Virginia Prehospital Information Bridge
Virginia Statewide Trauma Registry
Virginia Hospital Hub
EMS Licensure

User Account Request

Complete the agency or hospital name and all other fields to avoid delays.

EMS Agency Full Name:	
EMS Agency OEMS Number:	
OR	
Hospital Name:	
Department:	
AND	
Name of Person Requesting an Account:	
Title:	
Role:	
E-mail Address	
Telephone Number:	
Address – Street:	
City/County:	
State and Zip:	
Verify	
Supervisors Name:	
Supervisors Best Contact:	

The user and their EMS agency/hospital accept user access to any one or more of the information systems above which are under a contractual agreement between the Commonwealth of Virginia and ImageTrend Inc. The use of this license(s) is granted by ImageTrend, Inc. and distributed by the Commonwealth of Virginia. As the authorized representative of the agency listed above the user agrees:

a. The programs are for use by employees/members of the EMS agency or hospital listed above and will not transfer or allow the transfer of copies/access of the VPHIB system, VSTR product, Hospital Hub, or Licensure and Inspections applications to other persons or agencies;
b. That each application is intended for use on computers owned and/or operated by the EMS agency or hospital only;
c. In the event the Commonwealth of Virginia discontinues its agreement with ImageTrend the agency or hospital may be instructed to discontinue the use of any individual or all applications or pay the annual support fee to ImageTrend within 30 days of notice;
d. Any user, or representative of an EMSA agency or hospital shall not attempt to disassemble or reverse engineer the application.
e. ImageTrend and or the VDH/OEMS retains any rights not expressly granted to Licensee;
f. The user is authorized by his/her EMS agency or hospital to access and control the agency's or hospital's patient medical records and agrees to protect those records as required by applicable Code of Federal Regulation, *Code of Virginia* and other regulatory mandates.

Select the type of user account you are requesting:

Virginia Pre Hospital Information Bridge (VPHIB)

☐ **EMS Agency Administrator** – The VPHIB Agency Administrator role is a high-level permission. This role is for the person or persons that have been delegated to manage an EMS agencies patient care data program. This role is responsible for maintaining the agency's demographic information, user accounts, staff, station, and vehicle demographic information as required.

Hospital Hub

☐ **Hospital Hub Administrator** – The Hospital Administrator role is designed for hospitals that prefer to have one of two persons manage all Hospital Hub accounts at their facility. The Hospital Hub administrator(s) will then be responsible for managing all the Hospital User accounts within their facility.

☐ **Hospital Hub User** - The Hospital User role is designed to provide emergency department staffs with access to retrieve EMS electronic medical record (EMR) for patients transport their facility. This role should be used to facilitate the transfer of care from EMS to a hospital and moving the EMS EMR into the hospital record.

Virginia Statewide Trauma Registry

☐ **Hospital Staff** – This role is for hospital staff that abstract information from their hospitals medical record system and directly enter it into the VSTR.

☐ **Hospital Staff (electronic)** – This role is for hospital staff that require access to electronically transfer trauma patient information from its electronic medical record system into the VSTR.

☐ **Hospital Trauma Staff** – This role is for hospital staff from designated trauma programs that transfer a more comprehensive dataset typically from a trauma specific third-party software product into to the VSTR.

_____	_____	_____	_____
Supervisor's Printed Name	Date	Supervisor's Signature	Date
_____	_____	_____	_____
User's Signature	Date	VDH/OEMS Signature	Date

Print, Sign, & Submit

Fax, Mail, or E-mail this logon request and any of the following additional documents to VPHIB/VSTR Support:

- User Account Request and;
- VPHIB EMS Agency or Hospital Hub Security Agreement (EMS or Hospital Version)
- For EMS accounts you need a memo on your Agency/Department Letterhead assigning you as the responsible party for data management signed by the Chief Executive Office or Chief Operating Officer as listed with the OEMS Division of Regulation and Compliance **IF** you are not listed as the owner yourself.
- Hospital Hub Administrators will need to enter into a Data Use Agreement with the VDH/OEMS and submit the DUA with their User Account Request and Hospital Hub Security Agreement.
- Please allow 3-5 business days to receive you user access depending on the time needed to validate the request.

E-mail: Support@OEMSSupport.kayako.com
Fax: (804) 371-3108
Mail: Office of Emergency Medical Services
Attention: VPHIB/VSTR Coordinator
1041 Technology Park Drive
Glen Allen, Virginia 23059