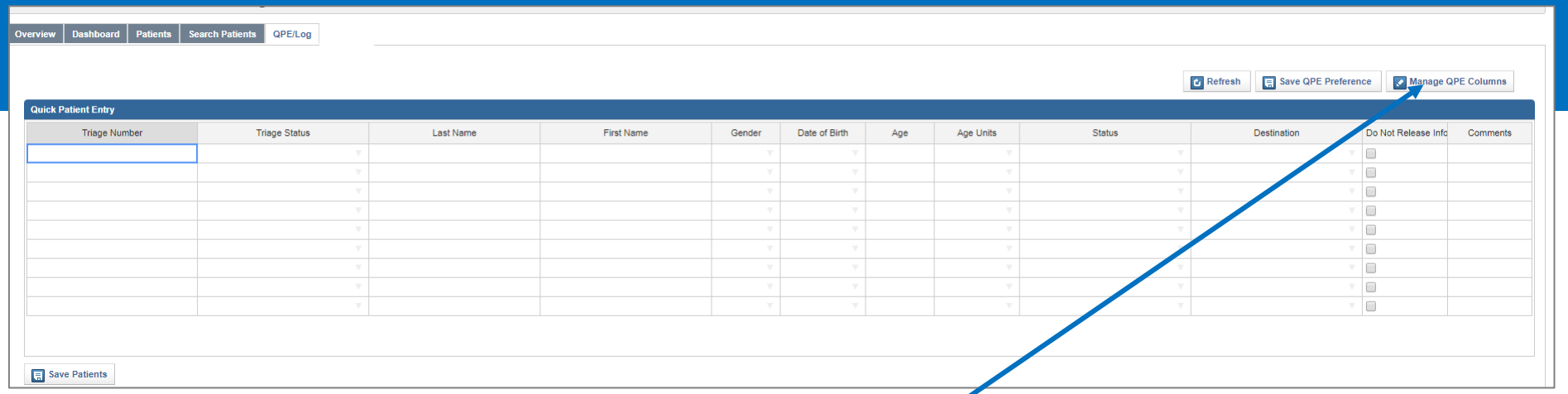
- Fast and easy way to enter patients
- Can tab through fields, or copy and paste from a spreadsheet

<u>Log:</u>

- Running list of all patients added to the incident (not just the patients you've added)
- Patient information can be edited/added to from here

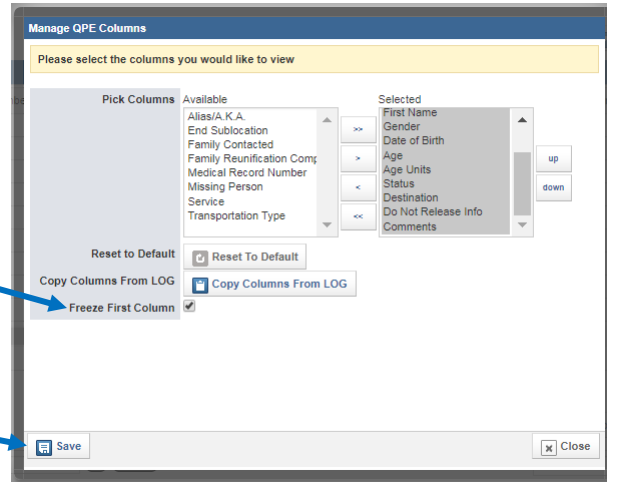


Patient Tracking: QPE/Log Tab



QPE Set Up

- Click **Manage QPE Columns** button in top righthand corner
- Move these columns from the Available box to the **Selected** box in this order:
  - Triage Number
  - Triage Status
  - Last Name
  - First Name
  - Gender
  - Date of Birth
  - Age
  - Age Unit
  - Status
  - Destination
  - Do Not Release Info
  - Comments (indicate TRAIN color and Alternate Care Site if patient is transferred)



Click Freeze First Column

Click Save

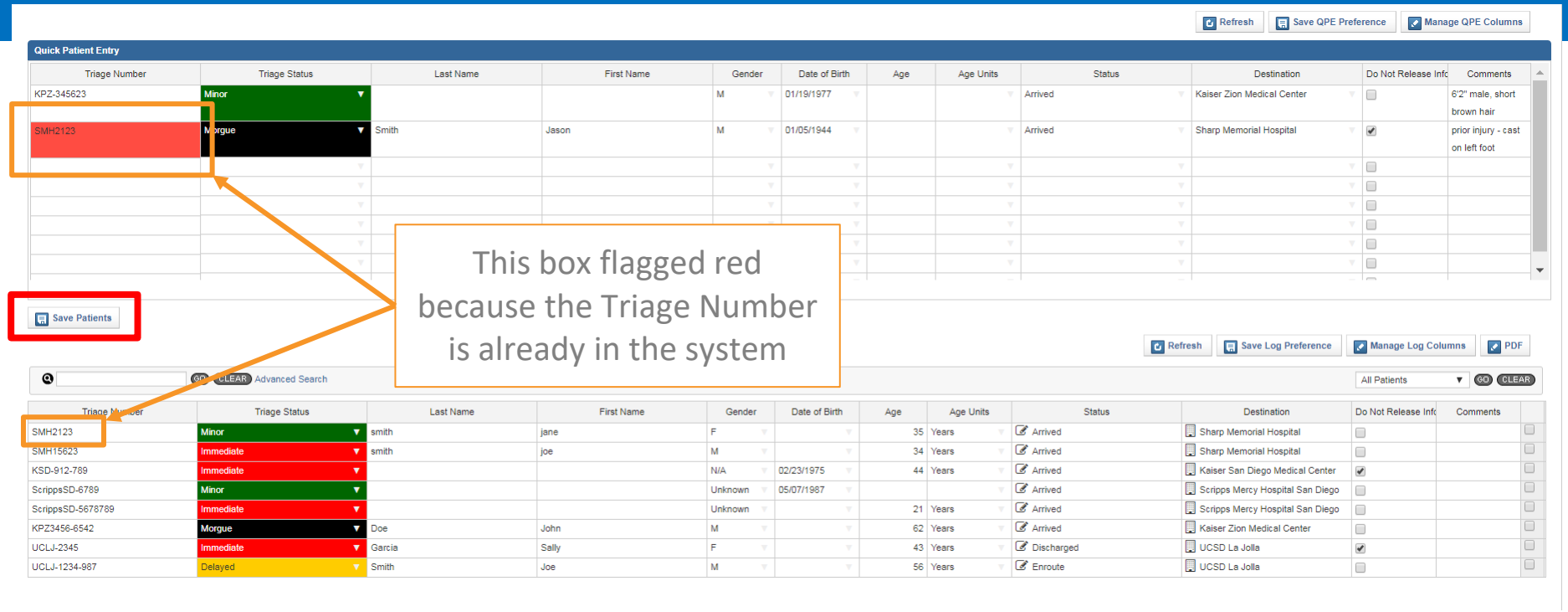
Patient Tracking: QPE/Log Tab

QPE Fields – Definitions:

- Triage Number* – a unique number for each patient. Include a letter identifier specific to your hospital before entering the number (i.e. SGH-123456, KSD-123456, KPZ-56789, UCH-123-456-789, ULJ-456-789, etc).
- Triage Status
- Last Name
- First Name
- Gender
- Date of Birth – enter Date of Birth or skip this field and go to Age and Age Unit
- Age
- Age Unit – must enter this information for the system to assign age categories
- Status – enter as Arrived to indicate the patient is at your facility
- Destination – select the name of your hospital
- Do Not Release Info – indicate if the patient ***does not*** want their information shared if they are a Missing Person
- Comments – add any additional information that helps identify the patient, including TRAIN color and alternate site location if patient is transferred

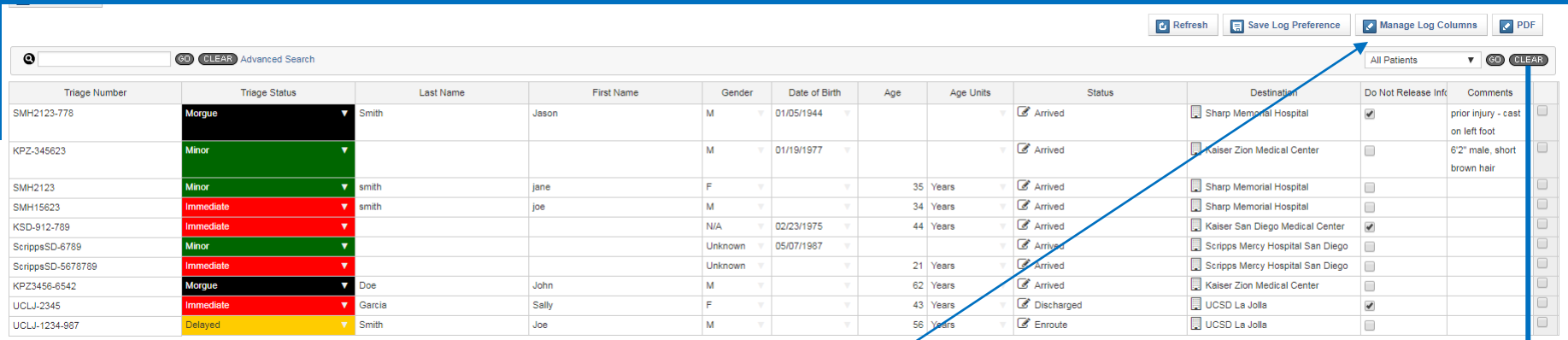
*REQUIRED FIELD

QPE Example



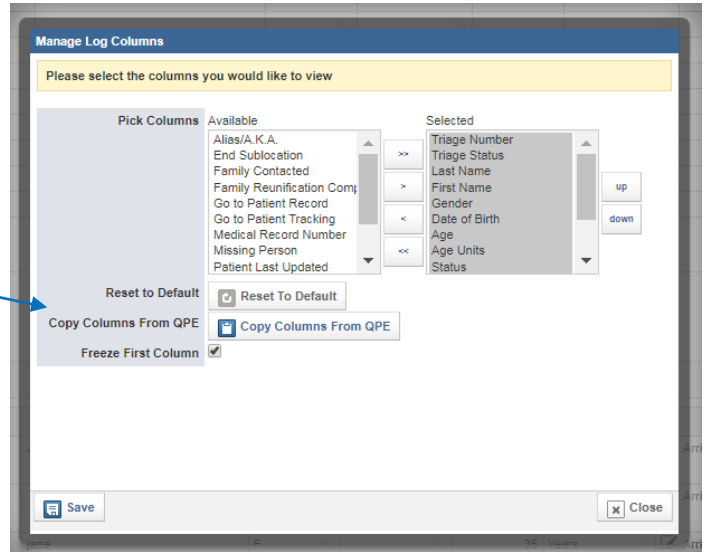
- Enter as much information as you have into the QPE.
- The system will check your entry for errors and mark the box RED if there's an issue.
- Click **SAVE**.
- All data entered in the QPE will be added to the LOG (directly below QPE) and the Patients Tab.

QPE/Log Tab - Log



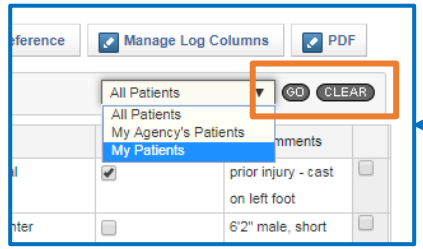
LOG Set-Up:

- Click **Manage Log Columns** on the far right.
  - Click **Copy Columns from QPE** button
  - Select **Freeze First Colum**
  - Click **Save**



LOG – Updating Patient Information:

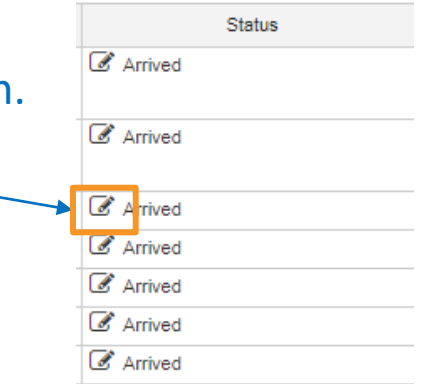
- A list of all patients will populate here, from all hospitals entering into Patient Tracking
- Updates to patient information can be done in the LOG
- A drop-down list on the right filters the list of patients to those at your facility or only the patients you entered. Select your filter, click **GO**.

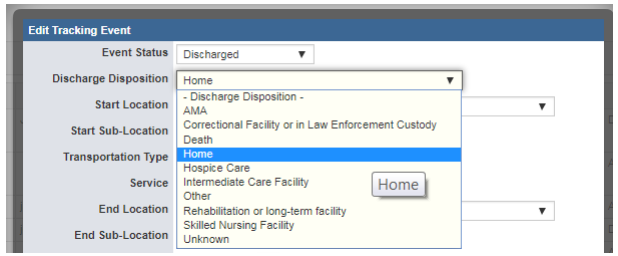


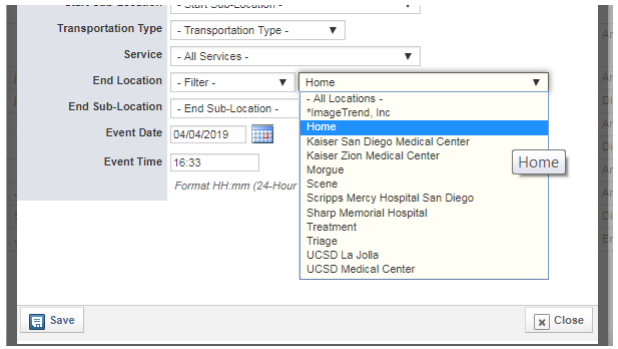
QPE/Log Tab - Log

LOG – Updating Patient Status:

- Status can be updated by clicking the EDIT icon in the Status column. A screen will open called “Edit Tracking Event”.





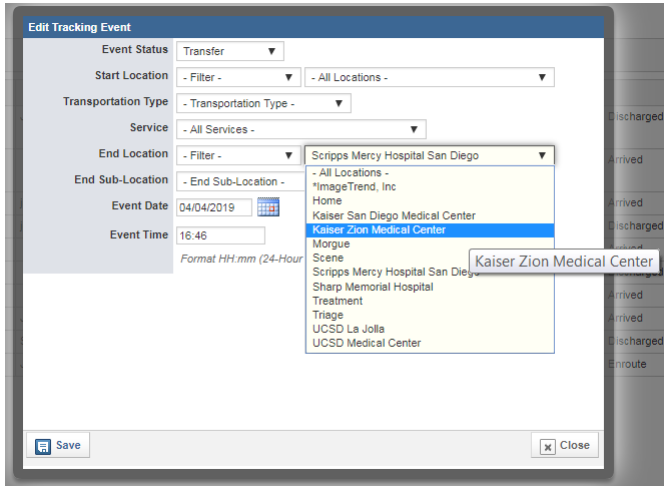


- The current information for the patient will populate.
- To indicate a patient was ***discharged from the hospital***:
  - Select Discharged under **Event Status**
  - Select the **Discharge Disposition** (home, AMA, died, etc.)
  - Select either Home or All Locations (this clears out the hospital name) in **End Location**
  - Enter the date and time of discharge in **Event Date** and **Event Time**
  - Click **Save**

QPE/Log Tab - Log

LOG – Updating Patient Status, continued:

- To indicate a patient was transferred from your facility: click the EDIT icon in the Status column
  - Select **Transfer** under **Event Status**
  - Select the **Receiving Hospital Name** in **End Location**
  - Enter the date and time of discharge in **Event Date** and **Event Time**
  - Click **Save**



When the receiving hospital receives the patient, they will update the Event Status to say Arrived. When they discharge the patient, they will go through the same steps to indicate the patient was discharged.

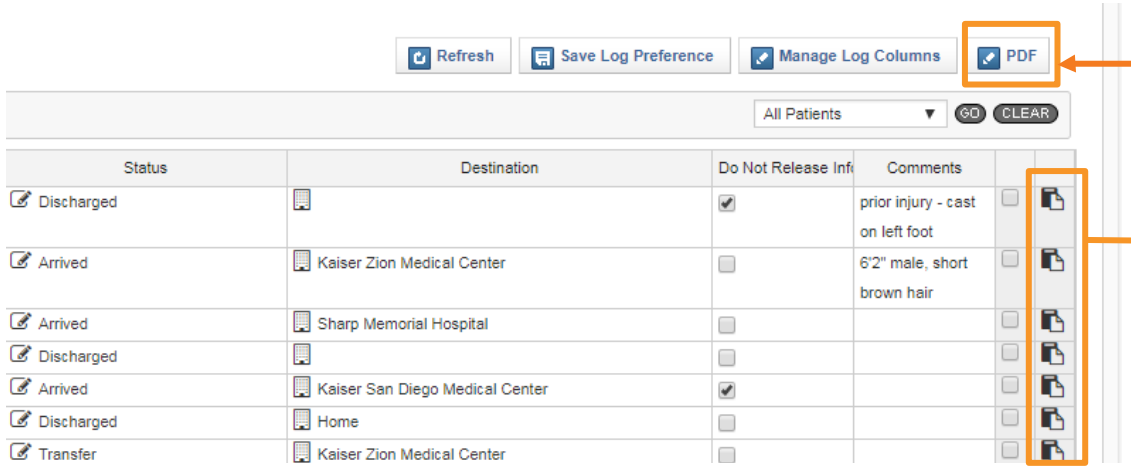
The movement of each patient is captured in the Tracking Status section of a patient's record in the Patient Tab.

QPE/Log Tab - Log

QPE/LOG – Additional Options:

- A PDF report of patients added to the incident can be generated by clicking the **PDF** button on the right-hand side of the LOG.
  - The LOG filter selected will apply to the PDF

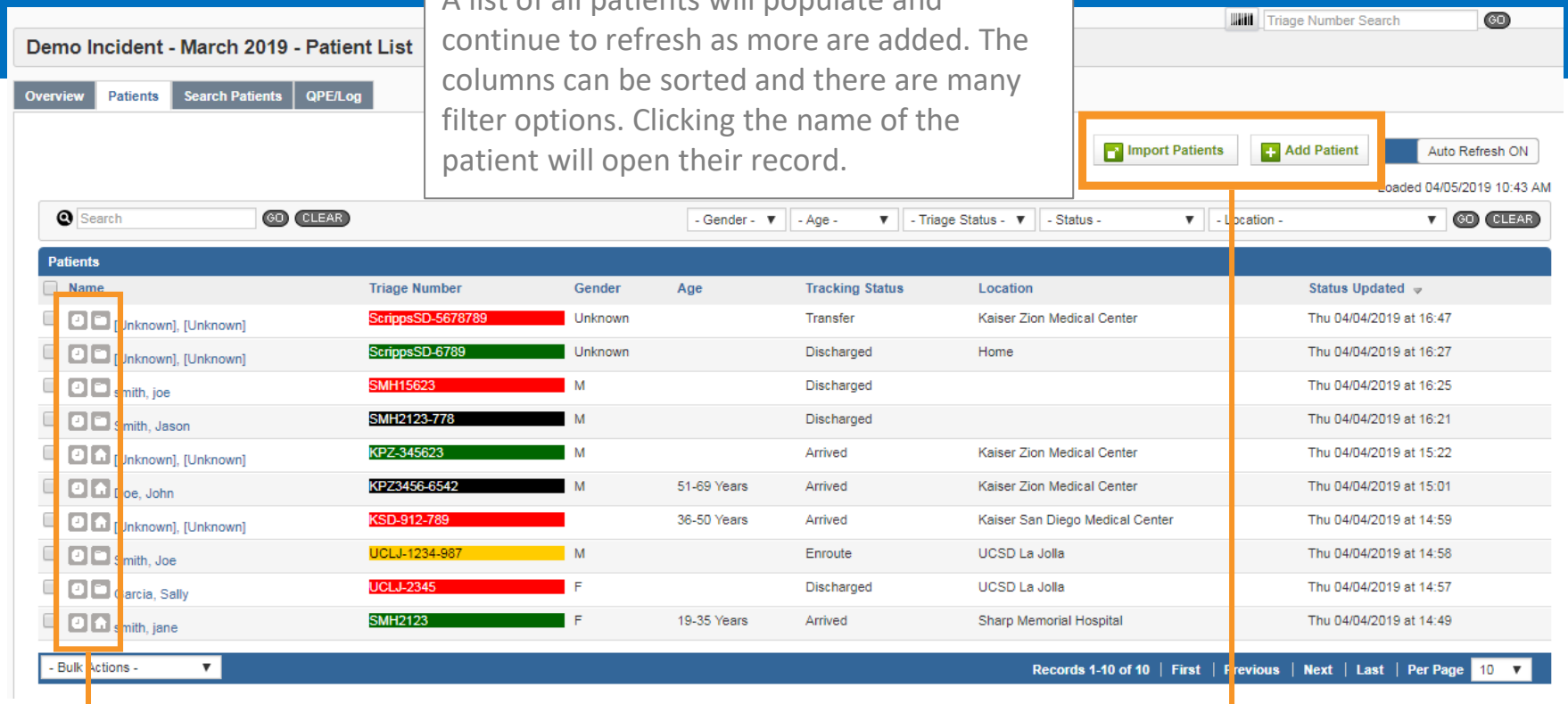
- In **Manage LOG Columns**, there is a column called **Go To Patient Record** that you can add. This is a icon that will take you directly to the patient's full record in the Patient's Tab.
  - Adding this is not required, just a short cut to getting to a patient's full record in order to add details not added in QPE/LOG.



Clicking this icon sends you to the patient's complete record in the Patients Tab

Patient Tracking: Patients Tab

A list of all patients will populate and continue to refresh as more are added. The columns can be sorted and there are many filter options. Clicking the name of the patient will open their record.

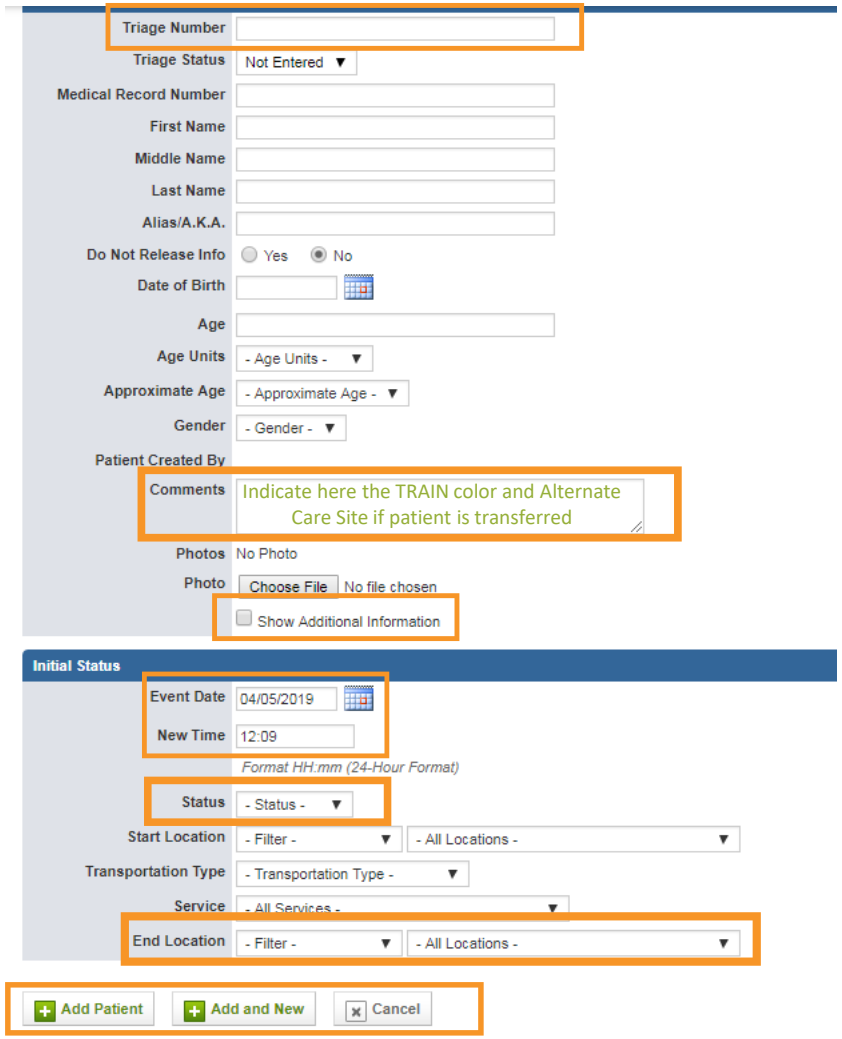


Clock Icon: takes you directly to the Tracking Section in a patient's record.
Folder/House Icon: the image changes depending on the Tracking Status. You can do a quick admit or discharge by clicking this icon.

Import Patients: allows for importing patients using a CSV file.

Add Patient: Can add patients to the incident, one at a time. Useful method when entering a single patient to the incident.

Patient Tab: Add Patient



Add Patient Button:

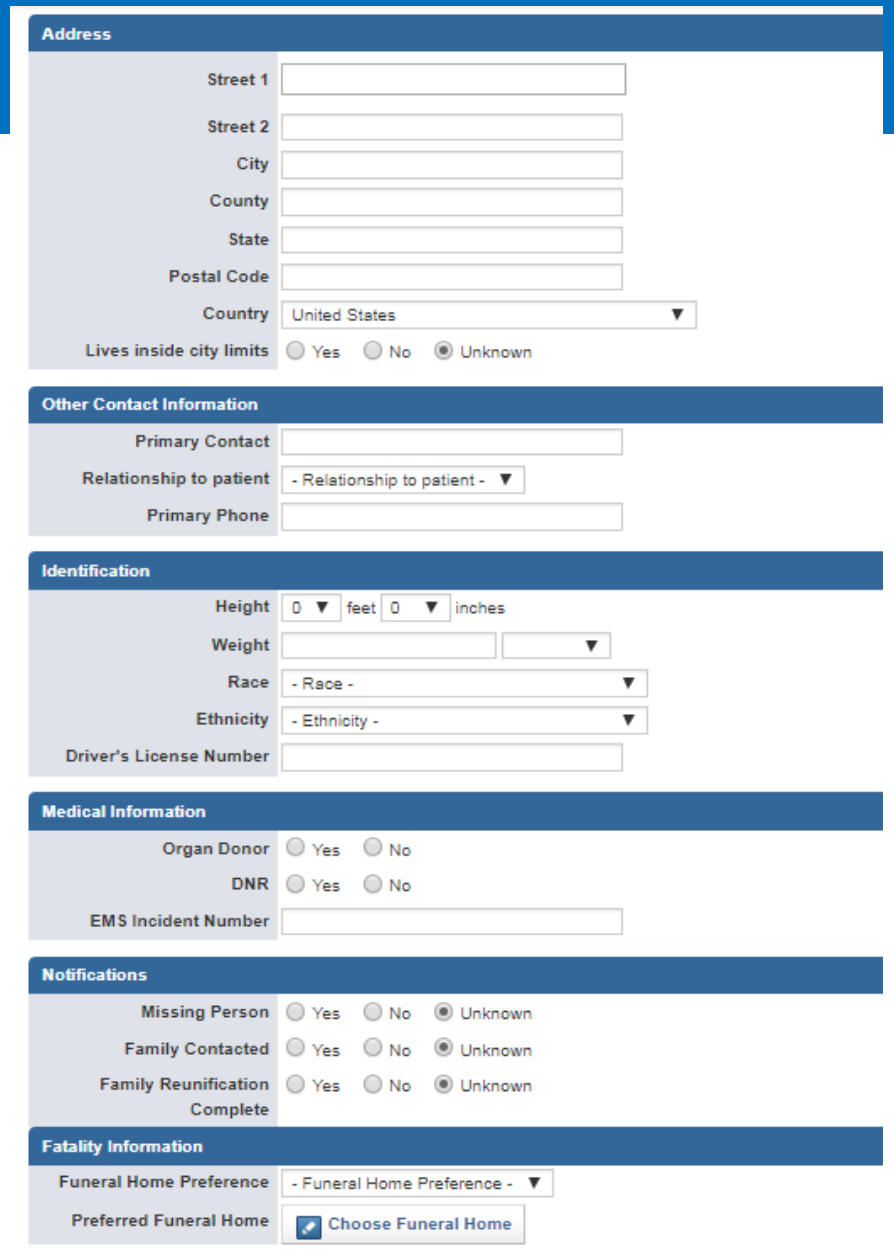
This is a good option when adding only one or two patients. Otherwise go back to the QPE Tab.

- Many fields will appear, only Triage Number is required. Complete as much as possible or is relevant.
- Click **Show Additional Information** box and more fields will appear (see next slide).
- Initial Status Section:
  - Enter the date and time the patient arrived
  - Select **Arrived** in **Status**
  - Select hospital name in **End Location**
- Click **Add Patient** to add the patient, click **Add and New** to add the patient and start on a new patient.

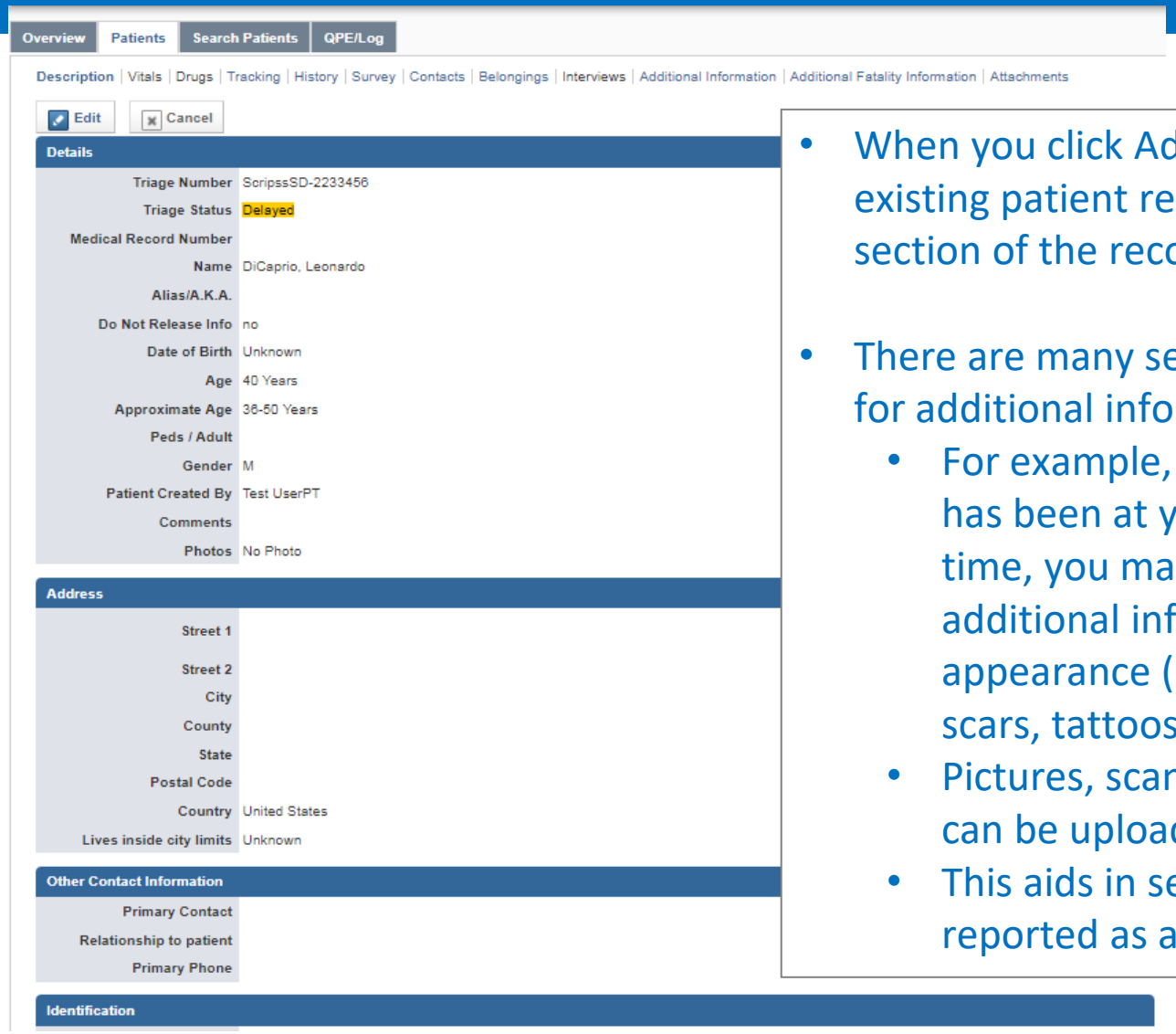
Add Patient: Show Additional Information Fields

Add Patient – Additional Information:

- None of the fields are required. Complete as much as possible, relevant, and/or useful to know about the patient.



Patient Tab: Patient Record



- When you click Add Patient, or click into an existing patient record, the Description section of the record displays first.

- There are many sections within the record for additional information, if needed.
  - For example, if an unidentified patient has been at your facility for a long time, you may be asked to add additional information about their appearance (hair color, nail color, scars, tattoos, glasses, etc.).
  - Pictures, scans of a drivers license, etc. can be uploaded.
  - This aids in searching for people reported as a missing person.

Patient Tab: Patient Record

Some details on each section of a patient record:

Description – demographics, patient address, Missing Person status, etc.

Vitals – ignore

Drugs – ignore

Tracking – history of the movement of the patient, a new status can be added here

History – a list of all users in the system who have accessed the patient record

Survey – if a survey is attached to an incident, it will show up here. A survey includes additional questions about the patient relevant to the incident.

Contacts – add contact information for the patient's family or friends is available

Belongings – document any belongings (purse, jewelry, clothing, etc.) the patient arrived with

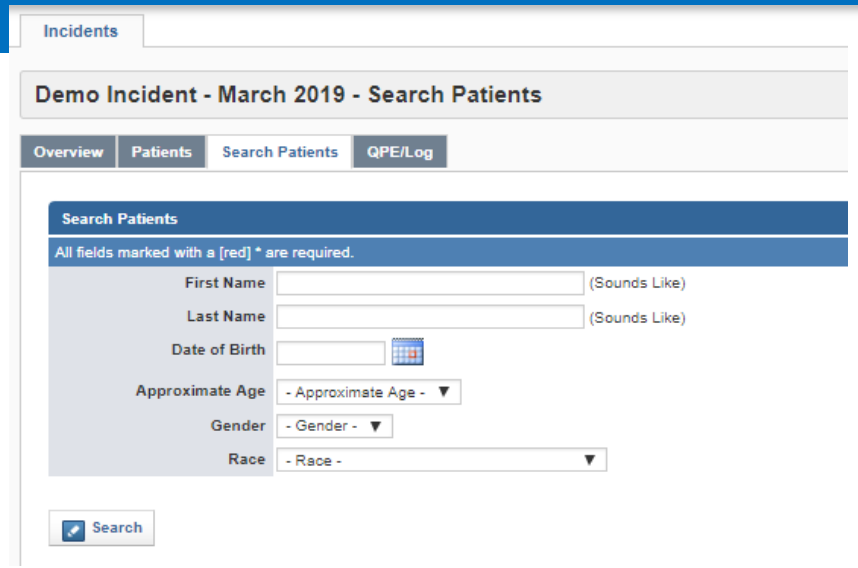
Interviews – ignore

Additional Information – eye color, hair color, tattoos, other unique characteristics

Additional Fatality Information – information helpful for identifying deceased patients such as fingerprints, dental records, x-rays, etc.

Attachments – any or all attachments can be added here, if a record or image is specifically requested for the patient it can be added here.

Patient Tab: Search Patients Tab

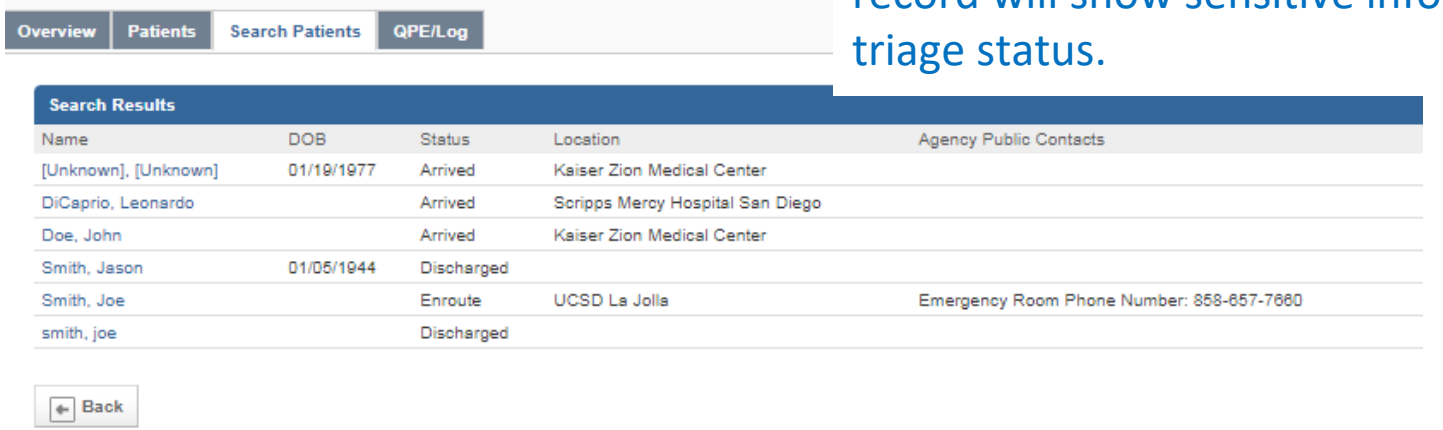


Search Patients:

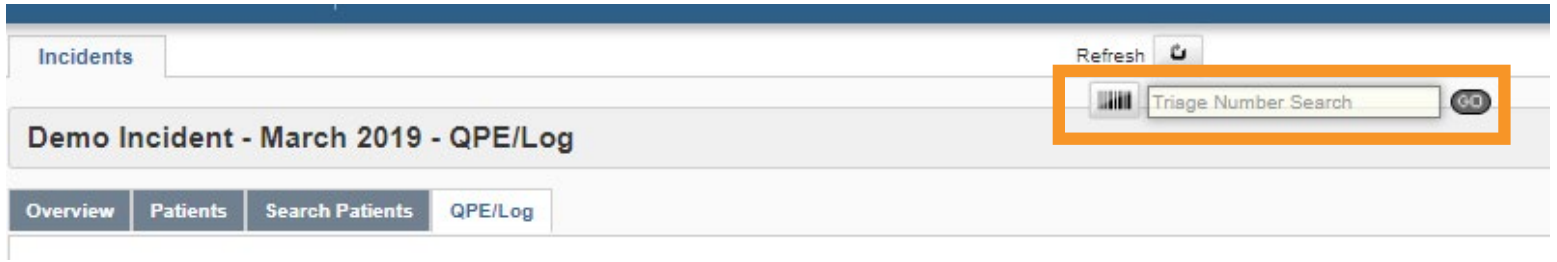
This is useful for searching all the patients in the system *when sensitive information needs to be hidden*.

The search results show Name, Date of Birth, Status (arrived, discharged, etc.), Location, and contact information for the location.

To get into the patient's record from the search results, click Name. **REMEMBER**, the patient's record will show sensitive information, such as triage status.



Triage Number Search



Triage Number Search – One last way to search and/or add patients:

- This search box is at the top of the screen, always present regardless of which tab you are working in.

- If you have a triage number for a patient and want to know if they're already in the system, type it into the Triage Number Search box.
  - If the patient is in the system, the patient record will open.
  - If the patient is not in the system, a blank patient record will open. The triage number you searched will autofill the Triage Number field. If you do not want to complete a record for this patient, click cancel.