



# E\*TRACS

## User Guide

Questions?

<http://support.ncttrac.org>

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# E\*TRACS Background

## E\*TRACS Administration

**E\*TRACS** (TSA-E Tracking Resources, Alerts, and Capabilities System) is a web-based application serving the North Central Texas Regional healthcare systems by providing distinct functions. Such as daily tracking of facility or organizational status, bed availability, agency profile information, resource requesting and management, surveys, and alerting capabilities.

**E\*TRACS** is managed by the **North Central Texas Trauma Regional Advisory Council (NCTTRAC)**. A users group will be made up of representatives from healthcare, emergency medical services, and public health that provide direction and input for future use and implementation of the **E\*TRACS** system.

Access is currently provided to hospitals and other identified partners (e.g. EMS, fire departments, and public health) throughout North Texas. Additional access is being guided by the **E\*TRACS** Users Group and by resource and staff availability. **E\*TRACS** began as an ongoing solution to the continuation of the Bioterrorism Hospital Preparedness Program (BHPP) automation program that was started by the DFW Hospital Council in 2006.

## **E\*TRACS Features**

- **Alerting**  
This feature allows sending instant alerts to users of the system regarding emergency events within a region, across the region or facility. Alerts can be sent via email, text message, or pager. Note: alerting preferences need to be setup by each user. Agency Supervisors can send alerts to their associated facilities, to different user roles or individuals.
- **Bed Tracking & Facility Status**  
This feature tracks Bed Availability and Facility Status.
- **Knowledgebase**  
This feature stores documents and allows for information sharing during preparedness and response. Access to documents can be limited based on security profiles, or files can be made globally.
- **Inventory (Refer to E\*TRACS Inventory & Procurement Guide)**  
Displays all the HPP funded assets for the facility. Also, disposition of consumable items can be updated as well as last inventory date, disposition updates, and asset transfers.
- **Procurement (Refer to E\*TRACS Inventory & Procurement Guide)**  
Allows sub recipients to build their projects for reimbursement, obtain approval for projects, enter information about ordering and receiving the items, and request reimbursement for the received item.
- **Reporting**  
This feature allows a report to be created regarding any data element entered into the system. The user can run a pre-created report or create a custom report and then export and save the data.
- **Regional Status**  
This feature allows a user to see other facilities in the region statuses.
- **Resource Request Management**  
This feature tracks resources within customizable categories. It allows the user to enter the total number of resources within the facility and the amount available to share. The user also designates a contact person for the particular resource.
- **Surveys**  
This feature allows the user to see the Quarterly Surveys and Satisfaction Surveys if they are active.

# E\*TRACS Introduction

## Account Information & Resources

Keep track of the important information below, but keep this in a secure place. **E\*TRACS** certified users are important resources if you experience problems with the system, have trouble logging in or have general questions.

Username


Password

My Organization's  
Certified **E\*TRACS** users

**Certified:** **E\*TRACS** and Regional ESF-8 Groups are users who have received additional system training so they are able to provide increasing levels of **E\*TRACS** administrative service to their facility, healthcare group or region. All that are certified are able to add and edit user accounts. Other permissions are described in the **E\*TRACS Permission Matrix** and the **E\*TRACS Permission Details** documents located in Knowledgebase or by request from your facility specialist.

These users are your primary contacts for getting immediate assistance with **E\*TRACS**.

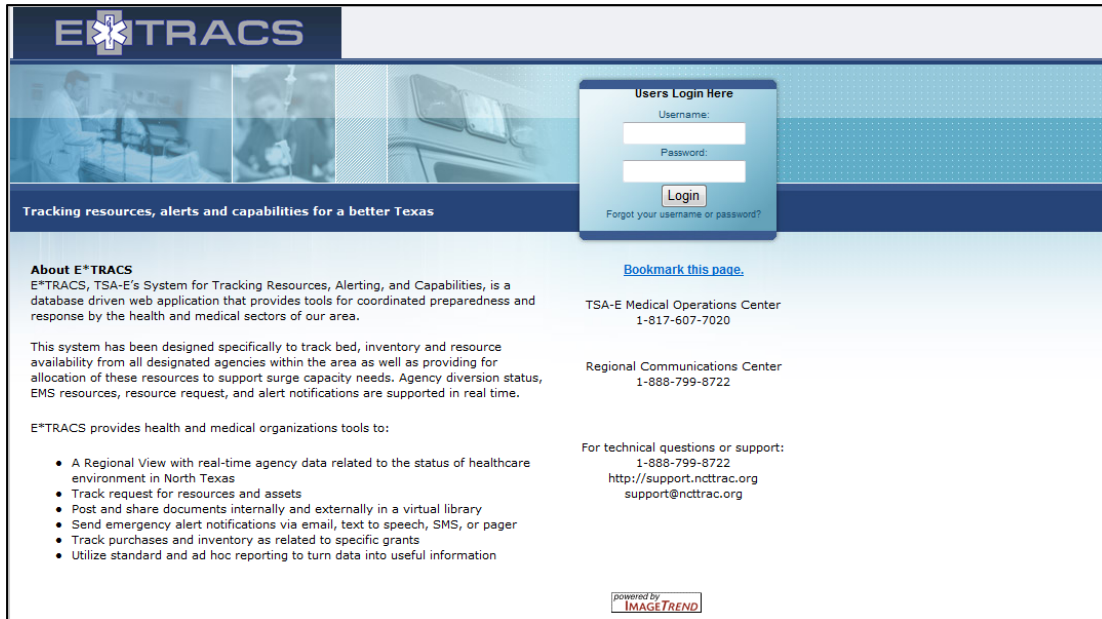
## Accessing E\*TRACS

1. Enter <http://etracs.ncttrac.org> on your Web Browser **or**
2. Go to <http://www.ncttrac.org> and select the **E\*TRACS** globe 


## Logging into E\*TRACS


1. Enter your **Username** and **Password**.

**HINT:** the default username is your WebEOC username,  
e.g., ChisholmShawn0537



The screenshot shows the E\*TRACS login page. At the top is the E\*TRACS logo. Below it is a banner with three images: a medical professional, a person in a hard hat, and a vehicle. To the right of the banner is a 'Users Login Here' box with fields for 'Username:' and 'Password:', a 'Login' button, and a link 'Forgot your username or password?'. Below the banner is a section titled 'Tracking resources, alerts and capabilities for a better Texas'. This section contains an 'About E\*TRACS' paragraph, a list of features, and contact information for the TSA-E Medical Operations Center and the Regional Communications Center. At the bottom right, it says 'powered by IMAGETREND'.

2. Click  .
3. If you have trouble logging in, contact your organization's **E\*TRACS** Specialist listed on the previous page or contact **NCTTRAC support** at <http://support.ncttrac.org>

**Forgot your password?** Click on the “**Forgot your username or password?**” link below the  button if you need a reminder of your username and password. This only functions if you have a valid email address in the **E\*TRACS** system.

## Permissions in E\*TRACS

**Agency Supervisor:** Users with this permission level can update resources, update beds, update diversion information, run reports, create/setup alerts, edit facility information, and create/manage E\*TRACS user accounts for their facility.

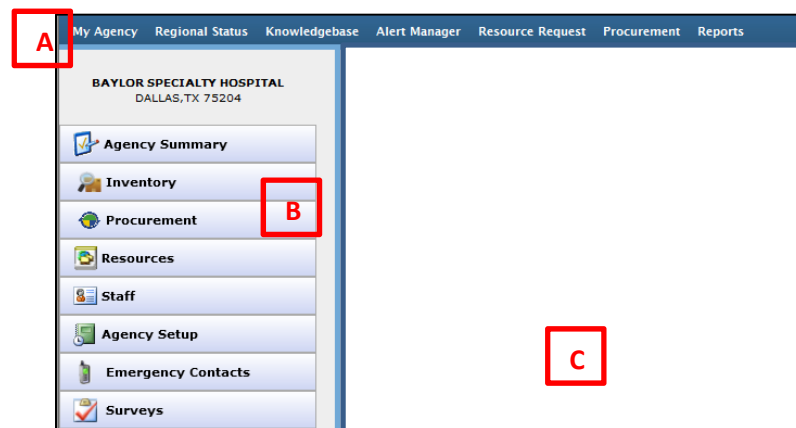
**Agency EPC/Procurement:** Users with this permission for those that will be working with the inventory, procurement, and resources in the system, and is able to receive alerts.

**Agency Logistics:** Users with this permission for those that will be working with the inventory and resources in the system and is able to receive alerts.

**Agency User:** Users can view most of their facility information and update bed availability and diversion status for their facility and is able to receive alerts.

## Navigating in E\*TRACS

Options available in the navigation bars will vary based on your permissions in the system.



### A. System Navigation Bar:

1. **My Agency** – Takes you to your agency summary page.
2. **Regional Status** – Displays an overview of facilities and their diversion status.
3. **Knowledgebase** – Allows users to view and search for any documents that have been uploaded for reference.
4. **Alert Manager** – Allows Agency Supervisors to send out alerts to their staff (**staff must have an E\*TRACS account and have their alerts setup**).
5. **Resource Request** – If a resource is needed, an agency can make a request through **E\*TRACS**. This allows other agencies and services to see what resources are needed. Provides setup for Resource Tracking.
6. **Procurement** – Sub recipients can build their *system wide facilities* projects for reimbursement, obtain approval for the projects, enter information about ordering and receiving items, and request reimbursement for the received item.
7. **Reports** – Allows users to dynamically create, display and store reports.



## B. My Agency Navigation Bar:

1. **Agency Summary:** Displays the status of the facility and provides tools for editing facility diversion & bed count.
2. **Inventory:** Displays all the HPP funded assets for the facility. Also, disposition of consumable items can be updated as well as last inventory date, disposition updates, asset transfers.
3. **Procurement:** Sub recipients can build their *facility specific* projects for reimbursement, obtain approval for the projects, enter information about ordering and receiving the items, request reimbursement for the received item.
4. **Resources:** List of all resources that have been entered.
5. **Staff:** Features information about facility staff members.
6. **Agency Setup:** Features information about your facility.
7. **Emergency Contacts:** Displays facilities emergency contacts.
8. **Survey:** Quarterly Surveys and Satisfaction Surveys will be here if they are active.

## C. Agency Summary Page:

Content on this section will vary according to the type of information your facility is tracking and by the permission level assigned to the account used to login to the site.

**Agency Status Overview:** Provides a summary of facility status for your current and partner facilities, other facilities within your Region, and all facilities in the E\*TRACS system.

Facility Status Overview			
Location	Open	Caution	Closed
Current Facility	0	0	1
Regional Facilities	322	0	1
Statewide Facilities	402	0	1

**Alerts in the past 24 hours:** This section provides links to any current alerts for your facility or role that were sent in the last 24 hours. Also, displays a timestamp and name of person that first acknowledged the alert in your facility.

### Alerts in the past 24 hours

There were no alerts in the past 24 hours.


You will see this box if you have an Emergency Department that is tracking diversion status:

**Current Status:** Provides status on Emergency Department Diversion and/or facility status.

Current Facility Status





BLS Open - ALS Open

As of 06:06 PM on 05/09


[View Status Report](#)

Change Diversion

This box is visible to those facilities that are tracking bed availability:

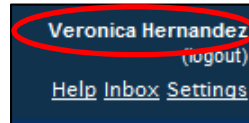
<p><b>Current Bed Availability:</b> This section outlines beds available at your facility. You can update your bed information here (further details below).</p>	Current Bed Availability			
	Facility Bed	Available Staffed	Last Updated	Update
	 Burn ICU	15	03/17 11:23 AM	<input type="button" value="Update"/>
	 CCU (Charlie III)	15	03/17 11:23 AM	<input type="button" value="Update"/>
	 ED Boarder - Acute Care	50	03/25 03:36 PM	<input type="button" value="Update"/>
	 ED Boarder - ICU	50	03/25 03:37 PM	<input type="button" value="Update"/>

# Managing My Account

All users are able to update their own contact information, password, and alerting preferences. While other people in the system may have the ability to update someone else's account on their behalf, the owner of the account has ultimate override authority on all contact information and alerting preferences.

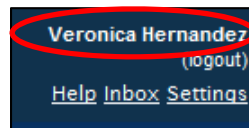
## Accessing My Account

1. Click on **Your Name** in the upper right hand corner of screen.

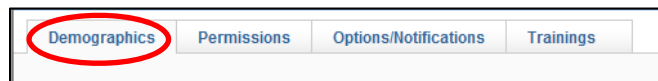



## Managing My Contact Information

1. Click on **Your Name** in the upper right hand corner of screen.




2. Click on the **Demographics** tab.



3. Click on  **Edit** .

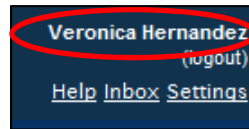
4. Enter or Update contact information fields.

**Want to Receive Notifications?** If you want to be notified via text message or pager, you must enter your cell phone and pager number. You will also need to select your notification preferences (steps shown below).

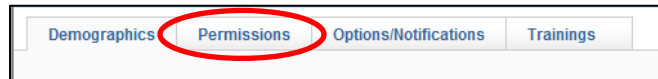
5. Click  to save your changes.

## Managing My Password

1. Click on **Your Name** in the upper right hand corner.

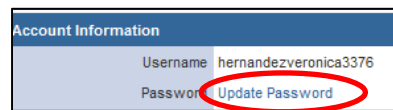


2. Click on the **Permissions** tab.



3. Click on  **Edit**.

4. Click on **Update Password** link.



5. Enter your new password twice. Passwords should have a minimum of 5 characters. The **E\*TRACS** system has no special requirements for passwords, such as including numbers and symbols.

A form titled "Account Information" with a blue header. Below the header, there are two rows. The first row is "Username" with the value "hernandezveronica3376". The second row is "Password" with the text "Update Password" next to it. Below the "Update Password" text, there are two input fields: "Password" and "Verify". Below the "Password" field, there is a note: "minimum of 5 characters".

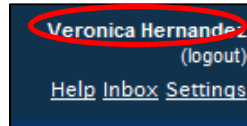
6. Click  **Save**.

## Managing My Notification & Alerting Preferences

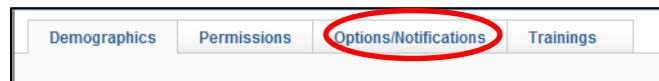
The E\*TRACS system can send alerts in four ways: **alpha-numeric pager**, **email**, **text message**, and **text-to-speech**. Your alerting preferences tell the E\*TRACS system how and which alerts you would like to receive via E\*TRACS.

### To Access Alert Notifications

1. Click on **Your Name** in the upper right hand corner.

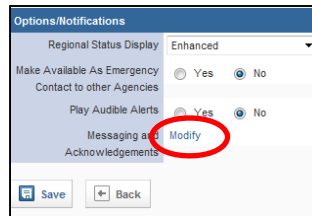


2. Click on the **Options/Notifications** tab.



3. Click  .

4. Click on the **Modify** link.



5. You can select preferences for 2 types of alerts: **Alert** and **Facility Diversion**.



## To Setup Alert Notifications

Click on the **Alert** button to view the available alert types in E\*TRACS.



1. Check the boxes to indicate your alert type preferences. Boxes in the dark blue bar (a) will select everything below them. Boxes without a color (b) will select only those individual boxes.

To ensure that you receive the appropriate alerts please follow this guideline:

**Select the alerts beginning with ALL and the alerts beginning with your agency's type. For example, if you are a hospital partner, we recommend you select those alerts beginning with ALL and HOSPITAL. If you are an EMS agency and EMTF partner, we recommend selecting those alerts beginning with ALL, EMS, and EMTF.**

Alert		Facility Diversion		
Alert Notification Settings		Email	Cell Phone	Pager
<input checked="" type="checkbox"/> Alert	(a)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Emergency		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ALL: Alert		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ALL: Drills & Exercises	(b)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ALL: Regional Advisory		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
EMS: Alert		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
EMS: Drills & Exercises		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
EMTF: Alert		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
EMTF: Drills & Exercises		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
EMTF: Roster Available Assets		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
EMTF: Rostered Asset Info		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HOSPITAL: Alert		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HOSPITAL: Bed Count		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HOSPITAL: Drills & Exercises		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HOSPITAL: DSHS Request		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NCTTRAC: Activation - Primary		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NCTTRAC: Activation - Secondary		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NCTTRAC: Alert		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NCTTRAC: Management		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- **ALL:** Alerts for EVERYONE in the system
- **EMS:** Alerts for EMS, FD, & FR recipients
- **EMTF:** Alerts for EMTF partner recipients
- **HOSPITAL:** Alerts for hospital recipients
- **NCTTRAC:** Alerts that are internal to NCTTRAC

2. If you select cell phone or pager notifications, please ensure that this message does not appear at the bottom of the selection screen. The message indicates that information need to be provided on the account update page in order to complete your request:


You have not provided a cell phone number.  
 You have not selected a cell phone provider.  
 You have not provided a pager number.  
 You have not selected a pager provider.

## To Setup Facility Diversion Status Notifications

If you are interested in monitoring the **Facility Diversion** status of an area or organization, you can make selections in this category. You can only receive notifications for organizations tracking their diversion status.



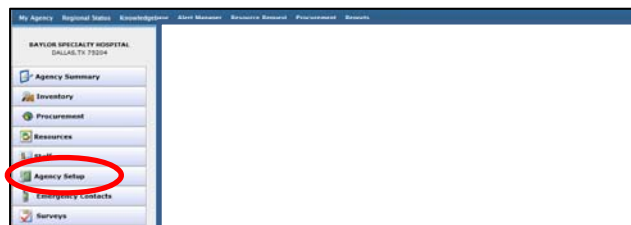
**IMPORTANT:** Do not select any facilities in this notification category unless you want to receive multiple messages daily for each facility you select.

Close the Notification Settings window by clicking on the  button in the upper right hand corner, your changes will automatically be saved.

## Managing My Agency

### Accessing My Agency

1. Click on the **Agency Setup** button in the *My Agency Navigation Bar*.



### My Agency Setup Page Overview

#### Overview:

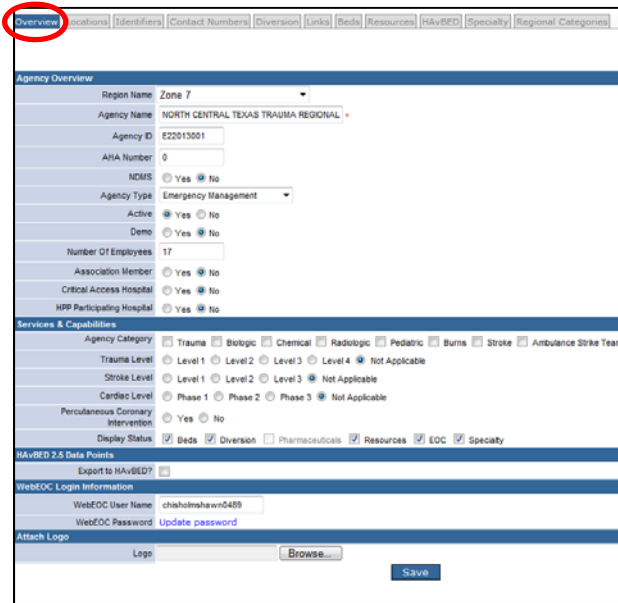
**Agency Type** – Shows the agency's region, id, AHA number, agency type, etc.

**Services & Capabilities** – Hospitals indicate their licensed level for acute care trauma, stroke, and cardiac services by selecting the appropriate radio button. **Display Status** – Allows the supervisor to choose which modules in the system are active. Deselecting these boxes will inactivate the corresponding modules.

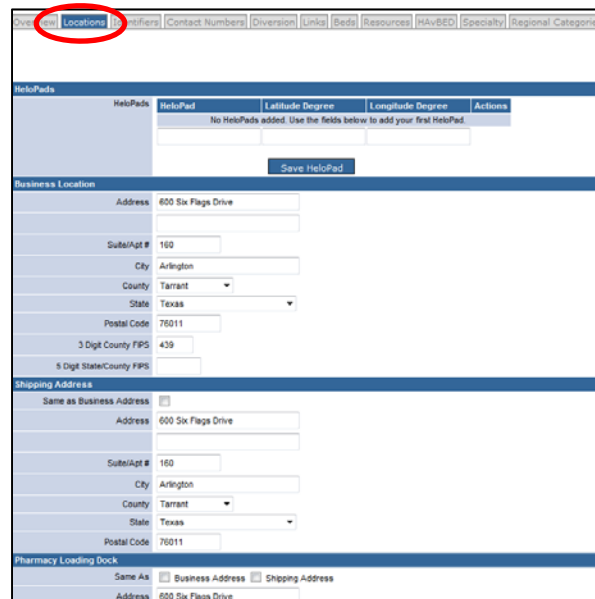
**HAvBED 2.5 Data Points** – Option to export to HAvBED.

**WebEOC Login Information:** Login information for the system's API to do bed integration from E\*TRACS to WebEOC and vice versa.

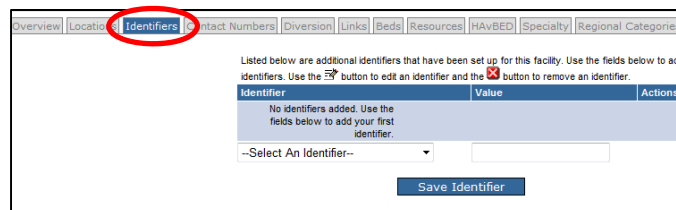
**Attach Facility Logo** - Used to import your facility logo; the logo will appear on the Home page (Agency Summary page). (See *My Agency Logo Setup*)



**Locations:** This section is used to provide **HeloPads location, business address, shipping address, and pharmacy loading dock address** information.

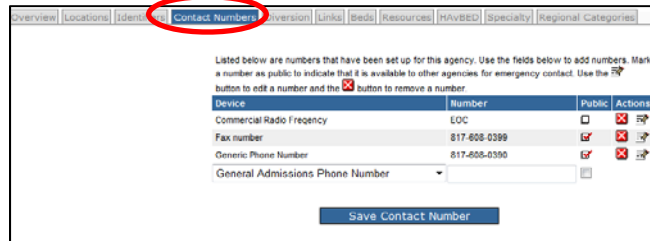




**Identifiers:** This section allows you to add identifiers for your facility by clicking on the pull down menu.











**Contact Numbers:** This section allows you to enter contact information you wish to share with all users and organizations with accounts in **E\*TRACS**. The information is viewable in the Facility Status Report, which is accessed on the Regional Status screen by clicking on the icon in the info column. (See *My Agency Contacts Setup*)

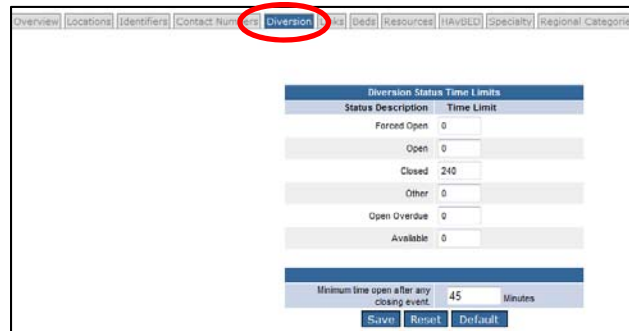


Listed below are numbers that have been set up for this agency. Use the fields below to add numbers. Mark a number as public to indicate that it is available to other agencies for emergency contact. Use the  button to edit a number and the  button to remove a number.

Device	Number	Public	Actions
Commercial Radio Frequency	EOC	<input type="checkbox"/>	 
Fax number	817-606-0399	<input checked="" type="checkbox"/>	 
Generic Phone Number	817-606-0390	<input checked="" type="checkbox"/>	 
General Admissions Phone Number		<input type="checkbox"/>	

[Save Contact Number](#)

**Diversion:** This section allows you to enter the Diversion Status Time Limits for your facility.

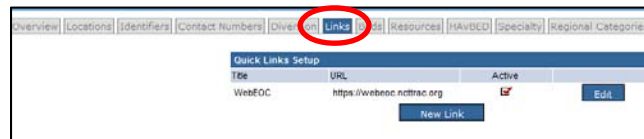


Status Description	Time Limit
Forced Open	0
Open	0
Closed	240
Other	0
Open Overdue	0
Available	0

Minimum time open after any closing event: 45 Minutes

[Save](#) [Reset](#) [Default](#)

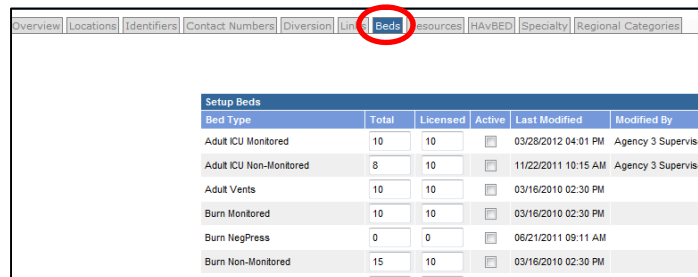
**Links:** This section allows you to add helpful links.



Title	URL	Active
WebEOC	https://webnoc.nctrac.org	<input checked="" type="checkbox"/>

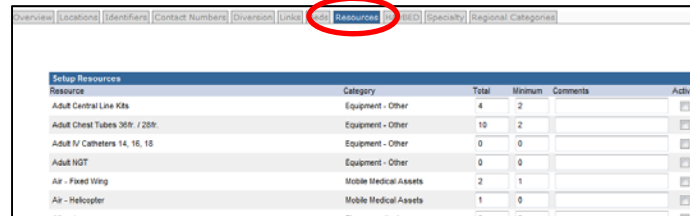
[New Link](#) [Edit](#)

**Beds:** This section provides setup for activating bed tracking. (See *My Agency Bed Availability Setup*)



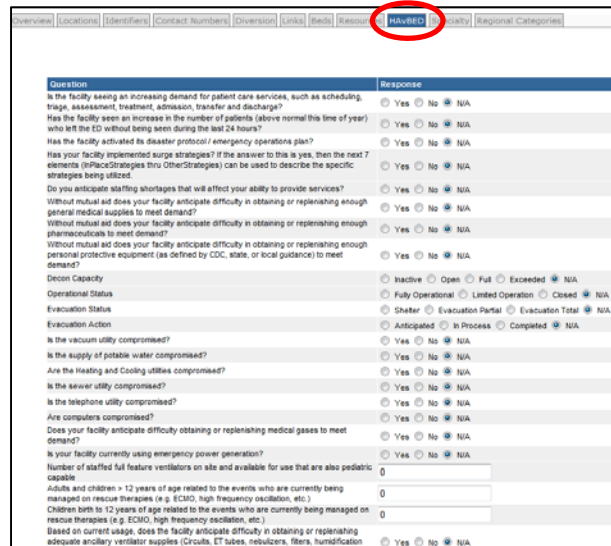
Bed Type	Total	Licensed	Active	Last Modified	Modified By
Adult ICU Monitored	10	10	<input type="checkbox"/>	03/28/2012 04:01 PM	Agency 3 Supervisor
Adult ICU Non-Monitored	8	10	<input type="checkbox"/>	11/22/2011 10:15 AM	Agency 3 Supervisor
Adult Vents	10	10	<input type="checkbox"/>	03/16/2010 02:30 PM	
Burn Monitored	10	10	<input type="checkbox"/>	03/16/2010 02:30 PM	
Burn NegPress	0	0	<input type="checkbox"/>	06/21/2011 09:11 AM	
Burn Non-Monitored	15	10	<input type="checkbox"/>	03/16/2010 02:30 PM	

**Resources:** This area provides setup for Resource Tracking. (See *Resource Request Management in E\*TRACS*)



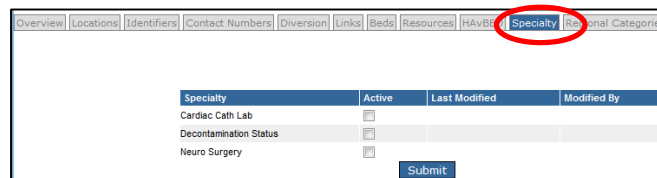
Resource	Category	Total	Minimum	Comments	Active
Adult Central Line Kits	Equipment - Other	4	2		<input type="checkbox"/>
Adult Chest Tubes 36fr / 28fr	Equipment - Other	10	2		<input type="checkbox"/>
Adult IV Catheters 14, 16, 18	Equipment - Other	0	0		<input type="checkbox"/>
Adult NGT	Equipment - Other	0	0		<input type="checkbox"/>
Air - Fixed Wing	Mobile Medical Assets	2	1		<input type="checkbox"/>
Air - Helicopter	Mobile Medical Assets	1	0		<input type="checkbox"/>

**HAvBED:** This section provides Questions for HAvBED 2.5.



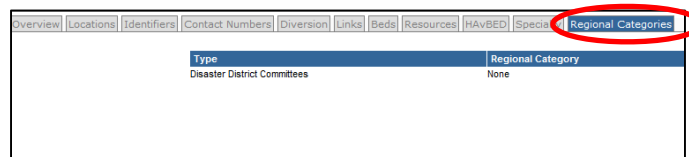
Question	Response
Is the facility seeing an increasing demand for patient care services, such as scheduling, triage, assessment, treatment, admission, transfer and discharge?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A
Has the facility seen an increase in the number of patients (above normal this time of year) who left the ED without being seen during the last 24 hours?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A
Has the facility activated its disaster protocol/emergency operations plan?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A
Has your facility implemented surge strategies? If the answer to this is yes, then the next 7 elements (inPlaceStrategies thru OtherStrategies) can be used to describe the specific strategies being utilized.	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A
Do you anticipate staffing shortages that will affect your ability to provide services?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A
Without mutual aid does your facility anticipate difficulty in obtaining or replenishing enough general medical supplies to meet demand?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A
Without mutual aid does your facility anticipate difficulty in obtaining or replenishing enough pharmaceuticals to meet demand?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A
Without mutual aid does your facility anticipate difficulty in obtaining or replenishing enough personal protective equipment (as defined by CDC, state, or local guidance) to meet demand?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A
Decon Capacity	<input type="radio"/> Inactive <input type="radio"/> Open <input type="radio"/> Full <input checked="" type="radio"/> Exceeded <input checked="" type="radio"/> N/A
Operational Status	<input type="radio"/> Fully Operational <input type="radio"/> Limited Operation <input type="radio"/> Closed <input checked="" type="radio"/> N/A
Evacuation Status	<input type="radio"/> Shelter <input type="radio"/> Evacuation Partial <input type="radio"/> Evacuation Total <input checked="" type="radio"/> N/A
Evacuation Action	<input type="radio"/> Anticipated <input type="radio"/> In Process <input type="radio"/> Completed <input checked="" type="radio"/> N/A
Is the vacuum utility compromised?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A
Is the supply of potable water compromised?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A
Are the Heating and Cooling utilities compromised?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A
Is the sewer utility compromised?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A
Is the telephone utility compromised?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A
Are computers compromised?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A
Does your facility anticipate difficulty obtaining or replenishing medical gases to meet demand?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A
Is your facility currently using emergency power generation?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A
Number of staffed full feature ventilators on site and available for use that are also pediatric capable	0
Adults and children > 12 years of age related to the events who are currently being managed on rescue therapies (e.g. ECMO, high frequency oscillation, etc.)	0
Children born to 12 years of age related to the events who are currently being managed on rescue therapies (e.g. ECMO, high frequency oscillation, etc.)	0
Based on current usage, does the facility anticipate difficulty in obtaining or replenishing adequate ancillary ventilator supplies (Circuits, ET tubes, nebulizers, filters, humidification)	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A

**Specialty:** This area allows you to select additional specialties for your facility.



Specialty	Active	Last Modified	Modified By
Cardiac Cath Lab	<input type="checkbox"/>		
Decontamination Status	<input type="checkbox"/>		
Neuro Surgery	<input type="checkbox"/>		

**Regional Categories:** This area lets you know in what Region your facility is in.



Type	Regional Category
Disaster District Committees	None

## My Agency Bed Availability Setup

### Accessing Bed Availability Setup (Initial Setup or Change only)


1. Click on **Agency Setup** in the *My Agency Navigation Bar*.
2. Click on the **Beds** tab.

Overview	Locations	Identifiers	Contact Numbers	Diversion	Link	<b>Beds</b>	Resources	HAvBED	Specialty	Regional Categories
----------	-----------	-------------	-----------------	-----------	------	-------------	-----------	--------	-----------	---------------------

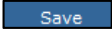
  

Setup Beds					
Bed Type	Total	Licensed	Active	Last Modified	Modified By
Adult ICU Monitored	10	10	<input checked="" type="checkbox"/>	09/26/2012 02:19 PM	Brian Martin
Adult ICU Non-Monitored	8	10	<input checked="" type="checkbox"/>	11/22/2011 10:15 AM	Agency 3 Supervisor
Adult Vents	5	25	<input checked="" type="checkbox"/>	03/16/2010 02:30 PM	

### Activating Beds

1. In the **Active** column, check each of the bed types your agency will be tracking. These will appear on the **Agency Summary** screen.
2. In the **Total** column, enter the total number of beds your agency has for each type you plan to track. This number dictates how many beds are available on the Agency Summary screen. (This is not the available staffed bed number. It is the Physically Available Beds – see bed reporting below.
3. In the Licensed column, enter the number of beds that your agency has licensed for that bed type.
4. Click .

### Deactivating Beds

1. In the **Active** column, uncheck each bed type you want to remove from the **Agency Summary** screen.
2. Click .

## Updating Bed Information (Day to Day or Request Account)

1. Click on **Agency Setup** in the *My Agency Navigation Bar*.
2. In the Current Bed Availability Section, Click on **Update** next to the bed type.
3. Update the information and Click on **Ok** or **Cancel**

Current Bed Availability									
Bed Type	? Available	Staffed	? Licensed	6 Hr	24 Hr	72 Hr	Contact	Last Updated	Update
Adult ICU Monitored	0		0				None		Ok Cancel
?									

**Available Staffed:** Staffed beds that are physically available for which staff is on hand to attend to the patient who occupies the bed. Staffed beds include those that are occupied and those that are vacant. Texas WholeBed also further defines available beds as being either monitored or non-monitored by special equipment.


**Licensed** – Number of licensed beds that are physically available to occupy.

**6, 24, 72 HR** – An informed estimate of how many staffed, vacant beds for each category could be made available above the current number within X hours. This would include created institutional surge beds as well as beds made available by discharging/transferring patients.

**Contact** – This value can be changed by an Agency Supervisor, however it would default to the person entering the information if they are not an agency supervisor.

(Bed Definitions are referenced here: <http://www.ahrq.gov/research/havebed/definitions.htm>)

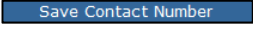
## My Agency Contacts Setup

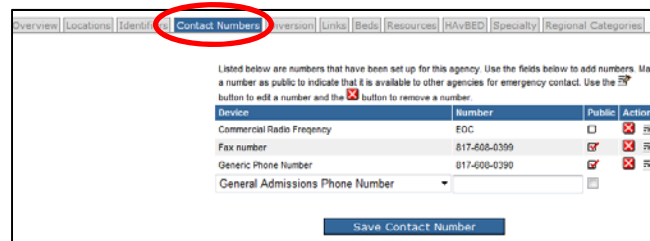
Contact information added in this section can be viewed on the Regional Status screen by all users of E\*TRACS. Clicking the  icon in the far left Info column, will open the Agency Status Report, which contains the contact information for the corresponding facility. Please enter only information you wish to share broadly with E\*TRACS users. It is recommended that personal or confidential numbers not be included in this section.







### Accessing Contacts Setup

1. Click on **Agency Setup** in the *My Agency Navigation Bar*.
2. Click on the **Contact Numbers** tab.

### Adding a Contact

1. Select the **Device type** on the Device pull down menu.
2. Enter the Number.
3. Check the box to make it Public.
4. Click .




Device	Number	Public	Actions
Commercial Radio Frequency	EOC	<input type="checkbox"/>	 
Fax number	817-608-0399	<input checked="" type="checkbox"/>	 
Generic Phone Number	817-608-0390	<input checked="" type="checkbox"/>	 

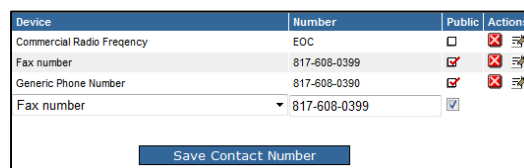
Save Contact Number









### Deleting a Contact

1. Click on the  next to the number.

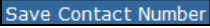
### Editing a Contact

1. Click on the  next to the contact.
2. The contact will open within text boxes, allowing you to make changes.



Device	Number	Public	Actions
Commercial Radio Frequency	EOC	<input type="checkbox"/>	 
Fax number	817-608-0399	<input checked="" type="checkbox"/>	 
Generic Phone Number	817-608-0390	<input checked="" type="checkbox"/>	 
Fax number	817-608-0399	<input checked="" type="checkbox"/>	 

Save Contact Number

3. Click  to save changes.

## My Agency Emergency Contacts Setup

Names and contact information added to the Emergency Contacts screen is primarily for internal use. However, Emergency Contacts can also be viewed by regional coordinating agencies and E\*TRACS System Administrators.

### Creating Emergency Contacts

1. Click on **My Agency** in the *System Navigation Bar*.
2. Click on the **Emergency Contacts** button in the *My Agency Navigation Bar*.
3. Click on **Create Contact** in the Emergency Contact Information window.
4. Enter name, phone numbers, pager, and email as appropriate.

Emergency Contact Person	
First Name	<input type="text"/>
Last Name	<input type="text"/>
Emergency Contact Information	
Office Phone	<input type="text"/>
Cell Phone	<input type="text"/>
Home Phone	<input type="text"/>
Pager	<input type="text"/>
E-mail	<input type="text"/>
<div><input type="button" value="Submit"/> <input type="button" value="Cancel"/></div>	

5. Click  or  . The contact will be added to the emergency contact list.


### Updating Emergency Contacts

1. Click on **My Agency** in the *System Navigation Bar*.
2. Click on the **Emergency Contact** button in the *My Agency Navigation Bar*.
3. Select the contact to edit and click on their **First Name**.
4. Make the necessary changes to the contact information.
5. Click  to save changes.

## My Agency Logo Setup

### Accessing My Agency Logo Setup

1. Click on **Agency Setup** in the My Agency navigation.
2. Click on  button in the Attach Facility Logo section of the Facility Setup page.




3. A pop-up box will open allowing you to search your computer for the location of the graphics file to attach. (To be displayed properly, it is recommended the image be approximately **W:100-400 pixels by H; 75-100 pixels.**)
4. When you locate the file, click **Open**. The logo will be displayed at the bottom of the Facility Setup page and at the top of the My Facility Summary page (home page).

### Removing or Changing the Agency Logo

1. Check the Remove Logo box at the bottom of the Facility Setup page.
2. Click  .
3. You can now change the logo by following the instructions for attaching a facility logo, above.

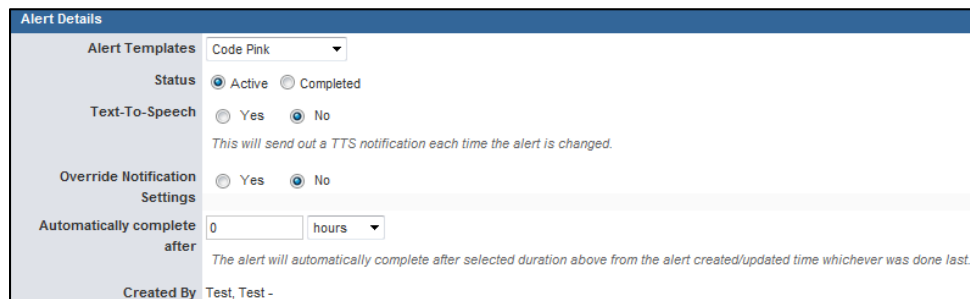
## My Agency Alerts

### Creating a New Alert

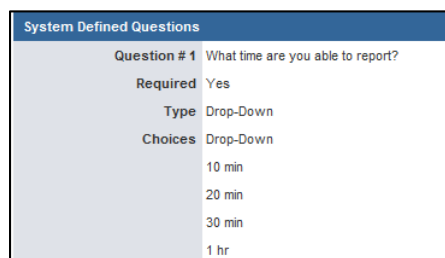
1. Click on **Alert Manager** in the *System Navigation Bar*.
2. Click on .



3. In the **Alert Details** section,



- a. In the **Alert Templates** pull down menu, select the alert you want send.
  - b. In the **Status** section, select **Active**.
  - c. In the **Text-To-Speech** section, select **Yes** if you prefer a phone call to be sent out rather a text message on the users phone or select **No**, if you prefer a text message rather a phone call on the users phone.
  - d. In the **Override Notification Settings**, select **Yes** if you want to override all the users notification settings or **No**, if you prefer not to.
  - e. In the **Automatically complete after** section, enter the minutes, hours, or amount of days you would like for this notification to be completed.
4. In the **System Defined Questions** section, you'll see the predefined questions that will allow the user to answer in the alert. Note: the user will need to login to **E\*TRACS** to be able to answer these questions.

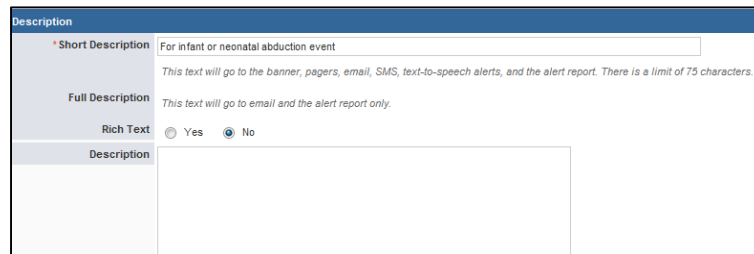


Question #	Question	Required	Type	Choices
1	What time are you able to report?	Yes	Drop-Down	Drop-Down
				10 min
				20 min
				30 min
				1 hr



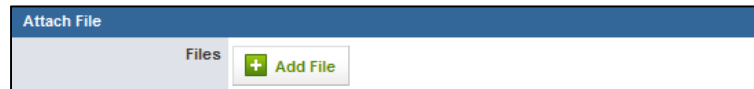
## Creating a New Alert (cont'd)

5. In the **Description** section, you can enter a full description of alert. Note: The **Short** description is the text that will go to the banner, pagers, email, SMS, text-to-speech alerts, and the alert report. The **Full** description is the text that will go to their email alert or the alert report.



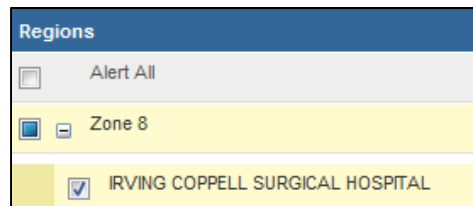
The screenshot shows the 'Description' section of the alert creation form. It has a blue header bar labeled 'Description'. Below it, there are two main sections: 'Short Description' and 'Full Description'. The 'Short Description' section has a text input field containing 'For infant or neonatal abduction event' and a note below it stating 'This text will go to the banner, pagers, email, SMS, text-to-speech alerts, and the alert report. There is a limit of 75 characters.' The 'Full Description' section has a larger text input field and a note stating 'This text will go to email and the alert report only.' Below these sections, there is a 'Rich Text' section with two radio buttons: 'Yes' and 'No', with 'No' being selected. At the bottom, there is a 'Description' label above a large text input field.

6. In the **Attach File** section, you can add attachments to the alert by clicking on **Add File** and browsing to your file.



The screenshot shows the 'Attach File' section of the alert creation form. It has a blue header bar labeled 'Attach File'. Below it, there is a 'Files' section with a green '+ Add File' button.

7. In the **Regions** section, select your facility or facilities.



The screenshot shows the 'Regions' section of the alert creation form. It has a blue header bar labeled 'Regions'. Below it, there are three rows of selection options. The first row is 'Alert All' with an unchecked checkbox. The second row is 'Zone 8' with an unchecked checkbox. The third row is 'IRVING COPPELL SURGICAL HOSPITAL' with a checked checkbox.

8. Or you can select specific users by clicking on **+ Add User(s)**.
  - a. Enter the **Last Name** of the user in the textbox.



The screenshot shows the 'Search User(s)' section of the alert creation form. It has a blue header bar labeled 'Search User(s)'. Below it, there is a 'Name:' label followed by a search icon and a text input field containing 'Test'.

- b. Click **+ Add Selected**.

9. Click **Send** or **Back**.

## Acknowledging an Alert

### By Text/Pager:

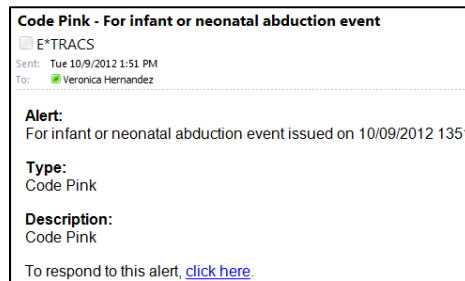
- The user will only see the **Short** description of alert.
- The user is not able to answer System defined questions.
- The user **cannot** acknowledge an alert via text/pager.

### By Text to Speech:

- The user will only hear the **Short** description of alert.
- The user is not able to answer System defined questions.
- The user will get an automated call and be given the option to acknowledge the alert.

### By Email:

- The user will see the **Long** description of alert.
- The user is not able to answer System defined questions.
- The user will receive an email and will have the option to acknowledge the alert by clicking on the “**click here**” link. **For ex.:**



**Note:** Once the user clicks on the “**click here**” in the email link, the following pop up will show:




**Note:** by clicking on the “**Return to E\*TRACS**” link will allow you to login to **E\*TRACS** therefore, allowing you to answer the System defined questions.

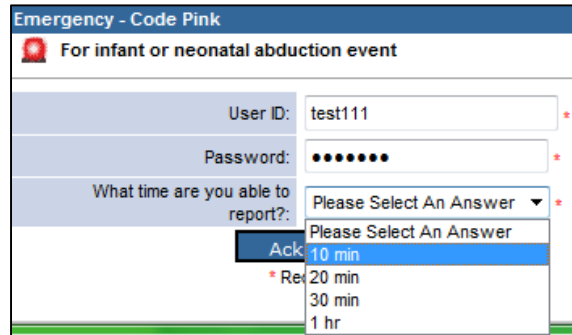
### By Login to E\*TRACS:

- The user will see the **Long** description of alert.
- The user is able to answer System defined questions.
- The user will receive the following popup:



## Acknowledging an Alert (cont'd)

After clicking on the  image, the following pop up will show:



**Emergency - Code Pink**  
**For infant or neonatal abduction event**

User ID: test111 \*

Password: •••••• \*


What time are you able to report?: Please Select An Answer \*

Ack: 10 min

\* Rev: 20 min  
 30 min  
 1 hr



The user will now see this banner in the **E\*TRACS** page:




**Note:** by clicking on the report  image, the user will be able to view full alert with the attachments, all agency acknowledgments, etc.

## Updating an Alert

1. Click on **Alert Manager** in the *System Navigation Bar*.
2. Click on the **Title** of the Alert.

Alerts							
Status	Report	Title	Type	Date Created ▾	Created By	Date Last Updated	Last Updated By
		For infant or neonatal abduction event	Code Pink	10/09/2012...	Test,Test	---	---

3. In the **Reason For Update** box, enter any changes.



\* Reason For Update

This text will go to pagers, email, SMS, and ETRACS Report. Please use when providing new information on the event.

4. Click  **Send** or  **Back** .

## Completing an Alert

1. Click on **Alert Manager** in the *System Navigation Bar*.
2. Click on the **Title** of the Alert.

Alerts							
Status	Report	Title	Type	Date Created ▾	Created By	Date Last Updated	Last Updated By
		For infant or neonatal abduction event	Code Pink	10/09/2012...	Test,Test	—	—

3. In the **Alert Details**, select **Completed**.

Alert Details

Alert Type/Template

Code Pink

Created

10/09/2012 13:50

Status

☐ Active
 ☒ Completed

Text-To-Speech

☐ Yes
 ☒ No
 

This will send out a TTS notific

Override Notification Settings

☐ Yes
 ☒ No

Automatically complete after

minutes ▾
 

The alert will automatically com

Created By

Test, Test -




4. Click  or .

## My Agency Users Setup

### Accessing New Users Setup

1. Click on **My Agency** in the *System Navigation Bar*.
2. Click on **Staff** on the *My Agency Navigation Bar*.

### Adding a New User

1. Click on  .
2. Required information is marked with a red asterisk (\*). Add the following required information:
  - a. **First Name**
  - b. **Last Name**
  - c. **Email Address**
3. Click  .
4. On the following page, enter:
  - a. **Username** (regional standard is **lastnamefirstnamefirstfourdigitsofsocial** i.e. HernandezVeronica3598)
  - b. **Password** (set a generic initial password for the account; users will be prompted to change their password on login. To avoid confusion, it is suggested that you use the same generic password for all new accounts.)
5. Select the **Permission** group for user in the Permission Group drop-down menu.
6. Click  .

### Importing Users


If you have several new accounts to enter at one time, new users can be imported into the system by a NCTTRAC System Administrator using the *Staff Import Template*. You can find this template by:

1. Clicking on **Knowledgebase** in the *System Navigation Bar*.
2. Search for and download *Staff Import Template*.
3. Instructions for completing the template are included at the top of the form.
4. Complete template; **Do Not Change Columns!**
5. Email completed template to [support@ncttrac.org](mailto:support@ncttrac.org) to be uploaded.

## Updating Other User's Accounts


1. Click on **My Agency** in the *System Navigation Bar*.
2. Click on the **Staff** button in the My Agency Navigation.
3. Click on the **Name** of the user whose account setting you are modifying.

Epley, Stephan	Emergency Management Coordinator	stephanepley@texashealth.org	Agency Supervisor
Harris, Ann Marie	Program Evaluation & Performance Improvement Manag	anharris@ncttrac.org	Sub Administrators
Hufham, Hank	Hospital Preparedness Program Manager	hhufham@ncttrac.org	Regional Logistics/Procurement Admins

4. Make changes to the account as described in *Managing My Account Information*.
5. Click on  .

If you change the password, be sure to notify the user of the new generic password and instruct them to change their password on their next login.

## Inactivating Existing User's Accounts

1. Follow the instructions above to update a user's account.
2. At the bottom of the screen, change the person's Current status from active to inactive using the radio buttons.
3. Click  .

## My Agency Resources Setup (Currently not used in E\*TRACS)

### Accessing the Resources Module

1. Click on **Agency Setup** in the *My Agency Navigation Bar*.
2. Click on the **Resources** tab.

### Activating/Setting Up a Resource

1. In the **Total** column, enter the total number for each resource within your facility.
2. The **Minimum** column is used to indicate the number of a resource that you would keep on hand and never share.
3. In the **Comments** column, enter any comments.
4. In the **Active** column, check each of the resources your facility will track.
5. Click **Save**.

Overview   Locations   Identifiers   Contact Numbers   Diversion   Links   <b>Resources</b>   AvBED   Specialty   Regional Categories						
Setup Resources						
Resource	Category	Total	Minimum	Comments	Active	
Adult Central Line Kits	Equipment - Other	4	2		<input type="checkbox"/>	
Adult Chest Tubes 36fr. / 28fr.	Equipment - Other	10	2		<input type="checkbox"/>	
Adult IV Catheters 14, 16, 18	Equipment - Other	0	0		<input type="checkbox"/>	
Adult NGT	Equipment - Other	0	0		<input type="checkbox"/>	


### Updating an Active Resource

1. Click on **Resources** in the *My Agency Navigation Bar*. (Note: in this page you will only see the resources that were set to be Active in the **Agency Setup > Resources** tab)
2. Locate the Resource by using one of these methods:
  - a. Click on the Alpha links at the top of the page, or
  - b. Page through the resources list

**Note:** Most resources are listed by their generic name.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	1	2	3	4	5	6	7	8	9	All
Resource		Category		Total		Minimum		Contact		Comments		Last Updated		Update																					
Bariatric Lift Heavy Duty Power Reliant 600		Bariatric Durable Medical Equipment		3		3		Not Applicable		NCTTRAC warehouse		02/04/2011 06:44		<input type="button" value="Update"/>																					
Bariatric Med Bed 1000 lb capacity with Cart		Bariatric Durable Medical Equipment		20		20		Not Applicable		NCTTRAC warehouse		02/04/2011 06:44		<input type="button" value="Update"/>																					
Bariatric Med Bed Stainless Steel Rail Set (of 4)		Bariatric Durable Medical Equipment		20		20		Not Applicable		NCTTRAC warehouse		02/04/2011 06:44		<input type="button" value="Update"/>																					
Bariatric Saca 6747 Digital Platform Multi-functional scale w/800 lb weight capacity		Bariatric Durable Medical Equipment		4		4		Not Applicable		NCTTRAC warehouse		02/04/2011 06:44		<input type="button" value="Update"/>																					

## Updating an Active Resource (cont'd)

- Click the  button at the right side of the resource that you need to update.

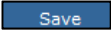
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	1	2	3	4	5	6	7	8	9	All
Resource		Category											Total	Minimum	Contact	Comments											Last Updated	Update							
Bariatric Lift Heavy Duty Power Reclant 600		Bariatric Durable Medical Equipment											3	3	Not Applicable	NCTTRAC warehouse											02/04/2011 06:44	<div>Update</div>							
Bariatric Med Bed 1000 lb capacity with Cart		Bariatric Durable Medical Equipment											20	20	Not Applicable	NCTTRAC warehouse											02/04/2011 06:44	<div>Update</div>							
Bariatric Med Bed Stainless Steel Rail Set		Bariatric Durable Medical Equipment											20	20	Not Applicable	NCTTRAC warehouse											02/04/2011 06:44	<div>Update</div>							

- Update your information.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	1	2	3	4	5	6	7	8	9	All					
Resource												Category												Total	Minimum	Contact	Comments												Last Updated	Update
Bariatric Lift Heavy Duty Power Reclant 600												Bariatric Durable Medical Equipment												<input type="text" value="3"/>	<input type="text" value="3"/>	Not Applicable												<input type="text" value="NCTTRAC warehouse"/>	<div><div>Save</div><div>Cancel</div></div>	
Bariatric Med Bed 1000 lb capacity with Cart												Bariatric Durable Medical Equipment												20	20	Not Applicable	NCTTRAC warehouse												02/04/2011 06:44	<div>Update</div>
Bariatric Med Bed Stainless Steel Rail Set (of 4)												Bariatric Durable Medical Equipment												20	20	Not Applicable	NCTTRAC warehouse												02/04/2011 06:44	<div>Update</div>
Bariatric Seca 6747																																								

- Click  or .

## Deactivating a Resource

- Click on **Agency Setup** in the *My Agency Navigation Bar*.
- Click on the **Resources** tab.
- In the **Active** column, uncheck each item you no longer want to display on the Resources page.
- Click  .



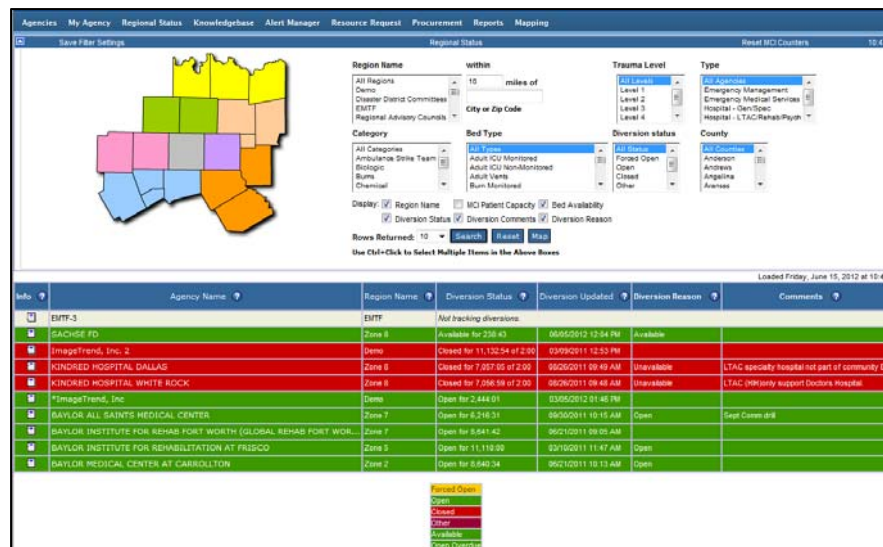
# Healthcare across the Region

The Regional Status screen provides an overview of all facilities' bed availability and diversion status.

## Accessing Regional Status

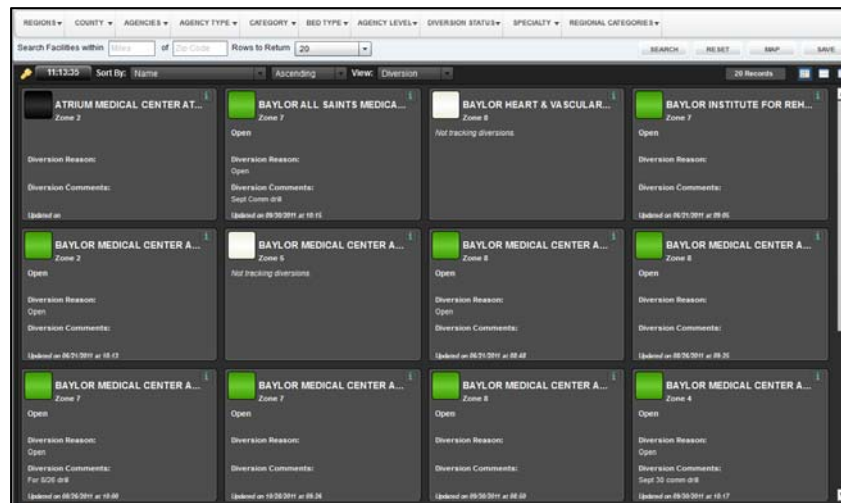
1. Click on **Regional Status** in the *System Navigation Bar*.

**Regional Status – 1. Classic View:** The top section of the window allows the user to select facility data criteria and the bottom section of the window displays records in a list view matching that criteria.



Agency Name	Region Name	Diversion Status	Diversion Updated	Diversion Reason	Comments
EMT-3	EMT-3	Not tracking diversions			
SACISE FD	Zone 6	Available for 236-43	06/05/2012 12:54 PM	Available	
ImageTrend, Inc. 2	Zone 6	Closed for 11,132.54 of 2,000	03/09/2011 12:53 PM	Unavailable	
KINDRED HOSPITAL DALLAS	Zone 6	Closed for 7,057.05 of 2,000	06/05/2011 08:49 AM	Unavailable	LTAC specialty hospital not part of community EOP
KINDRED HOSPITAL WHITE ROCK	Zone 6	Closed for 7,056.58 of 2,000	06/05/2011 08:48 AM	Unavailable	LTAC specialty support Doctors hospital
*ImageTrend, Inc.	Zone 6	Open for 2,444.01	03/05/2012 01:45 PM	Open	
BAYLOR ALL SAINTS MEDICAL CENTER	Zone 7	Open for 6,218.31	06/05/2011 10:15 AM	Open	Sept Comm d/B
BAYLOR INSTITUTE FOR REHAB FORT WORTH (GLOBAL REHAB FORT WORTH)	Zone 7	Open for 6,041.42	06/05/2011 09:05 AM	Open	
BAYLOR INSTITUTE FOR REHABILITATION AT FRISCO	Zone 5	Open for 11,119.00	03/10/2011 11:47 AM	Open	
BAYLOR MEDICAL CENTER AT CARROLLTON	Zone 2	Open for 6,040.34	06/05/2011 10:13 AM	Open	

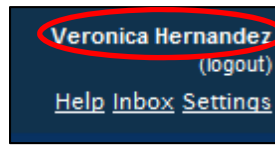
**Regional Status – 2. Enhanced View:** The top section of the window allows the user to select facility data criteria and the bottom section of the window displays records in a modular view matching that criteria.



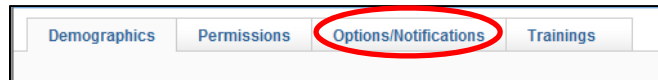
Facility Name	Zone	Status	Diversion Reason	Comments	Updated
ATRIUM MEDICAL CENTER AT...	Zone 2	Open	Open		Updated on 06/05/2011 at 10:13
BAYLOR ALL SAINTS MEDICA...	Zone 7	Open	Open	Sept Comm d/B	Updated on 06/05/2011 at 10:15
BAYLOR HEART & VASCULAR...	Zone 6	Not tracking diversions			Updated on 06/05/2011 at 09:05
BAYLOR INSTITUTE FOR REH...	Zone 7	Open	Open		Updated on 06/05/2011 at 09:05
BAYLOR MEDICAL CENTER A...	Zone 2	Open	Open		Updated on 06/05/2011 at 10:13
BAYLOR MEDICAL CENTER A...	Zone 6	Not tracking diversions			Updated on 06/05/2011 at 09:05
BAYLOR MEDICAL CENTER A...	Zone 6	Open	Open		Updated on 06/05/2011 at 09:05
BAYLOR MEDICAL CENTER A...	Zone 6	Open	Open		Updated on 06/05/2011 at 09:05
BAYLOR MEDICAL CENTER A...	Zone 7	Open	Open	Sept Comm d/B	Updated on 06/05/2011 at 10:13
BAYLOR MEDICAL CENTER A...	Zone 7	Open	Open		Updated on 06/05/2011 at 09:05
BAYLOR MEDICAL CENTER A...	Zone 6	Open	Open		Updated on 06/05/2011 at 09:05
BAYLOR MEDICAL CENTER A...	Zone 4	Open	Open		Updated on 06/05/2011 at 10:17


## How to Change Views

1. Click on **Your Name** in the upper right hand corner.

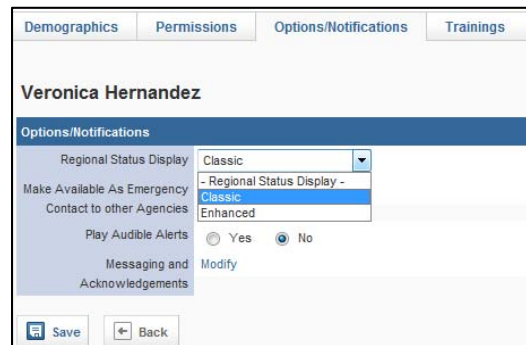


2. Click on the **Options/Notifications** tab.



3. Click on  .

4. Select **Classic** or **Enhanced** in the Regional Status Display pull down menu.

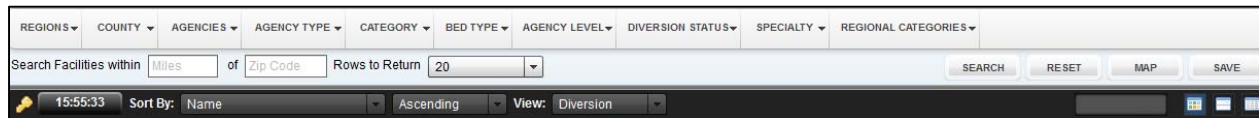

 A screenshot of the "Options/Notifications" settings page for Veronica Hernandez. The page has a header with tabs: "Demographics", "Permissions", "Options/Notifications" (selected), and "Trainings". Below the header, the name "Veronica Hernandez" is displayed. The main content area is titled "Options/Notifications" and contains several settings:
 

- "Regional Status Display" with a dropdown menu currently showing "Classic". The dropdown is open, showing options: "- Regional Status Display -", "Classic", and "Enhanced".
- "Make Available As Emergency" with a checkbox.
- "Contact to other Agencies" with a checkbox.
- "Play Audible Alerts" with radio buttons for "Yes" and "No".
- "Messaging and Acknowledgements" with a "Modify" link.

 At the bottom of the form are "Save" and "Back" buttons.

5. Click  .

## Navigating the Regional Status Information - (Enhanced View)



Below are definitions of the filters on that screen. You only need to use the variables that are applicable to your query. For additional information see the CHEAT SHEET – Regional Status Screen available in Knowledgebase.

### Regional Status Screen Glossary

All query boxes can accommodate multiple selections by holding down the CTRL key while clicking.

<b>Regions:</b> Use this box to select the geographic region for the facility.
<b>County:</b> Use this box to select a specific county.
<b>Agencies:</b> Use this box to select specific agencies.
<b>Agency Type:</b> Use this box to select agency types.
<b>Category:</b> Use this box to search on specialty services.
<b>Bed Type:</b> Use this box to search on specific bed types. There are MANY bed types in the system. We highly recommend narrowing down your results by making selections in this box.
<b>Agency Level:</b> Use this box to select an agency by trauma level.
<b>Diversion Status:</b> Use this box to select a specific diversion status.
<b>Specialty:</b> Use this box to select specialty of facility.
<b>Regional Categories:</b> Use this menu to select the number of results you want displayed.
<b>Facilities within X miles of Y:</b> Use this box to create a radius search from a city or zip code. You must enter a city or zip. Do not enter the state. The system does not default to your facility location.
<b>Search, Reset, Map, Save:</b> The <b>Search</b> button executes your search. The <b>Reset</b> button resets all of the variables, The <b>Map</b> button executes a map of the variables you have selected, The <b>Save</b> button saves the settings currently on the screen. This is helpful if you regularly view the same variable and do not want to customize the screen each time you return to the page.

After selecting all your filters, you can then Sort your results by Name, Ascending, or View (Diversion, Beds, Specialty, Minimize).

You also have the capability of showing the results in different views by clicking on its icon.

a. Tile View



b. Content View



c. Grid View



## Emergency Department & Facility Status

The status information below defines current operations of Emergency Departments and other organizations throughout our region. Information in E\*TRACS is subject to interpretation and should not be distributed or acted upon without prior consultation with the lead health and medical (ESF-8) coordinating agency for the Region.

This list of categories is subject to change as the system is developed. The goal will be for the system to mirror the work done for the other web based emergency preparedness systems.

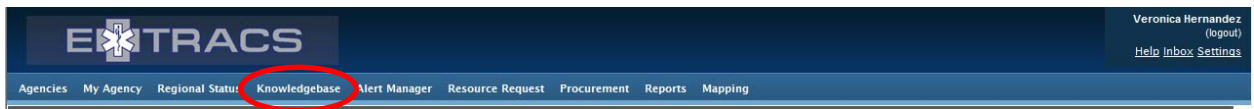
**NOTE:** Additional information about a diversion may be found in Reason and/or Comment lines found directly below the current facility status on the facility summary page.

USED BY	DIVERSION STATUS	DEFINITION
<b>Trauma Centers (Level I and II only):</b>	<b>TC - Open</b>	Emergency Department is Open. Accepting all ambulances.
	<b>TC – Open_Overdue</b>	Emergency Department has not updated status in X hours.
	<b>Closed</b>	Emergency Departments are not accepting any ambulance units. This does NOT mean that the hospital is closed. EDs may choose this status when they have no additional staffed beds to treat patients.
	<b>TC – Trauma Alert</b>	Emergency Departments are accepting any ambulance units.
<b>Emergency Department Status:</b>	<b>ED – Open</b>	Emergency Department is open. Accepting all ambulances/patients.
	<b>ED – Open_Overdue</b>	Emergency Department has not updated status in X hours.
	<b>ED – Closed</b>	Emergency Departments are not accepting any ambulance units. This does NOT mean that the hospital is closed. EDs may choose this status when they have no additional staffed beds to treat patients.
	<b>ED – Out of Service</b>	Emergency Departments are not accepting any patients.
<b>Specialty/Other Hospital:</b>	<b>Spec – Open</b>	Emergency Department is open. Accepting all ambulances/patients.
	<b>Spec - Closed</b>	Emergency Departments are not accepting any ambulance units. This does NOT mean that the hospital is closed. EDs may choose this status when they have no additional staffed beds to treat patients.
USED BY	DIVERSION STATUS	DEFINITION
<b>Decon (Hospitals):</b>	<b>Decon – Open</b>	Hospital is in open decontamination mode.
	<b>Decon - Full</b>	Hospital is at capacity for decontamination mode.
	<b>Decon – Inactive</b>	Hospital is not in decontamination mode.
	<b>Decon – Exceeded</b>	Hospital is past capacity for decontamination mode.
<b>Flight Availability Status (Air Med):</b>	<b>Air – Available At</b>	Aircraft is currently available.
	<b>Air – Delayed At</b>	Aircraft is currently delayed for response.
	<b>Air – Unavailable</b>	Aircraft is currently unavailable.
<b>Current Status (EMS, Fire, PD, Dispatchers):</b>	<b>EMS – Available</b>	Units are available for response.
	<b>EMS – Unavailable</b>	Units not available for response.

# Document Sharing in E\*TRACS

## Accessing the Knowledgebase

1. Click on **Knowledgebase** in the *System Navigation Bar*.



## Navigating the Knowledgebase

1. Locate the document you are searching for using the file navigation in the left column or the search box in the upper left hand corner.



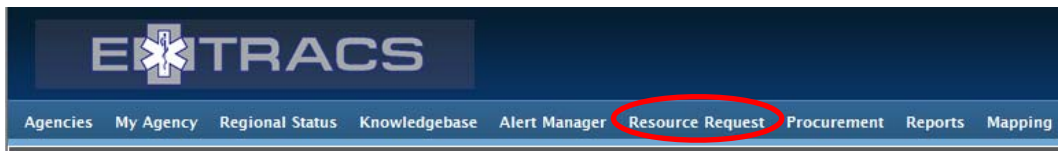
2. Click on the document.
3. Follow the prompts to either **Open** or **Save** the document.

Documents can be added to the **Knowledgebase** by NCTTRAC System Administrators. Requests for additions should be made at <http://support.ncttrac.org>. Your organization can choose to leverage Knowledgebase as an intranet. Contact a NCTTRAC System Administrator for more information.

# Resource Request Management in E\*TRACS

## Accessing Resource Request Management

1. Click on **Resource Request** in the *System Navigation Bar*.



## Managing Resource Requests

### Adding a Request

1. Click on [Request a Resource](#).
2. On the Resource Request page:
  - a. Select or enter to request information.
  - b. Include information in required fields marked by an \* (e.g. email)
3. Enter the Receiver Information or click the Same as Requester Yes radio button to copy the above information into this section.
4. Click [Submit Request](#).

Requests for Resources								
Region Name	Requested By	Date Requested	Resource	Total	Action Taken	Fulfillment	Active	
Zone 5	CENTENNIAL MEDICAL CENTER	05/25/2012 10:52	Portable Pediatric Monitors	1	Started 213RR in WebEOC	0 of 1 fulfilled	●	<a href="#">View/Edit Details</a>
Zone 7	HUGULEY MEMORIA.. MEDICAL CENTER	04/20/2012 09:26	Anesthesia Machines	1		0 of 1 fulfilled	●	<a href="#">View/Edit Details</a>
Zone 7	NORTH CENTRAL T.DVISORY COUNCIL	03/29/2012 16:29	BVM Systems Adult	3		3 of 3 fulfilled	●	<a href="#">View/Edit Details</a>
Zone 7	NORTH CENTRAL T.DVISORY COUNCIL	09/27/2011 10:26	BVM Systems Adult	1		0 of 1 fulfilled	●	<a href="#">View/Edit Details</a>
Zone 7	NORTH CENTRAL T.DVISORY COUNCIL	07/20/2011 15:40	Paramedic	2		2 of 2 fulfilled	●	<a href="#">View/Edit Details</a>
Zone 7	NORTH CENTRAL T.DVISORY COUNCIL	02/15/2011 14:51	Ventilator Portable Eagle with..	1		0 of 1 fulfilled	●	<a href="#">View/Edit Details</a>
Zone 8	SOUTH HAMPTON C..MUNITY HOSPITAL	01/27/2011 14:55	Number of Staff Trained	1	No action	0 of 1 fulfilled	●	<a href="#">View/Edit Details</a>
Zone 7	NORTH CENTRAL T.DVISORY COUNCIL	01/18/2011 11:21	Pharmaceutical Cache	200	No action	0 of 200 fulfilled	●	<a href="#">View/Edit Details</a>
Zone 7	BAYLOR ALL SAIN.. MEDICAL CENTER	01/07/2011 20:15	Staff sleeping beds	10	Started 213RR in WebEOC	5 of 10 fulfilled	●	<a href="#">View/Edit Details</a>
Zone 5	HUNT REGIONAL M..NTER GREENVILLE	01/07/2011 19:20	Neonatal	4	Started 213RR in WebEOC	100 of 4 fulfilled	●	<a href="#">View/Edit Details</a>
Records 1-10 of 167   First   <<   >>   Last						Per Page 10	Page 1	
Request a Resource								
Icon Legend ● Yes ● No								

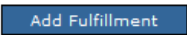
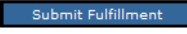
## Responding to a Request for Resources

1. On the Agency Summary page, if a request is active you will see a box similar to this on your screen.

Requests for Resources		
Resource	Total	Requested By
Portable Pediatric M..	1	CENTENNIAL..CAL CENTER
Anesthesia Machines	1	HUGULEY ME..CAL CENTER

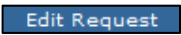

2. Click on the Resource name that you wish to respond to or need more information about.

## To offer fulfillment (must be viewing request)



1. Click on the  button.
2. Fill out the Resource Request Fulfillment form. Make sure you complete the fields marked with an \*
3. Click on  .

Resource Request Fulfillment Form	
Fulfilling Agency	<input type="text" value="---Select Fulfilling Facility---"/>
Status	<input type="text" value="--- Select Status ---"/> *
Fulfillment Quantity	<input type="text"/> *
Fulfiller Name	<input type="text"/> *
Fulfiller Email	<input type="text"/> *
Fulfiller Phone Number	<input type="text"/>
<input type="button" value="Submit Fulfillment"/> <input type="button" value="Cancel"/>	

## To Edit a Resource Request

1. Click the  button and change the information as appropriate.
2. Click the  button to submit changes.

## To Edit a Fulfillment Offer

1. Click  next to offer you want to change.
2. Change the fields that you wish to change and then click  .

## For Questions and Assistance

NCTTRAC Technical Support:

<http://support.ncttrac.org>

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