IMAGETREND
EMS STATE BRIDGE

State Bridge (Virginia)
Getting Started
Version 4.2

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1.1 Introduction

This guide will walk you through the information and processes you need to set up your agency up and running on the State Bridge. Much of this information is also available in other user guides for the State Bridge or Field Bridge as well.

1.2 Completing the Agency Workbook

To begin setting up your agency, you will need to complete an "agency workbook" and send it to the Office of Emergency Medical Services (OEMS). Once you complete the agency workbook, OEMS will set up your agency's initial staff, stations, and agency information. Once this information is available, you can then complete the additional steps to set up your agency.

1. Complete the workbook available at **http://www.vdh.virginia.gov/OEMS/Trauma/EMSRegistry.htm**
2. Email the agency workbook to Christy.saldana@vdh.virginia.gov at OEMS.

1.3 Editing Staff Profiles for Additional Information

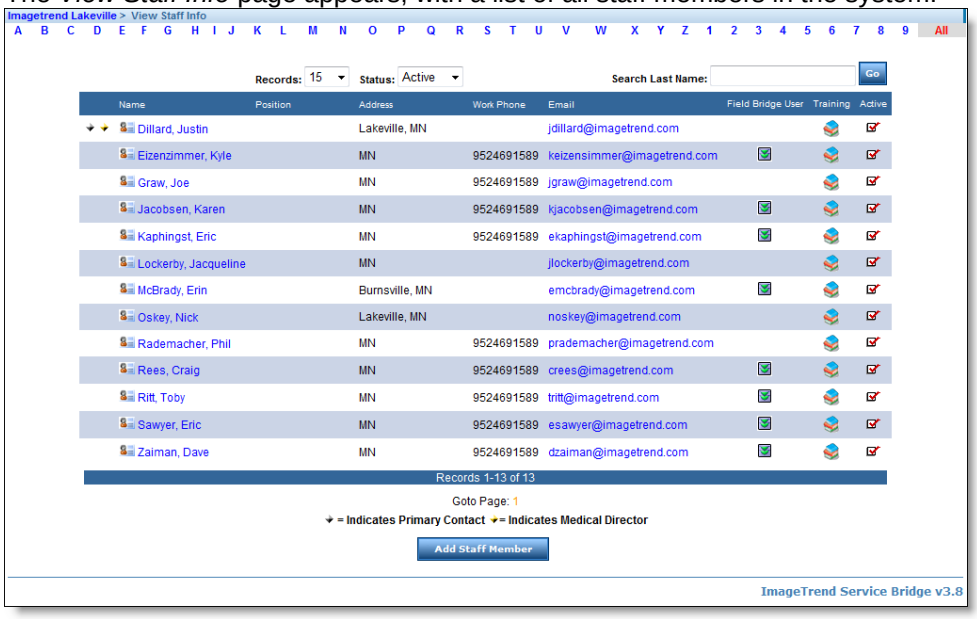
Staff profiles contain a variety of information about each staff member. This information can be used to automatically fill out run forms; keep track of the staff member's history, certifications and issued equipment; administers their access to the State Bridge, and stores contact and demographic information. Staff profiles also give staff members a username and password to sign in to the State Bridge. This information is organized into tabs in the editable profile. Each staff member of an agency who has access to the State Bridge or who may be included on a run form should have a profile created in the system.

Basic staff profiles include information about the staff member's certifications, role and associations within the agency and contact information. The main staff page lists all user profiles and displays basic information about each record. Icons will appear to indicate whether this user is synchronized to a Field Bridge, as well as open any training records for the staff member.

Staff profiles will be created for your staff members when you submit the agency workbook for your agency. However, you will use these instructions to view, change, and maintain information within the profile or to add additional information. For the purpose of these instructions the term "service" is used in place of "agency." ImageTrend is a national product and the use of the term EMS agency is Virginia specific.

1. From the top toolbar, click *My Service.*

2. From the left menu, click *Staff.*
   The *View Staff Info* page appears, with a list of all staff members in the system.



3. To sort the listed applicants by particular criteria, use the drop down menus to select the desired criteria.
4. To display a different number of records per page, from the *Records* drop down menu, select the desired number of records.
5. To search for a particular staff member, in the *Search Last Name* text box, type the last name or part of the last name for the desired staff member and click *Go.*
6. From the list of staff profiles, click the name of the desired staff member.
7. To return to the list of staff members at any point, click the *Back to Staff List* button.
8. After filtering, to view all staff members again, click *All.*
9. To view a particular staff member's profile, click the hyperlinked name.
10. To return to the list of staff members at any point, click the *Back to Staff List* button.
11. **OPTIONAL:** To edit the staff member's profile,
    a) Below the profile information, click *Edit.*
    b) Click a tab to work with the fields in that tab.
    c) Using the provided fields, change or add any desired information.
    d) To save any changes, click *OK.*
       To return to the staff profile without saving changes, click *Cancel.*

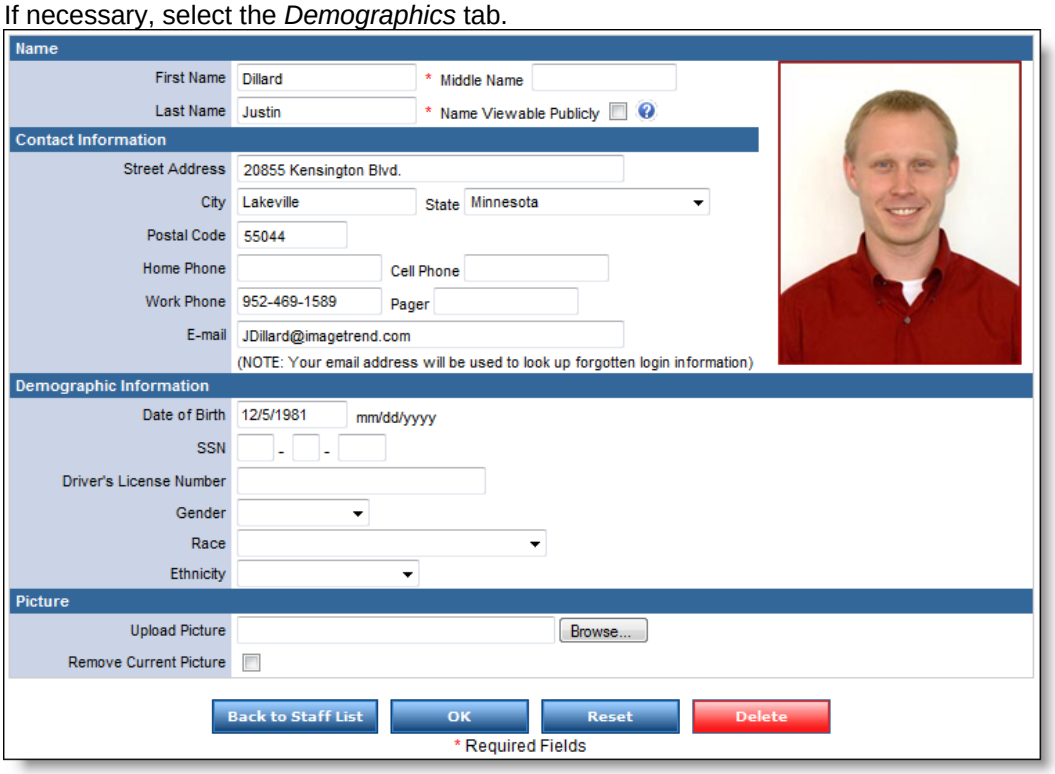
The Demographics Tab

The *Demographics* tab determines the name that will appear in this user's profile and for all other system functions working with this user, stores contact and personal information and allows users and administrators to upload photographs of the staff member.

To change or add this information:

1. From the staff member's profile, click *Edit.*

2. If necessary, select the *Demographics* tab.



3. From the *Demographics* tab, use the provided fields to enter or change any information. **NOTE:** The driver's license number and social security number available on this page will be available only to that staff member and the service administrator(s).

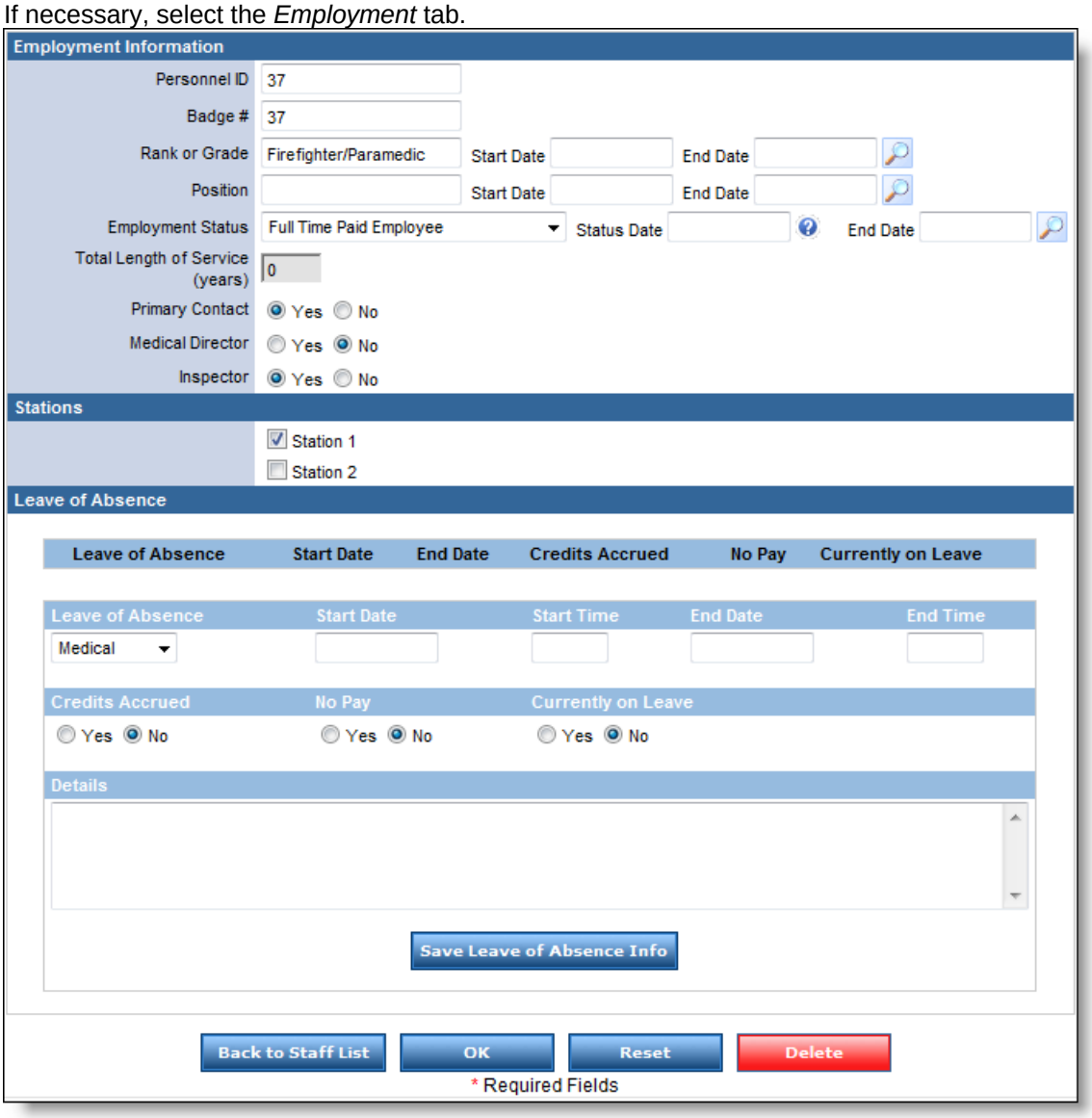
The Employment Tab

The *Employment* tab keeps track of the user's history with the service, including their position and status, length of service, ID numbers and any leaves of absence that have been taken. The staff member can also be assigned to a particular station in this tab, and roles such as primary contact, medical director or inspector can be assigned to the profile.

To add or change this information:

1. From the staff member's profile, click *Edit.*

2. If necessary, select the *Employment* tab.



3. In the *Employment Information* section, enter information about the staff member's status at the service.

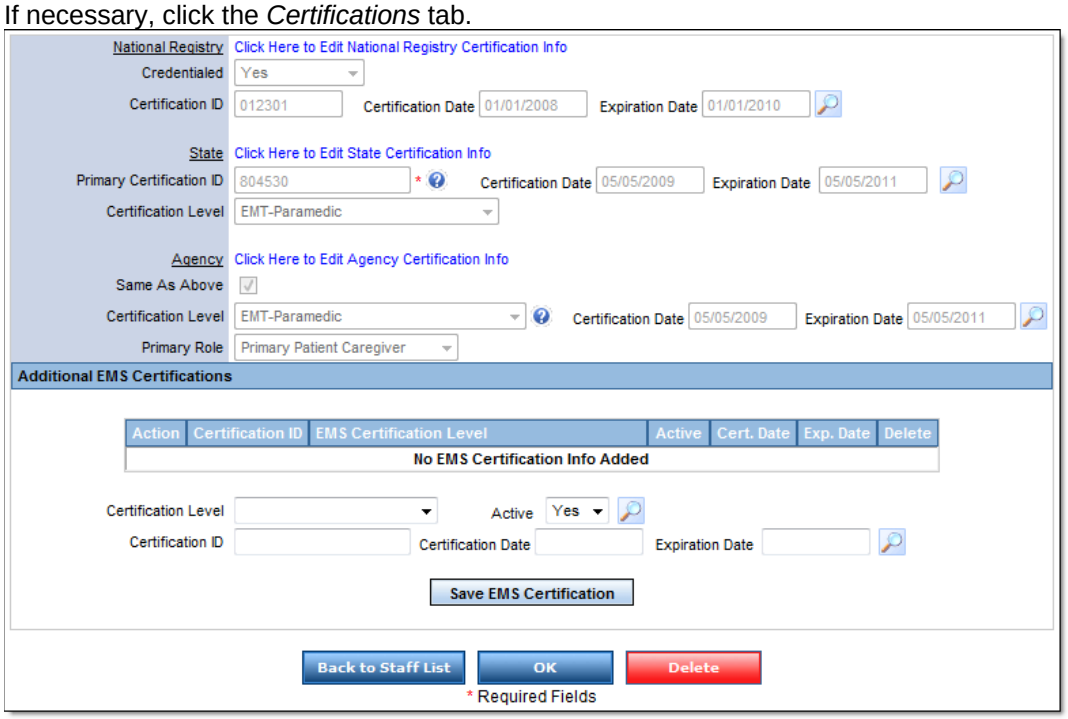
   NOTE: To view the user's employment history, click the *Lookup History* icons for each field.
4. In the *Stations* section, select all stations with which the profile should be associated. **HINT:** The user will be able to access information designated to all stations to which they are assigned, and will be available in all lists of staff by station for those selected stations.
5. In the *Leave of Absence* section, enter all information to be documented for a leave of absence for this staff member and click *Save Leave of Absence Info*.

The Certifications Tab

The *Certifications* tab keeps track of staff members' certifications and their respective dates.

1. From the staff member's profile, click *Edit.*

2. If necessary, click the *Certifications* tab.



3. To edit or add information about a national certification, state certification or agency-specific certification,
   a. In the desired section, click *Click Here to Edit (Type) Registry Certification Info.*
   b. Using the provided fields, enter or change any desired information.
      NOTE: State certification ID information must be entered in order for this user to be available as a provider on run forms.
4. To add an additional EMS certification,
   a. In the *Additional EMS Certifications* section, from the *Certification Level* drop down menu, select the certification to record.
   b. From the *Active* drop down menu, select whether this staff member currently has this certification.
      HINT: If you are recording a certification in the past, even if this staff member has renewed the certification, the past certification will be inactive. When you create a record for the current certification, that record will be active.
   c. In the *Certification ID* text box, type the certification ID number.
   d. In the *Certification Date* section, type the data that the certification was received.
   e. In the *Expiration Date* section, type the date that the certification will expire.
   f. When finished, click *Save EMS Certification.*
5. Repeat step 4 until all desired certifications are added.
6. When finished, to save the changes, click *OK.*

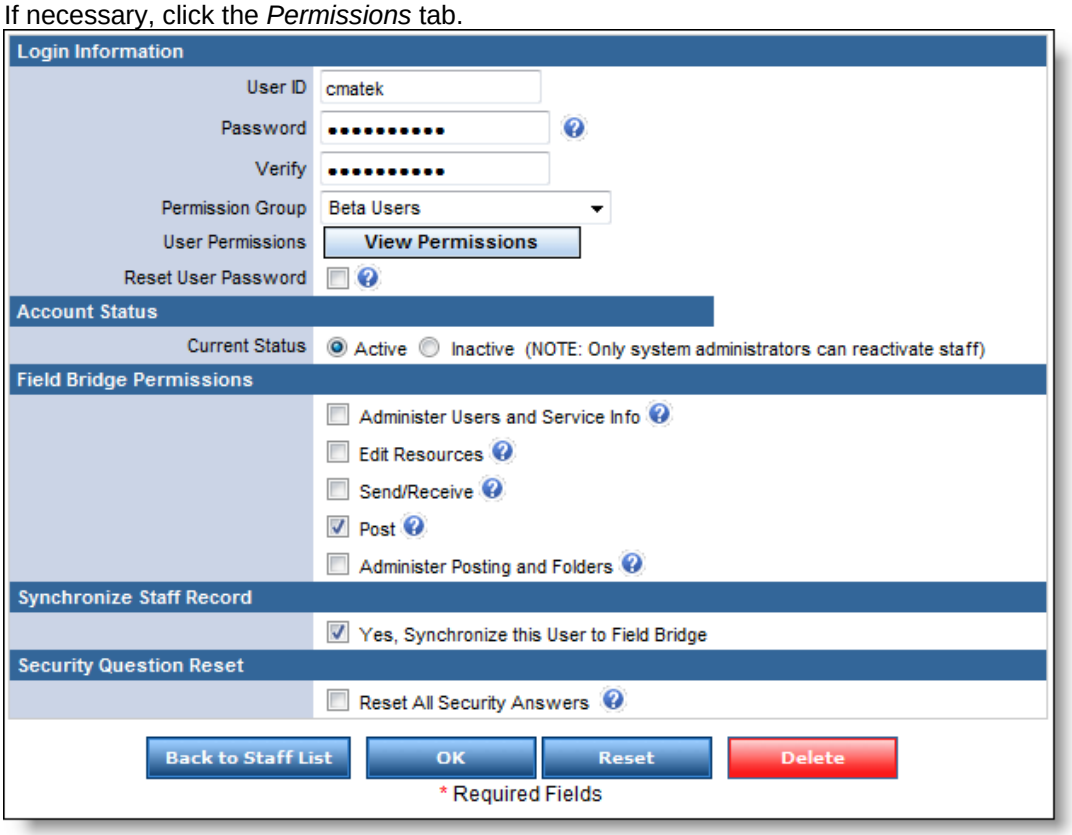
NOTE: *<u>For each non-OEMS certified staff/member(s) the agency must also assign a unique number.</u> The following is the numbering process all agencies shall use. For Drivers use "DRV+your five digit agency number+001 then 002, 003 and so on. For "Thirds" use THRD+your five digit agency number+001 then 002, 003 and so on. For Students use STUD+your five digit agency number+001 then 002, 003 and so on. For Pilots use PIL+your five digit agency number+001 then 002, 003 and so on. Any example of a non-certified driver at Earlysville Vol. Rescue Squad would be DRV00754001 and a second driver would be DRV00754002.*

The Permissions Tab

The *Permissions* tab controls the user's access to the State Bridge system (and, if used, the Field Bridge system). This includes the user's username and password, State Bridge permission group and individual access rights, account status and access rights to the Field Bridge.

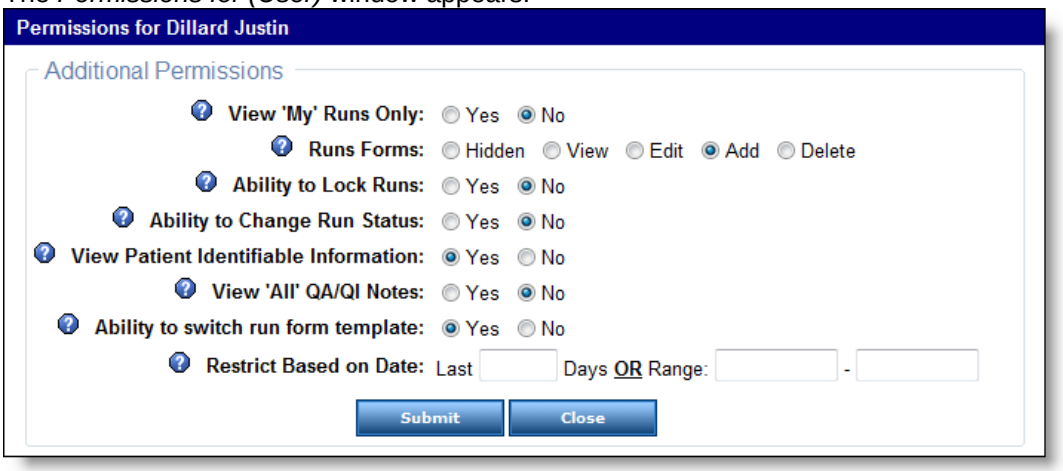
To work with this information:

1. From the staff member's profile, click *Edit.*
2. If necessary, click the *Permissions* tab.



3. To change the username or password, in the corresponding text boxes, make the desired change.
   NOTE: If the user's password is changed by anyone other than the user him- or herself, the user will be prompted to change the password after logging in.
   HINT: To force a user to change their password, select the *Reset User Password* checkbox. This option will not be available if users are not required to change their password periodically as set up in the *Administration* tab under *Account Management* an each permission group. For more information, please refer to the *Working with Permission Groups* section.
4. To change the user's permission group, from the *Permission Group* drop down menu, select the correct group.
5. To change specific access rights,

a. Click *View Permissions.*
The *Permissions for (User)* window appears.



b. Select and deselect checkboxes to allow and prevent access to particular functions.
HINT: Selecting a checkbox allows the user to access that function. Deselecting the checkbox prevents access.

View My Runs Only
Gives the user access to past run reports submitted only from his or her account.

Runs Forms
Determines the level of access the user will have to past run forms. If the user is denied access to specific run forms (e.g., if they are allowed to view run forms only they have submitted or only within a certain time frame), that will take priority over the level of access given here.

Ability to Lock Runs
Determines whether this user will have the authority to prevent changes from being made to run forms after they are submitted.

Ability to Change Run Status
Determines whether this user will have the authority to change the status assigned to a run form (e.g., in progress, reviewed, billed).

View Patient Identifiable Information
Determines whether this user will be allowed to view patient identifiable information on run forms.

View 'All' QA/QI Notes
Determines whether the user will be able to work with all QA/QI notes submitted through the system or only with which he or she was associated. Viewing "all" QA/QI notes is typically used by QA or training officers, supervisors, and medical directors.

Ability to switch run form template
Determines whether this user will be able to change run form templates after a run form is started.

Restrict Based on Date
Allows the user to view run forms submitted in only the specified time frame.

c. When finished, click *Submit.*

6. To activate or inactivate the account, in the *Current Status* section, select the desired option.
7. If the EMS Field Bridge system is used in addition to the State Bridge, to determine whether the user has access to specific Field Bridge features, in the *Field Bridge Permissions* section, select and deselect the desired options.
   HINT: Selecting a checkbox allows the user to access that function. Deselecting the checkbox prevents access.

   Administer Users and Service Info
   Determines whether the user can work with user profiles and the profile on the Field Bridge.

   Send/Receive
   Determines whether the user can transfer run reports between Field Bridges on separate computers.

   Post
   Determines whether the user can send run reports from the Field Bridge to the State Bridge.

   Administer Posting and Folders
   Determines whether the user has the ability to set up posting preferences and view the folders containing run reports.
8. To copy all information from the user's State Bridge profile to the user's Field Bridge profile, select the *Yes, Synchronize this User to Field Bridge* checkbox.
9. If using security questions, to force the user to re-enter the answers for those questions, select the *Reset All Security Answers* checkbox.|
   NOTE: If editing your own profile, the security questions and answers will appear on this page for editing.
10. When finished, to save the changes, click *OK.*

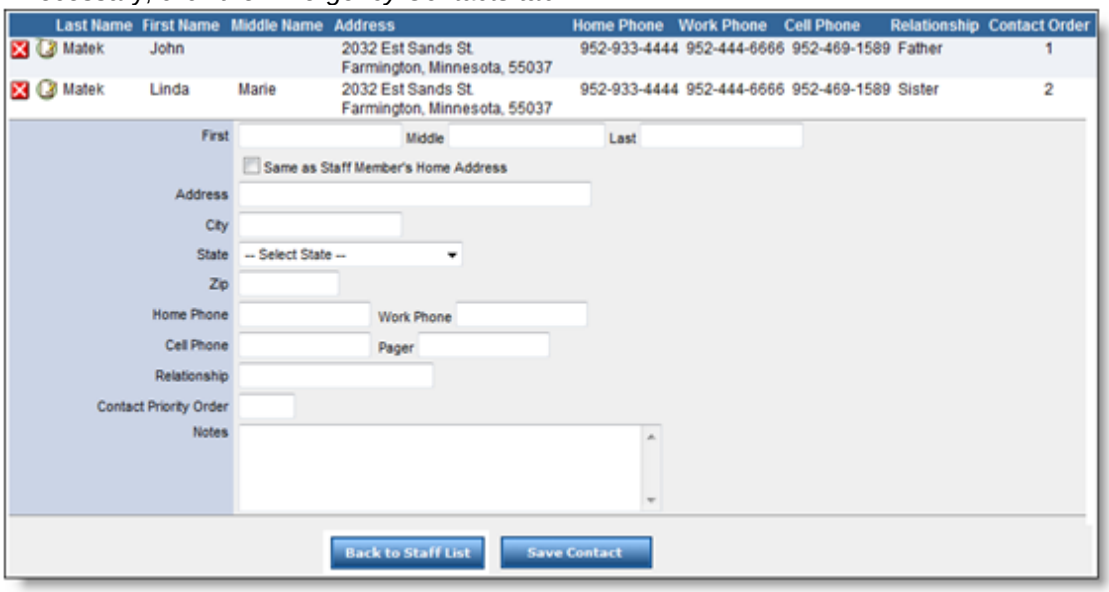
The Emergency Contacts Tab

The *Emergency Contacts* tab keeps contact information for persons who need to be informed in the event of an emergency involving the employee.

To work with information for contacts:

1. From the staff member's profile, click *Edit.*

2. If necessary, click the *Emergency Contacts* tab.



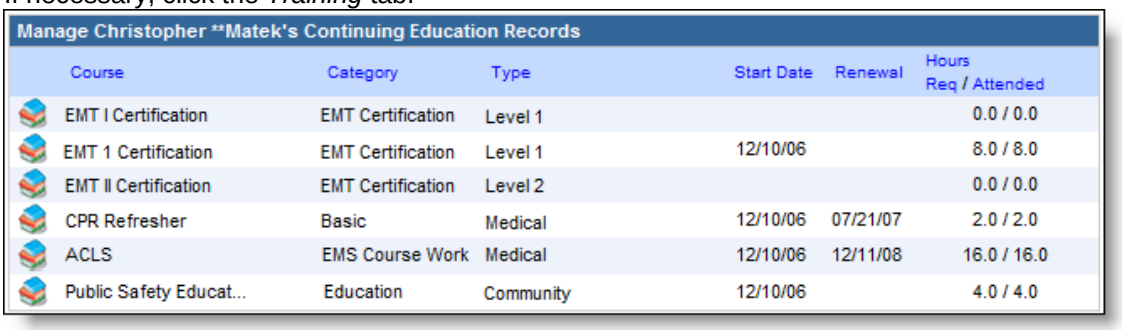
3. To edit a contact's information or view additional notes, click the *Edit* icon and make any changes in the updated text boxes below.

The Training Tab

The *Training* tab keeps records of any continuing education courses that the staff member may complete to update certifications, agency specific education, or further their training. Each course record can contain information about the type of class, hours required and completed for the course and the dates of the course and of renewal.

To work with training records:

1. From the staff member's profile, click *Edit.*
2. If necessary, click the *Training* tab.



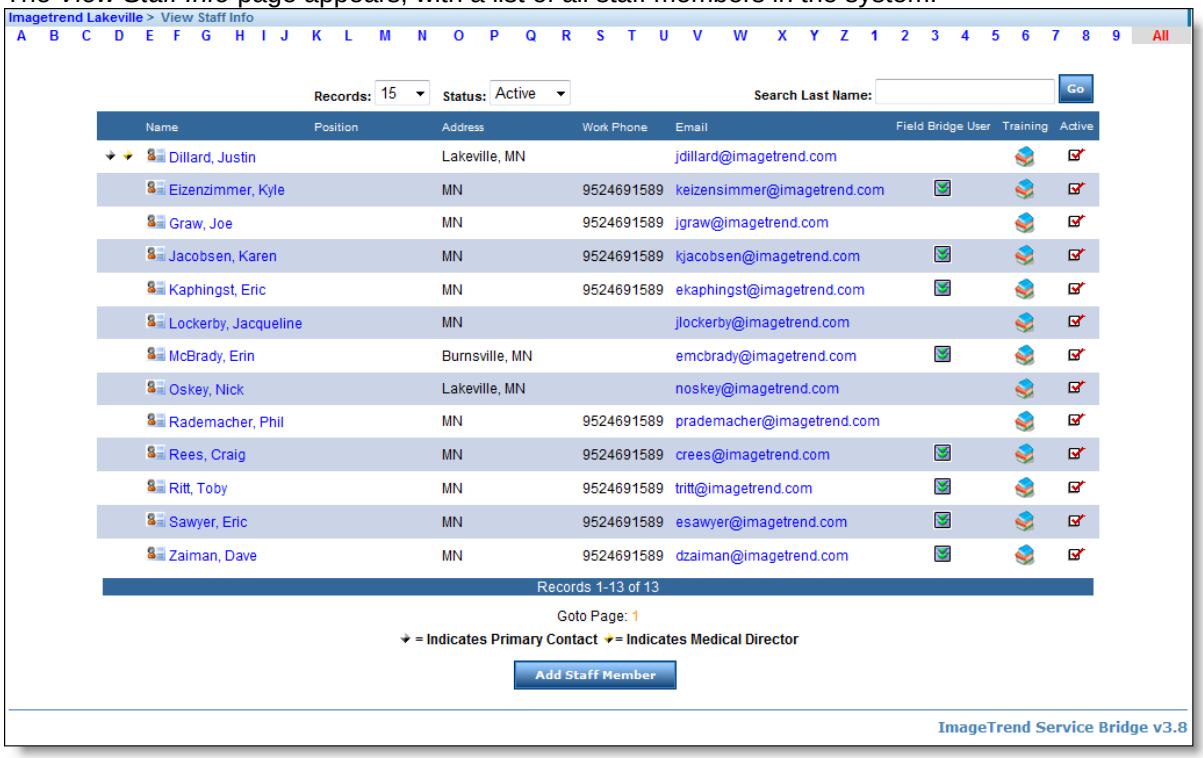
3. To view more complete information about a particular record or to edit it, click the corresponding *Training* icon .
4. To edit the record, use the provided fields to make the changes and click *OK.*

1.4 Adding Staff Profiles for Billing and Other Users

Administrators can add staff profiles to allow new staff members to access the system or simply to keep their information in the system. If you need to create profiles for people associated with billing or other people who were not included in the worksheet you sent to OEMS, you can do so. After you set up the initial profile, be sure to add all additional information as explained in the previous section.

1. From the top toolbar, click *My Service.*

2. From the left menu, click *Staff.*
   The *View Staff Info* page appears, with a list of all staff members in the system.



3. Click *Add Staff Member.*
4. Using the provided fields in each tab, enter all desired profile information.
   HINT: The first tab must be completed and saved before any other tabs can be used.
   WARNING: Be sure to save each tab before moving on to a new tab to prevent information from being lost.
5. To save the new profile, click *OK.*
   To return to the list of staff, click *Cancel.*

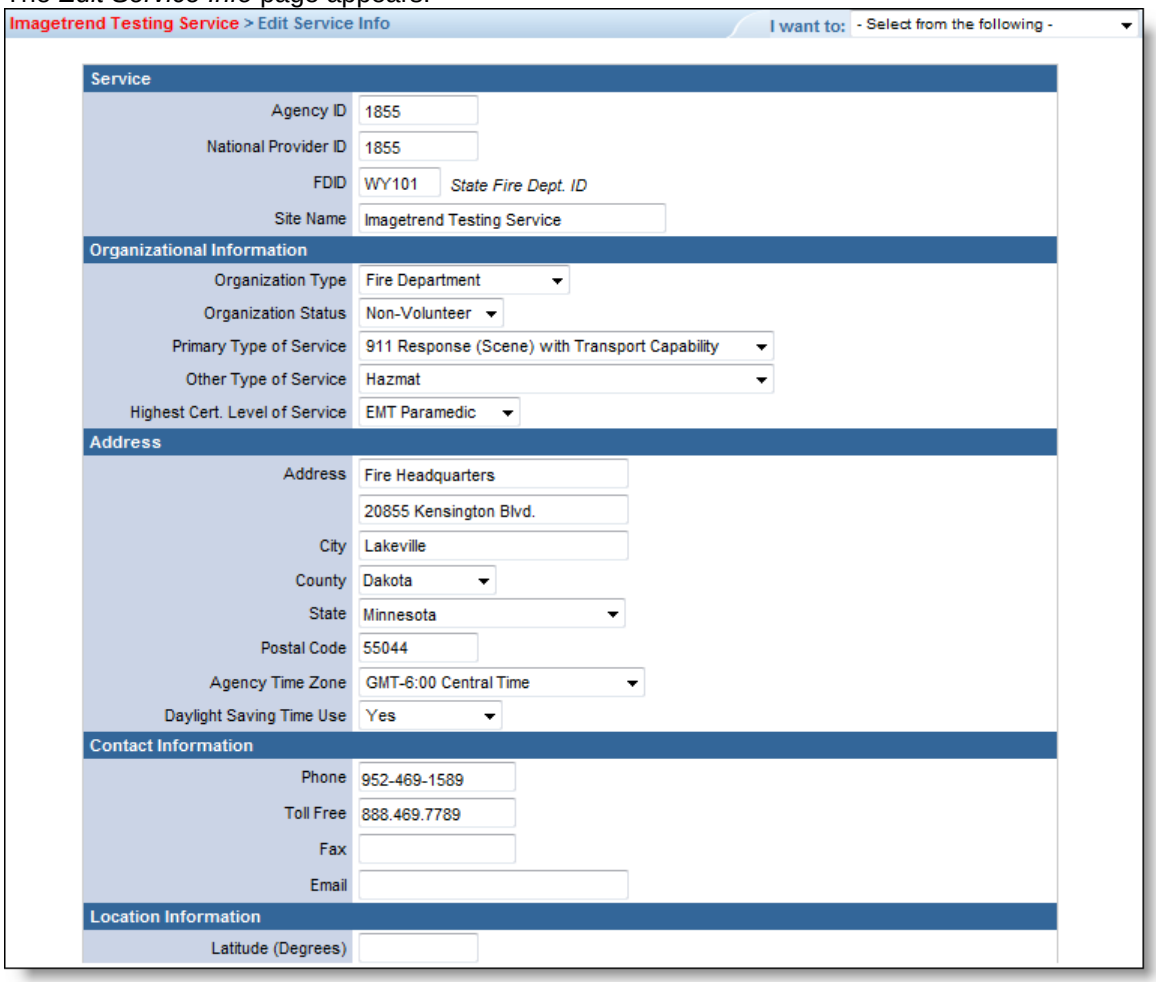
1.5 Editing and Adding Service Information

If you need to enter additional service information or edit any information, you can do so once your service has been set up by OEMS.

Service information is used to provide contact and identification information to any persons who may have access to the State Bridge or who receive exported data from the system. This is the information that appears in the *View Service Information* section.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*

3. From the *I want to* drop down menu, select *Edit Service Information.*
   The *Edit Service Info* page appears.



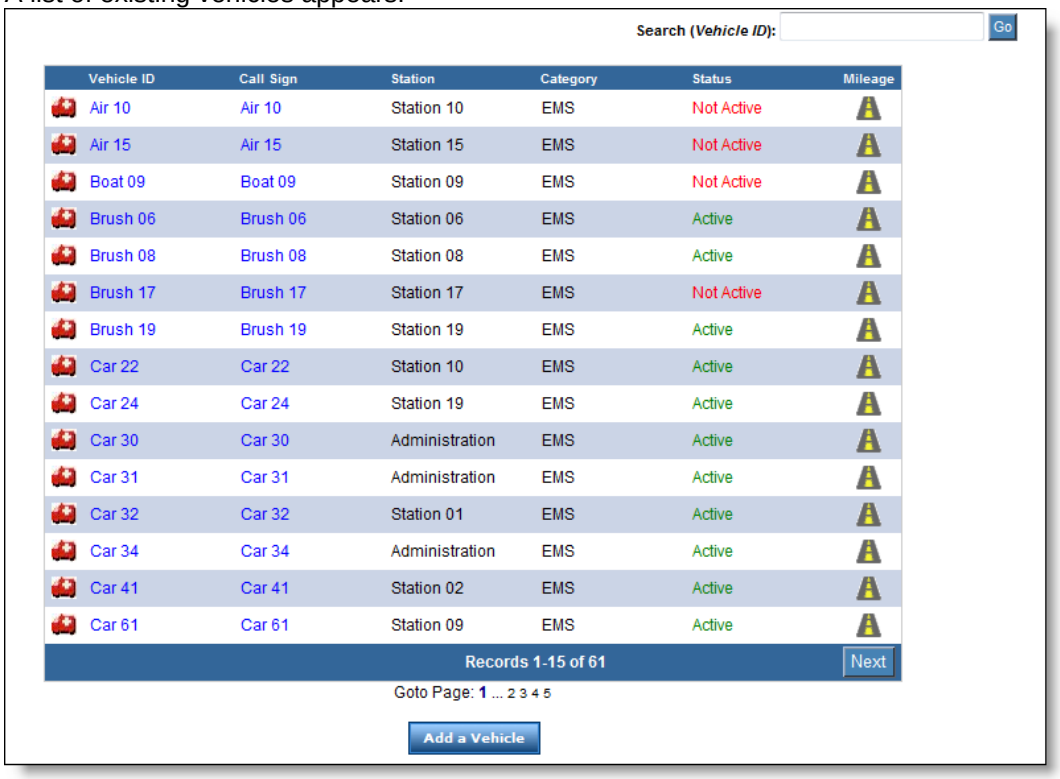
4. Using the provided fields, change or enter any information about the service.
5. When finished, to save the information, click *OK*.
   To return to the service information without making the changes, click *Cancel.*

1.6 Setting Up Vehicles

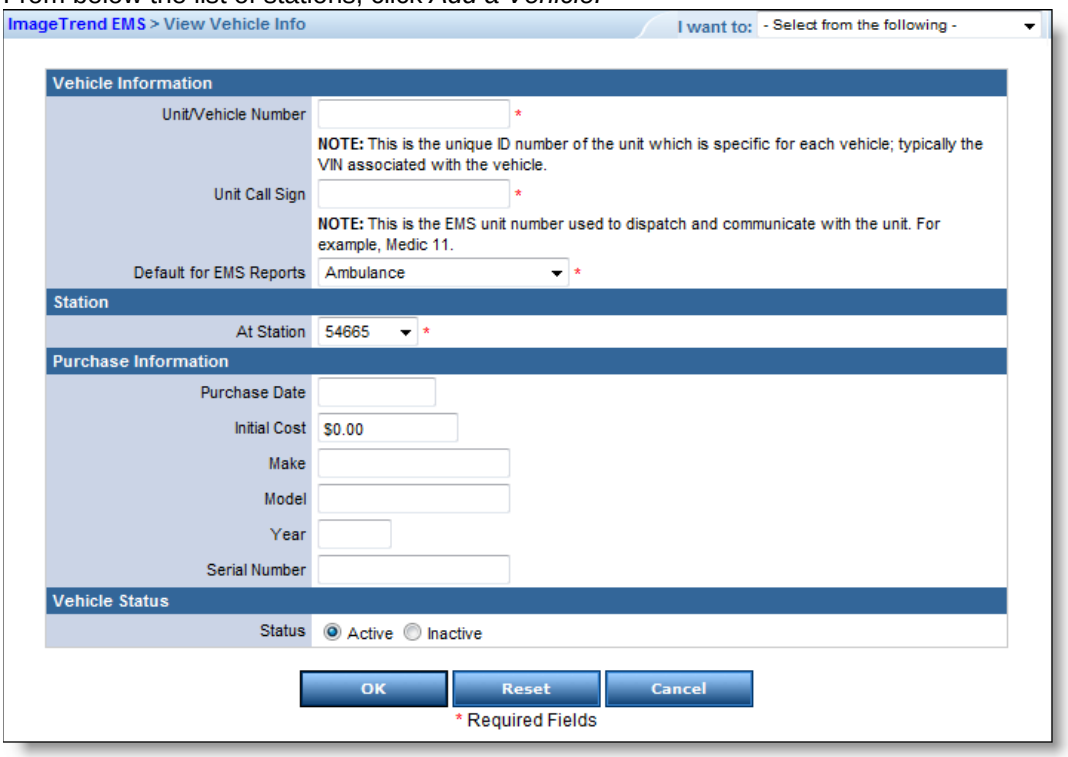
Run forms documents the vehicles that responded to an incident from the vehicle information that has been added to the system. You will need to set up profiles for your vehicles.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*

3. From the *I want to* drop down menu, select *Manage Vehicles.*
   A list of existing vehicles appears.



4. From below the list of stations, click *Add a Vehicle.*



5. Using the provided fields, enter all desired information for the vehicle.
   NOTE: Be sure to enter at least the vehicle's station, the unit number and call sign and the default vehicle type of EMS reports, and to mark the vehicle as active or inactive. Active vehicles

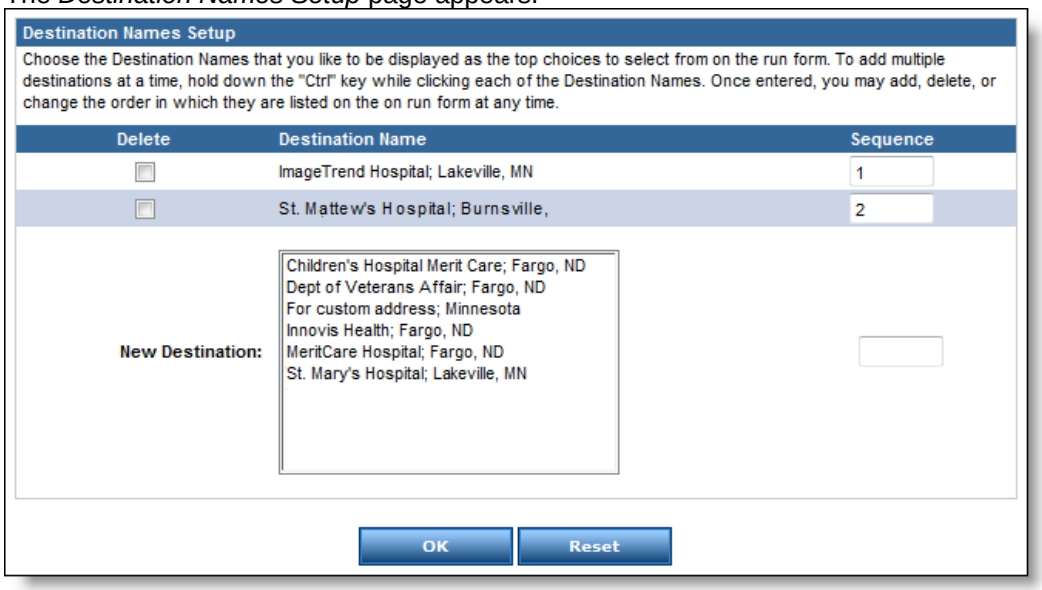
can be worked with in the system, while inactive vehicles will have their information stored in the list of vehicles but will not appear anywhere else in the system.

6. When finished, to save the new vehicle in the system, click *OK.*
   To clear all fields and start over, click *Reset.*
   To return to the list of vehicles without saving the new vehicle, click *Cancel.*

1.7 Prioritizing Destinations

The destinations that will be available to add to run forms are set up by OEMS administrators. In this section, you can select which of the available destinations should be added to the run form for your ageny and select the order in which they should appear.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *View Run Options and Resources.*
4. From the *View Run Options and Resources* page, in the *Add New Resources* section, click *Destination Names.*
   The *Destination Names Setup* page appears.



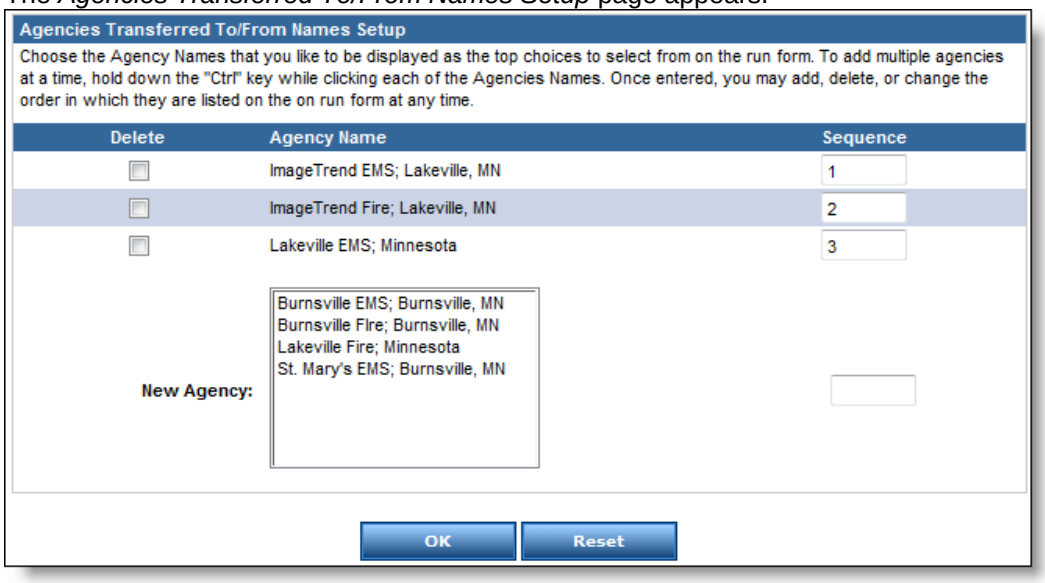
5. To add a destination to the list, from the *New Destination* section, click the destination to add.
6. Click *OK.*
7. To remove a destination from the list, from the list of destinations at the top of the page, select the desired *Delete* checkbox.
8. Click *OK.*
9. To re-order destinations, in the *Sequence* text boxes, type the number corresponding to the desired order.
   HINT: You only need to type in the desired numbers for the destinations you want to move. Other destinations will take their order in the list based on the new numbers.
10. When finished making changes, to save, click *OK.*

1.8 Prioritizing Agencies to Transfer To/From

The agencies that will be available to add to run forms are set up by OEMS administrators. In this section, you can select which of the available agencies should be added to the run form for your agency and the order that they should be available in. For example if your agency provides EMS first response only, you can prioritize the transport agencies you typically transfer care to or vice-versa.

1. From the top toolbar, click *My Service.*

2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *View Run Options and Resources.*
4. From the *View Run Options and Resources* page, in the *Add New Resources* section, click *Agencies Transferred To/From Names.*
   The *Agencies Transferred To/From Names Setup* page appears.



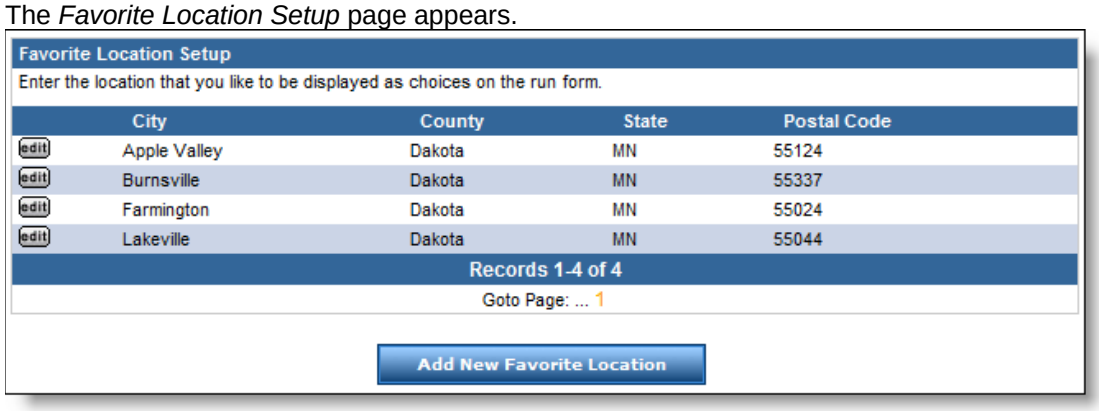
5. To add an agency to the list, from the *New Agency* section, click the agency to add.
6. Click *OK.*
7. To remove a agency from the list, from the list of agencies at the top of the page, select the desired *Delete* checkbox.
8. Click *OK.*
9. To re-order agencies, in the *Sequence* text boxes, type the number corresponding to the desired order.
   HINT: You only need to type in the desired numbers for the agencies you want to move. Other agencies will take their order in the list based on the new numbers.
10. When finished making changes, to save, click *OK.*

1.9 Setting Up Favorite Locations

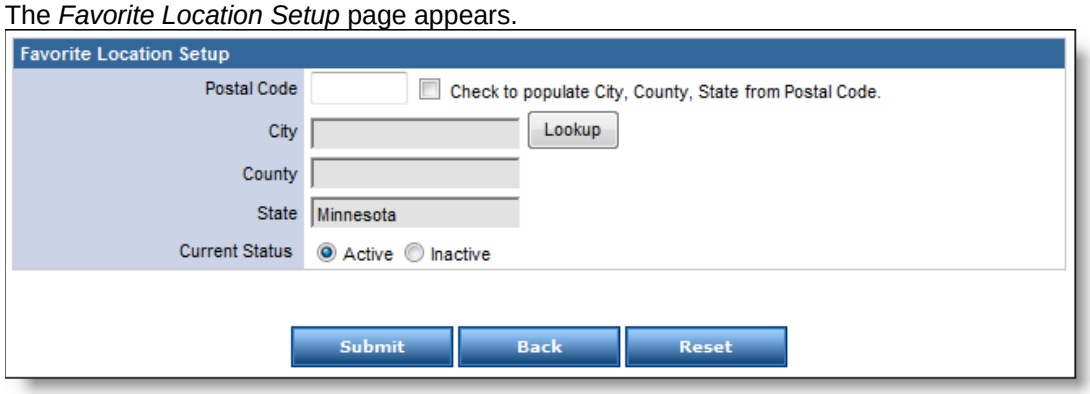
Similar to establishing your most commonly used hospitals and EMS agencies you respond with favorite locations allow users to pre-select a city, town, county or other subdivision by Zip Code from a list and automatically complete the county, state and postal code information in a run form. This is especially helpful in urban areas which have multiple sections that each have a separate Zip Code.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *View Run Options and Resources.*
4. From the *View Run Options and Resources* page, in the *Add New Resources* section, click *Favorite Locations.*

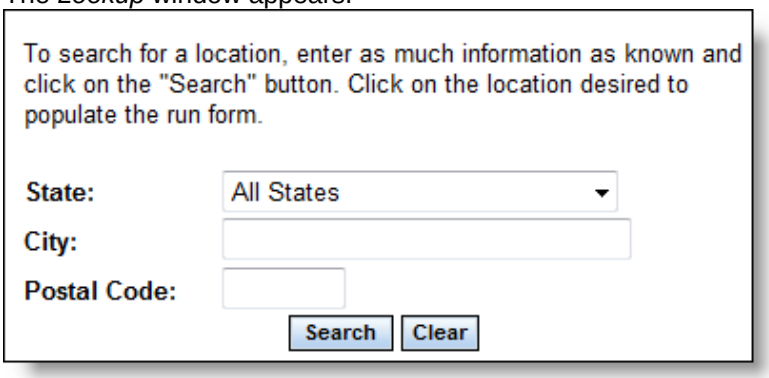
The *Favorite Location Setup* page appears.



5. Click *Add New Favorite Location.*
   The *Favorite Location Setup* page appears.



6. In the *Postal Code* text box, type the zip code for the desired location.
7. To enter the remaining information, automatically based on the most commonly entered information for this zip code, select the *Check to populate City, County, State from Postal Code* checkbox.
   OR
   To enter the remaining information by searching for information related to a zip code,
   a. Click *Lookup.*
      The *Lookup* window appears.



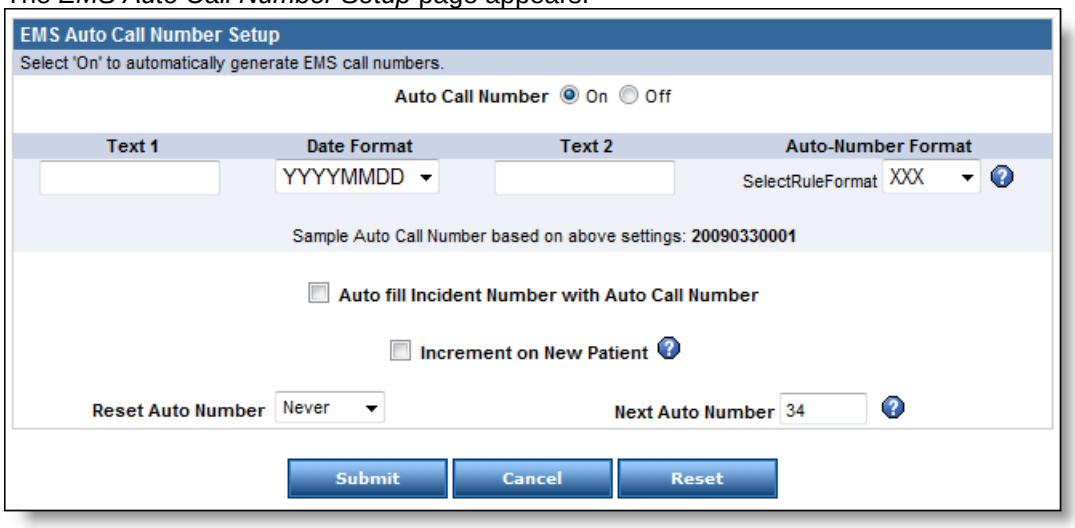
   b. Using the provided fields, enter as much information as is known about the desired location.
   c. Click *Seach.*
      A list of matching locations appears.
   d. Click the desired location.
      The fields are populated with the selected information.

8. In the *Current Status* section, select whether the location should currently be active or inactive.
   NOTE: Only administrators can re-activate an inactive record.
9. Click *Submit.*
   The location record is saved.

1.10 Setting Up an Automatic Call Number Format on the State Bridge

You can set up a format for automatic call numbers, which will be added to each run form to ensure that no run form has the same number. Your format for auto call numbers should be different from any other system submitting to the State Bridge.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *View Run Options and Resources.*
4. From the *Modify Service Configurations* section, click *Auto Call Number Setup.*
   The *EMS Auto Call Number Setup* page appears.

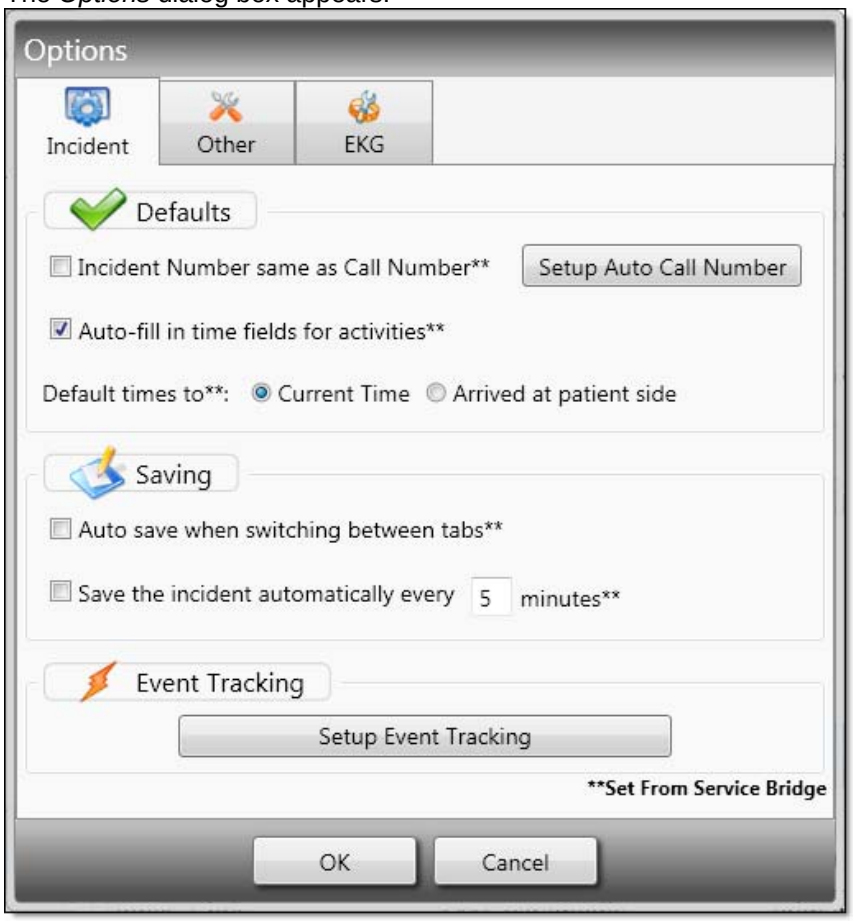


5. In the *Text 1* box, type any text to appear at the beginning of the call number.
6. From the *Date Format* drop down menu, select the format for the date information that will be included in the call number.
7. In the *Text 2* text box, type any text that will appear in the middle of the call number.
8. From the *Auto-Number Format* drop down menu, select the number of digits that will be used at the end of the number.
   HINT: These numbers will automatically increase by one with each incident report that is entered.
9. To automatically enter an incident number the same as the automatic call number, select the *Auto fill Incident Number with Auto Call Number*
10. To generate a new call number when a new patient is added to an existing incident, select the *Increment on New Patient* checkbox.
11. To start the last numbers of the call number over at 0 based on a period of time, from the *Reset Auto Number* drop down menu, select how often to reset the number.
12. To manually set the next number that will be automatically generated, in the *Next Auto Number* text box, type the next number.
13. To save the changes, click *Submit.*

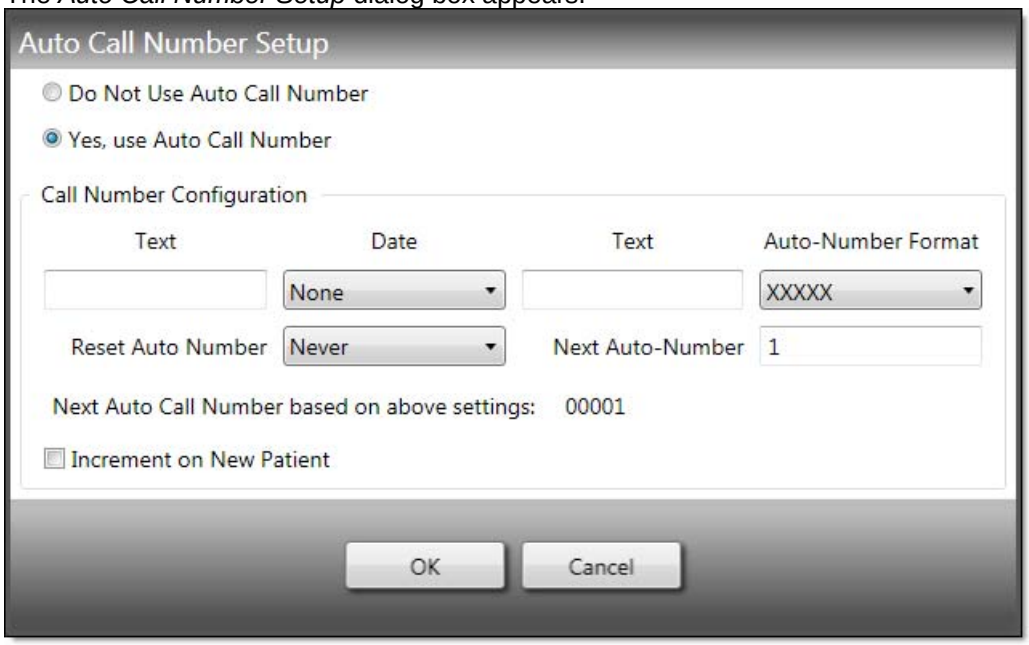
1.11 Setting Up Automatic Call Numbers for the Field Bridge

You can set up a format for automatic call numbers, which will be added to each run form to ensure that no run form has the same number. Each Field Bridge should have a different format to ensure that no run report is submitted to the State Bridge with a duplicate run number.

1. In the Field Bridge, from the left menu, select *Administrative Options.*
   The *Options* dialog box appears.

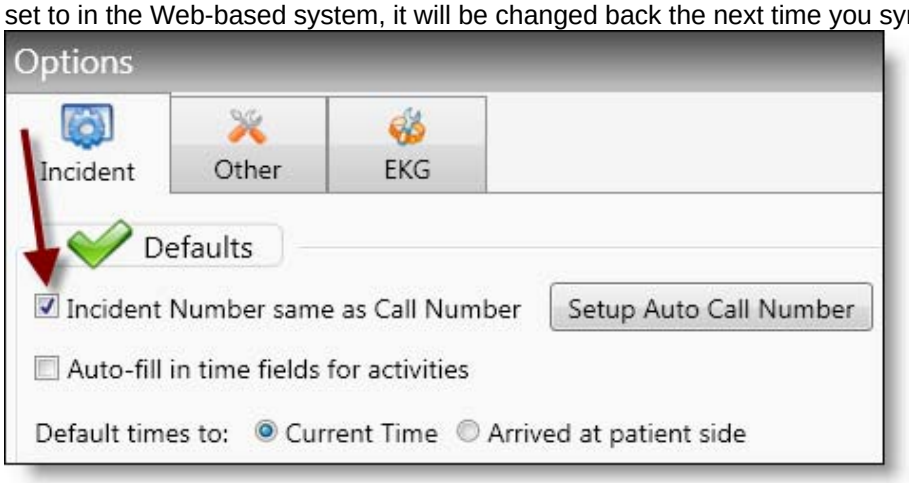


2. Click *Setup Auto Call Number.*
   The *Auto Call Number Setup* dialog box appears.



3. In the *Text 1* box, type any text to appear at the beginning of the call number.

4. From the *Date Format* drop down menu, select the format for the date information that will be included in the call number.
5. In the *Text 2* text box, type any text that will appear in the middle of the call number.
6. From the *Auto-Number Format* drop down menu, select the number of digits that will be used at the end of the number.
   HINT: These numbers will automatically increase by one with each incident report that is entered.
7. To generate a new call number when a new patient is added to an existing incident, select the *Increment on New Patient* checkbox.
8. To start the last numbers of the call number over at 0 based on a period of time, from the *Reset Auto Number* drop down menu, select how often to reset the number.
9. To manually set the next number that will be automatically generated, in the *Next Auto Number* text box, type the next number.
10. To save the changes, click *OK.*
11. To automatically assign an incident number the same as the call number, in the *Defaults* section, select the *Incident Number same as Call Number* checkbox.
    HINT: This can also be set up in the Web-based system. If you change this option from what it is set to in the Web-based system, it will be changed back the next time you sync.

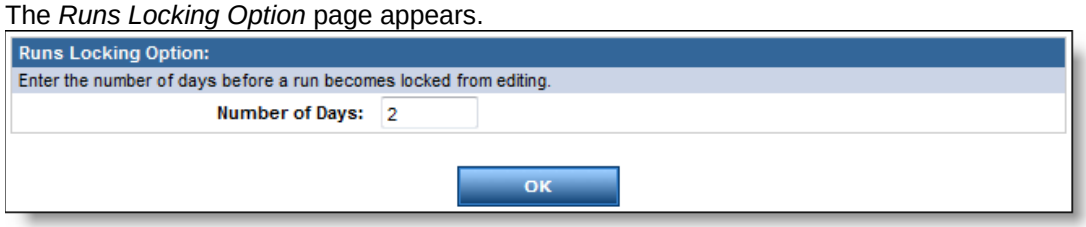


12. When finished, from the *Options* dialog box, click *OK.*

1.12 Setting Up the Runs Locking Option

You can choose to automatically lock runs for editing a certain number of days after they are created.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *View Run Options and Resources.*
4. From the *Modify Service Configurations* section, click *Runs Locking Option.*
   The *Runs Locking Option* page appears.



5. In the *Number of Days* text box, type the number of days that should pass before a run is locked.
6. Click *OK.*

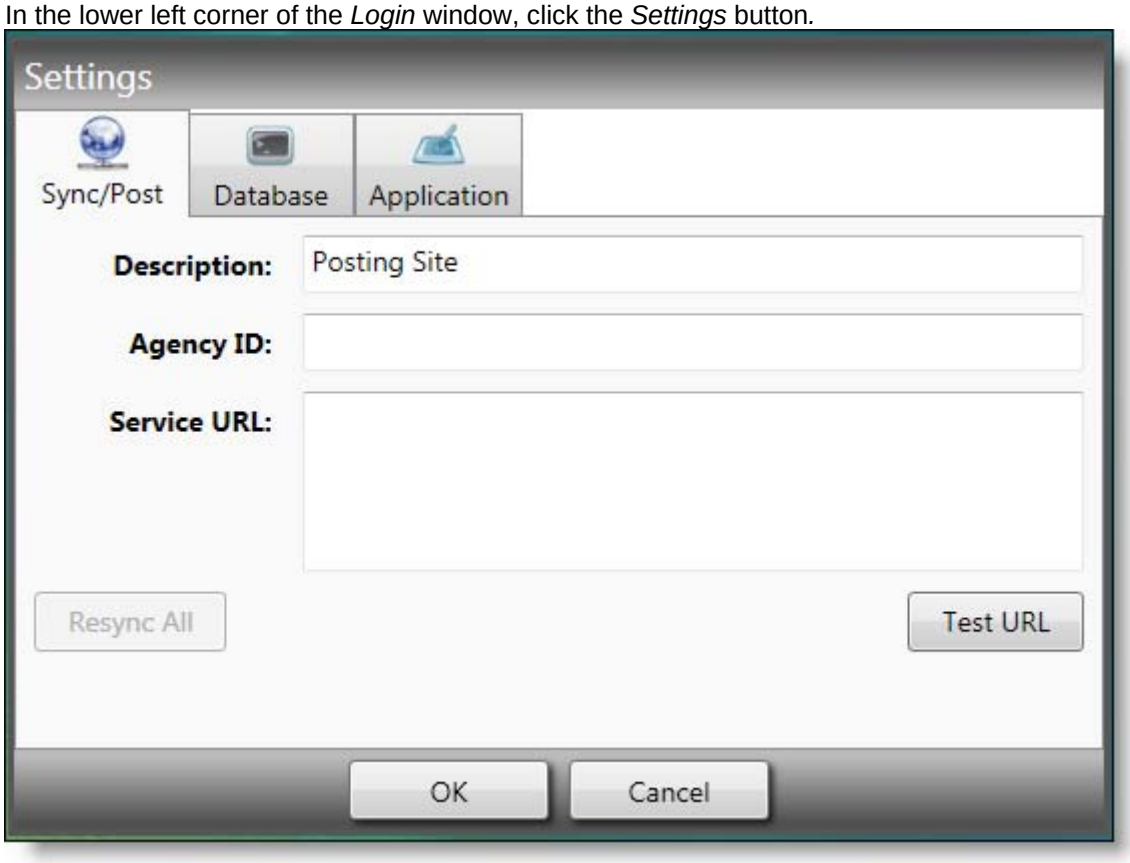
NOTE: a minimum of 2 days is recommended due to responses that begin on one calendar day and end on another (i.e. the response begins before mid-night and ends after mid-night. This would be considered 2 days)

1.13 Set up Field Bridge Systems to Post to State Bridge

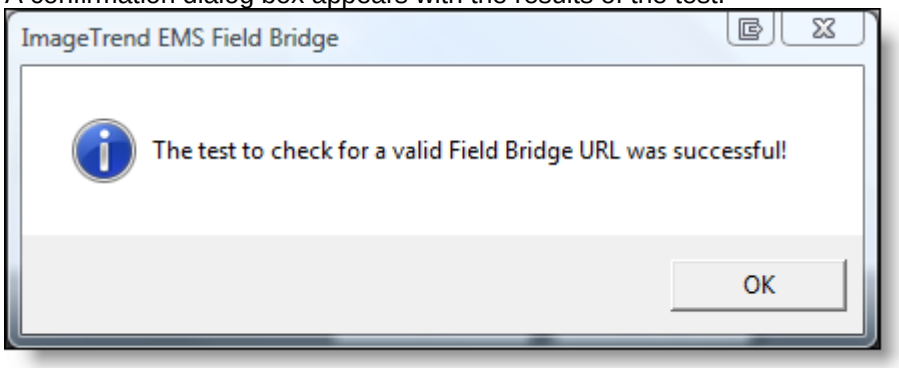
When you set up your Field Bridge systems, you will need to set them up to post to your agency in the State Bridge.

1. If necessary, open the Field Bridge to display the *Login* page.

2. In the lower left corner of the *Login* window, click the *Settings* button.

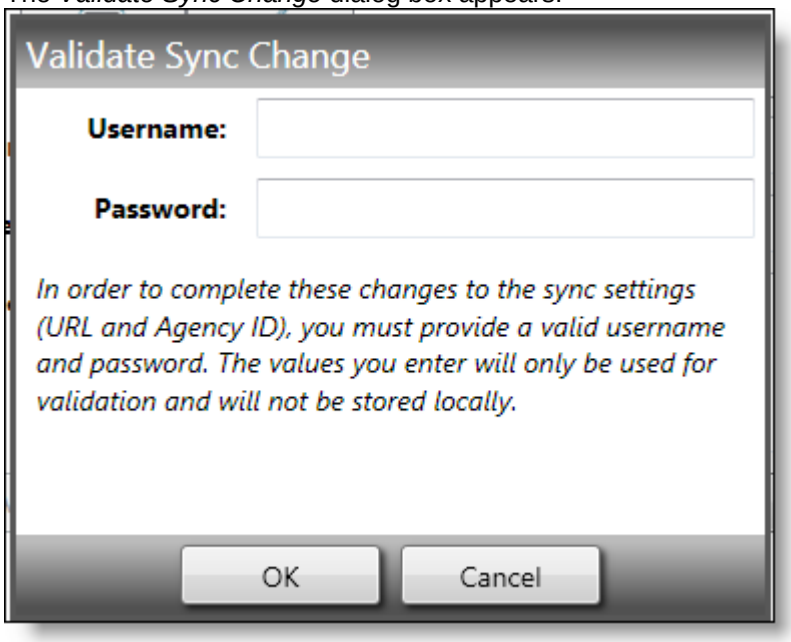


3. In the *Description* text box, type a descriptive name for the site you will be posting to.
4. In the *Agency ID* text box, type your agency 5 digit OEMS assigned agency ID.
   HINT: You can find this in the *Service Setup* section of the Service Bridge, State Bridge or Rescue Bridge you will be posting to.
5. In the *Service URL* text box, type the URL of the website that you will be posting to (www.VPHIB.com).
6. **OPTIONAL:** To confirm that the URL is correct, click the *Test URL* button.
   A confirmation dialog box appears with the results of the test.

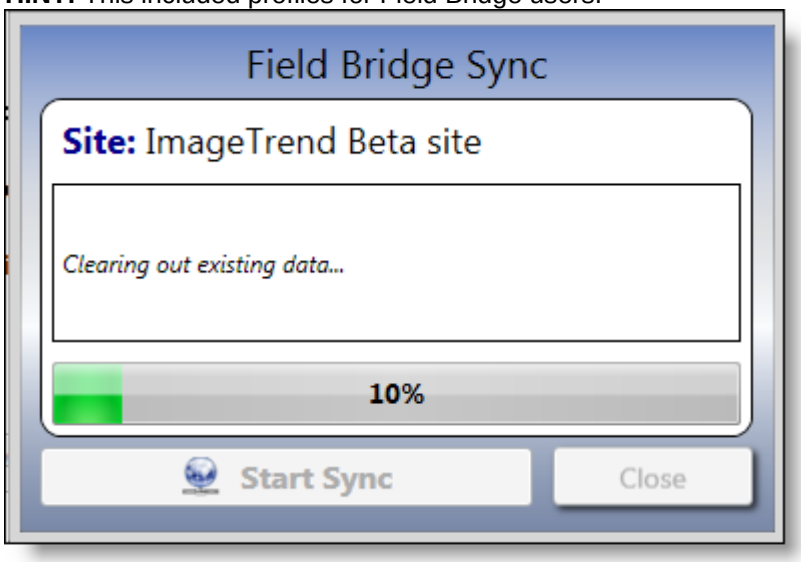


7. If the test was unsuccessful, confirm the URL and repeat steps 8–9 until the test is successful.

8. When finished, click *OK.*
   The *Validate Sync Change* dialog box appears.



9. In the *Username* text box, type your Field Bridge username.
   HINT: This should be set up on the Service Bridge, State Bridge, or Rescue Bridge that you are posting to.
10. In the *Password* text box, type your Field Bridge password.
11. When finished, click *OK.*
    The Field Bridge begins to sync to the service and copy any customized settings or information.
    The *Field Bridge Sync* dialog box appears.
    HINT: This included profiles for Field Bridge users.



12. If necessary, click *Start Sync.*
13. When the sync is complete, from the *Field Bridge Sync* dialog box, click *Close.*

1.14 Review Documentation for Additional Features and Functionality

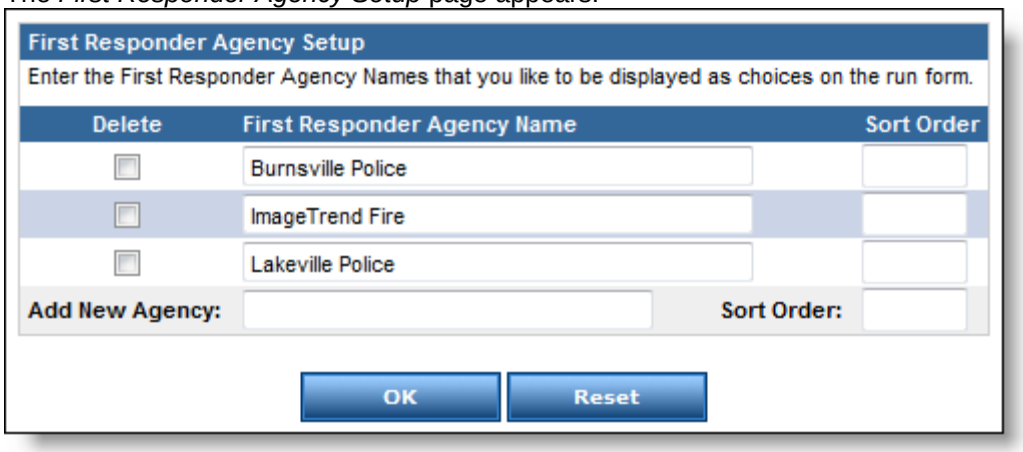
Before you start using the State Bridge or Field Bridge systems, we recommend that you review the documentation available to learn about additional features that may be helpful to your agency even if they

are not required by OEMS. These user guides are available from ImageTrend University at any time. To access ImageTrend University, click the *Help* link in the State Bridge and select the product for which you want to find materials.

1.15 Adding and Editing First Responder Agencies

You can add or remove names of first responder agencies that can be entered on a run form.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
3. From the *I want to* drop down menu, select *View Run Options and Resources.*
4. From the *View Run Options and Resources* page, in the *Add New Resources* section, click *First Responder Agencies.*
   The *First Responder Agency Setup* page appears.



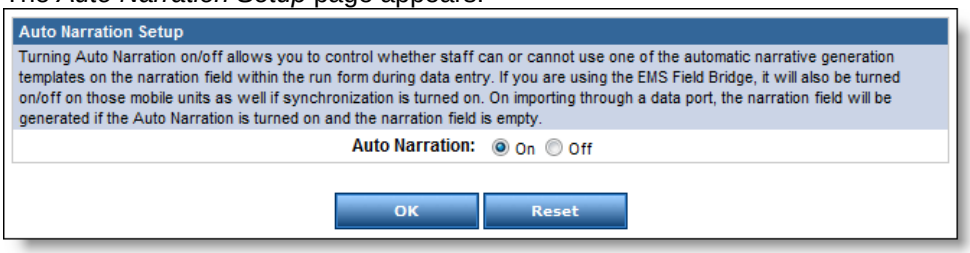
5. To add a new agency, in the *Add New Agency* row, type the agency name and its desired order in the list of agencies.
   HINT: If no sort order is entered, agencies will be sorted alphabetically.
6. Click *OK.*
7. To remove an agency, select the corresponding *Delete* checkbox.
8. Click *OK.*
9. To change an agency's information, in the text boxes, make the desired changes.
10. Click *OK.*

1.16 Setting Up the Auto Narrative and Repeat Patient Features

The auto narration feature will allow providers to automatically fill in several types of narratives based on the information in the run form and answers to questions. The repeat patient feature will save information for patients who are frequently treated or transported by your agency and will allow providers to quickly enter the saved information for that patient rather than entering the information each time a run form is filled out for the patient. These features must both be turned on before they can be used in run forms.

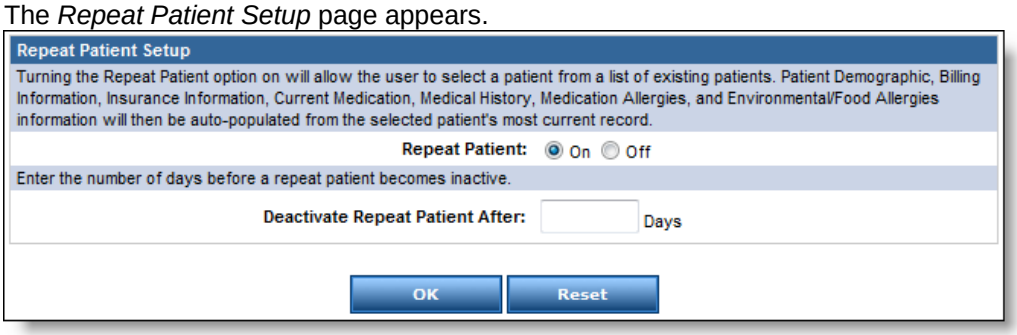
1. To activate or deactivate the auto narration generation feature,

a. In the *Setup Service Options* section, click *Auto Narration.*
The *Auto Narration Setup* page appears.



b. Select whether the auto narration feature should or should not be available.
c. Click *OK.*

2. To activate or deactivate the repeat patient feature.
   a. In the *Setup Service Options* section, click *Repeat Patient.*
   The *Repeat Patient Setup* page appears.



   b. In the first section, select whether the repeat patient feature should or should not be available for use.
   c. **OPTIONAL:** In the *Deactivate Repeat Patient After* section, type the number of days after which a repeat patient should be deactivated if not treated or transported.
   d. Click *OK.*

Help and Product Support

Before Contacting ImageTrend

Please have the following information accessible when calling ImageTrend:

- A description of your computer system.
- The name of your operating system and service pack version (if applicable).
- A description of what happened and what you were doing when the problem occurred.
- The exact wording of any error messages you see.
- Your company name and contact information.

Contacting ImageTrend

If you are unable to find the information needed to use State Bridge effectively, please consult ImageTrend in any of the following ways:

- Phone (952) 469.1589
- Toll-Free (888) 469.7789
- Fax (952) 985.5671
- Email support@imagetrend.com
- Web http://support.imagetrend.com

ImageTrend support services are available:

Monday – Friday
8:30 a.m. to 5:00 p.m. central time

Technical Support

For 24-hour technical support, ImageTrend provides online assistance through their website and email services:

- Email support@imagetrend.com
- Web http://support.imagetrend.com