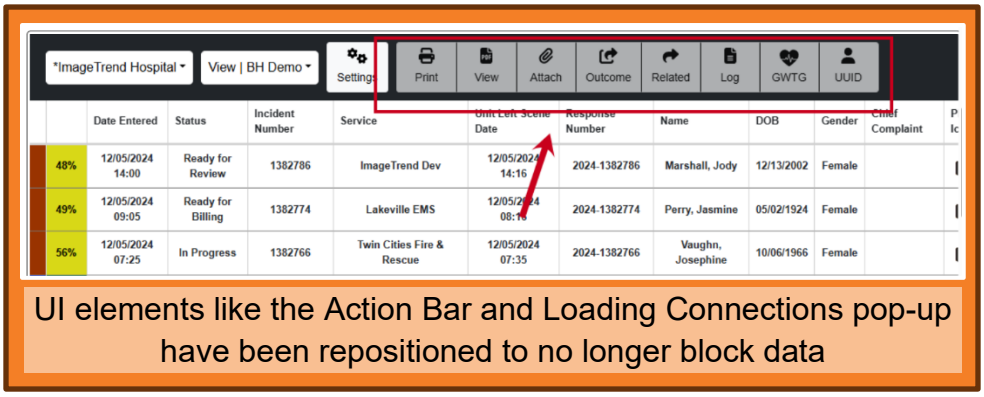
COUNTY OF SAN DIEGO
EMERGENCY MEDICAL SERVICES

NEW IN RESOURCE BRIDGE: HOSPITAL HUB 2025

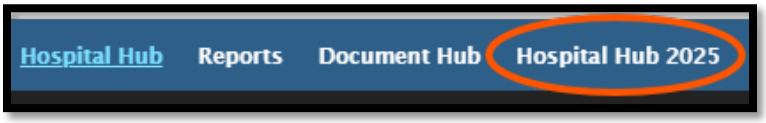
LEMSIS Hospital Hub 2025 now features enhanced data sources and an updated user interface. Resource Bridge users will notice improved load times and streamlined workflows.

User interface upgrades include:

- Hospital Hub functions load faster due to performance optimization, and pop-ups have improved workflow functionality.
- Search and record filters are improved, including the addition of a Time Picker dropdown to filter within the last 2, 4, 8, or 12 hours.
- This upgraded screen is available now:
- The new Hospital Hub will become the default screen **August 18, 2025.**



UI elements like the Action Bar and Loading Connections pop-up have been repositioned to no longer block data



EMS record availability enhancement coming soon!

- Hospital Hub will soon display EMS patient care records from more prehospital providers – no more juggling multiple ePCR portals.

Hospital Hub will now integrate third-party non-LEMSIS agencies for viewing, with data released as EMS records are uploaded to the ImageTrend system.

- Over the next several months, records from Carlsbad Fire, Oceanside Fire, and City of San Diego providers (Falck & AMR) will be added to the Incoming Patients list after the PCR is completed, usually within an hour of ambulance patient transfer.
- Additional 911 agency records will be available over the next six months.

Contact the County EMS Office with questions: EMSNotifications@sdcounty.ca.gov.

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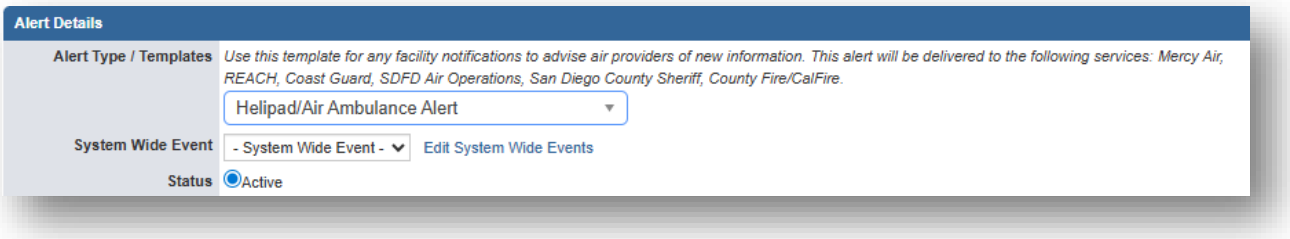
UPDATED PROCESS FOR HELIPAD AND AIR AMBULANCE NOTIFICATIONS

Helipad and air ambulance notifications now feature a new alert template in Resource Bridge, informing air personnel about construction-related flight path changes, pad closures, or mission-critical updates.

The new *Helipad/Air Ambulance Alert* is distributed to the following recipients:

- Mercy Air,
- REACH,
- US Coast Guard,
- San Diego Fire Department Air Operations,
- San Diego County Sheriff,
- County Fire/CalFire.

This new template can be found through the Resource Bridge Alert Manager > Create New Alert > select "*Helipad/Air Ambulance Alert*" under Alert Type / Templates.



All Resource Bridge hospital users may use this alert, including attaching files, adding GPS coordinates, and any other vital information for rotor-wing resources.

The existing "*Hospital Alert*" template should only be used for situations affecting hospitals, hospital personnel, or ground prehospital personnel.

Contact the County EMS Office with questions: EMSNotifications@sdcounty.ca.gov.