


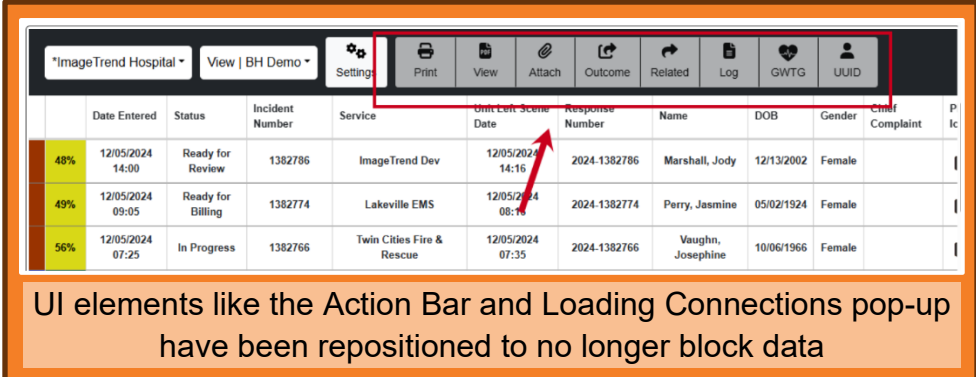


## NEW IN RESOURCE BRIDGE: HOSPITAL HUB 2025

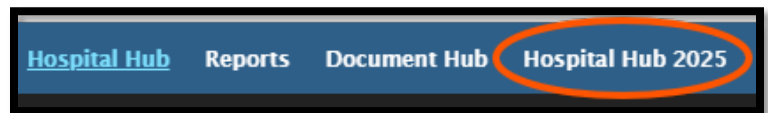
LEMSIS Hospital Hub 2025 now features enhanced data sources and an updated user interface. Resource Bridge users will notice improved load times and streamlined workflows.

### 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.

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

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- 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](mailto:EMSNotifications@sdcounty.ca.gov).



COUNTY OF SAN DIEGO  
EMERGENCY MEDICAL SERVICES

## 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.

A screenshot of the 'Alert Details' form in the Resource Bridge Alert Manager. The form has a blue header bar with the text 'Alert Details'. Below the header, there are three sections: 'Alert Type / Templates', 'System Wide Event', and 'Status'. The 'Alert Type / Templates' section contains a text box with the description: 'Use this template for any facility notifications to advise air providers of new information. This alert will be delivered to the following services: Mercy Air, REACH, Coast Guard, SDFD Air Operations, San Diego County Sheriff, County Fire/CalFire.' Below this text box is a dropdown menu with 'Helipad/Air Ambulance Alert' selected. The 'System Wide Event' section contains a dropdown menu with '- System Wide Event -' selected and a link 'Edit System Wide Events'. The 'Status' section contains a radio button labeled 'Active' which is selected.

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](mailto:EMSNotifications@sdcounty.ca.gov).