

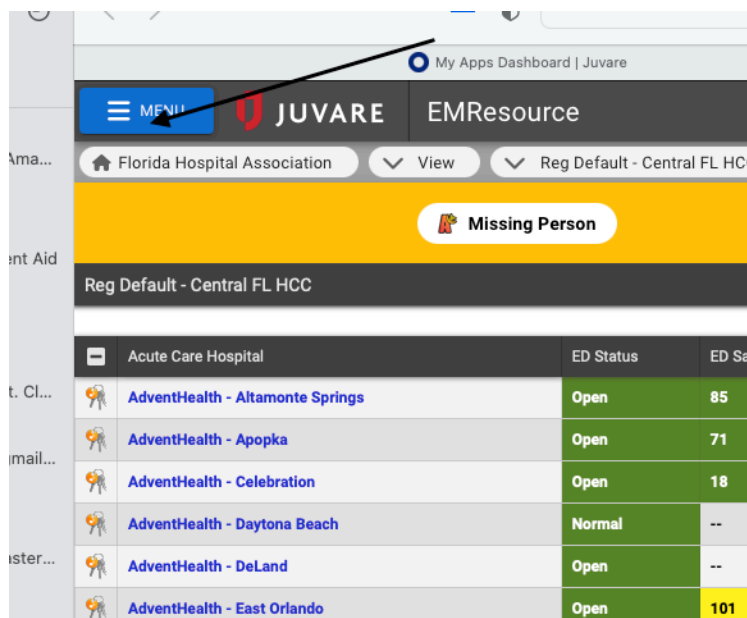
Type of Policy:	<b>REGION 5 EMRESOURCE POLICY GUIDELINE</b>	Category:	<b>EMERGENCY RESPONSE</b>
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Title:	<i>Facility Response to Events within EMResource</i>	Policy #:	<b>#4</b>
Page:	1 of 7	Replaces #:	
Issue Date:	<b>7/14/23</b>	Developed By:	PSAP SME Group, CFDMC Staff
Revision Dates:		Approved By:	Region 5 EMResource Steering Committee

## Respond to an Event Notification

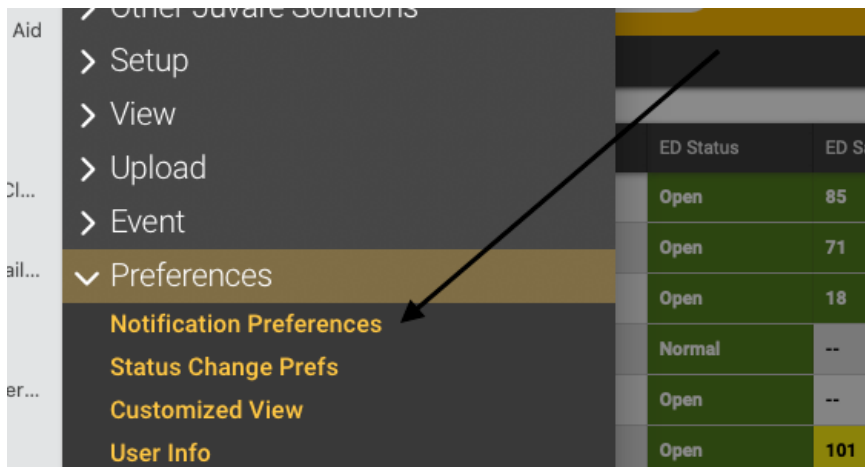
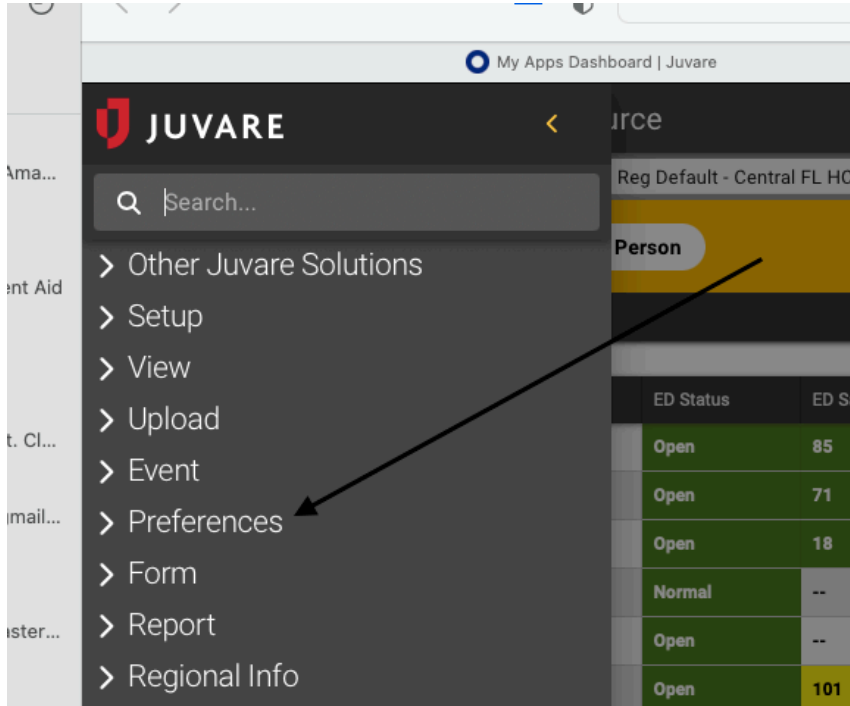
When an event occurs, notifications with event details are automatically sent to the people associated with that **Facility involved in the** event.

To receive notifications, you must be associated with the template used to create the event, **associated with the affected resources(Facility)**, subscribed to receive that type of event notifications(**in your notification preferences**), and have accurate contact details specified on your profile.



The screenshot shows the JUVARE EMResource interface. At the top, there is a navigation bar with a 'MENU' button and the JUVARE logo. Below the navigation bar, there is a notification banner for 'Missing Person'. Underneath the banner, there is a table with columns for 'Acute Care Hospital', 'ED Status', and 'ED Se...'. The table lists several AdventHealth facilities with their respective ED Status and ED Se... values.

Acute Care Hospital	ED Status	ED Se...
AdventHealth - Altamonte Springs	Open	85
AdventHealth - Apopka	Open	71
AdventHealth - Celebration	Open	18
AdventHealth - Daytona Beach	Normal	--
AdventHealth - DeLand	Open	--
AdventHealth - East Orlando	Open	101



System Notifications						
Expired Status Notifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ICS Notifications (relevant for Electronic ICS users only)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
System Notifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Event Notifications						
1 MCI - Triage Capacity	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2 Haz-Mat Alert	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A-Cap Request(Ambulance/Helicopter Availability)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ad Hoc Event	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Amber/Silver Alert	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Bed Capacity - Acute Care	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

If you are not logged in to EMResource when the event occurs, you may learn about the event through an email or text message. Email and text messages include the name of the event, its details, the name of the person who created it, and the regions involved. In addition, the message includes a link to the Event Status page in EMResource.

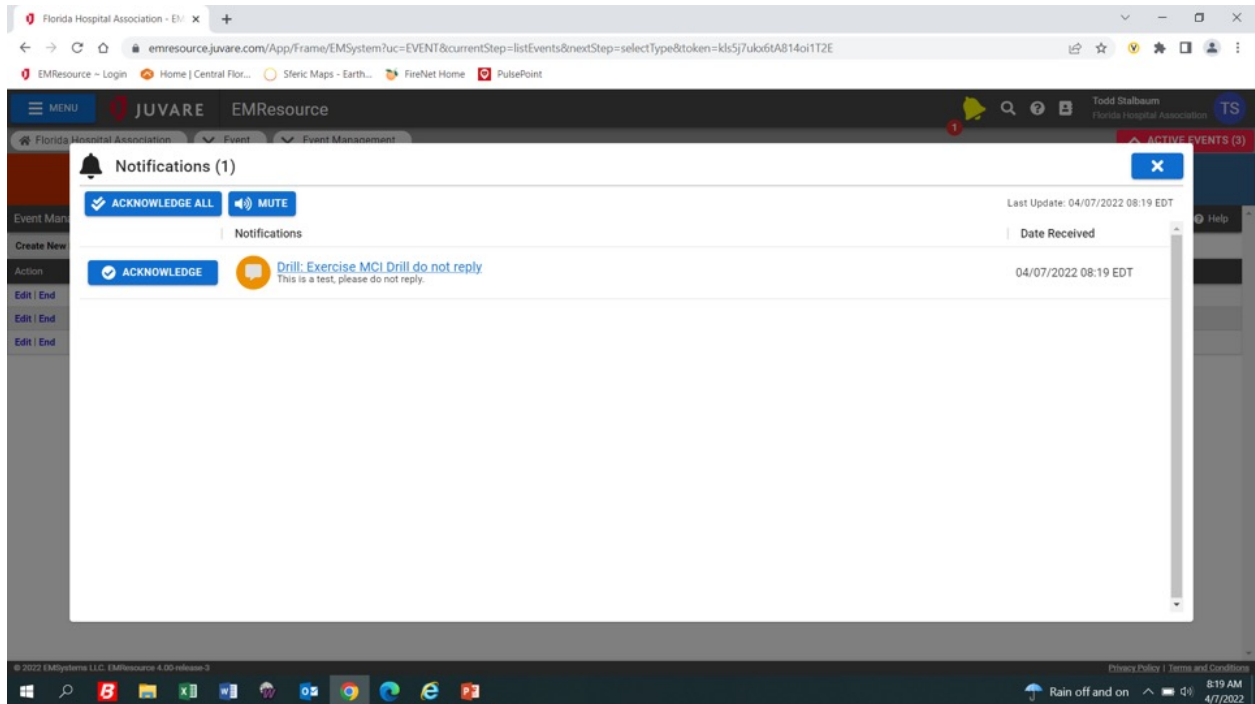
## ***To respond to a notification***

1. On your computer, laptop, or mobile device, open the message.
2. Click the event details link.
3. Log in to **EMResource**. The *Event Status* page opens.
4. If you also subscribe to notifications through the web page, the event notification window opens. Potentially, an audible alert accompanies the window. Acknowledge the notification and, if appropriate, [update the event statuses](#).

## ***Update an Event Status***

Event statuses offer specific information related to the resources and statuses of an event.

For example, for a mass casualty incident, your organization may report the status of patients by resource and triage category. In addition, you might report on the availability of specific equipment or your facility's decontamination capacity.



The picture above displays a web page notice that pops up on your screen when the application is open. There is also an audible alarm that will sound alerting you of an event. You can either Acknowledge, Mute, or select the link to the event. Selecting the link or selecting the banner icon will allow you to respond with your facility information.

Your organization may also create ongoing events for non-emergency situations. For instance, you can track bed counts, with each status representing the bed availability in a specific unit or ward.

Most events appear in the banner at the top of every page, offering quick access to event details. In some cases, events are not displayed in the banner, but can be accessed through the *Event List*.

**Note:** If the event ends while you are in the process of using the Update Status page, changes you make to any of the statuses will not be retained. EMResource displays a message indicating that the event ended.

### To update an event status

9:23 AM Thu Apr 20

AA emresource.juvare.com

My Apps Dashboard | Juvare Florida Hospital Association - EMResource

MENU JUVARE EMResource Matthew Meyers Florida Hospital Association

Florida Hospital Association View County View - Orange EVENTS

Drill: Exercise Exercise Exercise Hospital Bed Capacity Exercise Exercise E  
 Drill: Exercise Exercise Exercise CFIX Bulletin Exercise Exercise Exercise  
 Drill: Exercise Exercise Law Enforcement BOLO Exercise ExerciseExercise  
 Drill: Exercise Exercise Exercise CFIX Alert #5 Exercise Exercise Exercise

County View - Orange Show Map Customize Print Excel Refresh Help

Acute Care Hospital	ED Status	ED Saturation	Hospital Status/Saturation	Comment
AdventHealth - Kissimmee	Open	2	Open/Green	DECON OPEN
AdventHealth - Orlando	Open	0	Open/Green	
AdventHealth - Orlando Children's ED	Open	0	Open/Red	
AdventHealth - Waterman	Open	--	Open/Green	
AdventHealth - Winter Garden	Open	--	Open/Green	
AdventHealth - Winter Park	Open	93	Open/Green	Direct Bedding
HCA Lake Monroe Hospital	Open	42	Open/Red	
HCA Osceola Regional Medical Center	Open	0	Open/Red	
HCA Oviedo Medical Center	Open	54	Open/Green	**EXERCISE** MCI/DECON
HCA Poinciana Medical Center	Open	--	Open/Green	
HCA UCF Lake Nona Medical Center	Open	41	Open/Green	
Nemours Children's Hospital	Open	53	Open/Yellow	
Orlando Health - Arnold Palmer	Open	17	Open/Yellow	
Orlando Health - Dr. P. Phillips	Open	197	Open/Red	please bring all non-drill ems patients throu...
Orlando Health - Health Central Hospital	Open	74	Open/Green	
Orlando Health - Horizon West	Open	0	Open/Green	
Orlando Health - ORMCM	Open	51	Open/Green	DRILL, DRILL, DRILL; ACCEPTING ALL TRAU...
Orlando Health - South Lake	Open	61	Open/Green	
Orlando Health - South Seminole	Open	309	Open/Red	
Orlando Health - St. Cloud	Open	33	Open/Yellow	
Orlando Health - Winnie Palmer	Open	14	Open/Green	

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1. In the top banner's event bar, click the **event**. The *Event Status* page opens.
2. Locate the resource you want to update and, on that row, take one of these actions.

If you want to...	Then...
Update one status,	In that column, click the current value. The <i>Update Status</i> window opens.
Update multiple statuses,	<ol style="list-style-type: none"> <li>a. On the left, click the <b>keys icon</b>. The <i>Update Status</i> window opens.</li> <li>b. Select the checkbox for the statuses you want to update. The status value field a</li> </ol>

Florida Hospital Association - EMResource

emresource.juvare.com/App/Page/Event/3873/688202

EMResource - Login Home | Central Flor... Sferic Maps - Earth... FireNet Home PulsePoint

JUVARE EMResource

Todd Stalbaum Florida Hospital Association

ACTIVE EVENTS (3)

Drill: Exercise MCI Drill do not reply

BOLO BOLO (Be on the Lookout)

Drill: Exercise MCI Drill do not reply

HELP REFRESH SHOW LESS

Description  
This is a test, please do not reply.

Started 04/07/2022 08:19 EDT Ends 04/08/2022 08:19 EDT Started By Todd Stalbaum

EXPORT HISTORY

Acute Care Hospital	ED Saturation	ED Status	Hospital Status/Saturation	Triage Black Capacity	Triage Green Capacity	Triage Red Capacity	Triage Yellow Capacity	Comment	Last Update	By User
AdventHealth - East Orlando	43	Open	Open/Yellow	-	5	2	5		07 Apr 2022 08:21 EDT	FL Hosp East ED
AdventHealth - Orlando	--	Open	Open/Red	-	16	--	--		07 Apr 2022 08:21 EDT	Todd Stalbaum
Summary	N/A	N/A	N/A	0	21	2	5			

Free Standing Emergency Room	ED Saturation	ED Status	Comment	Last Update	By User
AdventHealth - ER (Oviedo)	34	Open		07 Apr 2022 06:57 EDT	AH Oviedo Stand Alone ED

Status Type Summary	Total
Triage Black Capacity	0
Triage Green Capacity	21
Triage Red Capacity	2
Triage Yellow Capacity	5

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8:22 AM 4/7/2022

3. Edit the status value.
4. If appropriate, for **Comment**, enter notes about the status update.

Springfield, USA (DEMO) Event

Heat Advisory

Hospital Intoxication Patient Surveillance

HELP REFRESH SHOW LESS

EXPORT DOWNLOAD ATTACHMENT VOICE NOTIFICATIONS EDIT HISTORY

Started: 04/17/2019 01:38 CDT | Started By: Springfield Administrator

Description: Please provide information on the following categories related to the number of patients presenting to your facility with a possible heroin overdose.

Event Status

System Notice Help

Updated: 12 Jan 16:11 CST

Hospitals	Admit to ICU	Discharged/Sent Home	Expired in ED	Requiring Intubation	Intoxication - Cannabis	Intoxication - Cocaine	Intoxication - ETOH	Intoxication - Heroin	Intoxication - Methamphetamine	Intoxication - Prescription Opioid	Intoxication - Other	Narcotic Doses Dispensed	Comment
Bellevue Hospital	1	4	0	0	0	0	0	2	0	4	0	7	
Cape Coral Hospital	4	2	0	0	0	0	0	2	1	4	0	5	
Columbia Hospital	0	1	0	0	0	0	0	1	0	0	0	2	
Fowcett Memorial Hospital	0	0	0	0	0	0	1	0	0	0	0	1	
Gulf Coast Hospital	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Lee Memorial Hospital	0	0	1	1	0	0	0	3	0	0	0	4	
Lee South	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	

Letchford Regional Medical Center

5. Click **Save**. The window closes.

**Immediately following exercise or event conclusion!!!**

**It is important to update your board following an event and or exercise. Make sure facility decon status, EOC status, and others reflect current conditions and no longer display outdated information or exercise artificialities. The comments field will need updating as well.**