RESOURCE BRIDGE

HOSPITAL HUB: ADDING USERS
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1.1 Hospital Hub Overview

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

**Navigation:** Hospital Hub

**Facts**

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

  ![ImageTrend Hospital Hub](image)

  - 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.

• Hospital Hub has two display modes. For more information see Display Options for the Hospital Hub List.

  1. Search: Displays all the incident forms generated for the hospital. Search mode allows you to find specific incidents easily.

  2. 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.

• 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

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**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.

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.

![Permission Group Dropdown](image)

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

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-
Setting Alerts for Incoming Patients on page 11.
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.*

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.*

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.