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## EMERGENCY MEDICAL SERVICES

August 11, 2020

To: Emergency Department Nurse Managers

From: Laurent Repass, NRP   
EMS Information Systems Chief

**Re: OC-MEDS Hospital Hub Revised Security Protocols**

To adhere to current security protocols and to ensure for the continued integrity of the Orange County Medical Emergency Data System (OC-MEDS) Hospital Hub, OCEMS will be implementing enhanced password standards on September 1, 2020. These enhancements will require more complex passwords and password resets every 90 days.

OCEMS is aware that some ERCs have not maintained a Hospital Hub Liaison and we have experienced an increased number of support requests specifically for new user accounts and/or password resets for existing accounts. Please note that OCEMS is not staffed to respond to these requests in a timely manner and that the Hospital Hub Liaisons are responsible for these support tasks and general upkeep to ensure continued access to the system (Ref: OCEMS Policies 600.00, 300.20, 300.40).

ERC's must maintain a "Liaison" who's responsible for ensuring their facility properly uses and maintains access to the OC-MEDS Hospital Hub, "Hub". The Liaison must serve as an administrator for their facility employee's (users) use and access to the "Hub" and may designate up to three (3) additional alternate administrators to manage their user accounts and train staff.

To assist you with training new and existing staff, we have posted new training resources including videos and user guides to the OCEMS website at:

[https://www.healthdisasteroc.org/ems/ocmed/training\\_resources\\_hospital\\_hub](https://www.healthdisasteroc.org/ems/ocmed/training_resources_hospital_hub)

If you have questions, you may contact OC-MEDS Support at [oc-meds@ochca.com](mailto:oc-meds@ochca.com).

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