OC-MEDS Hospital Hub
User Guide v3

revised 082720

Overview of the OC-MEDS Hospital Hub

OC-MEDS Hosptal Hub is a web-based application that allows hospital personnel access to an electronic copy of the Prehospital Care Report (ePCR) of patients treated by Orange County EMS providers and transported to your facility. This copy may either be printed in a PDF format and/or attached electronically to the hospital's electronic medical record.

The Hospital Hub also provides an alert of incoming runs that are enroute to your hospital. The ePCR will be accessible on the Hospital Hub once the prehospital personnel document pertinent patient and incident information, designate the receiving hospital, and post the ePCR to OC-MEDS. The specific information visible on Hospital Hub is customizable by each user.

This alert will augment, but not replace, the emergency department's current notification system. The emergency department staff will continue to receive standard radio communication via the 911 emergency radio advising of an incoming patient and a communication from the Base Hospital MICN for ALS Base Contact calls.

Based on scene situations and resources available, data entry may not always be possible or complete prior to arrival at the receiving hospital.   Additionally, internet connectivity is necessary for ePCR's to be uploaded onto the server and made available via the Hospital Hub. Prior to including the ePCR in the patient's medical record, it is important to ensure the field providers have completed their data entry and the ePCR selected on Hospital Hub is the final version.

Staff Access to the OC-MEDS Hospital Hub

Because this program contains patients' protected personal health information (PHI), HIPAA guidelines must be followed. All hospital personnel with access to the Hospital Hub must be assigned a user name and password that must be periodically reset. The information needed from each staff member granted access includes:
- First, last name, and middle initial/name (middle initial/name needed if name is same as other users)
- Work email address (a formal work email is a security requirement, _personal email addresses may not be used_)

User Name: Each staff member granted access to the Hospital Hub will be assigned a User Name which will be their first inital and last name and the number assigned to the hospital by OCEMS. For example, John Smith works at OC Global Medical Center which is hospital #29.   User Name will be: jsmith29. See **Facility Administrator Supplement** for details.

Temporary Password: The inital/temporary Password will be set by your administrator. Passwords are case sensitive.

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Further guidance is available at www.healthdisaster.org/ems/ocmed/training_resources_hospital_hub
Support Contact: Your Facility Administrator and oc-meds@ochca.com

OC-MEDS Hospital Hub Facility Administrator

Each hospital has a designated *Hospital Hub Facility Adminstrator*. That person(s) is responsible for administrative and support functions, such as adding, inactivating, modifying staff accounts, and providing on-site user guidance. OCEMS staff are available to assist Hospital Hub Facility Admins with various support requests. Please email oc-meds@ochca.com

OC-MEDS Hospital Hub Login: The Hospital Hub is accessed via the internet URL: www.oc-meds.org or www.oc-meds.org/hub
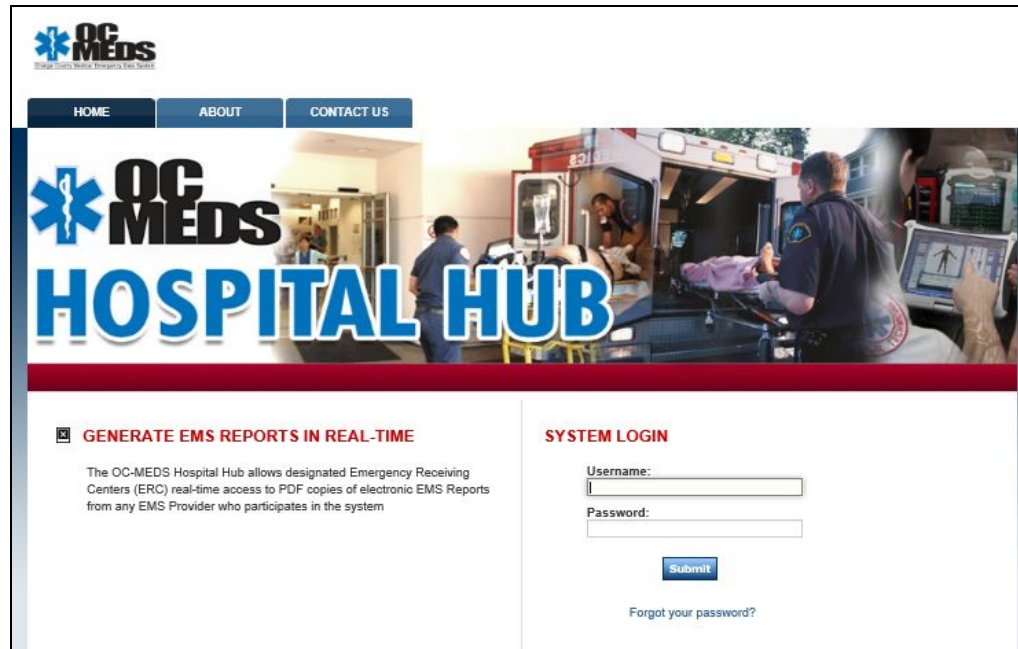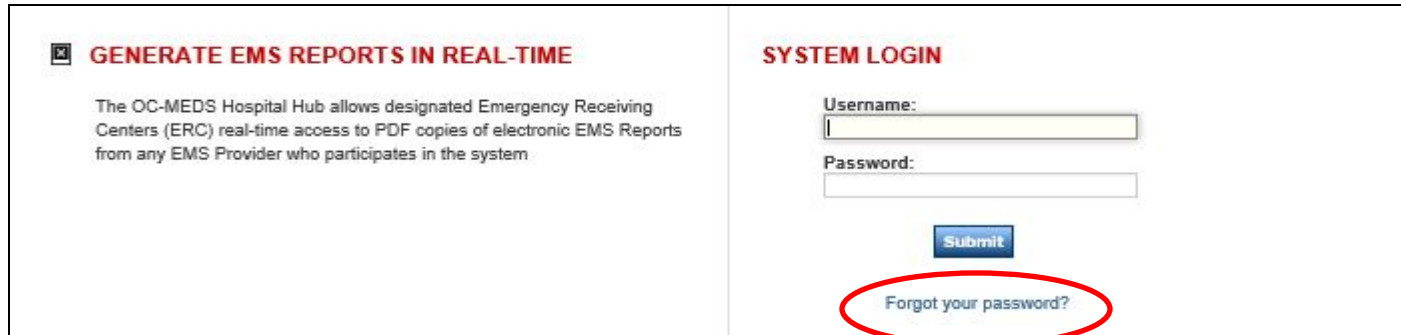
Enter your **User Name** and **Password** and click on **Submit** to access the OC-MEDS Hospital Hub.

After the initial sign-in and upon required password resets, a prompt will direct you to change your password. <u>Passwords must be a minimum of eight (8) characters and include at least one (1) capitalized letter and one (1) special character.</u>

Secure Access of Personal Health Information (PHI)

In compliance with HIPAA regulations, all participants must change their passwords every 90 days. For ease of establishing an easy-to-recall system, we recommend using a pass phrase, e.g. 1walkmydog*. Five (5) consecutive unsuccessful login attempts will result in a ten (10) minute lock out. We recommend following the **Forgot Password** reset process at this point. _Seven (7) consecutive unsuccessful login attempts will inactivate your account pending an administrative security review._ If your account is inactivated you must contact your local adminstrator and OCEMS at oc-meds@ochca.com.

Forgot Password Reset: Upon a temporary lockout or at any time that you cannot recall your password you may click on **Forgot your password?** _This will require that your browser allows pop-ups._ The pop-up will request your work email address in order to provide you with a secure link to reset your password. Follow the link as instructed in your email. If successful you will receive confirmation as shown below. It may take a few minutes for the system to document and verify your new password. _Do not engage in rapid cycle password resets as this will inactivate your account and require security review._

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Please follow your facility's codes and requirements for accessing Personal Health Information (PHI). For instance, only use approved computers or mobile devices. No personal computers or mobile devices should be used. No personal email addresses should be used. User access should be monitored and restricted to those with an active approved role in emergency department and/or medical records operations. Users without an active role should be *inactivated* to prevent and mitigate unnecessary risk of unauthorized access. Please see the **Facility Administrator Supplement** for further details.

Upon any *change* in your *work email address*, you must update your Hospital Hub profile in order to maintain access. You may access your Profile by clicking on your name / person icon on the upper right bar. Your Profile will open by default in the **Demographics** tab. Scroll to the bottom and click **Edit Demographics**. You may then update your email and click **Save**.
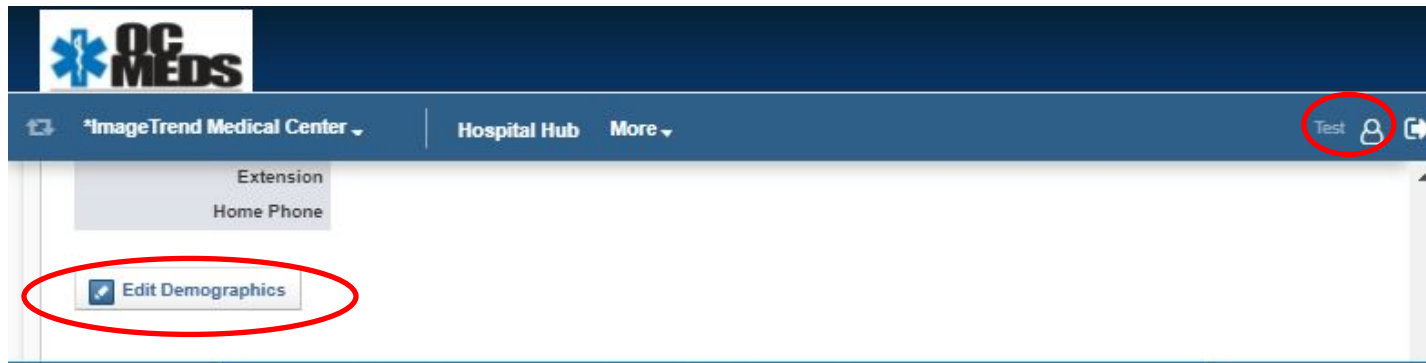
You may also preemptively update your password from your Profile. A password reset is required every 90 days and you will be automatically prompted at greater than 90 days upon a login attempt to update your password. To preemptively update / reset your password from your Profile, first click on the **Permissions** tab and then scroll to the bottom and click **Edit Permissions**. Next click **Update Password**, enter your new password, verify, and **Save**.

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At greater than 90 days you will be automatically prompted upon a login attempt to change your password. Enter and verify your new password and click **Change Password**. Note the minimum password requirements and that your new password cannot match any of your previous ten (10) passwords.

Once you have saved you will immediately be taken to the required **Privacy Notice**. This is the same screen and the first screen that you will see upon any successful login. OC-MEDS Hospital Hub *does* contain PHI. Please read this statement carefully, then click **I Agree** and you will be directed into the OC-MEDS Hospital Hub.

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Hospital Hub will open in the OC-MEDS Default View. However there are secondary modules that you may see based on your permission group such as Patient Tracking and Reports. You can navigate back to the primary module by clicking **Hospital Hub**.
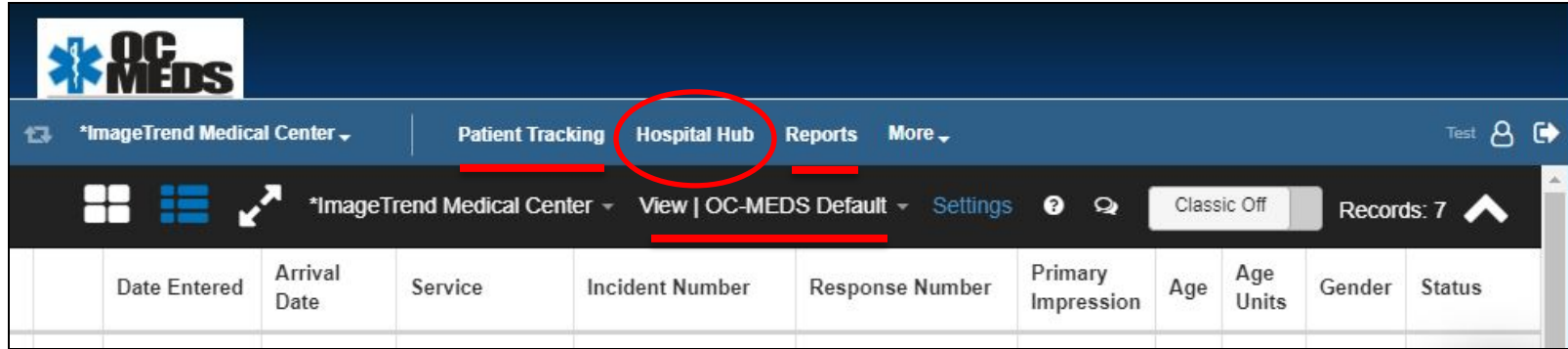
Display Options: There are several options for what information appears and how it is displayed. Below is the **Classic** interface which organizes your patients vertically by **Arrival Date**. The columns shown can be modified by each user in **Settings**. *However, while the Classic List is currently available, it is being phased out and support for this view is no longer available.*

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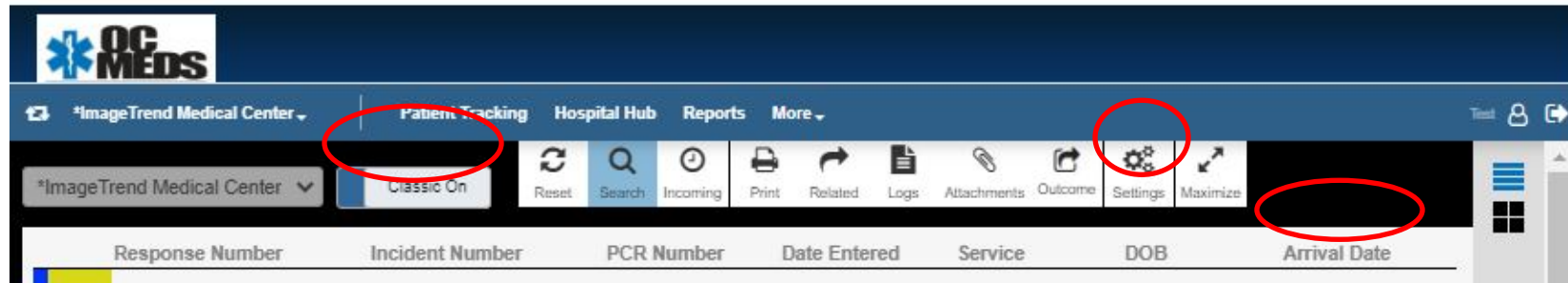
We recommend the current interface (noted as **Classic Off**) because several additional functions are available. In particular there are multiple **Views** available via a drop down menu and you can create your own views in **Settings**. See page 9.
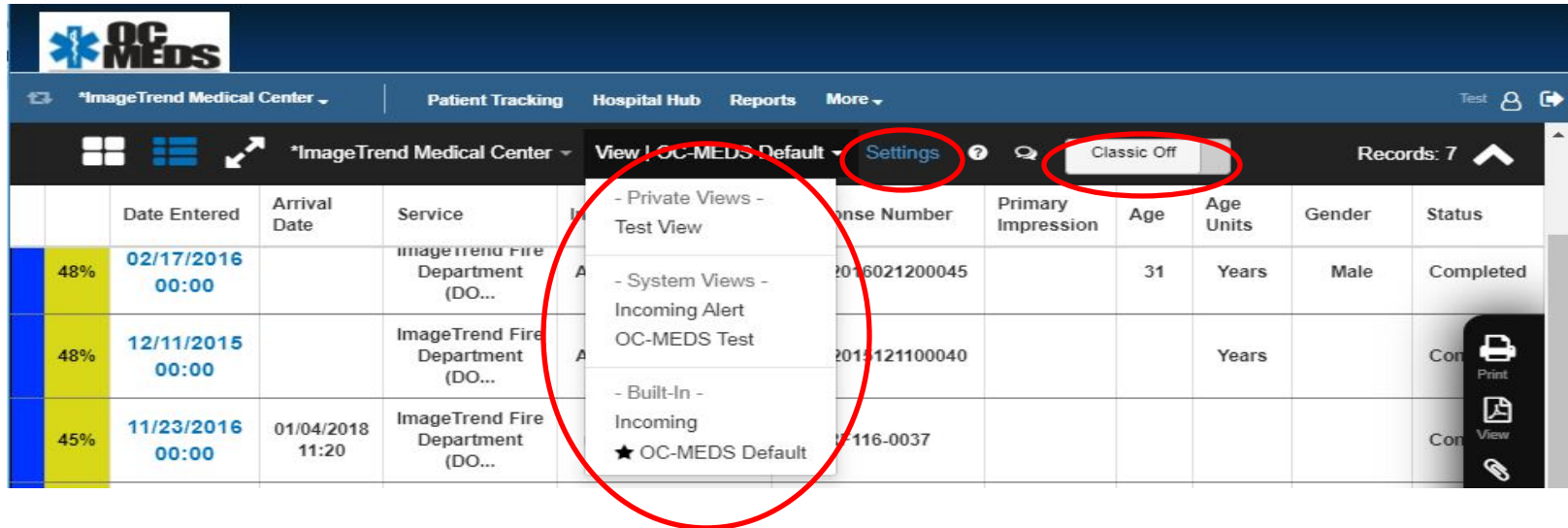
OC-MEDS Default View: This view provides general utility for all of our facilities. It may therefore not be optimized for your facility's specific use case. Please see page 9 for instructions on how to configure your own views. Runs in the OC-MEDS Default View are sorted by **Arrival Date**. Calls without a documented **Arrival Date** will be sorted by **Date Entered**. The call list will refresh every ten (10) minutes and will display calls within the last week (7 days) based on **Arrival Date**.

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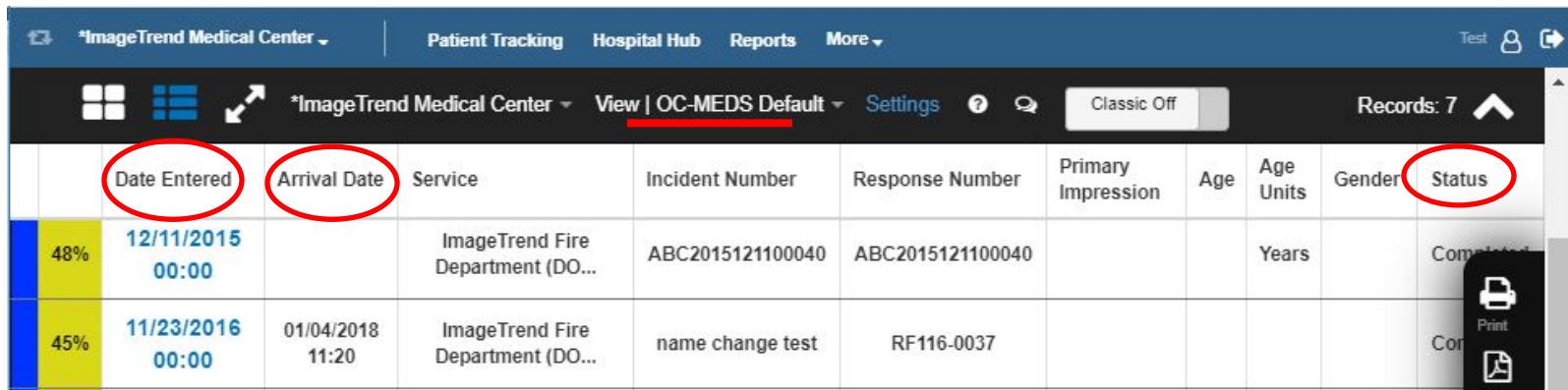
Incoming Alert View: This view provides functionality to support awareness and clinical communication regarding incoming field transports. This view is refreshed every two (2) minutes and will default to display calls for a one (1) day period. If you want to temporarily modify the date range or other filters you may do so in with **Filters (^)**. See page 9-10 for details. Make note of the **Status** column and use any ePCR not *Completed* with caution.
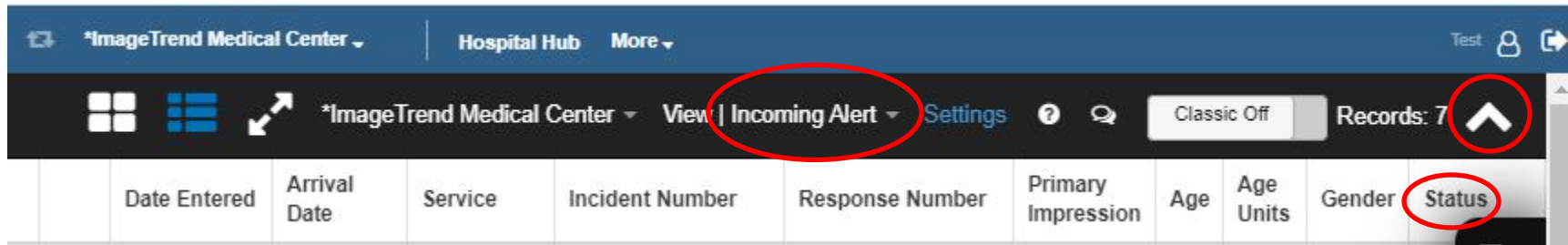
This caution withstanding, field crews are encouraged to post prior to arrival to trigger the alerting mechanism and to provide pre-arrival access to clinical information such as vitals signs, STEMI graphics, and other pertinent information even though their documentation is still *in progress*. An **audible** and **visual alert** will trigger upon each new run that is posted.

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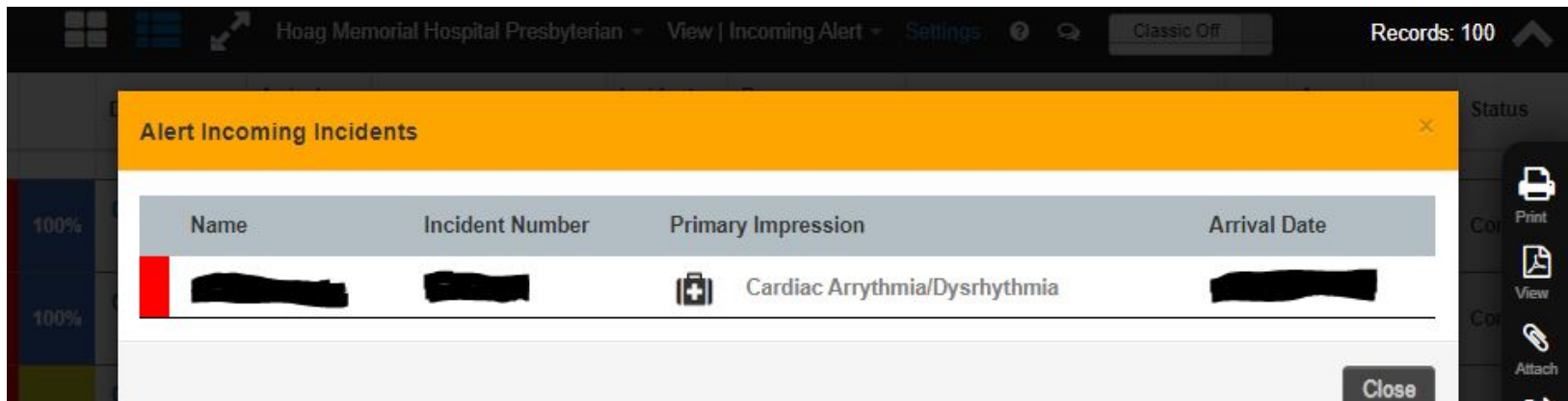
Custom Display Options (Private Views): Click on **Settings** to modify the information visible in your view. You will initially be shown the configuration of your present view which may be a "System" or "Built-In" level view. While you cannot make modifications to the "System" or "Built-In" level views you can view their configurations to familiarize yourself with how the settings work. To create your own "Private" level view, click on the **New (+)** icon. After setting up your view click **Submit**.

Helpful Notes: **1) Filters** are the means by which you can search for specific runs. We recommend including all available **Filters** options and ordering them by uti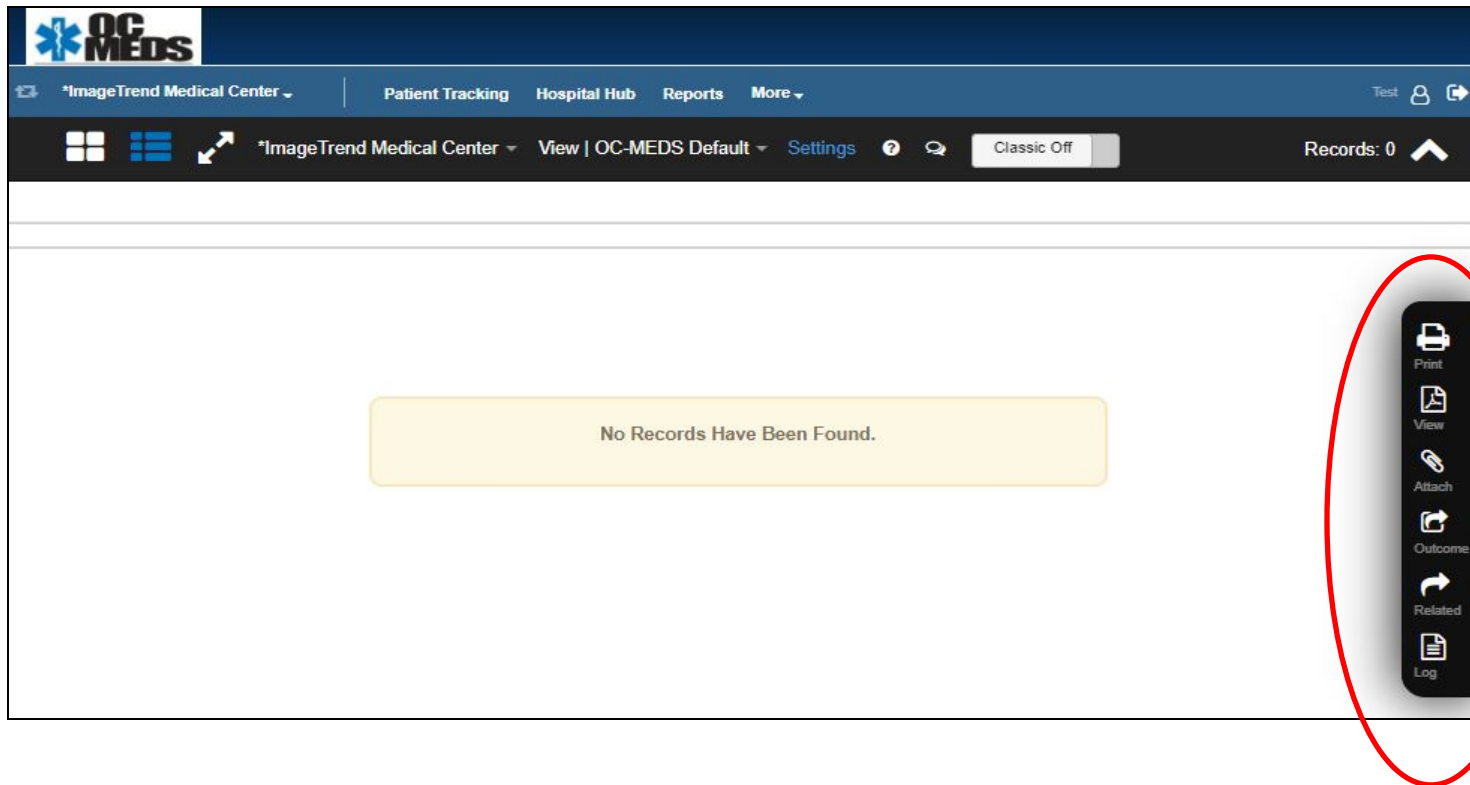lization. **2)** There is a tile layout in addition to the default list layout. You can toggle between the two at any time [⬛⬛ ☰] , so the **Layout** element only acts to set the default for your custom view. **3) Unit Notified Date** is when the EMS unit was notified of the call by their dispatch. This can often be hours before they arrive at your facility particularly for non-emergency and scheduled interfacility transports. We recommend using **Arrival Date** rather than **Unit Notified Date** for most use cases.

Search/Filter: To locate a specific incident or to create a specific list such as all suspected stroke patients or all patients within a custom date range, we will use **Filters (^)**. Click on the up/down arrow icon **(^)** to open the list of available **Filters** (organized by the View's Settings). Once you have set your filter parameters you can key *Enter* or click on any of the **magnifying glass** icons to execute your search. You can minimize the **Filters** dropdown by clicking again on the arrow **(^)** icon.

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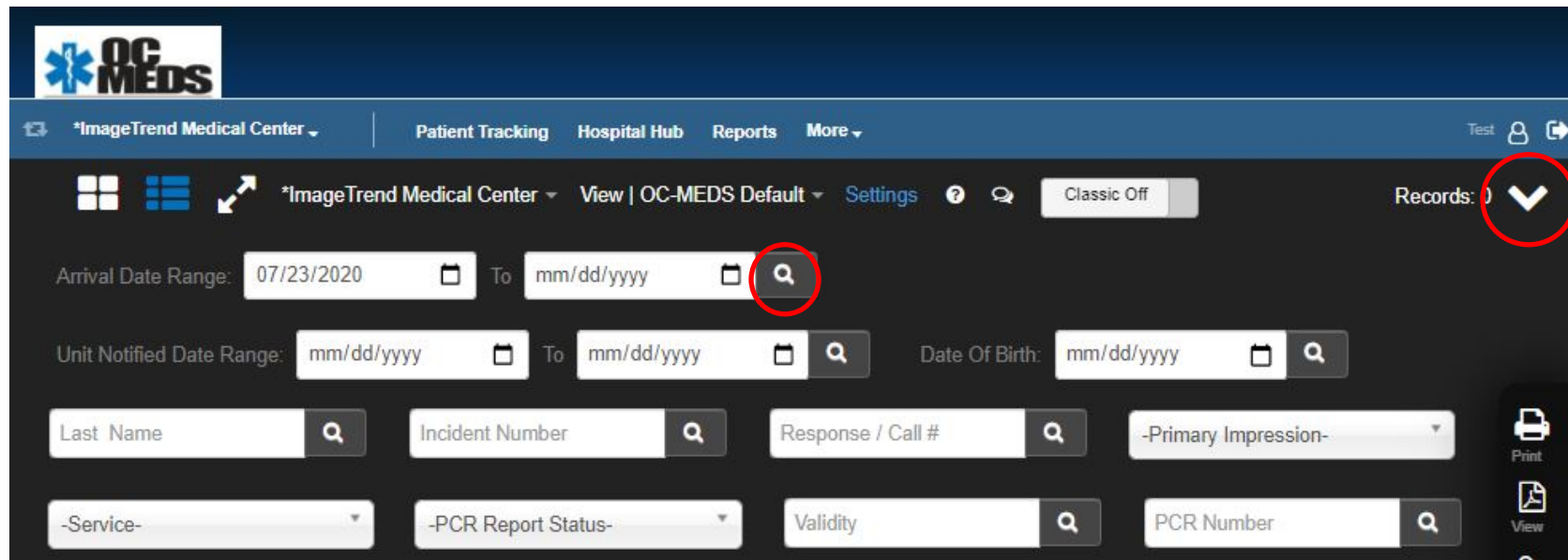
Helpful Notes: **1)** Depending on the size and rendering of your browser window, you may not see all available **Filters**. You can maximize your window or resize the rendering with *Ctrl +/-*. **2)** Any *Criteria* configured in your *View's Settings* can be temporarily modified through the use of **Filters**. For instance, the *OC-MEDS Default View* is set to show the last seven (7) days, but you may **Filter** to show a completely different date range. **3)** Also while there is not a "reset" button to return all **Filters** to their default blank values, you may open the **View** drop down and click on any *View* including your current *View* and the **Filters** will be reset.

Actions and Functions: Several important actions are executed through the **Action Bar** (icons located on the right side bar). To activate these icons you first need to select a call(s) by clicking on the pertinent row(s). You may select multiple rows at the same time by holding the *Ctrl* key while you click on the calls. Note that the *Shift* key will not work for selecting multiple rows.

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Print and **View** provide the same functionality. With either command you can print, view, and save a copy of the ePCR. Both **Print** and **View** will open up the same list of report forms. We recommend using the OCEMS Patient Care Report. However various EMS services will have their own PDF forms that you may also use. The **Unified PDF** option will provide a report that combines the reports of all documenting EMS units involved with a call provided that they merged (downloaded/uploaded) their information in OC-MEDS Elite (Pre-Hospital Documentation Module). Once you select the PDF form you wish to use: A) **Print** will take you to your browser's print interface where you can print, view, or save a copy of the ePCR. B) **View** will take you to your browser's view interface where you can print, view, or save a copy of the ePCR. You can **Print** or **View** multiple incidents at the same time. Before incorporating the ePCR into your medical record please ensure that the column **Status** is _Completed_.
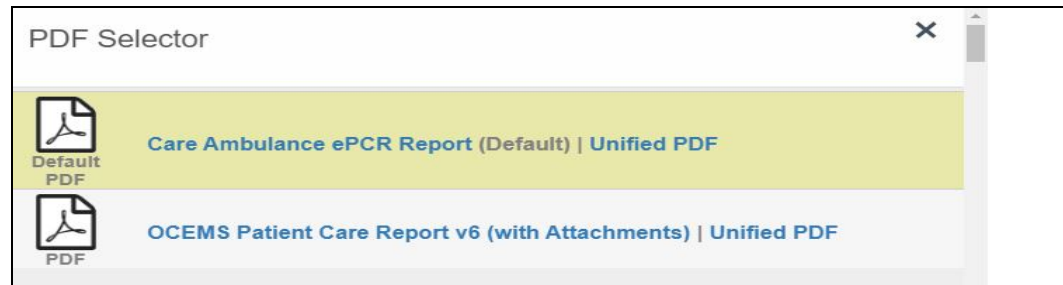
Helpful Notes: **1)** If only one EMS unit was involved with the call or if no field data merge occurred there will not be a Unified PDF option. **2)** If the EMS Service has not created a unique PDF option and there is no Unified PDF option, the **Print** and **View** action icons will bypass the PDF Selector and automatically open a new browser window and execute their respective function.

Attach shows any attachment that may have been saved to the ePCR. However these attachments are also included in the OCEMS Patient Care Report PDF form, so you can access/view them with either **Print**, **View** or **Attach**.

Outcome provides an interface to document emergency department and hospital outcomes. The documenation recorded here is automatically combined with the associated ePCR and is accessible by the EMS service for outcomes feedback. All required Hospital Discharge Data Summary (HDDS) components can be found here as well as several other data elements.

Log provides a list of time/date stamped events such ePCR creation, CAD data download, incident posting(s), field data transfer /merge, **Status** change, and ePCR PDF report generation.

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