



RESOURCE BRIDGE

HOSPITAL HUB: ADDING USERS

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1.1 HOSPITAL HUB OVERVIEW

The Hospital Hub is where you view of all your incoming EMS patients from EMS services.

Navigation: *Hospital Hub*

Facts

- Access Hospital Hub through your hospital's Resource Bridge website.

 **TAKE A LOOK**

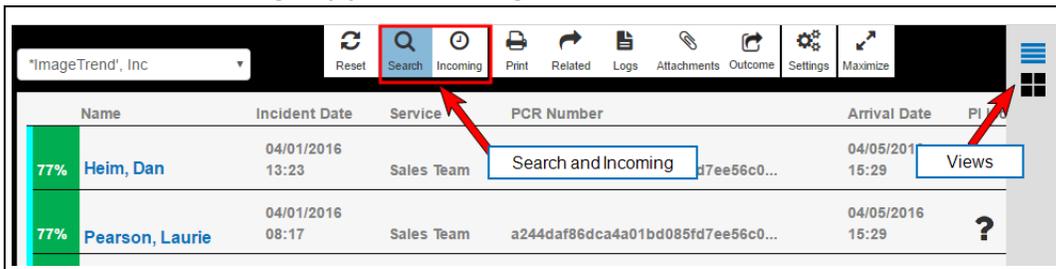


- Users require a user profile in the Hospital Hub / Resource Bridge system in order to log in to Hospital Hub. For more information, see [Adding Hospital Hub Users on page 7](#).

 **Required Permissions:** *Manage Security Groups > Hospital Hub = Show.*

The Hospital Hub List

- Incoming incidents appear in the Hospital Hub list once the Elite, Service Bridge or State Bridge providers complete enough information.
- The list can contain incoming patient information from more than one EMS service.
- You can switch which agency you are viewing the arrivals from.



- The list displays the top 100 recent arrivals at your hospital.

- You can quickly view which agency the patient is coming from by hovering over the far left color bar.

70%	Hemsworth, Liam	Sales Team	
67%	Hemsworth, Chris	Sales Team	

- Hospital Hub has two display modes. For more information see [Display Options for the Hospital Hub List](#).
 - Search:** Displays all the incident forms generated for the hospital. Search mode allows you to find specific incidents easily.
 - Incoming/Recent:** Displays all the incident forms generated for a hospital in a specific time span (e.g., in the last 12 hours).
- The Provider Impression column displays an icon that represents the provider's impression. See [Hospital Hub Icons](#).

91%	Stark, Joe	*ImageTrend Testing Service		
68%	Hemsworth, Liam	Demo Agency		
76%	Valek, Jennifer	*ImageTrend Testing Service		

- The Hospital Hub list of incidents has a mode applied at all times. A mode (i.e., Search or Incoming) determines which information is visible and which options are available for you to work with.
- The percentages are based on the EMS system's validation rules. You cannot update this score.

1.2 QUICK START: ADDING HOSPITAL HUB USERS

Below is a quick overview of the steps required to add users to Hospital Hub.

Navigation: *Agencies or My Agency > Staff*

How to Give Users' Access to Hospital Hub

Step 1: Create User Profile

To give users access to Hospital Hub, they first require a user profile in the Hospital Hub / Resource Bridge system. If the user already has a Hospital Hub / Resource Bridge profile, do not create a second profile for the user; continue to Step 2: Select a Permission Group.

For adding user instructions, see [Adding Hospital Hub Users on page 7](#).

Hospital Hub User Profile Requirements

- Complete the required fields on the Demographic's tab.
- On the Permissions tab, create a username and a temporary password. Then assign the user a permission group which allows them access to Hospital Hub.

Step 2: Select a Permission Group

Inside a user's account, on the Permissions tab, select the permission group you created for the Hospital Hub users.

Step 3: Provide the User with their Login Credentials

Provide the user with their login credentials. Upon login, the user can perform the Hospital Hub related functions as specified in their permissions.

Adding Hospital Hub Users

Add new users to Hospital Hub by creating a staff profile for the user.

Navigation: *My Agency > Staff*

Facts

- **IMPORTANT!** Any users set up as a **active** staff member can log into Hospital Hub.
- **IMPORTANT!** The email address is used when users forget their login information.

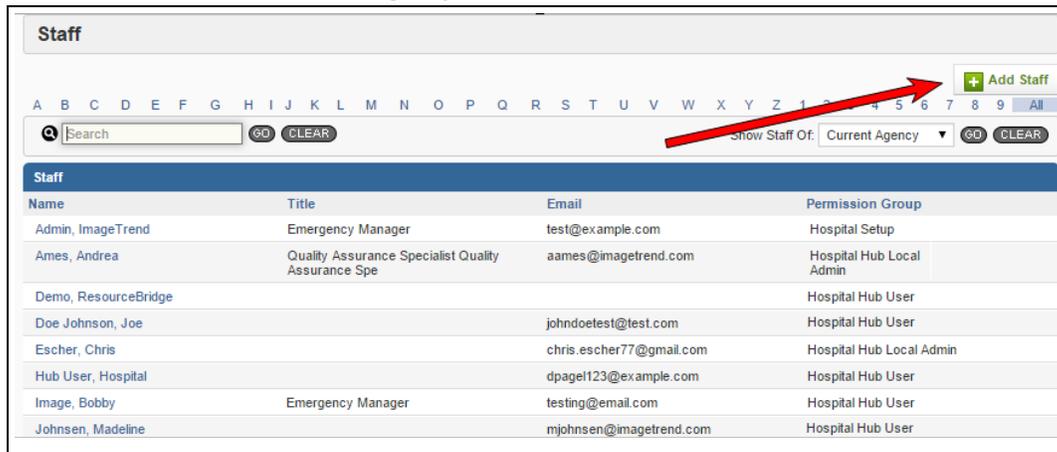
 **NOTE**

User without an up-to-date email require the assistance of an administrator to reset their password.

How to Add Users to Hospital Hub

Step 1: Add a User

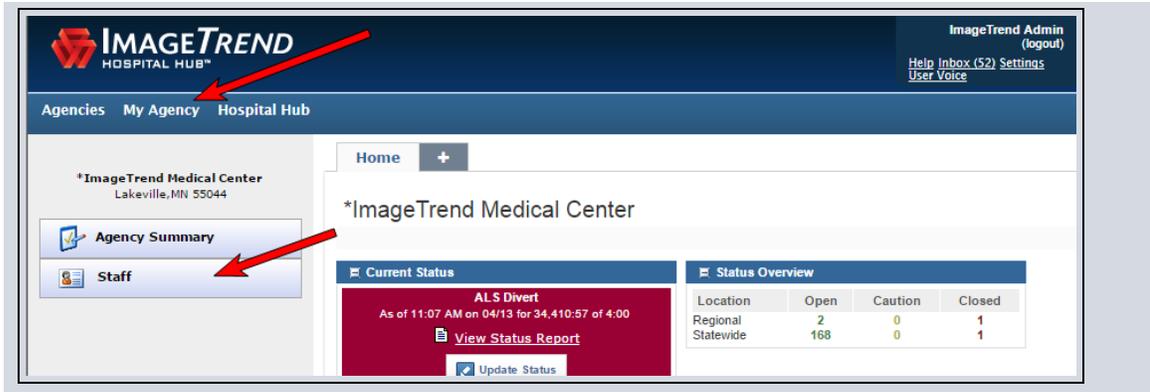
1. From the Staff list in the desired agency, click *Add Staff*.



Staff			
Name	Title	Email	Permission Group
Admin, ImageTrend	Emergency Manager	test@example.com	Hospital Setup
Ames, Andrea	Quality Assurance Specialist Quality Assurance Spe	aames@imagnetrend.com	Hospital Hub Local Admin
Demo, ResourceBridge			Hospital Hub User
Doe Johnson, Joe		johndoetest@test.com	Hospital Hub User
Escher, Chris		chris.escher77@gmail.com	Hospital Hub Local Admin
Hub User, Hospital		dpagel123@example.com	Hospital Hub User
Image, Bobby	Emergency Manager	testing@email.com	Hospital Hub User
Johnsen, Madeline		mjohnsen@imagnetrend.com	Hospital Hub User

 **How do I get to the Staff list?**

Click *My Agency > Staff*.



Step 2: Complete the User's Demographics

The Demographics tab contains the user's demographics information, such as the user's name, address, department and contact information. Users only require a first and last name to create a profile. Complete the remaining fields on the Demographics tab as needed.

1. Enter the user's demographic and contact information.

2. Click **Save** to return to the user or click **Save And Continue** to continue adding user information.

Step 3: Assign Permissions

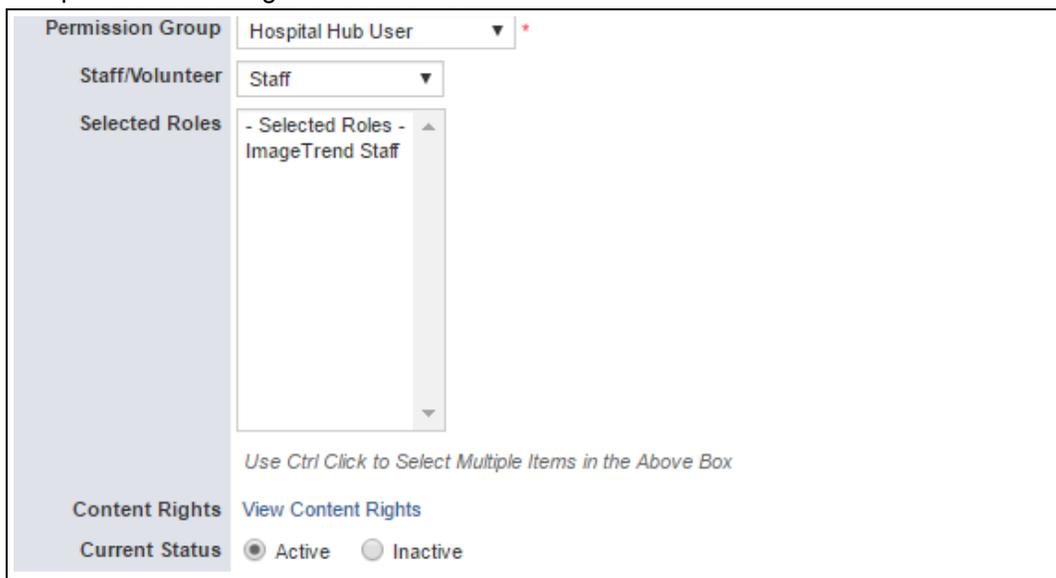
The Permissions tab is a list of the permission groups the user belongs to for each area of the system. Additionally, the Permissions tab contains the user's roles and username and password. Both permissions and a username and password are required for users to access and perform tasks within Hospital Hub.

1. On the Permissions tab, provide the user a username and a temporary password. This is the name the user enters to log into Hospital Hub.

 **NOTE:**

Upon the first login to Hospital Hub, users will be required to change their password.

2. In the Permission Group drop down, select a Hospital Hub permission group.
3. Complete the remaining fields as needed.



The screenshot shows a user configuration form with the following fields:

- Permission Group:** Hospital Hub User
- Staff/Volunteer:** Staff
- Selected Roles:** - Selected Roles - ImageTrend Staff
- Content Rights:** View Content Rights
- Current Status:** Active Inactive

Below the Selected Roles field, there is a note: "Use Ctrl Click to Select Multiple Items in the Above Box".

 **PAGE INFORMATION**

Staff/Volunteer	If applicable, select if the user is a staff or volunteer.
Selected Roles	The role(s) the user belongs to. The roles determine which alerts the user can receive.
Partner Channels	Click to view the user's partner channels.
Current Status	Active = user can log into the system. Inactive = user cannot log into the system.

4. Click *Save and Continue*.

Step 4: Set Up a Users Options and Notifications

The Options / Notifications tab is where users can determine which landing page is their default landing page when opening Hospital Hub. Additionally, the Play Audible Alerts setting when set to Yes, plays an alert when new patients are incoming. For more information, see [Setting Hospital Hub as the Default Land-](#)

ing Page on page 12 and Setting Alerts for Incoming Patients on page 11.

The screenshot shows a web interface for managing a user profile. At the top, there are four tabs: 'Demographics', 'Permissions', 'Options/Notifications', and 'Trainings'. The 'Options/Notifications' tab is currently selected. Below the tabs, the user's name 'test user' is displayed. Underneath, there is a sub-tab labeled 'Options'. The main content area contains two settings: 'Default Landing Page' with a dropdown menu showing '- Default Landing Page -' and 'Play Audible Alerts' with radio buttons for 'Yes' and 'No', where 'No' is selected. At the bottom of the form, there are three buttons: 'Save', 'Save And Continue', and 'Back'.

Setting Alerts for Incoming Patients

Turn On / Off audible and visual alerts for incoming patients in Hospital Hub.

Navigation: *Hospital Hub > Settings*

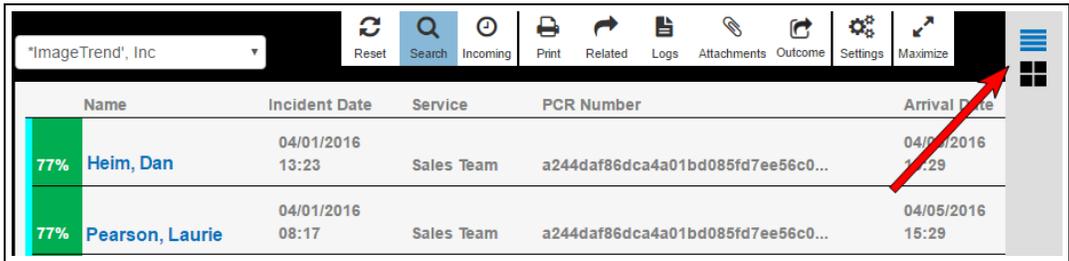
Facts

- Audible alerts play a sound when there is an incoming patient.

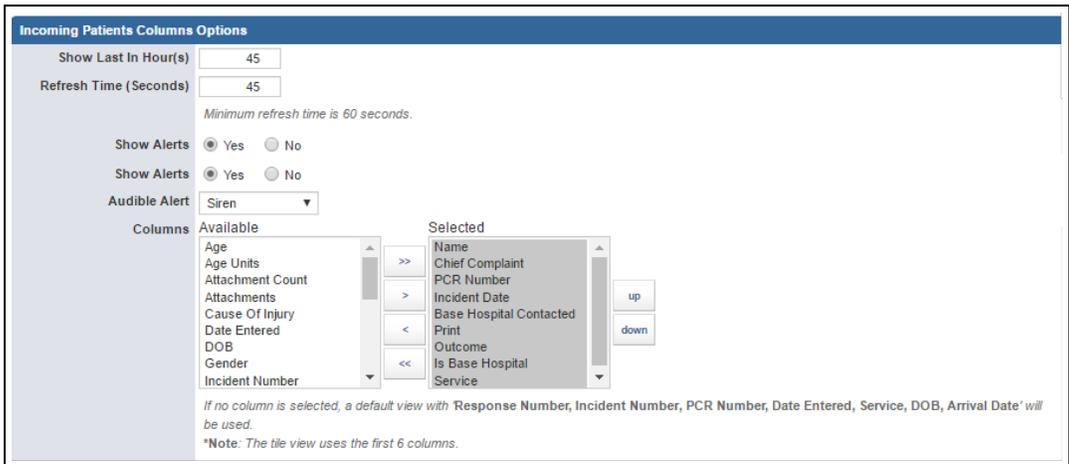
Settings > Site Management > Account Management > Manage Security Groups > Hospital Hub = Show.

How to Set Incoming Patient Alerts

1. From the Hospital Hub list page, click *Settings*.



2. In the Incoming Patients Column Options section:



- To display a visual alert for incoming patients, set *Show Alerts = Yes*. To hide alerts, set to *No*.
- To play a sound to alert when there is an incoming patient, select a sound in the Audible Alert field.

3. Click *Submit* to keep the changes or *Back* to delete the changes.

Setting Hospital Hub as the Default Landing Page

You can set Hospital Hub as the default, or first page, that you see upon login to Resource Bridge.

Facts

- There are three ways to set Hospital Hub as your default landing page:
 1. Your name link
 2. Staff tab inside an agency
 3. Through a Security Group in Settings

Security Groups

- Setting a default landing page through Security Groups affects all new users added to the security group.
- Use the Reset checkbox to set the default landing page for all existing users in the group.
-  **IMPORTANT!** Using the Reset checkbox also resets any user's individual default landing page settings.

EXAMPLE

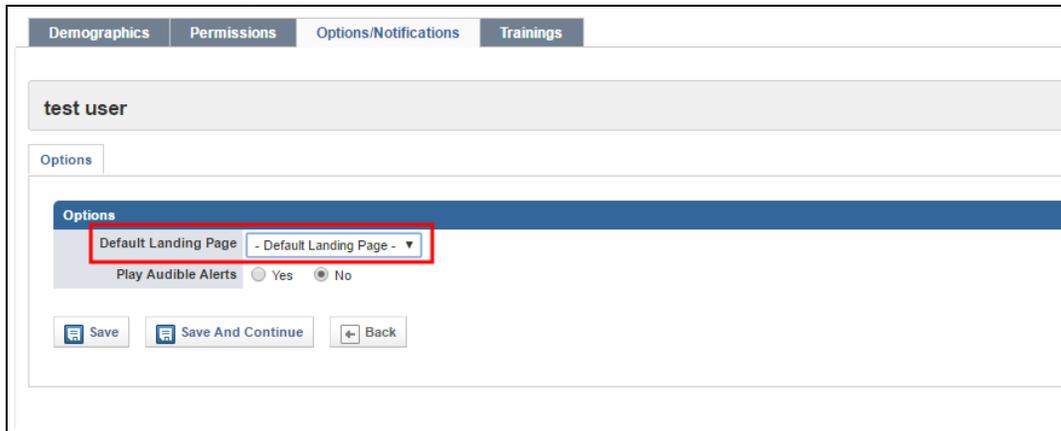
If a user has Hospital Hub set as their default landing page in their user profile, and an administrator checks the Reset checkbox in their security group, then the user's default landing page resets to the default set in the security group.

How to Change Your Landing Page to Hospital Hub

Your Name

1. Click your name in the top right corner of Hospital Hub.
2. Inside your profile, click the *Options/Notifications* tab.
3. Click *Edit Options*.

4. In the Default Landing Page drop down, select *Hospital Hub*.

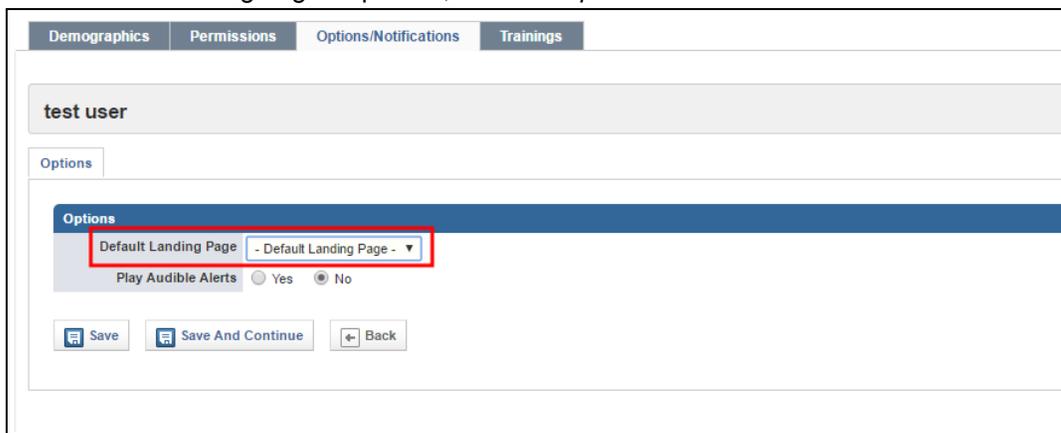


The screenshot shows a user profile page for 'test user' with tabs for Demographics, Permissions, Options/Notifications, and Trainings. The 'Options/Notifications' tab is active. Under the 'Options' section, there is a 'Default Landing Page' dropdown menu highlighted with a red box. Below it, there are radio buttons for 'Play Audible Alerts' with 'Yes' and 'No' options. At the bottom, there are buttons for 'Save', 'Save And Continue', and 'Back'.

5. Click *Save*.

Staff

1. Click *My Agency or Agencies*.
2. Click *Staff*.
3. Select a user.
4. Click the *Options/Notifications* tab.
5. In the Default Landing Page drop down, select *Hospital Hub*.



This screenshot is identical to the one above, showing the 'Options/Notifications' tab for 'test user'. The 'Default Landing Page' dropdown menu is highlighted with a red box, and the 'Play Audible Alerts' radio buttons are visible below it. At the bottom, there are buttons for 'Save', 'Save And Continue', and 'Back'.

6. Click *Save*.

Security Group

 **NOTE:** This option is only available to users with access to Resource Bridge Settings.

1. Click *Settings > Account Management > Manage Security Groups > Select a group*.

2. In the Default Module Groups section, set the default landing page settings as needed.

Group Settings	Default Module Groups
Apply Diversion Rules? <input type="button" value="No"/> <input checked="" type="button" value="Yes"/>	Patient Tracking <input type="text" value="System Administrators"/> <input type="button" value="v"/> <input type="checkbox"/> Reset all members to this patient tracking group
Can Change MCI Alert Field? <input type="button" value="No"/> <input checked="" type="button" value="Yes"/>	Report Writer <input type="text" value="Report Writer Administrators 4.14"/> <input type="button" value="v"/> <input type="checkbox"/> Reset all members to this report writer group
Show Sensitive Fields? <input type="button" value="No"/> <input checked="" type="button" value="Yes"/>	Command Center <input type="text" value="System Administrator"/> <input type="button" value="v"/> <input type="checkbox"/> Reset all members to this command center group
Reset password every <input type="text" value="0"/> days.	Default Landing Page <input type="text" value="Select A Landing Page..."/> <input type="button" value="v"/> <input type="checkbox"/> Reset all members to this default landing page
	Default Patient Tracking Page <input type="text" value="Select A Patient Tracking Page..."/> <input type="button" value="v"/> <input type="checkbox"/> Reset all members to this default patient tracking page