



EMTrack Web Patient Tracking Guide

Introduction

- Users can access EMTrack online on the [Juvare portal](#) or via the mobile application. The mobile application can be downloaded onto any smart device. Users should log into the web-based version of EMTrack prior to logging into the mobile application.
- Network (cellular data or Wi-Fi) connectivity is not required on the mobile application, and if unavailable, any data entered will queue until connectivity is re-established.
- Data entered in the mobile application is refreshed every 90 seconds and will automatically time out after 30 minutes of inactivity.
- EMTrack supports the sort, assess, lifesaving interventions, treatment and/or transport (SALT) mass casualty triage algorithm.
- Data entered that contains protected health information (PHI) is secure, compliant with the Health Insurance Portability and Accountability Act (HIPAA) and cannot be saved or stored on the mobile device.
- EMTrack web-based platform is interoperable with EMResource. EMTrack notifications must be configured in EMResource.
- The term “division” refers to an organization.
- Users can have access to more than one location, and if so, you can easily move between locations to view location-specific patient and incident information. For more information, go to “[Change Locations](#).”
- Users do not have access to create incidents. Users should select the “MCI (Use for actual incident)” or the “Evacuation (Use for actual incident)” incident to initiate patient tracking for an unplanned incident. Once the incident is used, email DHSEMSystems@dhs.wisconsin.gov with incident details.
- Users should select the “Daily Tracking” incident to initiate patient tracking for daily transports.

Incidents can be created in advance for drills or exercises. Please email DHSEMSystems@dhs.wisconsin.gov at least 48 hours prior to the exercise to create a custom incident and include incident name, details, and point of contact information.

Configuration

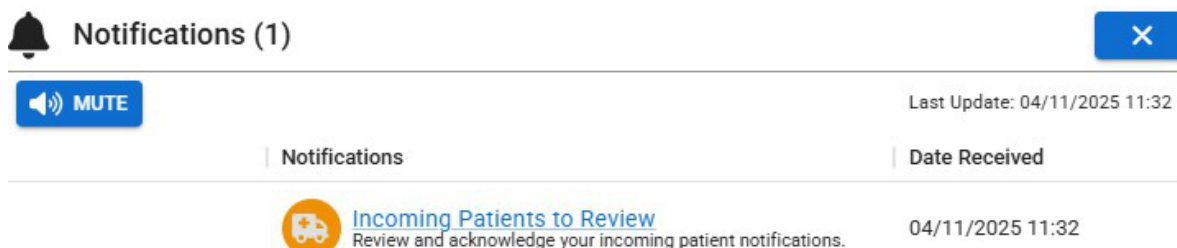
1. Incoming Patient Notifications are configured in EMResource.
 - a. Log into the [Juvare portal](#), and select the EMResource application.
 - b. Select the blue “Menu” button. Select to expand “Preferences,” and select “System Notification,” as shown in the screenshot below. Update the incoming patient notification methods as you choose and select “Save.”

- **Locate:** Quick search to locate a patient or client
- **Transports:** List of active transports to review or acknowledge
- **Messages:** List of messages associated with transports
- **Incident Mode:** Toggle to incident specific information
- **Hospital Inbound Patients widget:** List of patients currently in transport to your facility
- **Regional Summary of All Clients – Current Location:** List of patients and their current location
- **Summary of All Clients – Triage Category:** Number of patients grouped by triage category
- **Summary of Current Incident Site:** List of patients grouped by incident site

Persons tracked at incident site and transported to destination facility

Persons tracked at an incident site on the EMTrack mobile application that are transported to a destination facility will initiate incoming patient notifications for destination facilities to acknowledge and receive an inbound patient. Notifications can be acknowledged in EMResource or EMTrack. Notifications in EMResource will not have PHI. Notifications in EMTrack will contain PHI which is used for hospital staff to pre-register the patient prior to arrival in the ED.

1. In EMResource, the incoming patient notification will automatically pop up in the system, as shown in the screenshot below.



- a. Select "Mute" to silence the voice alert.
- b. Select the blue "X" to close the pop up. The alert will continue to pop up every 10 minutes until acknowledged.
- c. Select the "Incoming Patients to Review" hyperlink to see details of the patient transfer.
- d. Select the "Details" hyperlink, as shown in the screenshot below, to see details of the patient transport, send a message to the Emergency Medical Service (EMS) involved in transport, or acknowledge the incoming transport.
 - i. Acknowledging the transport will notify the transporting agency in the EMTrack mobile application.
 - ii. Messaging EMS will notify the transporting agency in the EMTrack mobile application.

Incoming Patient Notifications Refresh										
Action	Triage Category	ETA	Alert Type	Status	Gender	Age	Destination	Incident	EMS Agency	EMS Unit
Details ⓘ	Yellow	13:33 (59 min)	Trauma	New	Male	40 - 59 YR	Training Hospital	Training (Use for testing)	Other - Specify in Unit field	Test EMS Provider

- a. Access the notification by selecting the yellow notification bell in the upper right corner of EMResource.



2. In EMResource, select the blue "X" to close the Incoming Patient Notification pop-up, and switch to the EMTrack platform by selecting "EMTrack" under the "Other Juvare Solutions" found in the "Menu."

- a. Select the "Incoming Patient Update" orange banner found at the bottom of the EMTrack screen, as shown in the screenshot below. Selecting the banner opens the "Transports" tab in EMTrack.



- b. Select the "Details" hyperlink, as shown in the screenshot below, to see the details of the patient transport, send a message to the emergency medical service (EMS) involved in transport, or acknowledge the incoming transfer.

Dashboard
Filters
Patient
Incidents
Reports
Property
Locate
Transports
Messages
Help
Con

☐ Mute Alert

Transports

Incoming Patients
History

Triage Category	ETA	Alert Type	Status	Gender	Age	Destination	Incident	EMS Agency	EMS Unit	
■ Yellow	13:33 (44 min)	Trauma	New	Male	40 - 59 YR	Training Hospital	Training (Use for testing)	Other - Specify in Unit field	Test EMS Provider	 Details

- c. Select "Acknowledge" to acknowledge the transport and notify EMS of the acknowledgment in the EMTrack mobile application. Select "Receive" to confirm patient delivery to your facility. Select "Detailed Report" to print a pdf of the patient detail report. Select the "Print" button to print a pdf and share to registration staff to facilitate pre-registration of the patient in the hospital electronic medical record (EMR). Users can choose to print with or without PHI. Select the "Patient Details" to access patient PHI.

Trauma / Yellow

Status	New
ETA	13:33 (40 min)
Notification Time	04/11/2025 12:33
Destination	Training Hospital
EMS Agency	Other - Specify in Unit field
Incident	Training (Use for testing)
EMS Unit	Test EMS Provider

Acknowledge

Receive

Detail Report

Print ▾

Patient

Tracking ID #	3A09E1ED-7254-45C7-9B39-FD7846AC745A
Age	40 - 59 YR
Gender	Male
Level of Care	BLS
Chief Complaint	Head Injury/Trauma, Cuts, bruises, swelling
Primary Impression	S09.90 - Injury of head
Languages	None Specified
Requires Translation	N
Labels	None

Message EMS Unit

Type your message...

Send

Patient Details - Contains PHI

Age	50 Years
First Name	John
Last Name	Doe

Once the transport has been acknowledged, a message will be sent to the transporting agency and a message will pop-up in the orange banner found at the bottom of the EMTrack screen, as shown in the screenshot below.

Message EMS Unit

Training Hospital
12:53 by DHS.Reunification
Facility has acknowledged the incoming patient. Trauma / Male / 40 - 59 YR

Type your message...

Send

Vital Signs

Evaluation	Unstable
Blood Pressure	100/110
Mean Arterial Pressure	107
Heart Rate (Pulse)	65 bpm
Respiratory Rate	15 bpm
SpO2	80%
GCS Score	5

Trauma

Anatomy of Injury	Penetrating injuries to head, neck, torso or extremities proximal to elbow or knee
Mechanism of Injury	High-Risk Auto Crash: Ejection (partial or complete) from auto
Special Considerations	None apply

Attachments

1 New Message View »

- d. Inbound patients can also be found on the “Hospital” dashboard within the “Hospital Inbound Patients” widget, as shown in the screenshot below.

Dashboard
Filters
Patient
Incidents
Reports
Property
Locate
Transports
Messages

Current Dashboard: Hospital
Incident Mode
Training (Use for testing)

Hospital Inbound Patients - Incident - Training (Use for testing) [Patient Total:1]

	Provider Evaluation	Mobile Provider	Provider Unit	ETA
	Yellow - Head Injury/T...	Other - Specify in Unit field	Test EMS Provider	42m

Receive incoming patients

Destination facilities must receive incoming patients. **Failure to receive the incoming patient will display the patient as still in transport in the EMTrack system.**

Navigate to the “Transports” tab and select “Receive” to confirm delivery of the patient transfer. Once the patient is received, the patient will no longer be present in the “Hospital Inbound Patients” widget on the “Hospital” dashboard. The patient will be included in the “Regional Summary of All Clients – Current Location” widget and the “Summary of Clients For My Location” widget on the “Hospital” dashboard.

Trauma / Yellow

Status: Acknowledged
ETA: **13:33** (32 min)
Notification Time: 04/11/2025 12:33
Destination: Training Hospital
EMS Agency: Other - Specify in Unit field
Incident: Training (Use for testing)
EMS Unit: Test EMS Provider
Last Update: 04/11/2025 12:53 by DHS.Reunification

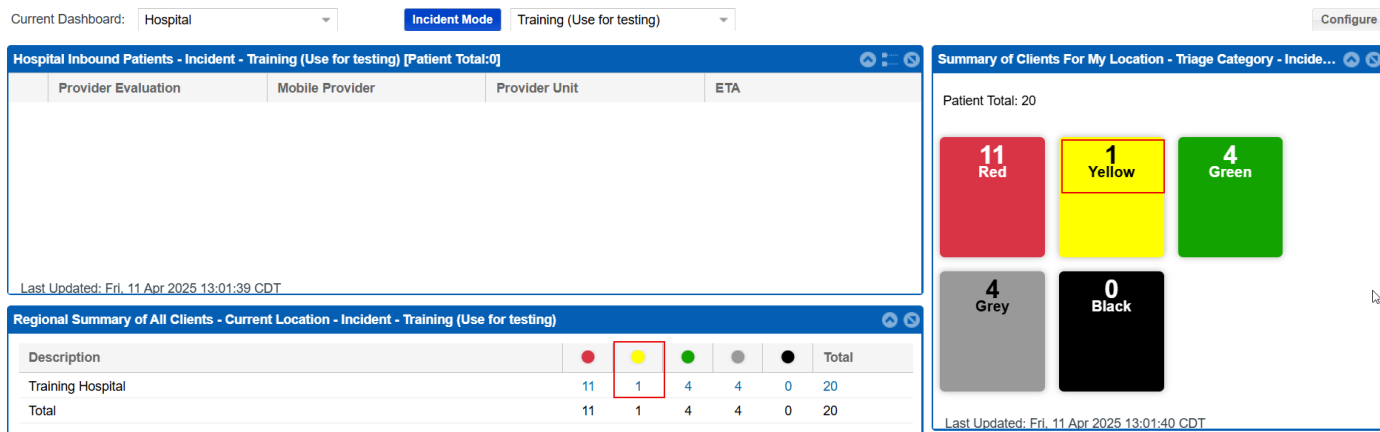
Receive

Detail Report

Print ▾

Patient

Tracking ID #: 3A09E1ED-7254-45C7-9B39-FD7846AC745A
Age: 40 - 59 YR
Gender: Male
Level of Care: BLS
Chief Complaint: Head Injury/Trauma, Cuts, bruises, swelling
Primary Impression: S09.90 - Injury of head
Languages: None Specified
Requires Translation: N
Labels: None

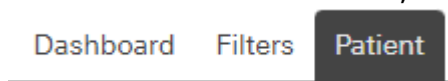


Persons not tracked at incident site but arrive by Emergency Medical Service or self-present to hospital.

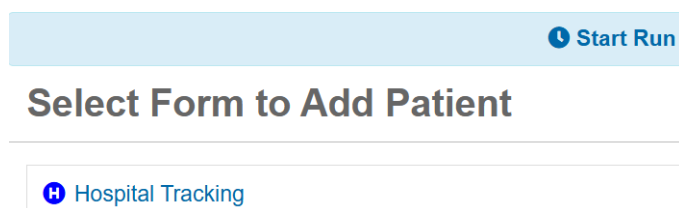
EMTrack web-based platform allows users to start tracking patients like mobile patient tracking forms or for persons involved in an incident that arrive at the facility by law enforcement, personal vehicle, or without EMS transport.

Organizations that have a unique identifier barcode, like a wristband for admitted patients in the emergency department can be used as the triage tag number for persons tracked. Organizations that do not have a unique identifier barcode can use the "Start Run" feature which auto-generates a triage tag number for persons tracked.

1. Select the "Patient" tab, as shown in the screenshot below.



2. Select the "Hospital Tracking" form, as shown in the screenshot below.



3. Enter patient identifiers
 - a. Fields with an asterisk are required.
 - b. Current location is the facility the patient has presented.
4. Enter triage tag
 - a. Option 1. Scan hospital wristband using a USB scanner. Select "Save" when information entered is complete. The patient will be automatically acknowledged and received to the current location facility.

- b. Option 2. Select "Start Run" to auto-generate a tracking number. Select "Cancel Run" when documentation is complete. Select "Patient is delivered to destination location" and select "End Run" as shown in the screen shot below.

End Run?

☒ Patient is delivered to destination location

Cancel

End Run

Dashboard reconciliation and complete tracking

1. Access Detailed Patient Information. The hospital dashboard widgets can be used to access detailed patient information, or, using the search and filters function in EMTrack.
 - a. For patients involved in an incident that have a triage tag, scan the patient's triage tag in the "Search" field in the upper right corner. The search field can also be used by entering text and selecting the magnifying glass.



[System Settings](#) | [Help](#) | [Contact](#)

- b. For patients involved in an incident that do not have a triage tag, use the "Locate" or "Filters" tabs to search for a patient.
 - c. For patients involved in a daily EMS run, use the "Locate" or "Filters" tabs to search for a patient.
 - d. The hospital dashboard widgets can be used to access detailed patient information.
2. Select the magnifying glass to be taken to Detailed Patient Information. In the screenshot below, the patient was found using the hospital dashboard widget "Regional Summary of All Clients – Current Location."

All Clients - Incident - Training (Use for testing) [Patient Total:1]

Views
Actions

Detailed Patient Information: 3A09E1ED-7254-45C7-9B39-FD7846AC745A

Edit
Transport
Receive
Discharge
More

Tracking Number: 3A09E1ED-7254-45C7-9B39-FD7846AC745A
Name: John Doe
Age: 50 yrs (approximate)
Gender: Male
Triage Category: Yellow
Provider Impression: Head Injury/Trauma - Cuts, bruises, swelling
Tracking Details: At Training Hospital
Incident Involvement: Training (Use for testing)

Tracking Summary
At Training Hospital

- a. Select "Transport" to transfer to another facility in EMTrack.
- b. Select "Receive" to receive the patient in EMTrack.
- c. Select "Discharge" to discharge the patient from EMTrack. This completes the patient tracking process.
- d. Select "More" and then select "Views" to print a detailed report.
- e. Select "Edit" to be taken to the patient record in EMTrack. Select in the "Medical Record Number (EMR#)" field, as shown in the screenshot below, and scan the hospital wrist band applied during registration. Entering the visit number or contact serial number in this field allows hospital staff to search for patients in the "Search" field by hospital wrist band in the event the patient does not have a triage tag.

The screenshot shows the 'Demographics' tab selected in the top navigation bar. Below the navigation bar, there is a section titled 'Hospital Unique Identifier'. Inside this section, there are two labels: 'Medical Record Number (EMR#)' and 'EMR # (Unique to Encounter)', both with question mark icons. Below these labels is a text input field.

Note: Patient or client records can be edited to add identifying information about the person, for example, physical characteristics, clothing, or associating a relative with the patient's record. It is recommended that hospital staff add physical characteristics, clothing, or personal belongings to unidentified patients to support family reunification efforts. Select the tab to document additional information as shown in the screen shot below.

The screenshot shows the 'Demographics' tab selected in the top navigation bar. The 'Demographics' tab is highlighted in blue. Other tabs include 'Relatives', 'Property', 'Images / Files', 'Complaint / History', 'Assessment', and 'Treatment'.

- f. Select "Save and Exit" once documentation is complete.

Incident Tracking

Other tracking procedures

EMTrack web-based platform allows users to start tracking patients. Select the "Patient" tab for other tracking procedure forms.

Select Form to Add Patient

-  Hospital Tracking
-  Reunification Information
-  Facility Evacuation
-  Mass Care
-  Shelter

Hospital Tracking: This form is used for persons that have not been tracked but arrive to a hospital emergency department and are involved in an active incident. Persons that have not been tracked can arrive by emergency medical services, or self-present to a hospital. Select "Start Run" to auto-generate a unique identifier in the "Triage Tag #" field, or, scan a facility unique identifier in the "Triage Tag #" field using a USB scanner. Hospitals can consider using an electronic medical record number wristband for the unique identifier.

Reunification Information: This form is used to capture identifiable information to support reunification and log physical characteristics for an unidentified person. Select the label(s) that is most appropriate for the personal information that is being collected/tracked.

Facility Evacuation: This form is used for facility evacuations. Select "Start Run" to auto-generate a unique identifier in the "Triage Tag #" field, or, scan a facility unique identifier in the "Triage Tag #" field using a USB scanner. Hospitals can consider using an electronic medical record number wristband for the unique identifier. Facilities that prefer to import a list of patients that require transport and auto-assign a triage tag number can email DHSEMSystems@dhs.wisconsin.gov for assistance.

Mass Care: Use this form to track persons involved in mass care. Select "Start Run" to auto-generate a unique identifier in the "Triage Tag #" field, scan a facility unique identifier in the "Triage Tag #" field using a USB scanner, or, manually enter the unique identifier by typing the unique identifier. The "sub location" may be used to identify specific areas of location site.

Shelter: Use this form to treat persons in a shelter. Select "Start Run" to auto-generate a unique identifier in the "Triage Tag #" field, or, scan a facility unique identifier in the "Triage Tag #" field using a USB scanner, or, manually enter the unique identifier in the "Triage Tag #" field. The "Sub Location" field will be used to move the person to different areas of the shelter, or to check out persons that are leaving the shelter.

1. Enter patient identifiers
 - a. Fields with an asterisk are required.
 - b. Current location is the facility the patient has presented.
2. Enter triage tag
 - a. Option 1. Scan hospital wristband using a USB scanner. Select "Save" when information entered is complete. The patient will be automatically acknowledged and received

to the current location facility.

- b. Option 2. Select "Start Run" to auto-generate a tracking number. Select "Cancel Run" when documentation is complete. Select "Patient is delivered to destination location" and select "End Run" as shown in the screen shot below.

End Run?

☒ Patient is delivered to destination location

Cancel

End Run