

Agency Summary Page

The **Agency Summary** page should have four features: **(A)** Current Status, **(B)** Bed Information, **(C)** Alerts in the past 24 hours, **(D)** Alerts. Each of these features are known as widgets and can be turned on/off using the Widget Preferences on the top right side of your screen.

The screenshot shows the Agency Summary Page with four main sections:

- Current Status:** Displays "BL S Open - ALS Open" with a timestamp "As of 04:13 PM on 02/07 for 2,889:01 of 0:02". It includes a "View Status Report" link and an "Update Status" button.
- Alerts in the past 24 hours:** Shows "There were no alerts in the past 24 hours."
- Alerts:** Contains a "Critical Event Notification" section with a message: "Due to high adult & pediatric volumes, it is critical to update beds and ED status, at minimum twice daily!". It also includes a "CRITICAL EVENT NOTIFICATION" section with a message: "Due to high adult & pediatric volumes, it is critical that facilities update all bed types and ED status, at minimum twice daily!". Below this is an "Update" section with a message: "Update: Update due to change in Pediatric surge and Adult Surge". It also includes "Issued On", "Issued By", "Updated On", and "Updated By" information, and an "Alert Report" section with an "Acknowledge" button.
- Bed Information:** A table showing bed types, counts, and contacts. It is divided into "Staffed Available Beds - Pediatric" and "Staffed Available Beds".

PLEASE NOTE: Agencies should update their **Current Status** and **Bed Information** at a minimum twice a day. When an agency updates a status, reasons and comments will need to be entered again. Updating the Status adds a current date and time stamp that displays on the Availability Status. This indicates to all viewers that the information is up-to-date and accurate.


Current Staffed Bed Availability

Updating Staffed Beds – 2 methods:

- To update one bed type, click on the blue name of the bed, enter the number of available staffed beds, and select **Save**.
- To update all bed types at once, click the **Update All**. Enter the number of available staffed beds for each bed type and select **Save All**.

Current Status

Updating Agency Status (ED Diversion)

- Click the **Update Status** button in the Current Status widget. 
- Click the down arrow button in the right corner to open a drop-down list of status choices – click on the appropriate status.
- Click the Save button – a pop-up window will open for you to enter your username and password.
- You can select a Reason from the system built in options if they apply.
- A Comment can be added for any status – Comments provide useful information to healthcare partners (e.g. outages, road closures, construction, etc.).
- Click Submit to save your changes. A new date and time stamp will be displayed letting healthcare partners know how up-to-date the information is for your facility.

The screenshot shows a password pop-up window with the following fields:

- Username:
- Password:
- Diversion Reason:
- Comments (optional):

Buttons:

Alerts and Alerts in the past 24 hours

Alerts are used to send informational notifications using the WATrac system. Alerts can be sent based on permission level, region, agency type, and by individual user. There are three (3) alert levels: Gray - Critical Event Notification (Informational), Yellow - Incident Advisory (Mid Level Alert), and Red - Emergency Alert (Highest Level Alert). Yellow and Red alerts are considered action alerts and will include a requested action needing to be taken by users (Ex - requesting hospitals to update beds). Alerts will continue to run until they are deactivated. Depending on the alert level, users might be notified of an alert being deactivated.

Alerts in the past 24 hours widget will show the most recent alerts that have been sent in the last 24 hours. This is helpful if multiple alerts are running at the same time.