CENTRAL CALIFORNIA
EMERGENCY MEDICAL SERVICES
A Division of the Fresno County Department of Public Health

Manual:		Policy
	Emergency Medical Services	Number: 415
	Administrative Policies and Procedures	
		Page: 1 of 3
Subject:	StatusNet911/Hospital Emergency Administrative Radio (HEAR)	
		Effective:
		09/01/2005

I. POLICY

Each identified facility will maintain a CCEMSA Regional Communications System. Facilities will utilize the web based StatusNet911 and the Hospital Emergency Administrative Radio (HEAR) within its facility. The EMS Agency shall establish all procedures for their use and maintenance.

NOTE: HEAR is currently inoperable. All references to HEAR in this Policy are suspended until further notice

II. PURPOSE

The purpose of this policy is to provide direction and procedure for the use of StatusNet911 and HEAR Systems within the EMS region. The EMS Agency intends StatusNet911 to be utilized for multi-casualty incident management, alert notification, HavBED reporting and as a method of disseminating secured information among and between participants. The HEAR System will function as a backup to the StatusNet911 System or can be used simultaneously.

StatusNet911 is an enhanced method of communications between the identified facilities in the EMS region. StatusNet911 allows interoperability, real time communications, multi-casualty incident management, sharing of critical information, improved patient distribution assignment, as well as allowing enhanced audio/visual alerting.

III. PROCEDURE

A.   There will be one Local Administrator for each facility that is utilizing StatusNet911 and HEAR.

    1.   The facility will designate one individual that will be responsible for the continuous operations of StatusNet911.

        a.   There shall be a user level established by the EMS Agency for StatusNet911 (Power User, Basic User and User. The EMS Agency shall establish the user level of access for each facility within the application. The identified administrator for that specific facility will administer changes necessary for adding/deleting personnel, as well as password changes.

B.   The StatusNet911 and HEAR Systems are for official use only.

Approved By:	Revision:
EMS Division Manager DANIEL J. LYNCH (Signature on File at EMS Agency)	**12/22/2016**
EMS Medical Director JIM ANDREWS, M.D. (Signature on File at EMS Agency)	

Subject:	StatusNet911	Policy Number: 415

C.   StatusNet911 Hospital Sites: Operational Expectations

      1.   Each facility will update their resource availability (e.g. Beds, Medications, Ventilators) when requested by the EMS Agency or DCF/Base during a multi-casualty incident, to allow for CCEMSA region wide status notification

      2.   The StatusNet911 application shall operate 24 hours a day, seven days a week. The computer hosting StatusNet911 is to remain running at all times and connected to the Internet by means of high-speed Internet connection or other approved means.

      3.   StatusNet911 provides audible alerts as a means of notification to the emergency room staff. This audible alert will be maintained at a level that can easily be heard by staff, unless a visual alert that can be readily seen by staff is utilized. Designated staff shall immediately acknowledge the receipt of such alert and respond to alerts if required.

D.   StatusNet911 System operating problems.

If an issue that blocks workflow is experienced when using StatusNet911, please use the following steps to attempt to work around the issue.

In all cases, please check http://support.statusnet911.com/ for information on any planned or ongoing issues before troubleshooting.

Issue: The application is not behaving as it should.

      Examples:

           Can't click a button that should be clickable.

           Submitting data results in an error notification.

           The application freezes.

1.   Refresh the browser page.
     a.   If the issue still persists, continue to Step 2.
     b.   If the issue disappears, please report the issue to DataTech911 Support at support@datatech911.com

2.   Sign out of StatusNet911 and Sign back in again.
     a.   If the issue still persists contact the Fresno EMS Communications Center (559-600-7406) and report the issue to DataTech911 Support at support@datatech911.com

Issue: The connection status indicator in the bottom left displays "Disconnected".

1.   Is the internet down? Try connecting to any other website (google.com). If other websites do not load then there are problems with the internet connection at your facility.

Only StatusNet911 is affected:	Contact the Fresno EMS Communications Center (559-600-7406) and report the issue to DataTech911 Support at support@datatech911.com.
No websites will load:	Contact the IT department at your facility.

Subject:	StatusNet911	Policy Number: 415

The Fresno EMS Communications Center will contact the EMS Duty Officer if the above troubleshooting measures are unsuccessful.

    a.   The Fresno EMS Communications Center shall collect the following information from the reporting facility

        i.   Facility Name
      ii.   Contact Person Name
    iii.   Contact Number
    iv.   Brief Summary of Problem

E.   Appropriate Ambulance Dispatch Center

The appropriate ambulance dispatch center shall monitor StatusNet911 and HEAR on a twenty-four hour basis (24/7). The EMS Communications supervisors or designee will be responsible for monitoring and distributing applicable alerts to all facilities as deemed appropriate by other EMS policies and procedures.

1.   If for some unforeseen or uncontrollable reason an event renders StatusNet911 inoperable, the EMS system alert shall occur by the most reasonable means available (i.e., HEAR, telephone).

2.   The EMS Duty Officer may be notified of any circumstance or incident that the ambulance dispatch center deems necessary and appropriate.