Onboarding to SIREN Elite

A Guide for Agency Administrators

Table of Contents

108 Cherry Street, Burlington, VT 05401 · 802-863-7200 · www.healthvermont.gov/emergency/ems

Onboarding to SIREN Elite

A Guide for Agency Administrators

Section 1: Getting Started

Call or email the EMS Data Manager at the Vermont Department of Health (SIREN@vermont.gov) to discuss how to get started in SIREN Elite. You'll want to consider who will be the agency administrator(s) for your service. This permission level allows specific users to manage the rosters for their agency, access to the Report Writer module, and can configure settings.

At a minimum, the following sections in this document need to be completed before users can enter data into Elite:

- Section 4 – Updating Your Roster
- Section 6 – Agency Information
- Section 7 – Agency Locations
- Section 12 – Vehicles and Call Signs

The remaining sections are optional and provide information on how to set up agency-specific settings.

Note: You will notice at the start of each section a navigation bar. This directs you on where to go in SIREN to access the module.

Section 2: Access

Website: www.sirenems.com/elite

Note: if the system asks for an organization ID, it is **vermont** (all lowercase).

Section 3: System Requirements

SIREN Elite was built for a variety of platforms. **The recommended browser is Chrome.** You can view system requirements here: http://www.imagetrend.com/resources-system-requirements/ or in Appendix B: System Requirements.

Section 4: Updating Your Roster

Navigation: *Agency Name > Users*

- You will be asked to look at the users currently listed on your agency's roster. To view the list:
  - Click on your agency's name (a dropdown box) and select Users
- **To INACTIVATE a user that no longer belongs to your agency**:
  - Open the user's profile by clicking on their name link (in blue)
  - Click on the Account Details tab
  - Switch their Agency Status from Active to Inactive
  - Click Save
- **To ADD a user that <u>already has an account in SIREN</u> with another agency**:
  - Email SIREN@vermont.gov to "associate" the user with your agency. This association will link all of the user's accounts so only one username and password is required to access all their associated agencies in SIREN.
- **To ADD a user that <u>does NOT have an account in SIREN</u>**:
  - See the last page of this document titled "Guide for Adding New Staff Members to Your SIREN Roster".

Section 5: User Profile

You can edit a user's account affiliated with your service by clicking on their name link (in blue).
As the agency administrator, you can:

- Edit the user's permission group, role, and agency's active status
- Reset passwords and change usernames
- Add or edit license information
- Add or edit the user's contact information

Note: all users need to have an **email address** listed on their user profile under the Demographics tab. This will allow users to reset their own passwords. See Figure 1.

Note: all users need to have their **state license ID** entered in order to appear on the run form. See Figure 2.

Figure 1. Adding an email address to a user account

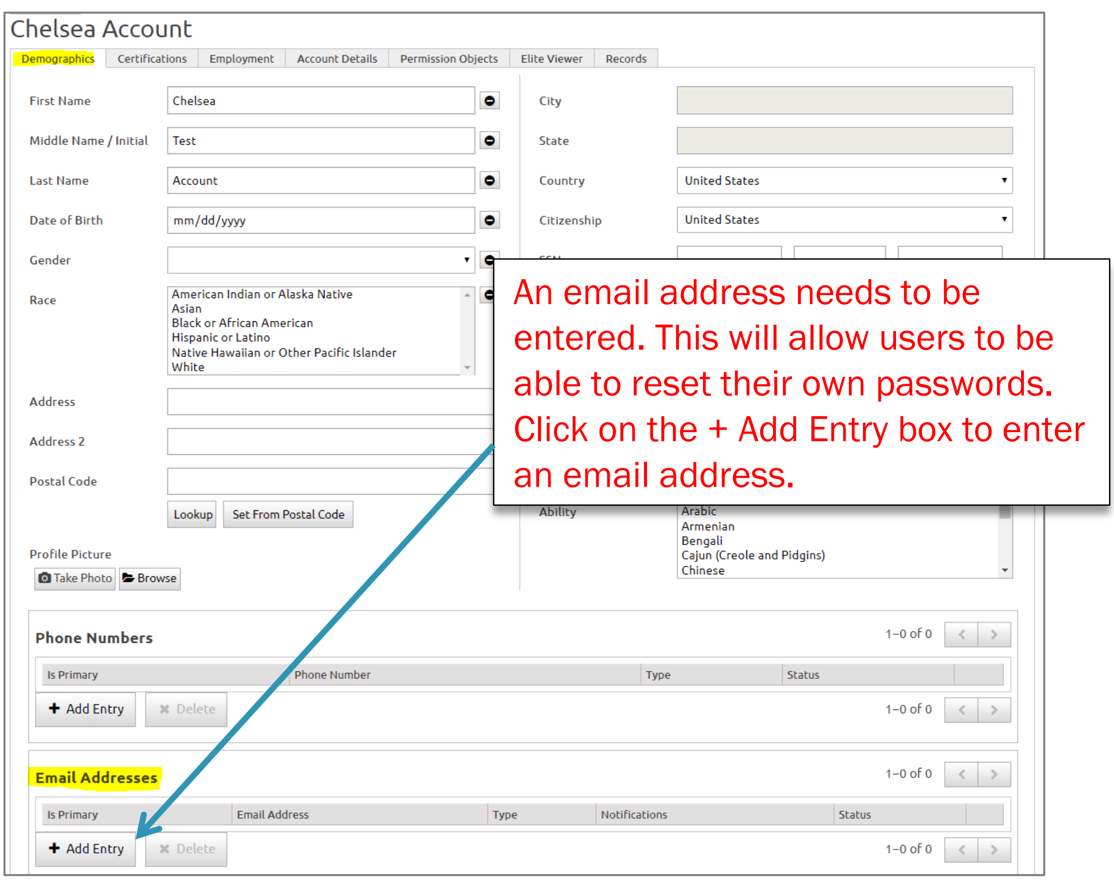


Figure 2. Adding state license ID to user account

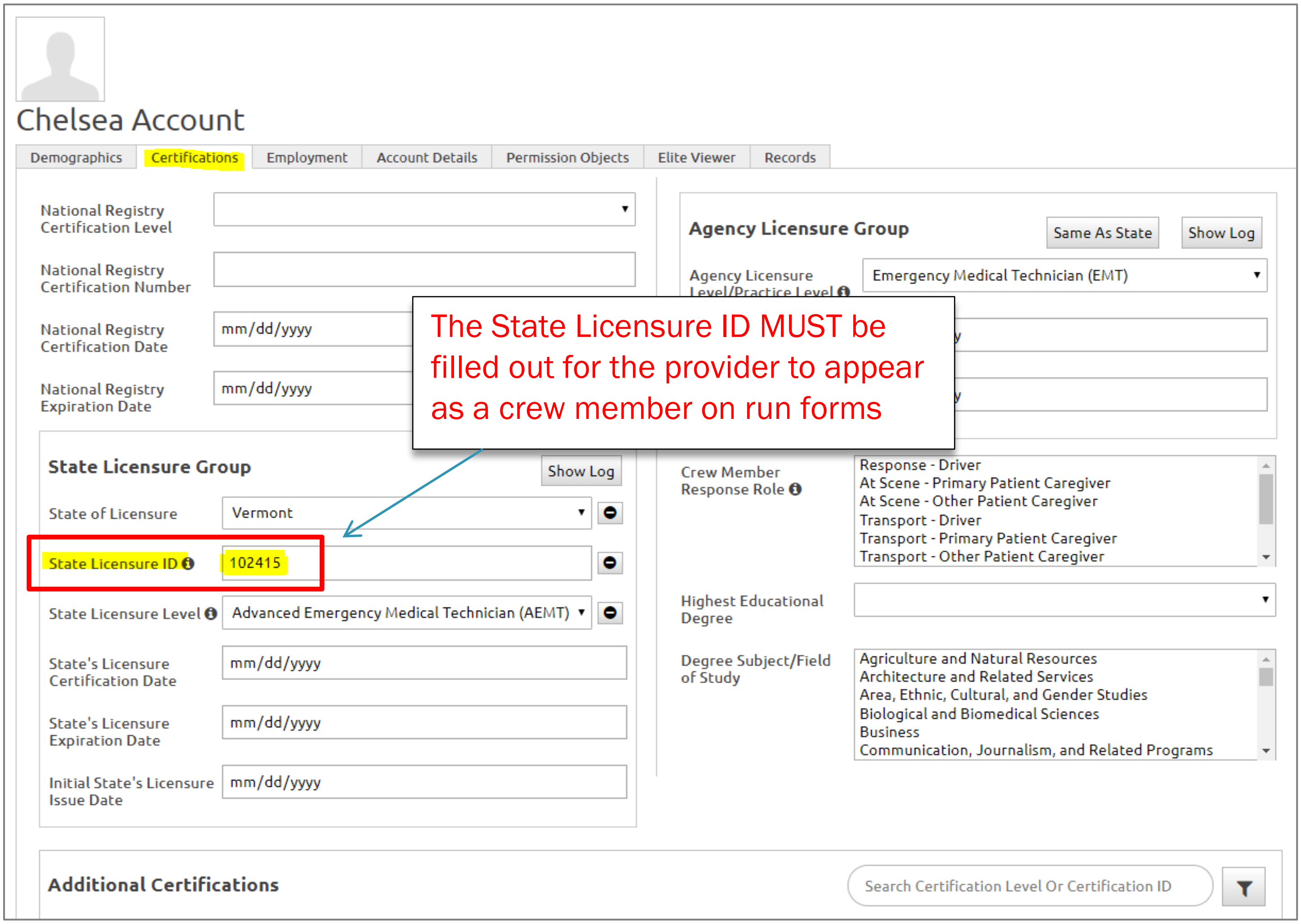
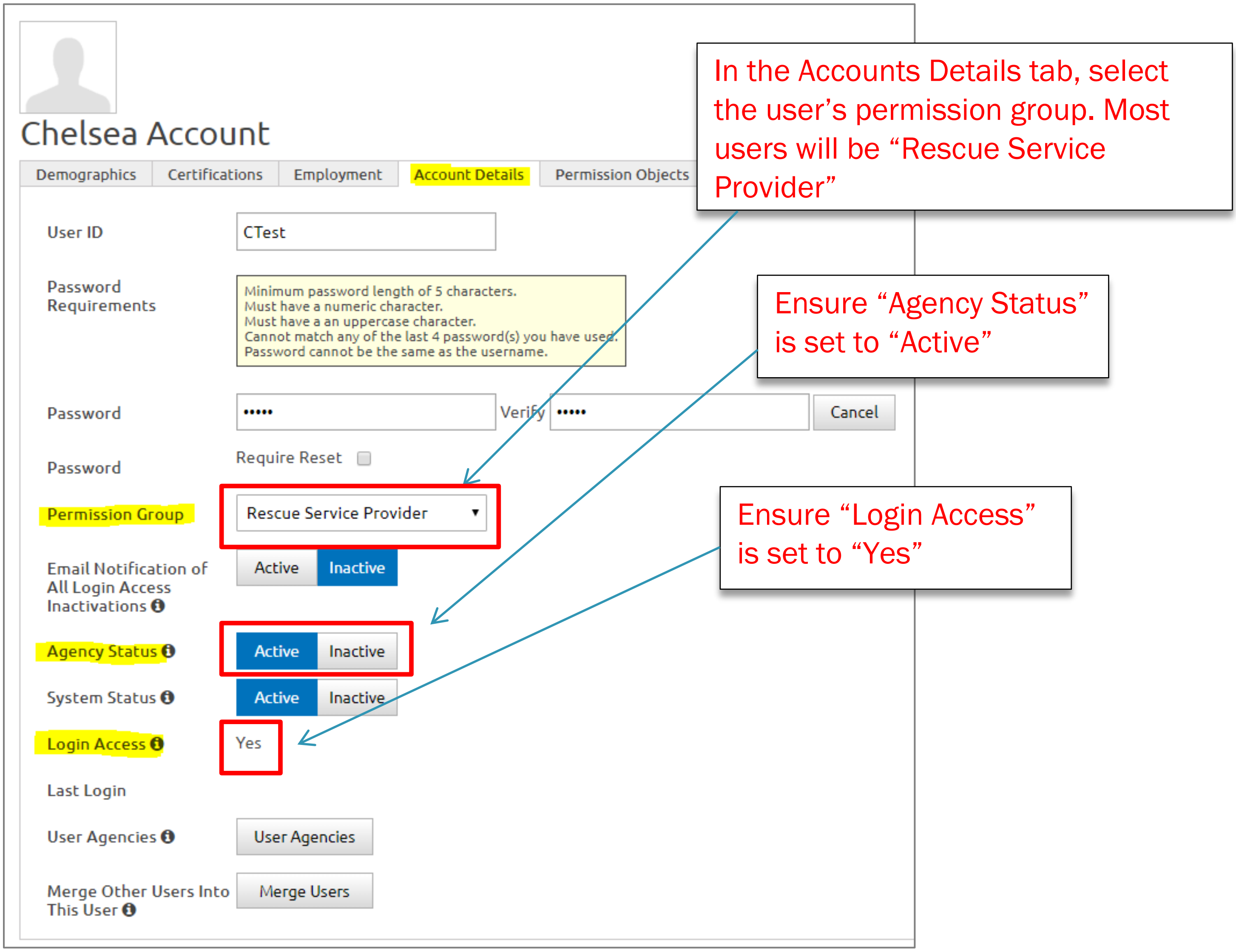


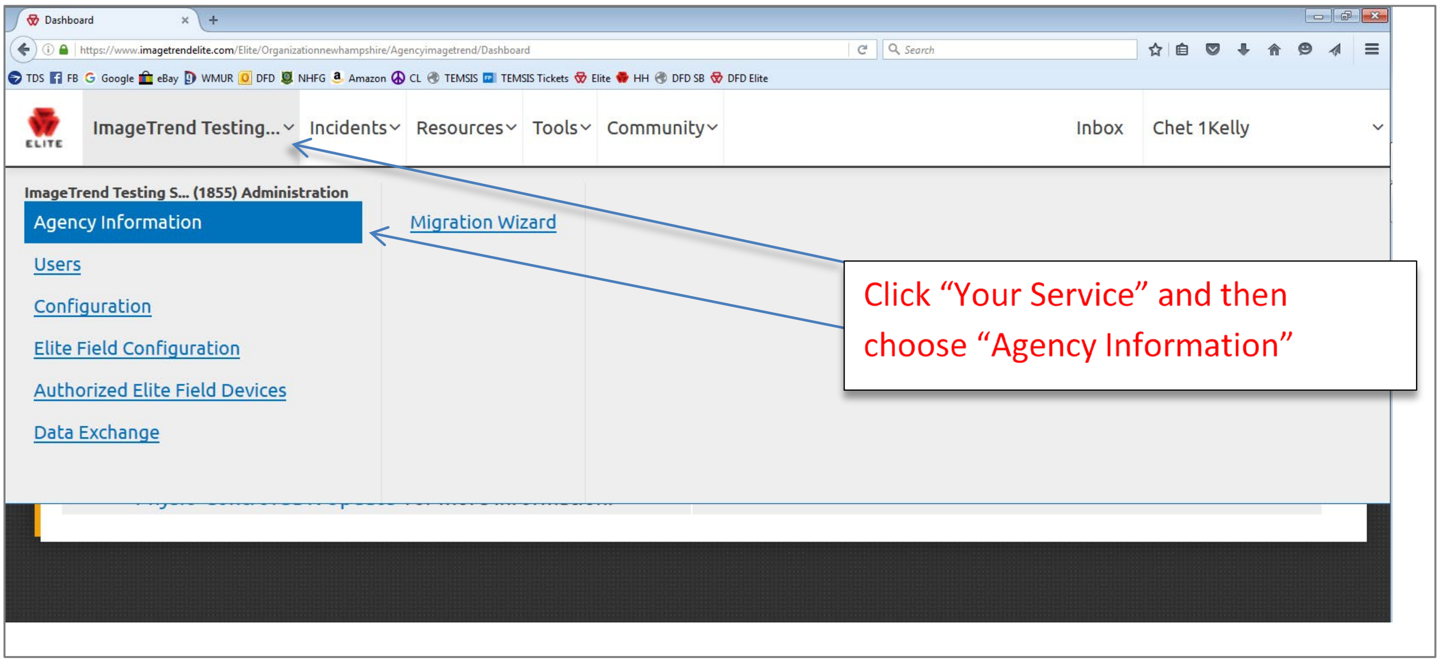
Figure 3. Permission group, agency status and login status in user account



Section 6: Agency Information

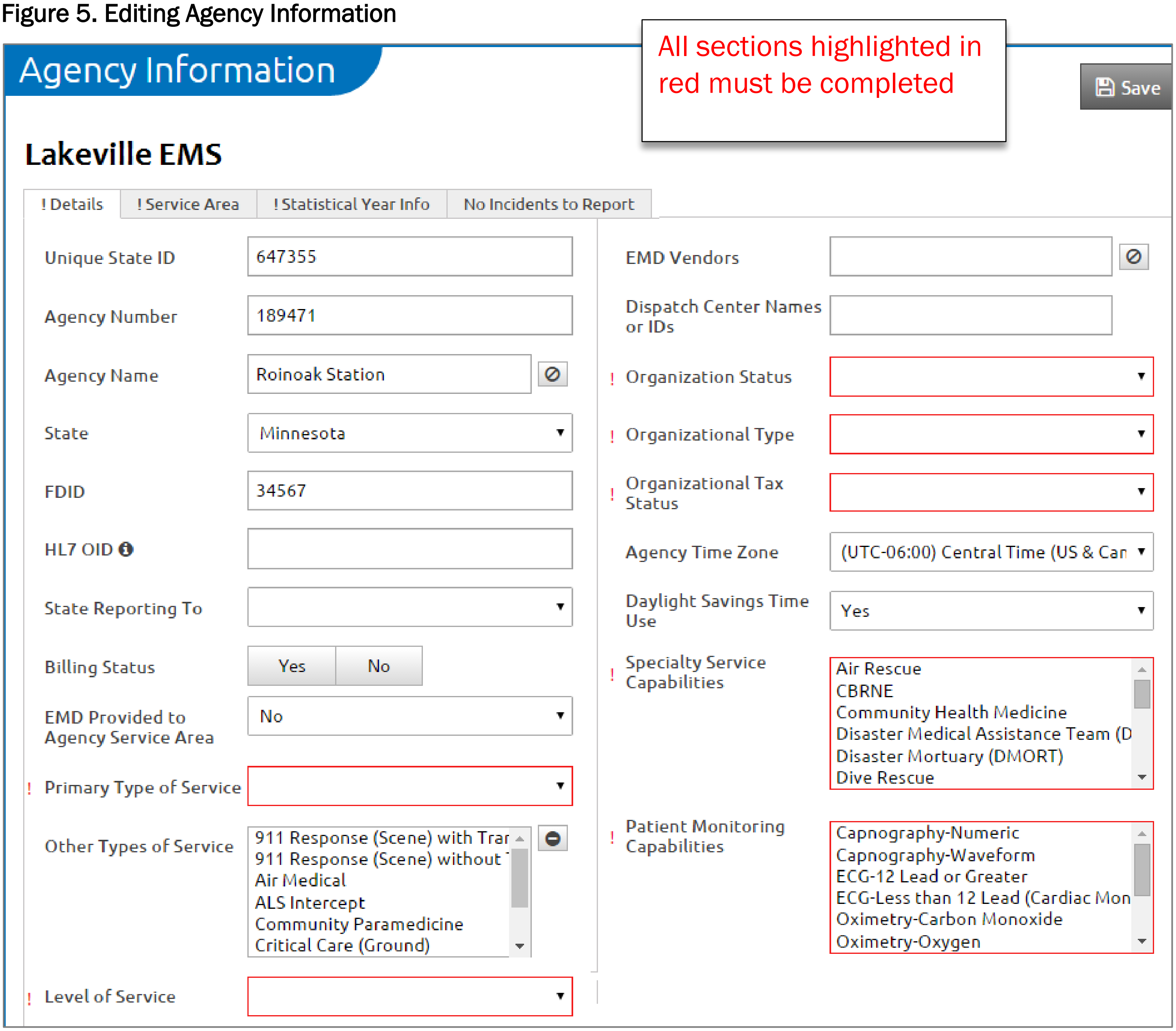
Navigation: Agency Name > Agency Information

Figure 4. Navigating to Agency Information



All the sections in Red need to be completed (Figure 5), otherwise data imports and exports may fail.

Figure 5. Editing Agency Information

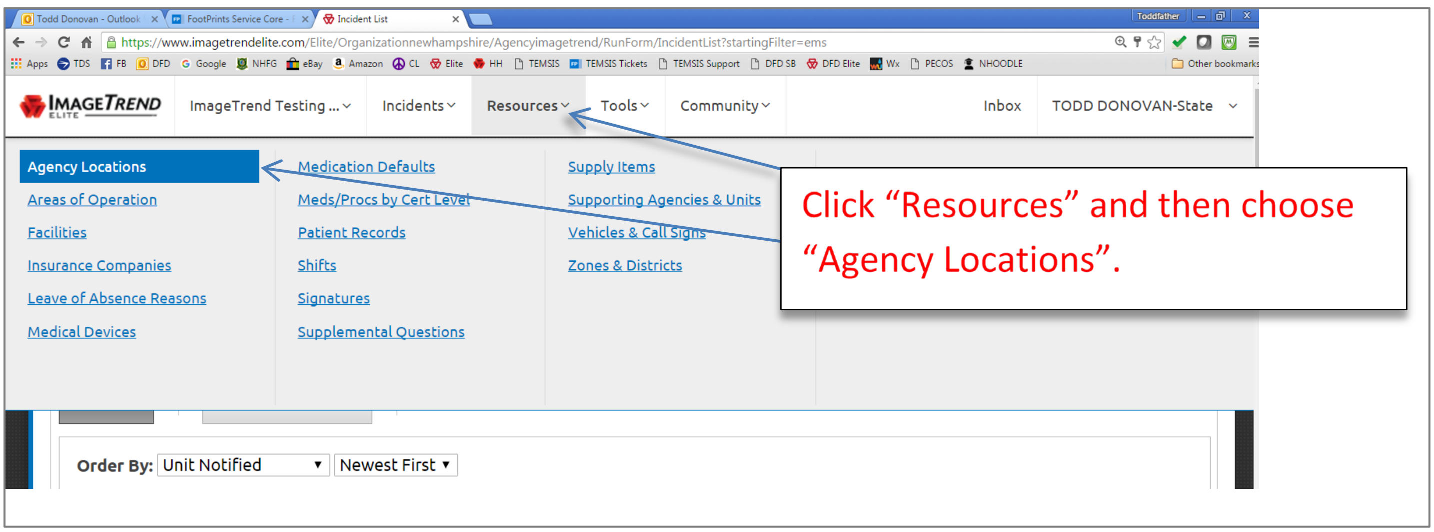


Section 7: Agency Location

Navigation: *Resources > Agency Locations*

Previously known as Stations, Agency Locations are an EMS Station or Agency Headquarters. You must at least setup a "Headquarters" station (Figure 7). Your agency name and mailing address will not appear on the run form if you do not add an agency "Headquarters". Any other stations or locations you wish to add are strictly for your service use and are optional.

Figure 6. Navigating to Agency Locations

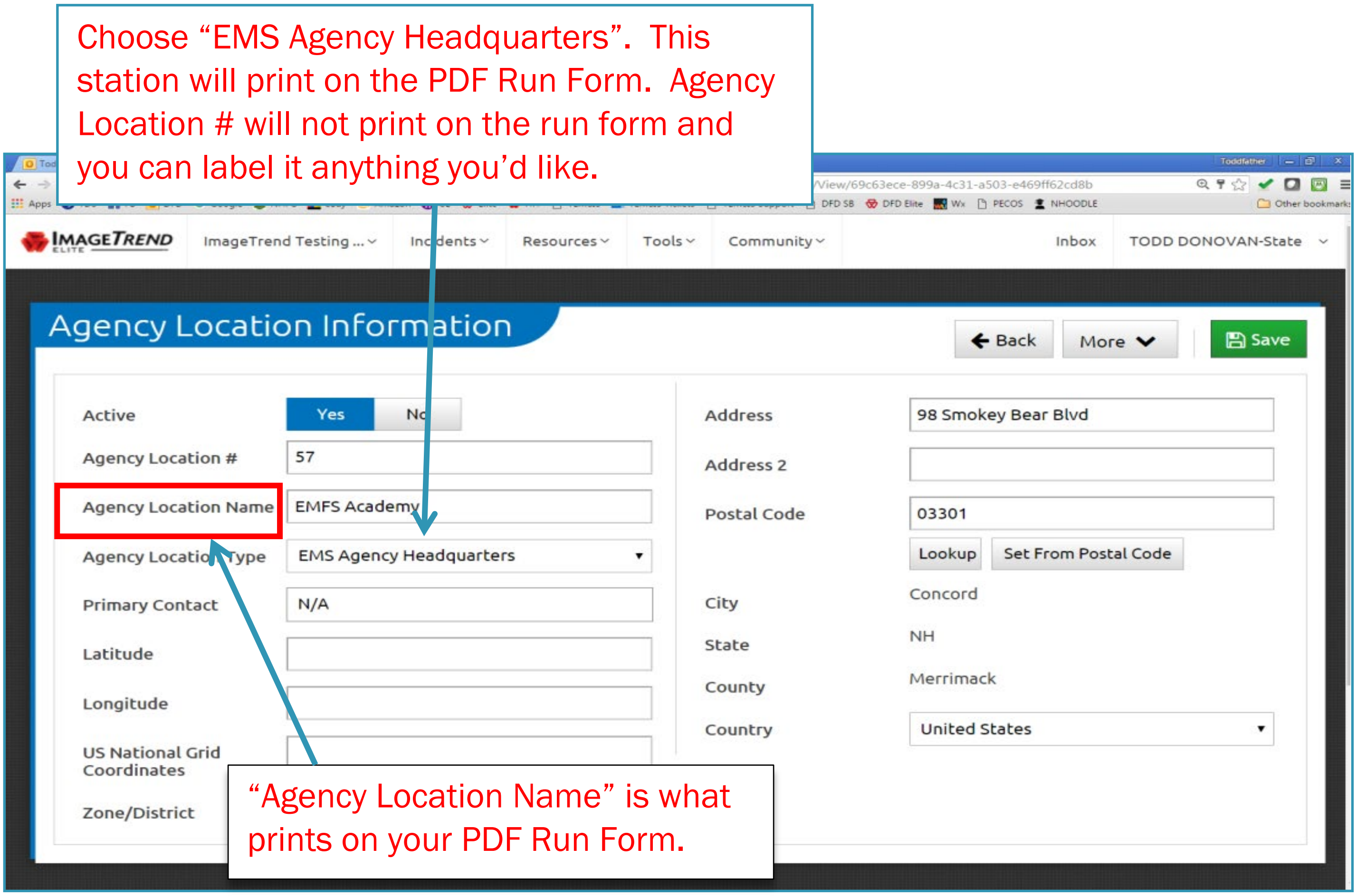


VERMONT
DEPARTMENT OF HEALTH

Onboarding to SIREN Elite

A Guide for Agency Administrators

Figure 7. Agency Headquarters



Section 8: Facilities

Navigation: *Resources > Facilities*

Note: This section is not applicable for first response agencies without transport capability.

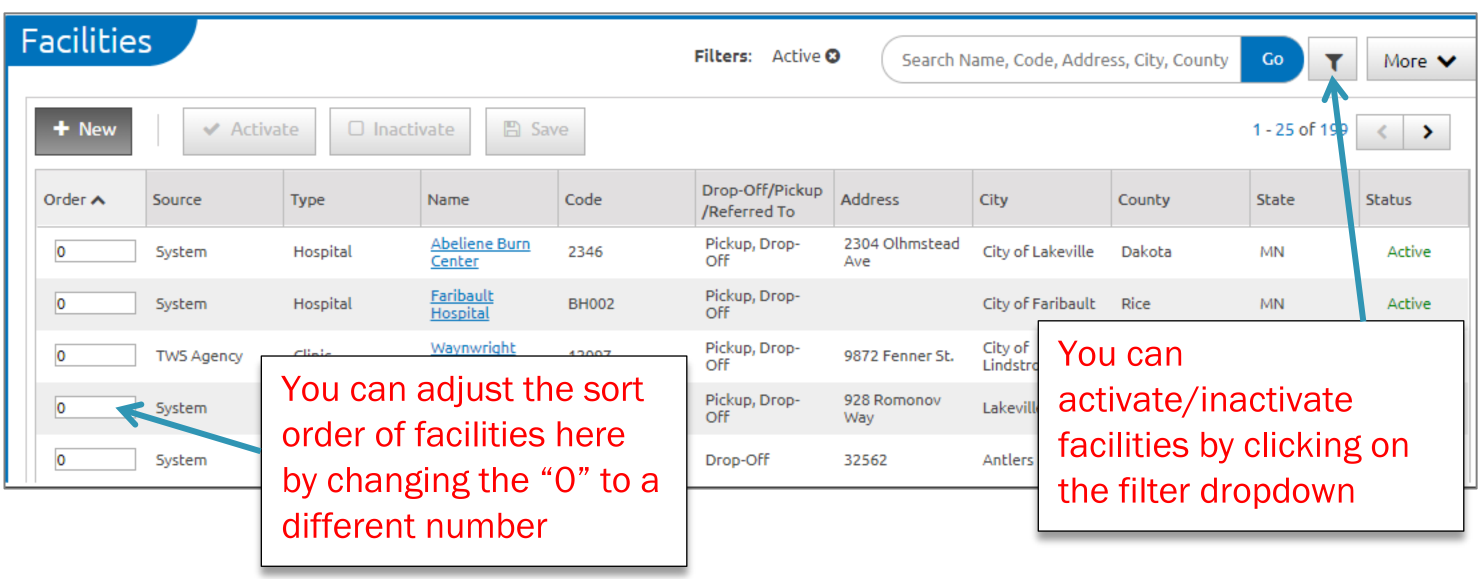
Facilities are locations patients are transported to or from. Facilities can include assisted living facilities, clinics, hospitals, nursing homes, urgent care or other facilities.

On a run report, providers can select a facility that they transported to from a dropdown list.

You can adjust the sort order and activate/inactivate facilities based on destinations that your agency transports to the most. See Figure 8.

Facilities are managed at the State level. If there is a facility missing, please email SIREN@vermont.gov.

Figure 8. Sorting and activating/inactivating facilities

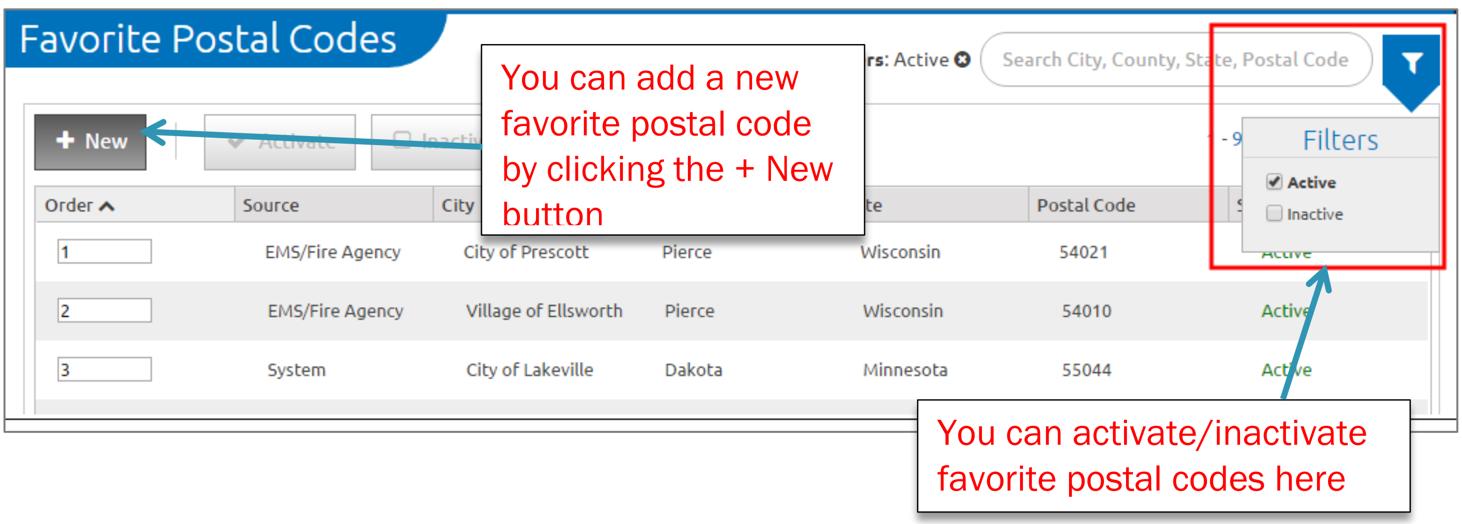


Section 9: Favorite Postal Codes

Navigation: *Resources > Favorite Postal Codes*

Favorite postal codes are the city, county and state combinations used most frequently by your agency. On run forms, providers can use the favorite postal code buttons to quickly select a city, state and postal code combination, reducing the need to enter data manually.

Figure 9. Editing Favorite Postal Codes

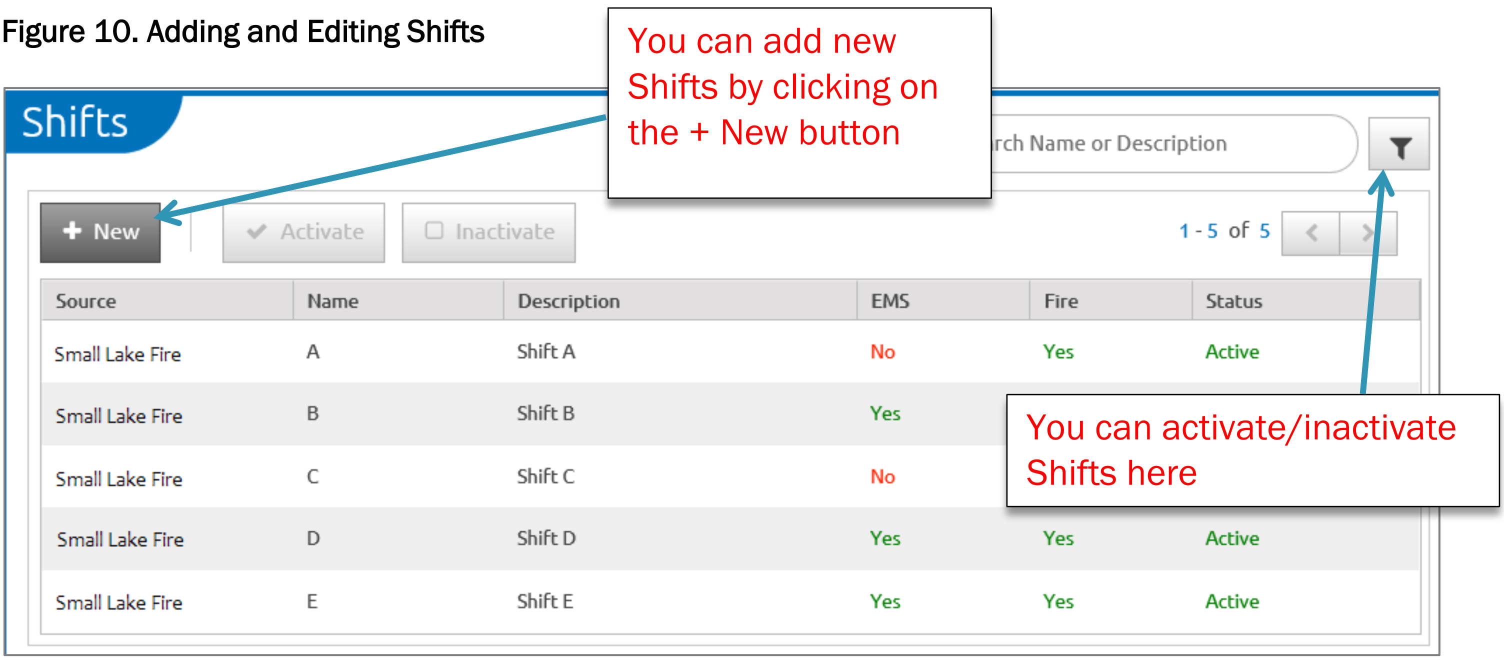


Section 10: Shifts

Navigation: *Resources > Shifts*

The Shifts module allows providers to select which personnel are on duty when completing the run form.

Figure 10. Adding and Editing Shifts



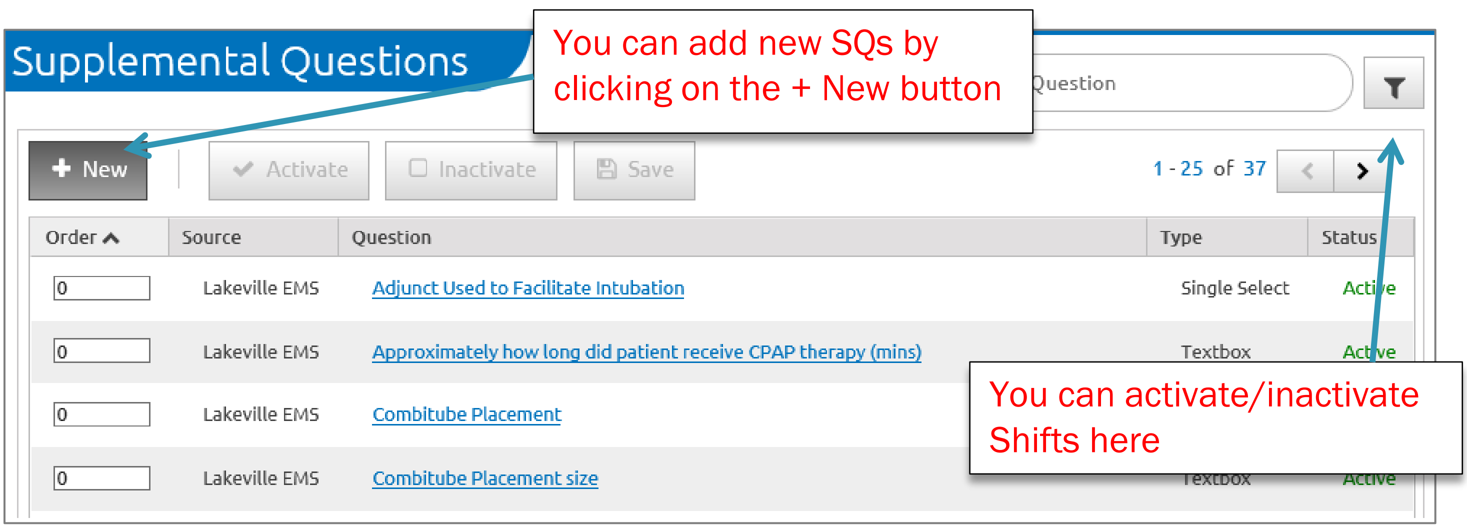
Section 11: Supplemental Questions

Navigation: *Resources > Supplemental Questions*

Supplemental questions are questions that agency administrators can add to the run form to collect additional data. Examples of agency-specific supplemental questions include:

- Was a paramedic intercept requested?
- Did you sign the ePCR?
- Is the EKG electronically attached to the run form?
- Was this a second call?

Figure 11. Adding and Editing Supplemental Questions



Section 12: Vehicles and Call Signs

Navigation: Resources > Vehicles and Call Signs

The Vehicle Name or Number will appear on the run form in the Responding Unit information. A **Vehicle ID number** is specific for each vehicle and is what you call your vehicle at your agency. A **call sign** is what the vehicle is known on the radio.

For **ambulance agencies**, the vehicle ID and call sign may be the same.

For **first response agencies**, the vehicle ID and call sign will likely be different.

- **Vehicle ID for First Response Agencies**: You may decide you want the vehicle ID to be each responder's personal vehicle information, a first response car (if your agency has one), or you may want to just add one vehicle ID entry and list it as your agency's name. For example, "XYZ First Response".

- **Call Signs for First Response Agencies**: You can add a first responder's call sign here. For example, "Med125" or "6R55". This call sign will appear in the "Responding Unit" section when members complete an incident run form.

Figure 12. Adding/editing vehicles and switching to the call signs page

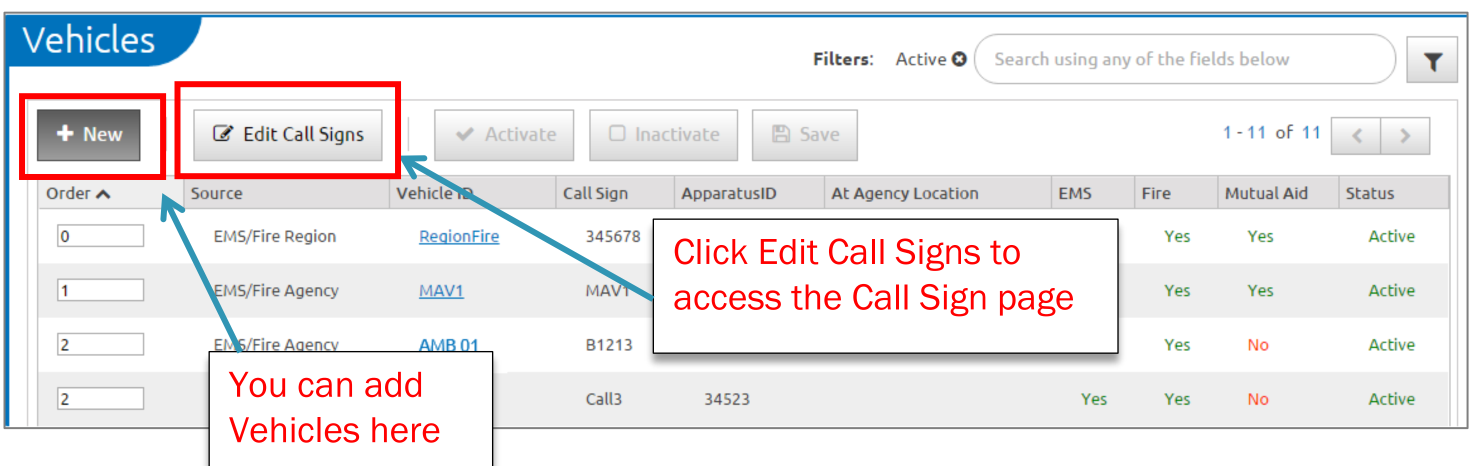
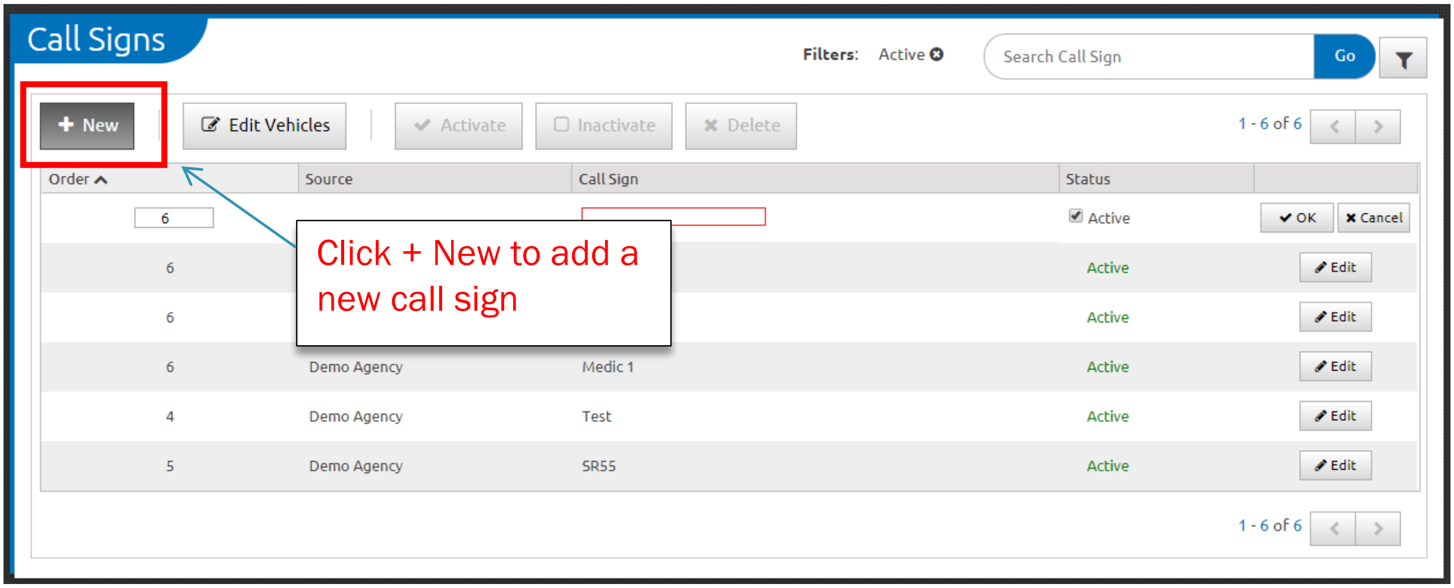


Figure 13. Adding a new call sign



Section 13: Configuration

Navigation: *Agency Name > Configuration*

The configuration module allows agency administrators to edit certain settings for their service. Not every configuration topic will be discussed below. Refer to Help University in SIREN Elite for more information.

Configuration	Notes
Agency Logo	You can upload your agency's logo here so that it appears on the PDF and print views of generated run forms.
Audit Tracking Reasons	When "Require Reason for Viewing Existing Incidents" is turned to "Yes", a message will appear that prompts users to enter a reason why they are opening a run form that has already been closed out of. The user's actions in the incident and the reasons for performing them appear in the run form's Incident Audit Report.
Auto Narratives	You can activate/inactivate the CHARTD narrative that you want to appear or hide from EMS incidents. If it remains active, providers can click the "Generate" button and select the CHARTD narrative inside the run form. ****It is recommended that you turn this feature off*** so that providers are not excluding important information from the narrative by relying on Auto Narrative feature.
Auto-Numbering	You can set up your agency to automatically generate a unique number for these fields each time a provider creates a new incident. ***If you do not have an auto-numbering scheme for your agency, please don't change***. A standard numbering format has been set up at the system-level for all VT agencies.
Locking Workflow Settings	Decide when incidents should automatically lock after a specified number of hours. You can indicate how many hours in the "Hours After EMS Incidents Auto-Lock" box.
Repeat Patients	As providers enter patient data in a run form, if the data matches any repeat patients then the Repeat Patient banner appears at the top of the incident. Configure your agency's setting for repeat patients to determine how far back providers can search for repeat patients.

Section 14: Resources and Helpful Information

Navigation: *Community > Help University*

Webinar and resources for SIREN Elite can be found in the Help University section under the Community tab in Elite. Webinars are located along the top of the Contents menu. Once a webinar has been opened, links to companion documents can be found beneath the webinar media player.

It is recommended that agency administrators without Elite experience complete the introductory trainings and webinars located on the ImageTrend University website (after logging in to Elite). To access Help University:

- Log into SIREN Elite
- Click on the Community dropdown tab
- Click on Help University
- Click on the Learn tab

The Data Manager recommends the following webinars (under "View by Topic"):

- Elite and Elite Field for Providers (under the Elite dropdown)
- Incident List and Incident Views
- Report Writer 11: Get to Know Report Writer (under the Report Writer dropdown)
- Managing Users (under the Users dropdown)

Guide for Adding New Staff Members to Your Staff Roster in SIREN

Service Administrators are responsible for adding staff members to their SIREN roster. Please follow the instructions for adding staff in SIREN below:

Click on the "Staff" tab and then click "Add User". The below fields are required when adding a new staff member.

1. **Demographics tab:**
   i. First Name
   ii. Last Name
   iii. Email address

2. **Certifications tab:**
   i. State Primary Certification ID (State EMS number)
      NOTE: If you are entering a driver who is not a licensed EMT, please list the driver's license number as the State Primary Cert ID and leave the user name and password fields blank under the Permissions tab.
   ii. State Certification level
   iii. Agency information is not required; however, entering Agency information under the Certifications Tab will assist in run form documentation
3. **Permissions tab:**
   i. If the user is **new** in SIREN, the follow fields are required:
      - Username (This is usually the state EMS number)
      - Password (This could be listed as "Lastname1")
      - Check the "reset user password" box so the user can reset their password upon initial log in
      - Permission group
         - Service Admins can assign staff with Rescue Service Provider permissions. If you would like to assign a different permission group, please contact the State EMS Data Manager.
   ii. If the user **already has an account in SIREN** with another agency, the following fields are required:
      - Permission group
      NOTE: Do not assign a username or password since these already exist and will be associated
      - *Email the EMS Data Manager at SIREN@Vermont.gov to 'associate' the users with your agency. This association will link all of the user's accounts so only one username and password is required to access all associated agencies in SIREN.*

Best Practice Tips:

• Before adding a new user, review your staff list to ensure they do not already have an account (inactive or active) in SIREN.
(Click the drop down menu next to the "clear" button in order to view "active" users, "inactive" users or "both")
• Never delete a user, only inactivate or lock their accounts.
(Deleting a user will permanently remove all of their records from SIREN, even from the run forms)
• If you would like to reactivate an inactive user, contact the State EMS Data Manager
• It is a best practice to regularly review your staff list:
   - Inactivate or lock any users who have left the service
   - Review permission group assignments, especially Service Administrator roles.
   *(It is best to have **no more than 4** Service Administrators assigned per agency)*

• Encourage users to rely on the "Click Here If You Forgot Your Password" link to recover their password

Revised 02/16/2016

Elite Platform System Requirements † (client-side access)

The ImageTrend Elite platform was built for a variety of device platforms. ImageTrend recommends using or procuring device platform, operating system and browser combinations that have been tested and on which ImageTrend will support the use of Elite. Elite may also work on other devices not yet tested.

Supported Operating Systems

- Window 7 (all versions)
- Windows 8/8.1 (Standard, Pro, Enterprise)
- Windows 10* (Standard, Pro, Enterprise)
- Android 4.0 or greater*
- Apple iOS8 or greater
- Mac OS X

EKG Interfacing Tablets – Recommended Tablets

- Windows-based tablet devices:
  - Microsoft Surface 3/4
  - Motion R12
  - Panasonic Toughpad® FZ-G1

* Not supported: Kindle devices (software has security and functionality issues).
† Requirements and supported systems as of 04/01/16. See website for updates.

Tablets Requiring Cloud-Based EKG Solution

- Apple/Android tablet devices:
  - iPad Air (and Air 2) - 9.7"
  - iPad Mini (and Mini HD, Mini 2, Mini 3) - 7.9"
  - Galaxy Tab Pro - 8.4"
  - Nexus 10

Supported Web Browsers

- On iPad/iOS: Safari only
- All other hardware/OS platforms:
  - Edge (25.10586.0+), EdgeHTML (13.10586+)
  - Latest Chrome, Chrome Mobile, Safari, or Firefox
  - IE 11 or greater
  - IE 10 for all of Elite, except EMS/Fire incident forms