WATrac

A User's Guide During FIFA

NORTHWEST HEALTHCARE RESPONSE NETWORK

COLUMBIA BANK

Training Provided with Financial Support by Columbia Bank

WATrac User Guide Introduction

This User Guide has been created to support FIFA Preparedness. While the training materials are the same even outside of FIFA, these have been compiled for WATrac Users in a single training packet for their use and reference during the games. Northwest Healthcare Response Network (NWHRN) would like to thank Columbia Bank for some Financial Support for the training provided to our Washington Healthcare Partners.

For Quick Reference Cheat Sheets on the topics covered within, please go to page 26 and print the Cheat Sheets that follow for use.

For Questions and Assistance

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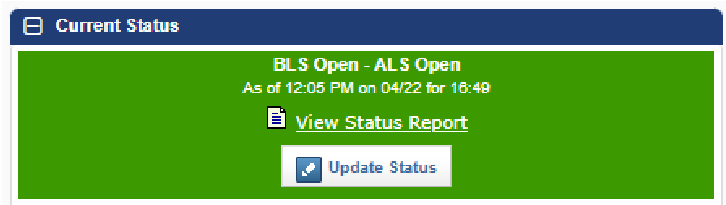
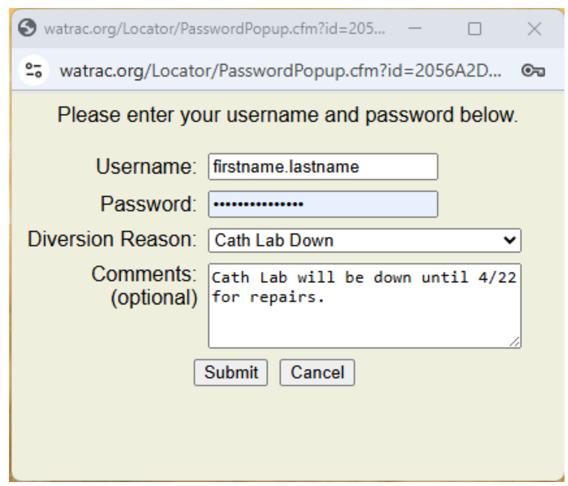
Updating Agency ED Status

Agency Status should be updated at a minimum twice a day. Updating the status applies a current date and time stamp in the system.





1. Click on the **Update Status** button in the **Current Status** widget.
2. Click on the **Down Arrow** button in the upper right corner of the widget to open a drop-down list of statuses – click on the appropriate status to select it.
3. Click on the **Save** button – a pop-up window will open for you to enter your username and password.
4. If you change your Agency's status to anything but "Green Good to Go" an open status, you should select a **Diversion Reason** from the drop-down list if appropriate. A **Comment** should always be added with more information about the status chosen.
5. Click **Submit** to save the change.

Note: Comments can provide useful information to others outside of your agency. For example, "Road construction on Main Street in front of the Emergency Room entrance, please use the 1st Street entrance to access the Emergency Room."

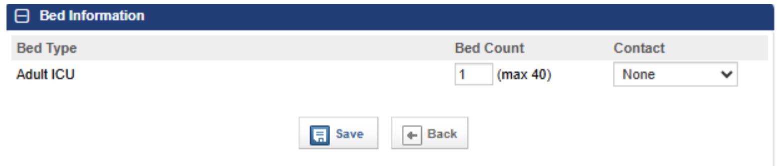
Definitions:

- **BLS** – (Basic Life Support) Ambulance transport able to maintain a patient's airway and circulation without extensive medical treatment until the patient is transferred to a hospital for advanced medical care.
- **ALS** – (Advanced Life Support) Ambulance transport with services provided by paramedics who are trained to care for patients with life-threatening medical emergencies.
- **Trauma** – A serious injury that often has long-lasting physical or emotional impact.
- **Medical** – Patient who is suffering from a medical issue or illness.
- **ED** – Emergency Department

Update Bed Availability by Bed Type

Each type of bed in your facility is named and listed in Blue type. The Blue type indicates that it is a link.

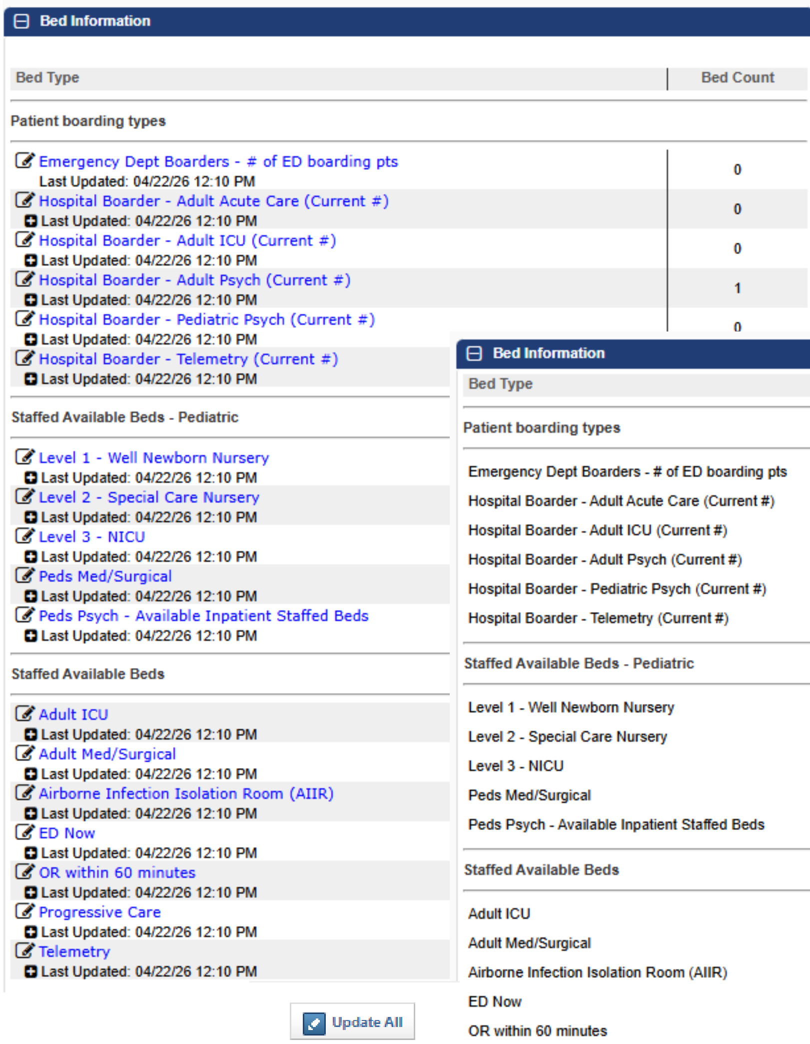
1. Click the name of the bed to update a single bed type or click update all to update all beds shown.
2. Enter the number of staffed beds currently open under Available.
3. Select your username from the contact drop-down.
4. Click on the Save button



Bed Information

Bed Type	Bed Count	Contact
Adult ICU	1 (max 40)	None

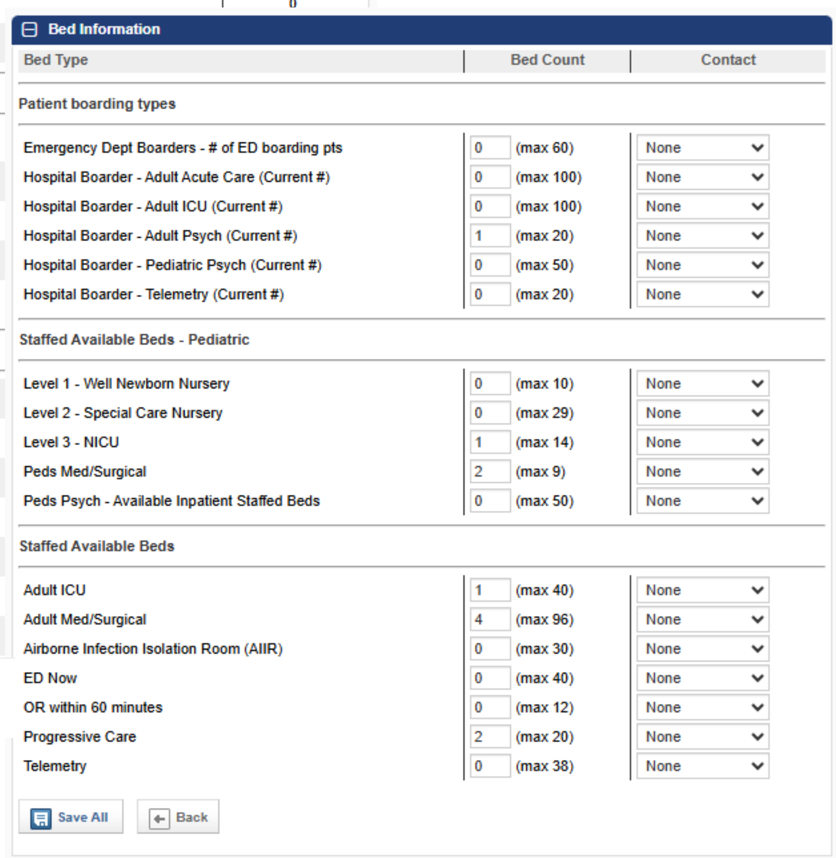
Save Back



Bed Information

Bed Type	Bed Count
Patient boarding types	
Emergency Dept Boarders - # of ED boarding pts Last Updated: 04/22/26 12:10 PM	0
Hospital Boarder - Adult Acute Care (Current #) Last Updated: 04/22/26 12:10 PM	0
Hospital Boarder - Adult ICU (Current #) Last Updated: 04/22/26 12:10 PM	0
Hospital Boarder - Adult Psych (Current #) Last Updated: 04/22/26 12:10 PM	1
Hospital Boarder - Pediatric Psych (Current #) Last Updated: 04/22/26 12:10 PM	0
Hospital Boarder - Telemetry (Current #) Last Updated: 04/22/26 12:10 PM	
Staffed Available Beds - Pediatric	
Level 1 - Well Newborn Nursery Last Updated: 04/22/26 12:10 PM	
Level 2 - Special Care Nursery Last Updated: 04/22/26 12:10 PM	
Level 3 - NICU Last Updated: 04/22/26 12:10 PM	
Peds Med/Surgical Last Updated: 04/22/26 12:10 PM	
Peds Psych - Available Inpatient Staffed Beds Last Updated: 04/22/26 12:10 PM	
Staffed Available Beds	
Adult ICU Last Updated: 04/22/26 12:10 PM	
Adult Med/Surgical Last Updated: 04/22/26 12:10 PM	
Airborne Infection Isolation Room (AIIR) Last Updated: 04/22/26 12:10 PM	
ED Now Last Updated: 04/22/26 12:10 PM	
OR within 60 minutes Last Updated: 04/22/26 12:10 PM	
Progressive Care Last Updated: 04/22/26 12:10 PM	
Telemetry Last Updated: 04/22/26 12:10 PM	

Update All



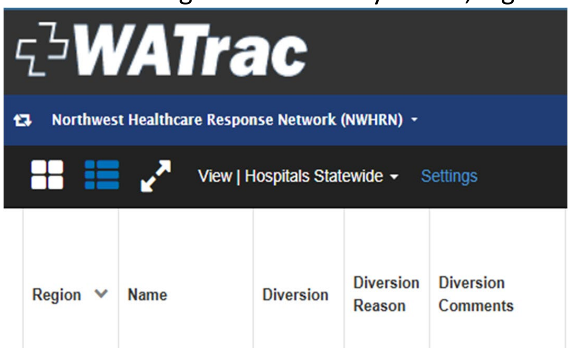
Bed Information

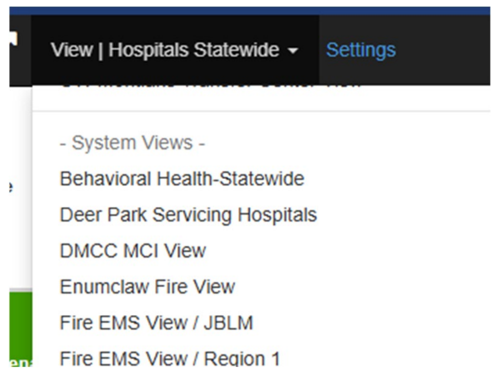
Bed Type	Bed Count	Contact
Patient boarding types		
Emergency Dept Boarders - # of ED boarding pts	0 (max 60)	None
Hospital Boarder - Adult Acute Care (Current #)	0 (max 100)	None
Hospital Boarder - Adult ICU (Current #)	0 (max 100)	None
Hospital Boarder - Adult Psych (Current #)	1 (max 20)	None
Hospital Boarder - Pediatric Psych (Current #)	0 (max 50)	None
Hospital Boarder - Telemetry (Current #)	0 (max 20)	None
Staffed Available Beds - Pediatric		
Level 1 - Well Newborn Nursery	0 (max 10)	None
Level 2 - Special Care Nursery	0 (max 29)	None
Level 3 - NICU	1 (max 14)	None
Peds Med/Surgical	2 (max 9)	None
Peds Psych - Available Inpatient Staffed Beds	0 (max 50)	None
Staffed Available Beds		
Adult ICU	1 (max 40)	None
Adult Med/Surgical	4 (max 96)	None
Airborne Infection Isolation Room (AIIR)	0 (max 30)	None
ED Now	0 (max 40)	None
OR within 60 minutes	0 (max 12)	None
Progressive Care	2 (max 20)	None
Telemetry	0 (max 38)	None

Save All Back

Availability Status

Availability Status provides an overview status of healthcare agencies in Washington. This would include Agency Status for patient care, Bed Availability, Boarders within hospitals and MCI reported space by Triage Color during activations. To get to Availability Status, log on to WATrac and click on the Availability Status Module.

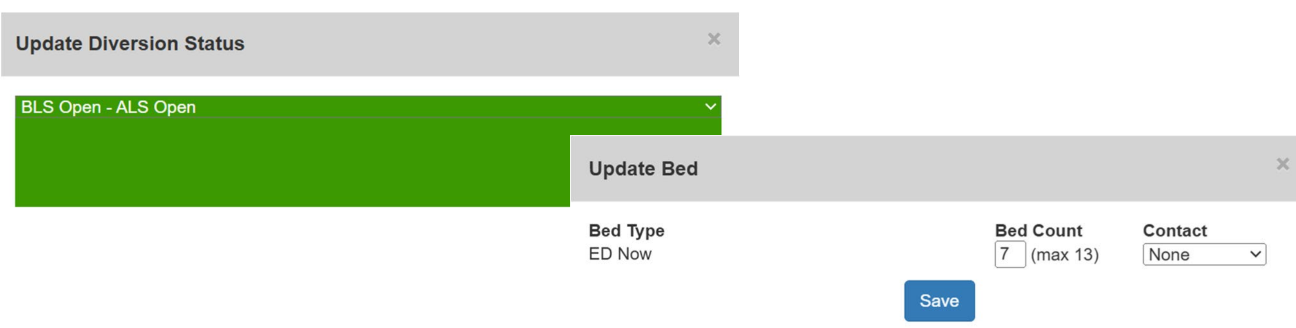




Upon initial log in, you will see a “Hospitals Statewide” default view. Each user may use any of the system-built views available or they have the ability to create their own view. To change system views, select the down arrow next to the name of the view. This will open a menu to list the different system-built views for your use. Some views are simplified for Fire/EMS, and some are more detailed such as the Hospitals by Region.

Make Updates to your Agency Availability Status

An agency can update Status and Available Beds by selecting each item needing to be updated.



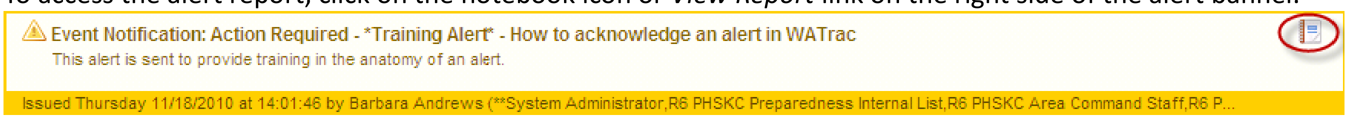
Acknowledging an Alert

To facilitate acknowledging an alert, you must have pop-up blockers disabled for WATrac. If you are already logged in, skip to step 3. Otherwise, follow the instructions below in full.

When you receive notification of an alert:
1. Login to WATrac.
2. Click on the *Acknowledge* icon that appears on your screen. Do Not Click "Continue to WATrac" at the bottom of the screen.
3. Enter your password in the pop-up box. Some alerts may contain questions to be answered. For example, hospitals, or other groups tracking beds, may also be asked for bed information.
4. Answer any questions and enter bed counts if requested.
5. Click **Acknowledge, Acknowledge Only** or **Acknowledge and Update Beds** as appropriate

Anatomy of an Alert Banner

Complete content of the alert message and any attachments included with the alert are found in the alert report. To access the alert report, click on the notebook icon or *View Report* link on the right side of the alert banner.



Command Center Basics

Command Center, WATrac's on-line secure chat feature, allows communication between groups of individuals in diverse locations. Real-time instant messaging and document sharing provides users with a tool to help coordinate resources during an emergency. In non-critical situations *Command Center* can be used for general discussion or conferencing and for coordination during exercises and drills. All group conversations and documents shared in Command Center are date and time stamped and permanently archived in the WATrac database.

Participants will receive an invitation to join a newly created or existing chat room.
1. Click **Command Center** in the *System Navigation Bar* along the top of the screen. The *Room List* page will open with options for locating Command Center rooms that you have been invited to.
2. Identify the conversation you would like to join.
3. Click on to the left of the room name.
4. The Command Center room will open, and you can begin chatting.

Contributing to a Command Center room could include participating in the chat, uploading or downloading room resources, reading the messages on the bulletin board, or adding a room note.

What does it mean if no rooms appear on my screen or the Join button is not operational?
Important Note: *If this screen is blank, it means you haven't been invited to any rooms. If you think there are conversations that you are missing and need to be added to, contact your agency WATrac Specialist or the room creator. If the Join button is greyed out, you have not been given permission to participate in the room chat. You may only have permission to view the Bulletin Board of the room via the View Bulletin button.*

Elements of the Command Center Module

A **Rooms** – Command Center will open to the *Rooms* tab and display all *Active Rooms* in *All Conferences*.

B **Conferences** – Click on the *Conferences* button at the top of the page to display a list of Command Center room Conferences. A conference is a way to categorize rooms. For example, the R3 Conference would contain all rooms for region 3.

C **Conferences** – To display only Command Center rooms for a particular conference, click on the arrow and select from the list. The default is to display all conferences.

D **Add Room** – Click the *Add Room* button to create a new Command Center room. **Note**: *This feature is visible based on the user's permission group.*

E **Alphabetic Filter** – Filter the rooms listed by the first letter of the room name.

F **Search by Name** – Search for a specific room by entering all or part of the name of a room.

G **Active Rooms** – Filter the rooms listed as viewing only *active rooms*, *archived rooms*, or *all rooms*.

H **Go/Clear** – When selecting name searches, or filtering by rooms or conferences click the *Go* button to activate your selection(s). Select *Clear* to eliminate searches or filters to display all active rooms.

I **Join** – Click the *Join* button to connect to the chat room listed next to it. **Note:** *If the join button is greyed out you have not been given permission to participate in the room chat. The room is listed because you have been invited to participate in the Bulletin Board of the room. (see Bulletin Board)*

J **View Bulletin** - Click to open a page containing all of the information from the Command Center room that has been added to the bulletin board. This is the most significant information that has been shared in the chat room and may include resources as well as chat posts. Click *Print* in the upper right corner of the screen to print the page.

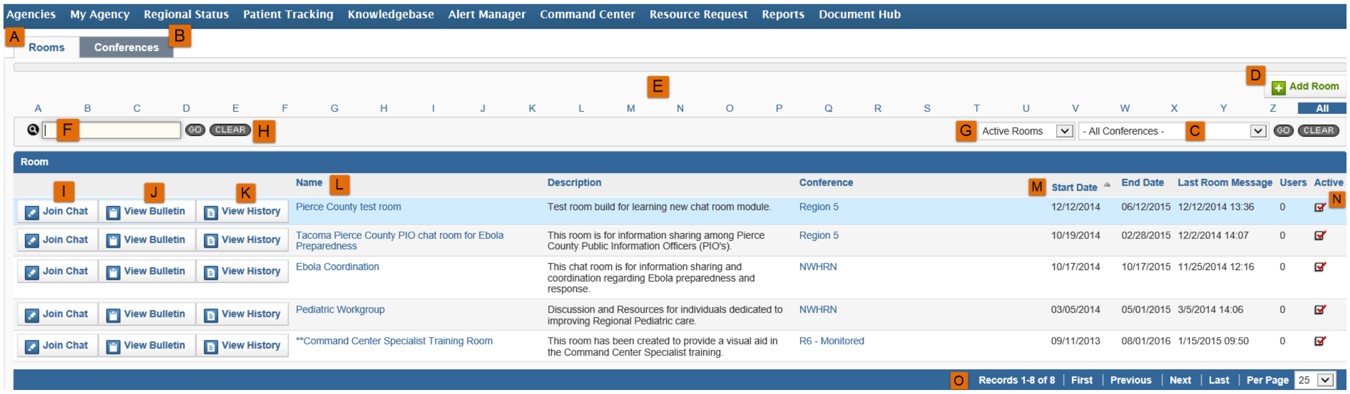
K **View History** - Click to view or print a record of all conversations, including member name, date, and time as well as all resources uploaded to the room. Print the record by clicking on the print button in the upper right corner.

L **Name** – The *Name* column lists the names of each Command Center room and can be listed in Ascending or Descending order by clicking on the arrow.

M **Start Date/End Date/Last Room Message/Users** – *Start Date* is the date the Command Center room was created. *End Date* is the date when the room is closed or will close. The *Last Room Message* is the last time any information has been added to the room. "*Users"* refers to the number of chat room participants currently signed into the room.

N **Active** – Active rooms are noted with a red checkmark in the box. Archived (inactive) rooms do not have a checkmark in the box. A room is archived when the End Date has passed.

O **Page Navigation** – First, Previous, Next, and Last will simplify navigation of multiple pages of Command Center rooms. The number selected per page will determine how many rooms will be visible on each page; 10 to 200.

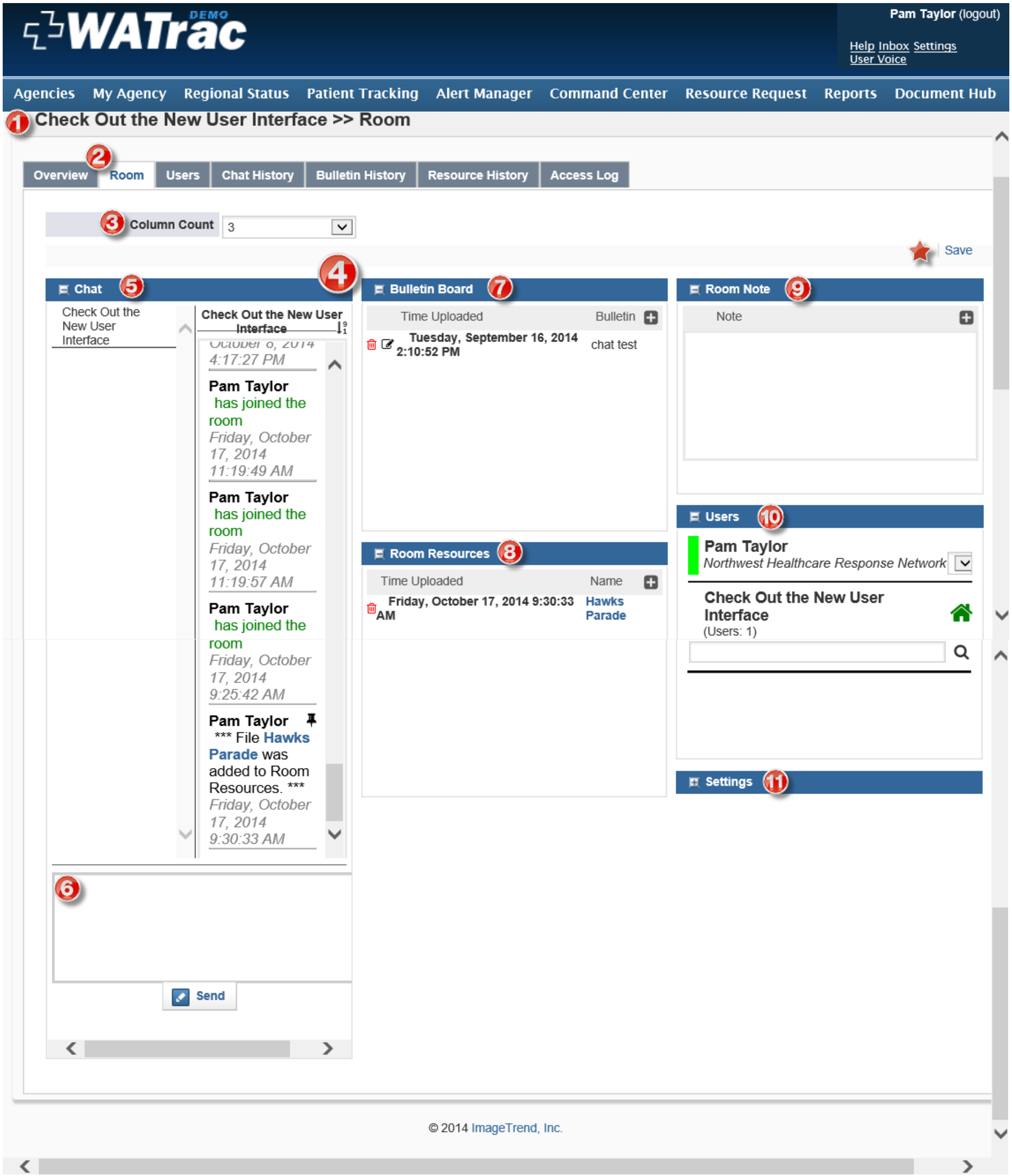


Definitions of Tabs in the Command Center Module

Tabs that are visible when clicking on the name of a Command Center room are determined by the room permissions that have been assigned to the user.

Overview – Provides basic information about the Command Center room such as Name, Description, Start/End Date, Created By, etc.
Room – This is the Command Center Chat Room.
Users – Click the button to access a complete list of people invited to the room. When there are many people invited to a room, the list will display across multiple pages. To locate a specific person, enter their name in the search box at the top of the screen and click Go. Also, you can use the alphabet across the top of the screen to find specific users.
Chat History – Displays a history of chat and room resources that have been added to the room.
Bulletin History – This tab contains a history of all items posted on the Bulletin Board. The information that is added to the Bulletin Board is usually the most significant information that has been shared in a Command Center room. This allows viewing at a glance for those who need quick access to the information.
Resource History – From this screen you can print a complete record of all resources added to the room, including name of the poster and date and time the item was added.
Access Log – This log will show each user that has entered a room, viewed the chat history or viewed the bulletin board history. Viewing this tab is limited to System Administrators and Regional Administrators.
Searches can be conducted for an individual user's access history by entering a username in the Search box and click **GO**.

Navigating a Command Center Room



Definitions of Command Center Screen Elements

Note: Once a file has been uploaded into a Command Center room, it becomes a permanent part of the room. Selecting delete will remove the item from the resource list but the document will remain in the database.

1. Name of Chat Room.
2. Navigation Tabs – in the figure, the Room tab is selected/active. All Items listed below pertain to what is found in the Room tab window.
3. Column Settings – choose between 1-3 and then press Save (right side of page).
4. Widgets – each box in the window that has a blue title bar is a separate widget that can be moved, minimized (–) or restored (+).
5. Chat widget – this is the viewing area for conversations in Command Center rooms. All entries include the contributors name and a date and time stamp.
6. Input Chat Text - the text box where you enter text to chat with others. Click in this box and type your message. Press Send to submit your text.
7. Bulletin Board – provides an area to post the most significant information that has been shared in the chat room for easy viewing.
8. Room Resources – this section allows you to attach or share files in the room. To attach or upload a file:
   - Click on the Plus icon in the upper right corner to add a resource.
   - Name the file or browse for its location by clicking the Browse button.
   - Click Add Resource.
   - To delete the file from Room Resources, click the red trash can next to the file.
9. Room Note – information about the Chat Room and why it is being used.
10. This section can be used to provide a room description or could contain information about room monitoring. Click the Edit Notes icon on the top right of the box to add information to the Room Notes section. When finished, click Update. The notes should be edited only by the room's owner or someone designated by the room owner.
11. Users – a list of people currently active in the Chat Room. The color to the right of the person's name indicates their current status. The drop-down arrow to the left of your name allows you to change your status (Available, On the Phone, Will Be Right Back, Away, and Busy).
12. Settings – each user can manipulate the settings to format the page in a way that works best for them. In this widget, you can select your preferences for text size, color, background color, whether a sound plays when a new message arrives, and if spell checking is enabled.

Patient Tracking

Introduction To Patient Tracking

In the event of a Mass Casualty Incident (MCI), the WATrac Patient Tracking module connects emergency medical services, hospitals, public health, and other healthcare agencies for the purpose of documenting the condition, location, and disposition of victims. Incidents created in the module group together information about an event such as date, time, place, and a description of an occurrence that requires multiple victims/patients to be tracked. Each patient involved in the incident can be tracked from the first field of contact, through triage, transport, destination arrival, transfers, and to final disposition; discharge, family reunification, etc.

Data Security

The Patient Tracking module may contain Protected Health Information (PHI). All data contained in the module is secure to protect against unauthorized access and use. Data is protected by vendor provided security measures which are reviewed periodically. Protection is delivered through the use of passwords, strictly controlled server access, physical security of the hosting site, and 128-bit SSL encryption. All incidents and patient records are archived, and an audit trail is maintained.
Because Patient Tracking is HIPAA compliant, and an audit trail must be maintained, shared accounts may not be used to access the module.

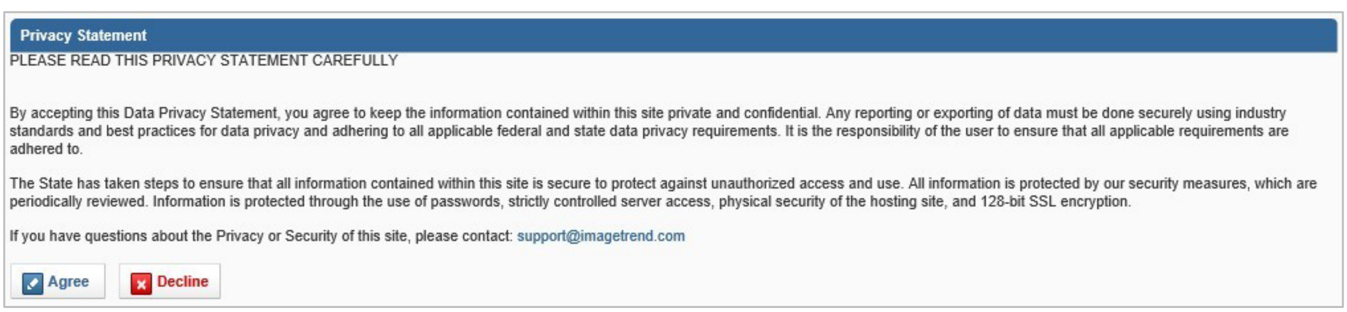
Permission To Access Patient Tracking

Access to Patient Tracking is provided to staff of hospitals and other healthcare agencies as appropriate to support the response to an MCI. Permission to view data held in Patient Tracking is granted only to the level required by the person “need- to-know,” and exclusively for emergency response purposes.

Patient Tracking access permission is assigned independently of regular WATrac permission. This allows targeted groups of users to have access to the data. That is to say, not all staff with WATrac accounts will be given permission to access Patient Tracking. Those that can enter the module will have varying permission levels assigned to their accounts based on their internal agency decisions.

Accessing Patient Tracking

The module is accessed by clicking **Patient Tracking** on the System Navigation bar. Each time a user enters the site, they must agree to a Data Privacy Statement that they will keep the information contained within the site private and confidential. After agreeing to the Data Privacy Statement, the window will open to the **Incidents** page.



Privacy Statement

PLEASE READ THIS PRIVACY STATEMENT CAREFULLY

By accepting this Data Privacy Statement, you agree to keep the information contained within this site private and confidential. Any reporting or exporting of data must be done securely using industry standards and best practices for data privacy and adhering to all applicable federal and state data privacy requirements. It is the responsibility of the user to ensure that all applicable requirements are adhered to.

The State has taken steps to ensure that all information contained within this site is secure to protect against unauthorized access and use. All information is protected by our security measures, which are periodically reviewed. Information is protected through the use of passwords, strictly controlled server access, physical security of the hosting site, and 128-bit SSL encryption.

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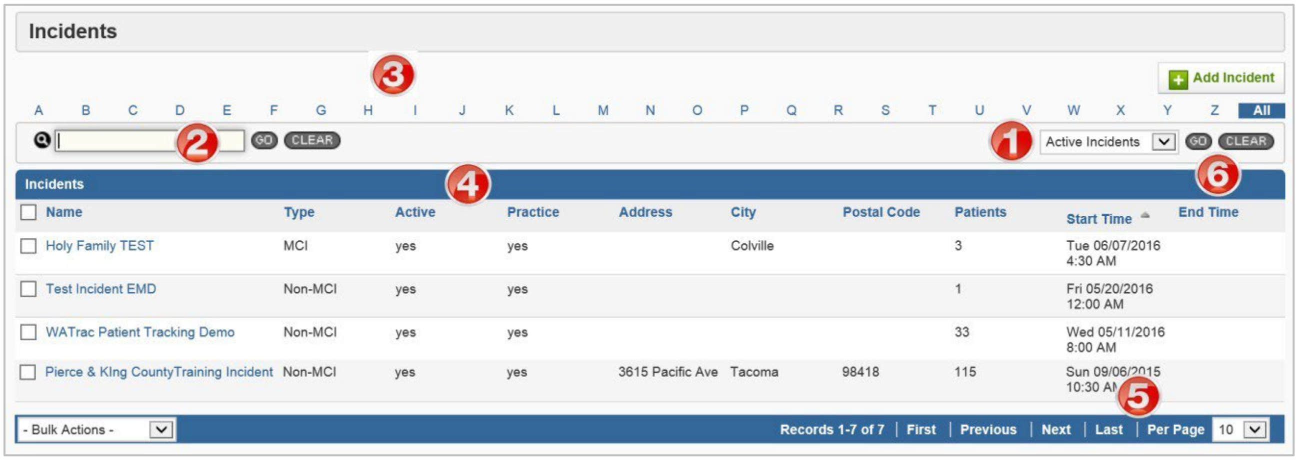
Agree Decline

Incidents

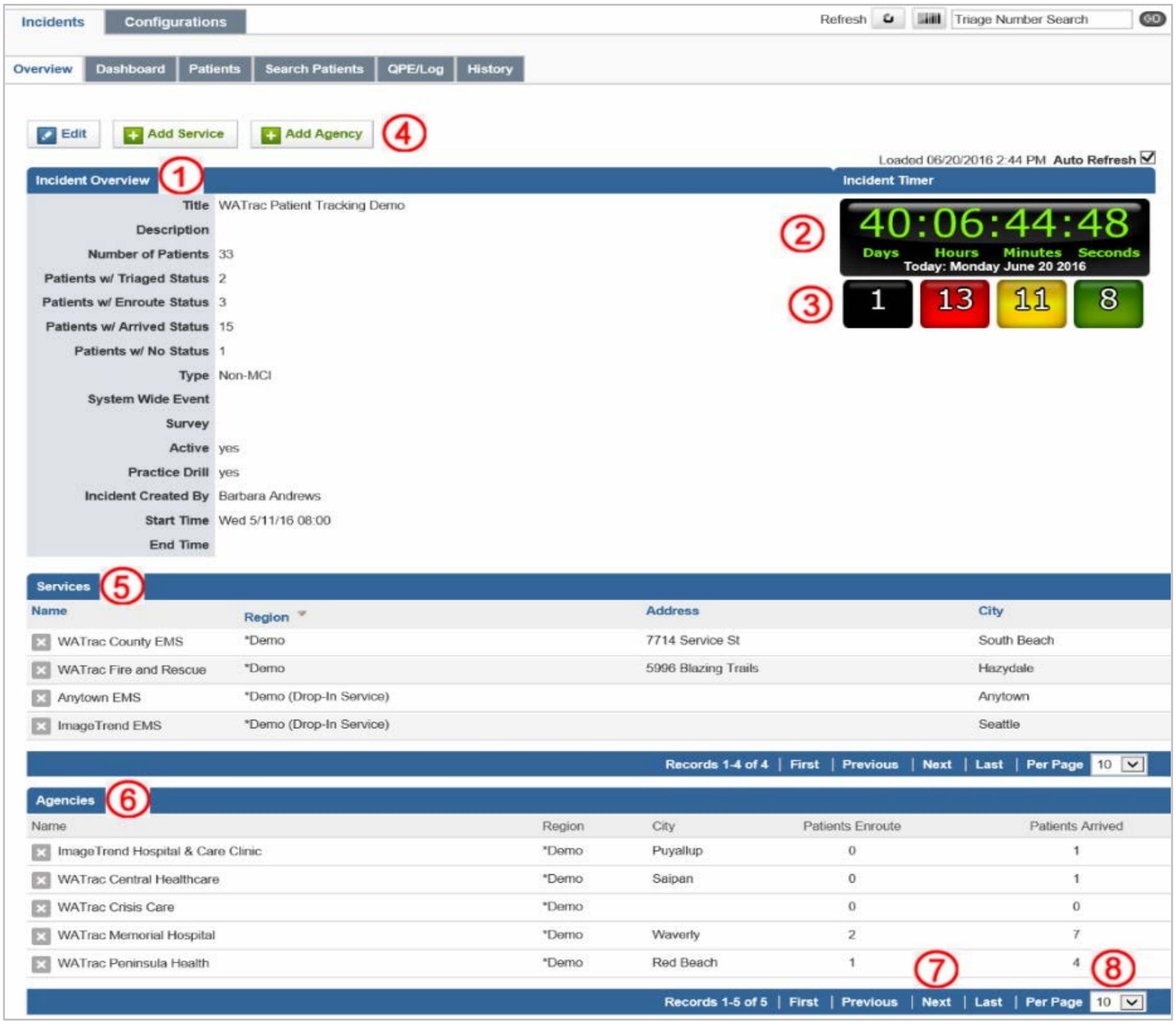
Incidents group together information about an MCI or an emergency event that requires tracking of multiple patients. By default, the Incidents page opens with only active incidents displayed and with the most recent listed first. **Only those individuals included in a Patient Tracking Incident will see an active incident. This is part of the security.**



Overview Of an Incident

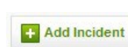
Once you click on the name of the incident on the *Incidents List* page, the **Overview** page for the incident opens. Each incident contains six tabs: **Overview; Dashboard; Patients; Search Patients; QPE/Log; History**. A user's permission group determines which of these tabs they can view and/or edit. We will mention these in order of potential use during an activation and not the order listed above. The Overview tab provides users with an at-a-glance summary of the incident. *Overview* is divided into three sections – *Incident Overview, Services, and Agencies*. *Incident Overview* provides a summary of the incident including time, date, and location.

1. An incident timer.
2. Patient count by triage color.
   - **Minor** – patient with minor injuries, walking wounded.
   - **Delayed** – patients who are significantly injured but can wait for delayed care.
   - **Immediate** – patient most critically injured and determine to need immediate care.
   - **Morgue** – patient is deceased or expectant (expected to not make it based on injuries). It can also be used for triage systems using "Striped or Gray".
3. Users with the correct permission can add Agencies and Services.
4. *Services*, the middle section, displays the name and address of all services participating in the incident.
5. *Agencies*, the bottom section, displays facilities that will receive or transfer patients, the city in which they are located, as well as the number of patients enroute to and arrived at each facility.
6. Page through the agencies by using the First, Previous, Next, and Last links.
7. Additional agencies can be displayed by increasing the number in the Per Page dropdown to 200.



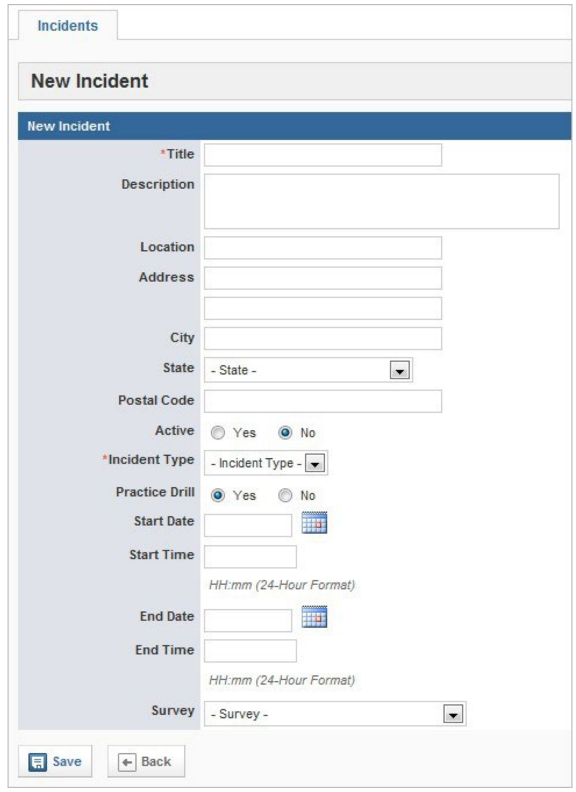
Adding And Editing Incidents

WATrac users with the correct permissions can add an incident to the Patient Tracking system. Adding an incident will allow the user to organize patients and keep track of information such as responding to services and agencies.

1. On the main Incident page, click to open the **New Incident** window (see below). 

2. Enter the required minimum information:
   - * **Title** – select and enter a name for the incident.
   - * **Incident Type** - There are two types of incidents that will determine what data can be viewed by the participating agencies and services.
     - **MCI (Mass Casualty Incident) Incident Type** – all facilities and services added to the incident will see all patients added to the incident.
     - **Non-MCI Incident Type** – facilities will see only those patients that are enroute, arrived, or discharged from their facility. Services that have been added to a non-MCI incident will see only patients that they have transported.
3. Click **Save** to post the incident.

Additional Fields – Optional Information



1. **Description** – provide additional information to clarify the event, for example:
   - Type of emergency; motor vehicle accident, plane crash, chemical spill, etc.
   - Approximate number of people involved.
   - Emergency activations and/or declarations.
2. **Location** – General descriptions such as I-5 at milepost 130, or latitude & longitude.
3. **Address** – The exact street address if available.
4. **Active** – Select **Yes** if currently active.
5. **Practice Drill** – Select Yes or No.
6. **Start Date & Time** – Enter the time that the incident begins or begins.
7. **End Date & Time** – At conclusion of incident, enter date & time the incident ended. Even if this is a drill and you know the end time, entering it before the actual end will stop the incident timer.
8. **Survey** – One survey can be attached to an incident to allow input of additional information. Any available surveys created for Patient Tracking will populate the drop-down.
9. Click **Back** before saving to cancel the incident.

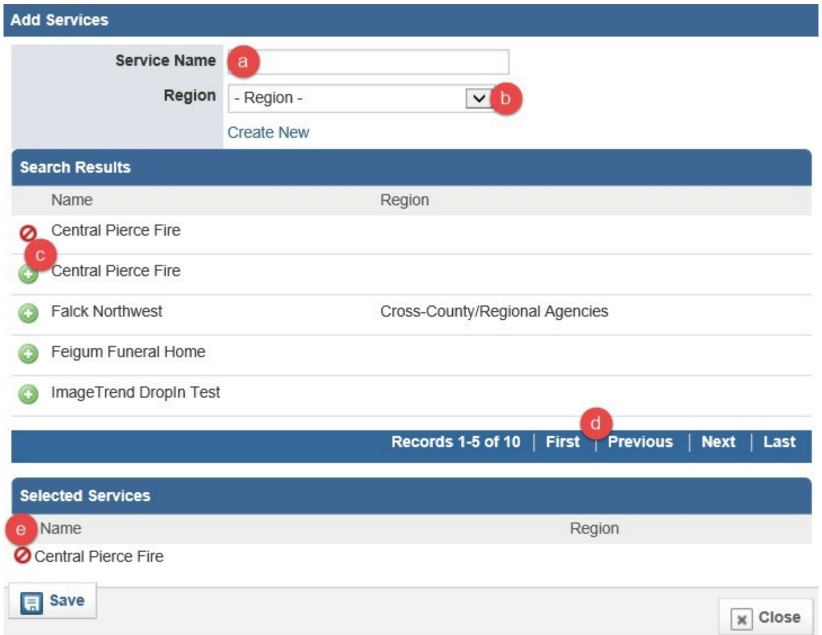
Editing An Incident

Once the incident is posted, basic information such as name, location, description, and status can be edited by clicking  on the Overview tab. Information such as agencies and services must be updated separately.

Adding a Service to an Incident

From the Overview page:

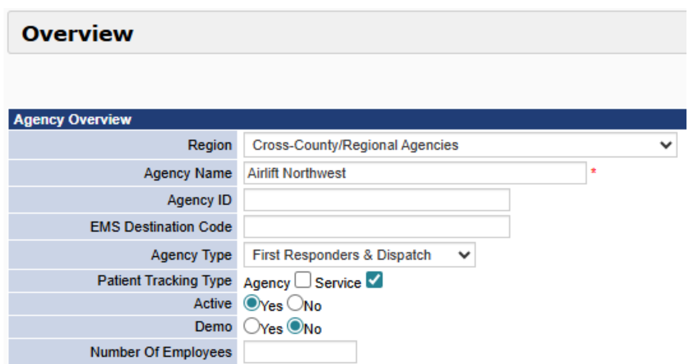
1. Click the  button.
2. The **Add Services** dialog box will open with a list of available services.
3. To narrow down the results:
   - Type a few letters for the desired service in the Service Name box, or
   - Select a Region from the drop-down to see only services located in a specific Region.
   - When the service is displayed, click the to add it to the Selected Services at the bottom.
   - To see additional pages of results, use the First, Previous, Next, and Last links.
4. When finished, click **Save.**
5. Can't find the Service you are looking for? See the next two topics.
6. To remove the service, click the in the Selected Services section.



Before Creating a New Service

A service that has an account in WATrac and connection to Patient Tracking will be displayed in the Search Results area. If the service is not listed, and you are sure they have a WATrac account, the account needs to be "synced" with Patient Tracking. Someone with permission to access all accounts in the Region (i.e. System Administrators, Regional Administrators, or ESF8 Responders) should follow these steps to have the service appear on the **Add Services** list in Patient Tracking.

1. Search for the **Agency** in the System Navigation bar.
2. Locate and click on the **Service** to be displayed.
3. Open **Agencies Setup**.
4. In the **Overview** section, ensure the **Service** box is checked next to Patient Tracking Type.
5. **Save** changes.
6. The Service will now be displayed in the Search Results area.



Creating a New (Drop-in) Service

A Drop-in Service is a service that does not have a WATrac account and/or is added only for a specific incident. From the **Overview** page:

1. Click the  button on the Overview tab.

2. The **Add Services** dialog box will open – click the **Create New** link.
3. Enter information about the Service – minimum recommended: Region, Name, City, State, and Phone.
4. Check the box next to ***for use in this incident only*** if the agency is a one-time provider.
5. Scroll down and click  and the Service will be added to the incident (it will appear at the bottom of the dialog box in the Selected Services section).

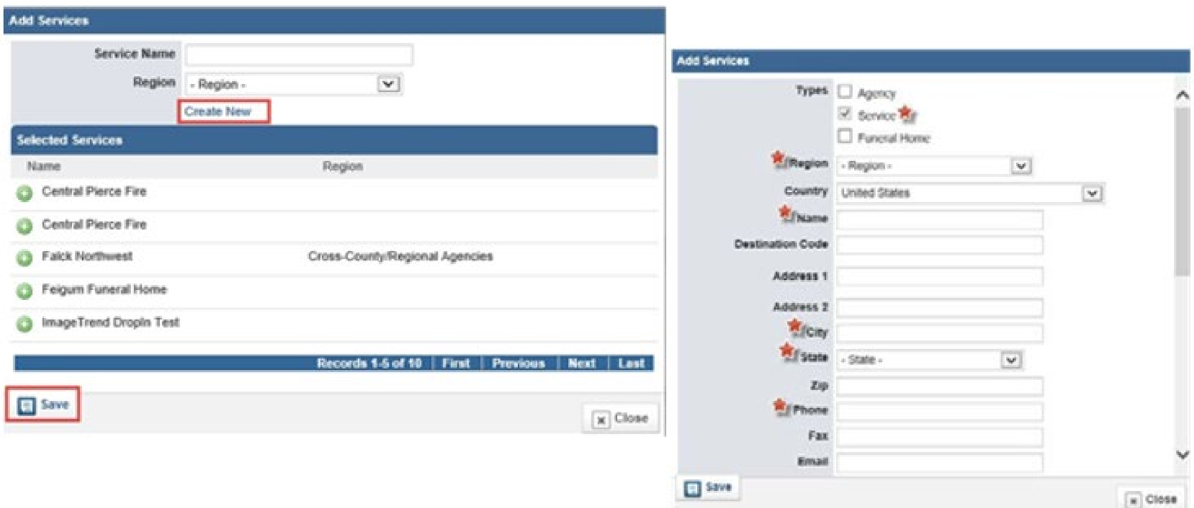
6. Click Save to save your changes to the incident.

Add an Agency to an Incident

The Add an Agency function works the same way as the Add a Service function.

1. Click the Add Agency button on the *Overview* tab to open the **Add Agencies** pop-up window
2. A list of currently selected agencies will be displayed in the Selected Agencies section 3. To search for an Agency:
   - Type a few letters of the desired facility in the Facility Name box and a Search Results section will appear or Select a Region from the drop-down to see only facilities located in that Region.
   - When the facility is displayed, click the to add it to the Selected Facilities.
   - To see additional pages of results, use the First, Previous, Next, Last links.

4. When finished click **Save.**



Remove an Agency from an Incident

To remove an Agency, click the **X** next to the Agency name on the Overview page.

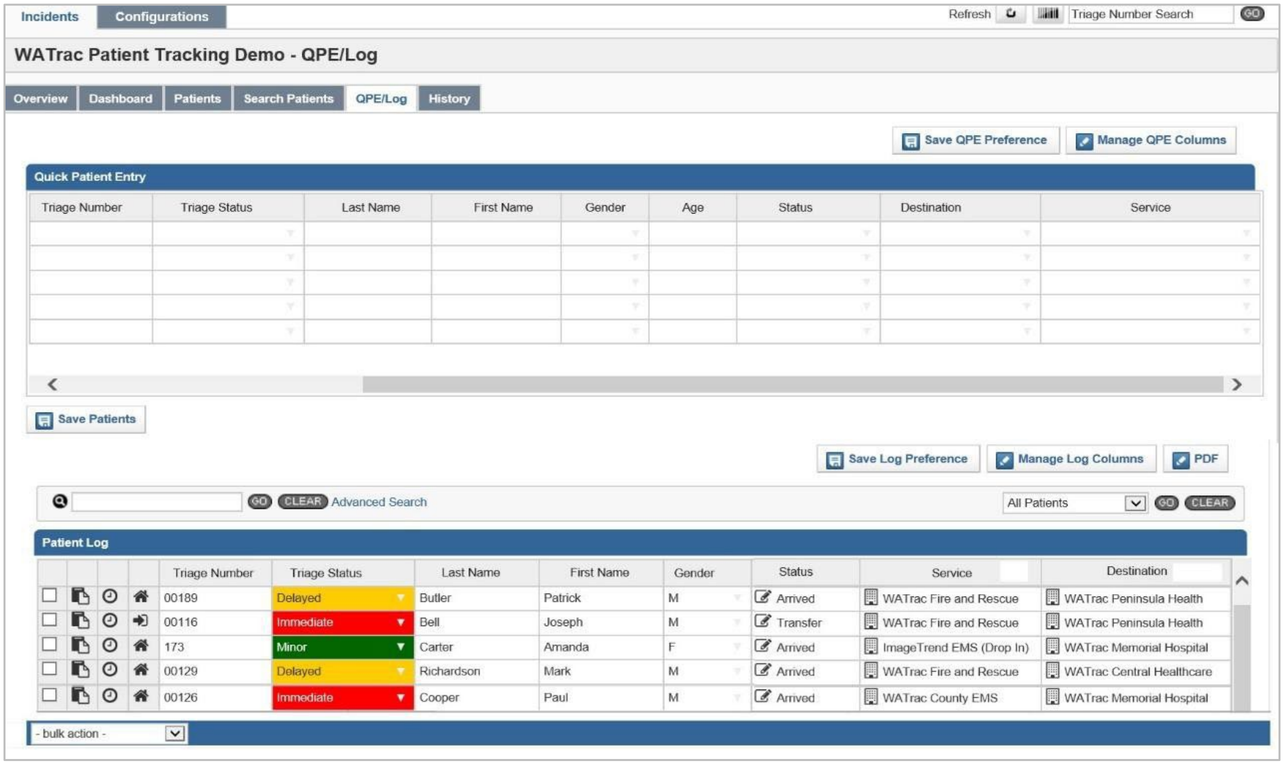
Can't Find an Agency?

Please refer to the previous page *"Before Creating a New Service"* for agency syncing instructions. A "Drop-in" Agency is created in the same manner as a service; refer to *"Creating a New (Drop-in) Service"* for instructions.

QPE/Log Tab

The **QPE/Log** is a form that allows users to quickly enter common patient data. This is commonly used at the beginning stages of an incident or when information about a patient is rapidly entered but not all pieces of information are available. This form layout can be changed to fit particular needs of the user or the incident. (i.e., *In Patient Tracking Training, users are instructed how to add the Comments box to the QPE/Log*).

Once patient information is entered into the QPE/Log, a patient record is created from the provided information and moves to the **Patient Log**. The **Patient Log** is the best location for quickly searching for patients, editing patient records, and carrying out bulk actions in one location.



The Patients Tab

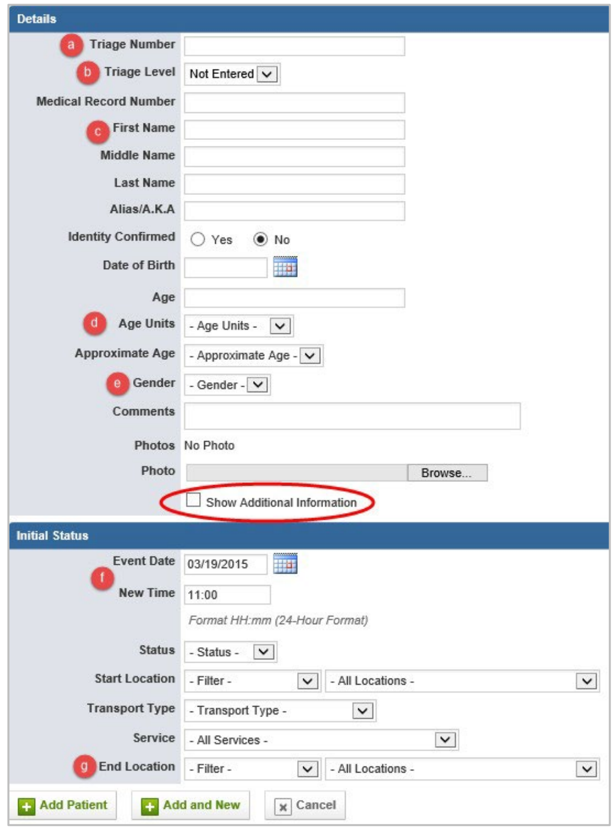
Users with appropriate permissions can view the patients involved in an incident, access each patient’s record, and add new patients. The Patient Tracking system will automatically refresh once a minute. This allows the system to automatically update information for users to see, including new patient records or changes to existing patient records as they are happening.

Adding a Patient: Add Patient Button

1. From the **Patients** tab, click 

2. Enter available patient information (refer to the recommended minimum data listed below).
3. Checking the **Additional Information** box opens an expanded form containing additional information fields. A screenshot and field definitions are shown below.
4. Select **Add Patient** to add the record and return to the Patient List or select **Add and New** to add the current record and open a blank form to enter another patient.
5. Select Cancel to return to the Patient List without saving the information.

Recommended Minimum Data Points:



Under Details:

- **Unique identifier** – Triage Number - refers to a unique identifying number. This can be a bar-coded bracelet applied in the field or at the receiving hospital. The number stays with the patient throughout the Patient Tracking incident.
- **Triage level**
  - **Morgue**
  - **Immediate**
  - **Delayed**
  - **Minor**
- **Name** (if available)
  - **Identity Confirmed** – Identity is shown by documentation.
- **Age** (approximate)
  - **Gender assigned at birth –** M, F, N/A (other)
  - **Comments** – note military status, identifying characteristics, patient connections, or anything else that would support family reunification.

Under Initial Status:

- **Date** and **time**
- **Service** (i.e. EMS)
- **End Location** (i.e. arriving hospital)

Field Definitions – Patient Record

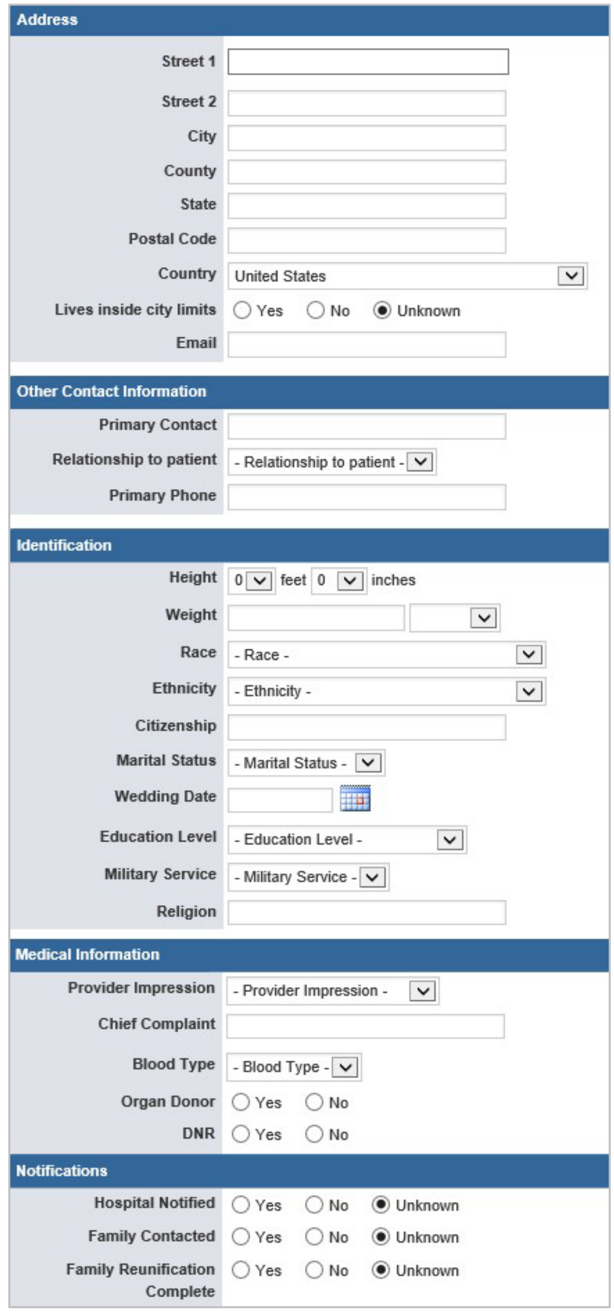
1. **Triage Number** - refers to a unique identifying number. This can be a bar-coded bracelet applied in the field. The number stays with the patient throughout the Patient Tracking incident.
2. **Triage Level** – Available levels are:
   - **Minor** – patient with minor injuries, walking wounded.
   - **Delayed** – patients who are significantly injured but can wait for delayed care.
   - **Immediate** – patient most critically injured and determine to need immediate care.
   - **Morgue** – patient is deceased or expectant (expected to not make it based on injuries). It can also be used for triage systems using “Striped or Gray”.
3. **Date of Birth** – If exact DOB is entered, the Age, Age Units, and Approximate Age fields will be populated. Only enter if there is certainty about the date.
4. **Age** – This number can be an approximate. The field takes numbers only.
5. **Age Units** – This field is useful if the patient is an infant. The age can be further defined as hours, days, months, or years.
6. **Approximate Age** – Broad age ranges.
7. **Comments** – Add additional information about patient identity, location at scene, found with patient X, distinguishing characteristics, etc.
8. **Photos** – Photos can be uploaded to aid in identification of the patient.

Field Definitions – Additional Information

In the Details section, check the box "Show Additional Information" to display these fields.

All fields are optional:

1. **Address** – Patients place of residence.
2. **Email** – Personal email address.
3. **Primary Contact** – Person listed to answer questions and receive information about the patient.
4. **Identification** – Enter known information.
5. **Provider Impression** – Drop-down selections:
    - Altered Neuro – Medical
    - Burn
    - Chest Pain – Cardiac
    - GI/GU
    - None
    - OB/Gyn
    - Respiratory Distress/SOB
    - Traumatic Injury
6. **Chief Complaint** – As stated by the patient.
7. **Notifications** – Please indicate if family has been contacted or reunified.

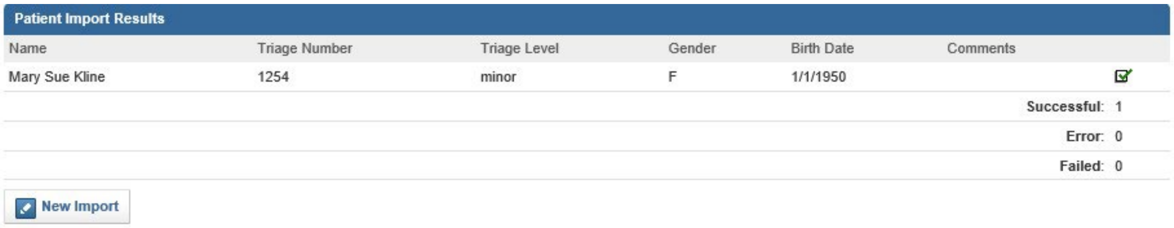


Adding a Patient: Import Patients Template

1. From the Patients tab, click.

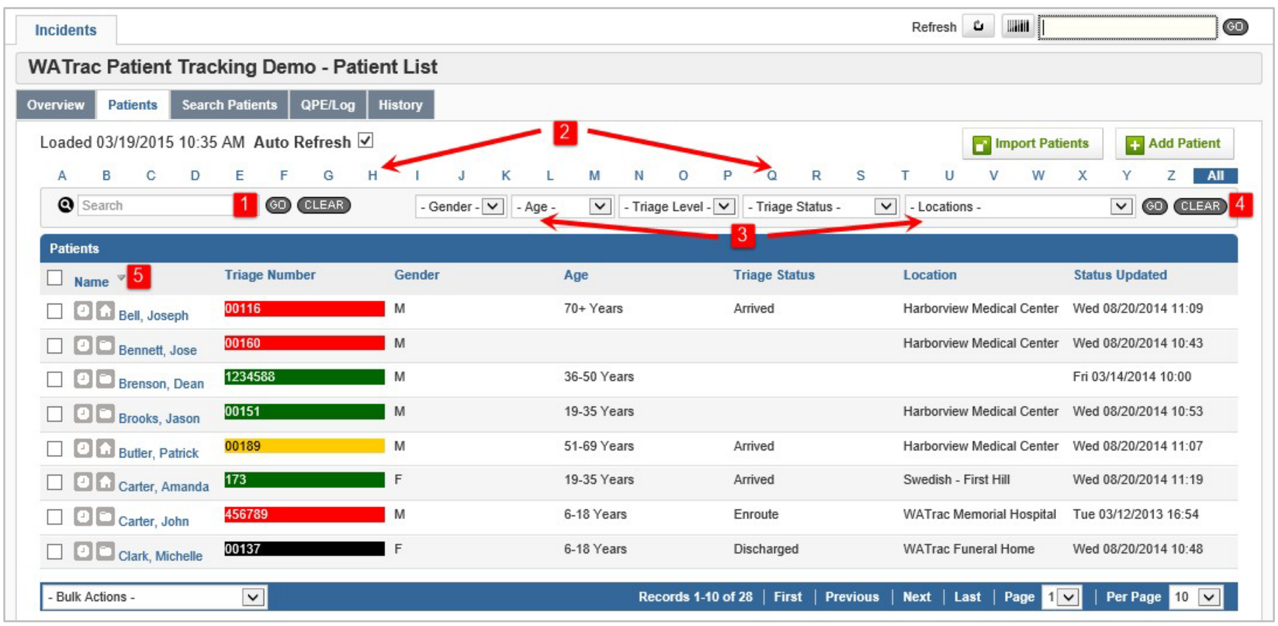
2. Click the hyperlink to download the patient's import template.
3. Fill out the template as completely as possible using one row per patient.
4. **Important:** Do not use commas (,) in any field. Do not rearrange columns or rename the fields.
5. For the Triage number, use the Unique Identifier.
6. For Triage Level use "Red," "Green," "Yellow," "Black" or "Immediate," "Delayed," "Minor," "Morgue".
7. For the Date of Birth use the format mm/dd/yyyy.
8. Use "Male," "Female," "M," "F," or "N/A" for the Gender field.
9. When finished, save the file to a location where you can easily find it.
    - The file must be saved in the .csv format to be uploaded.
    - When asked: *Do you want to keep using that format?* Select **Yes**. This step saves your data (patients added) to the file and saves the spreadsheet as a .csv file.
    - When asked: *Want to save your changes to 'filename.csv'?* Select "**Don't Save**. This refers to formatting changes you made but does not affect the data you entered.
10. Click the **Browse…** button to locate the saved file. Click the file you want to load and then on the **Open** button. The file will be listed in the **Upload** text box.
11. Click on **Import Patients** to add the new patient records to the Incident.

12. Once the data is loaded in WATrac, a list will appear with the information loaded, number of successful records, number of records with errors, and the number of records that failed.
13. Click the **Patients** tab to return to your list of patients.



View The Patients List

A patient's triage status, triage number, name, gender, age, current location, and the date and time of the last status update are shown on the Patient List. Users with appropriate permissions can add and edit patients from this tab.



Search for a patient by:

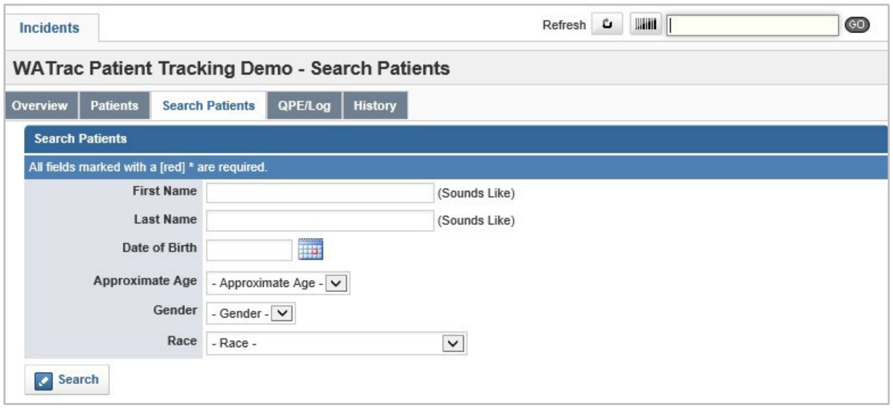
1. Typing a few letters of the first or last name in the search box and click **Go**.
2. From the alphabet at the top, select the first letter of the last name to filter the list.
3. Select from one or several of the drop-down boxes to filter by Gender, Age, Triage Level, Triage Status and/or Location.
4. Click **Clear** to return to the previous view.
5. Click a column heading to sort the data in that column in ascending  or descending order .
6. Open a patient's record by clicking on the name.

Depending on permission level, you may have access to additional functions on this page:

- The Add Patient button enables you to create a new patient record.
- The Bulk Actions drop-down allows you to triage or move groups of patients together.

Search Patients

The Search Patients tab allows users to search for patients within a particular incident. To facilitate finding patients, names do not have to be an exact match, and none of the fields are required.



Editing A Patient Record

Patient List Shortcuts - There are four shortcuts for editing a patient's record. Each name on the Patient List has a check box and two icons to the left that provide shortcuts for editing patient records:

1. Checking the box in the first column for one or more names allows Bulk Actions to be performed.
2. Selecting the clock icon opens the Tracking sub-tab.
3. In the third column there will be either a suitcase if the patient is enroute to their destination, or a building if they have arrived.
4. Click suitcase for Quick Patient Admit.
5. Click building for Quick Patient Discharge.
6. Move your cursor to the patient's name and click the name link to open the entire record for editing.

Patients

Name	Triage Number	Gender	Age	Triage Status	Location
Lodoff, Greta	598567423	F	19-35 Years	Enroute	WATrac Central Healthcare
Beluga, Al	998870	M	6-18 Years	Arrived	WATrac Peninsula Health
Kenny, Clark	998875	M	19-35 Years	Enroute	WATrac Central Healthcare
Swan, Ophelia	998876	F	70+ Years	Enroute	WATrac Memorial Hospital
Finch, Artie	998874	M	6-18 Years	Arrived	WATrac Memorial Hospital
Scuddle, Bertram	998877	M	51-69 Years	Triaged	WATrac Peninsula Health

- Bulk Actions -

Bulk Actions Shortcut - Both patient Greta Lodoff and patient Clark Kenny are enroute to WATrac Central Healthcare *(see screenshot)*. When they arrive the PT Agency Administrator or PT Agency Staff at the hospital could:

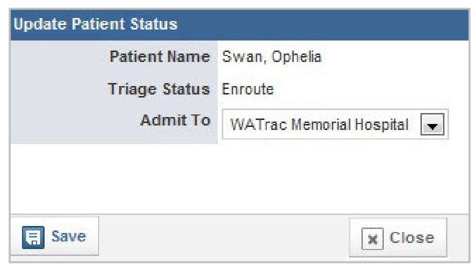
1. Check the box next to both patients.
2. In the Bulk Actions drop-down, select Triage Selected Patients.
3. A status window will open so both patient statuses can be changed to “arrived” in one action.
4. All status changes are available through bulk action. See the section *Individual Patient Records > Tracking sub-tab* for complete instructions on changing status.

Tracking Shortcut - The clock icon opens the Tracking sub-tab to edit or update a patient’s status. Complete instructions for status tracking are in the next section, *Individual Patient Records > Tracking sub-tab*.

Quick Admit Shortcut

When the patient's status is Triaged or Enroute, there will be a suitcase in the third column.
These steps can be followed if the admit is “now”. Admits will be given a current date and time stamp. If the admission occurred at another time, use the Tracking sub-tab to admit the patient. See the next section of *Individual Patient Records > Tracking sub-tab*.

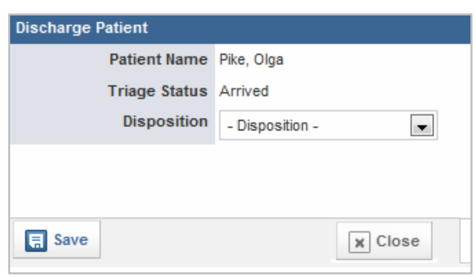
1. Click the Quick Admit Shortcut (suitcase) icon to open the Update Patient Status (quick admit) window.
2. The **Admit To** drop-down will show the facility the patient was enroute to.
3. If the facility is correct: Select **Save.**
4. The patient will be admitted at the current date and time.
5. If the facility has changed: Select the correct facility from the drop-down.
6. Select **Save.**
7. The patient will be admitted at the current date and time.
8. If the correct facility is not in the drop-down, refer to the section for *Adding a New Service.*



Quick Discharge Shortcut

When the patient's status is “Arrived”, there will be a building in the third column. Do not use this method if the patient is being transferred to another facility or if the discharge is not occurring at the current time. For transfers or previous discharges see the section of *Individual Patient Records > Tracking sub-tab*.

1. Click the icon to open the quick discharge window.
2. In the **Disposition** drop-down, select the appropriate final disposition of the patient on discharge.
3. Select **Save**.
4. The patient status will be changed to Discharged at the current date and time.



Individual Patient Records

Each patient record has four sub-tabs:

1. Description – Patient demographics.
2. Tracking – Editing and updating patient status.
3. History – A record of who made what changes & when.
4. Survey – Supplementary information gathered for the incident.

Description Sub-Tab

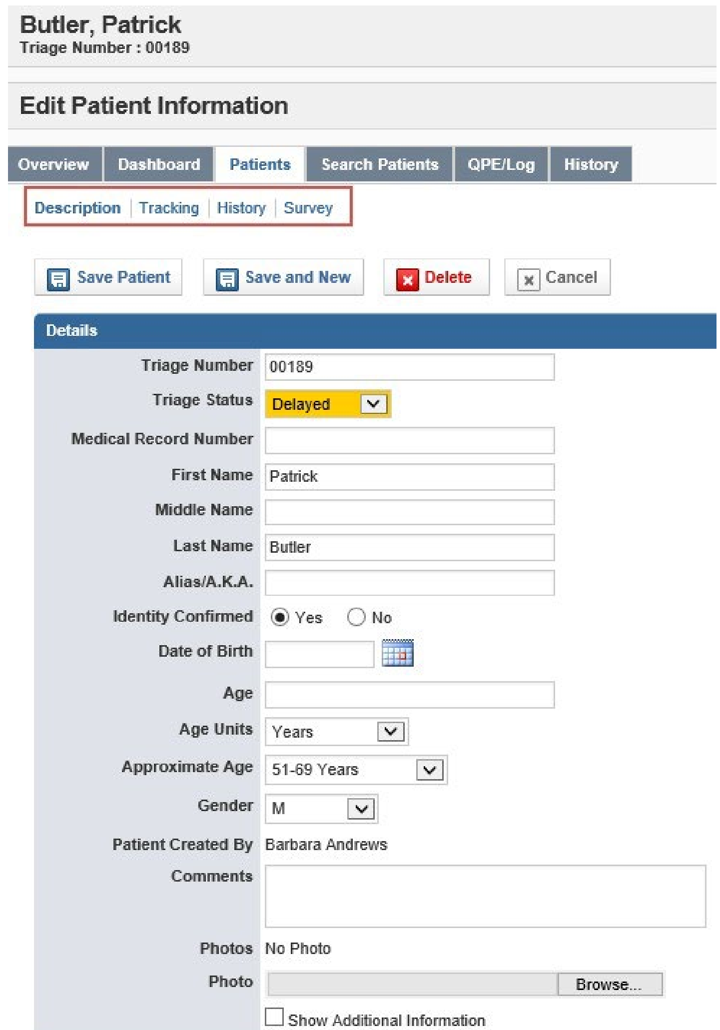
Your permission group will determine your level of access in the Description sub-tab. The Description sub-tab provides access to edit patient demographic information. Field definitions for this screen can be found in the section, *adding a Patient > Add Patient Button***.**

To make changes to a patient record:

1. From the *Patient List* click a patient's name to open their individual record.
2. Click the **Edit** button.
3. Available Triage Levels are Morgue, Immediate, Delayed, or Minor.
4. Checking the **Additional Information** box opens an expanded patient form containing fields for:
   - Address information
   - Other Contact Information
   - Identification (height, weight, race, etc.)
   - Medical Information (chief complaint, blood type, DNR, etc.)
   - Notifications (hospital notified, family contacted, etc.)
5. Click **Save** when finished editing
6. Select **Cancel** to close editing without saving changes

Note: If you leave the **Additional Information** box checked, the expanded form will remain open for all users when they next view the record.

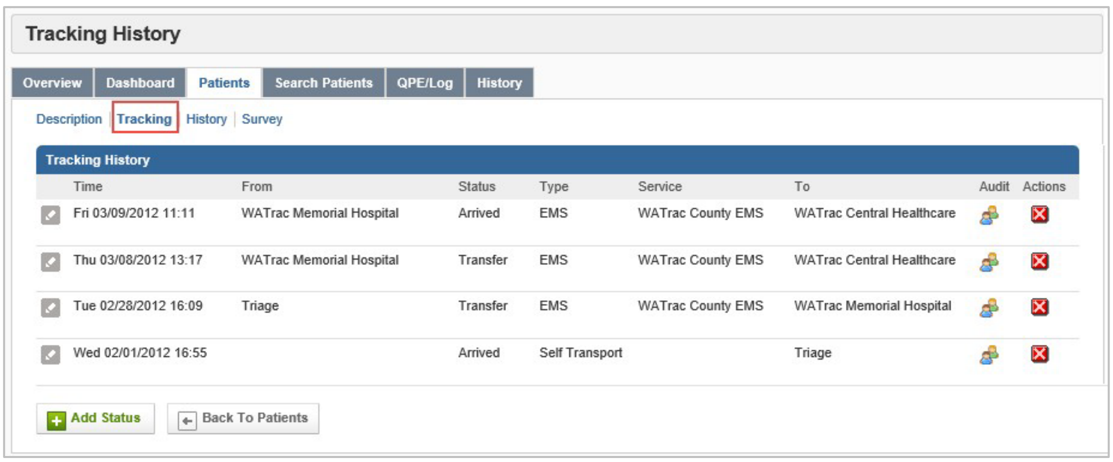
To return to the Patients List, click the Patients tab.



Tracking Sub-Tab

The Tracking sub-tab is the location for editing and updating where a patient is, where they are going, and how they will get there. The status updates are displayed on the Patient List and on the Tracking sub-tab.
Status tracking options are:

- *Arrived* – Patient has arrived at an agency location.
- *Discharged* – Patient has been discharged from the agency and is no longer being tracked in the incident.
- *Enroute* – Patient is **physically moving from one location to another**.
- *Transfer* – Patient is currently **at a stationary location but is scheduled to move** to another location.
- *Triage* – Patient is at a triage site.



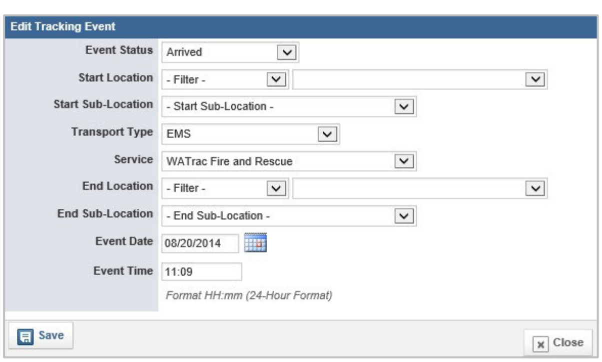
Three ways to View a Patient's Tacking Status

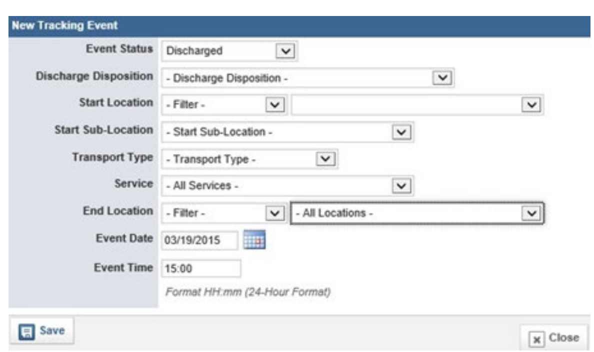
1. On the Patient List, click the icon to the left of the patient's name.
2. The screen will open to the **Tracking** sub-tab.
3. Point to the Audit icon to see when the status was created or modified and by whom.

Editing a Tracking History Record

1. To change the information in an existing status record, click the pencil icon to the left of the entry.
2. The **Edit Tracking Event** window will open with the current status information displayed. Make changes as necessary.
3. Click save or Click **Close** to exit without saving.

Adding a New Tracking Status Record





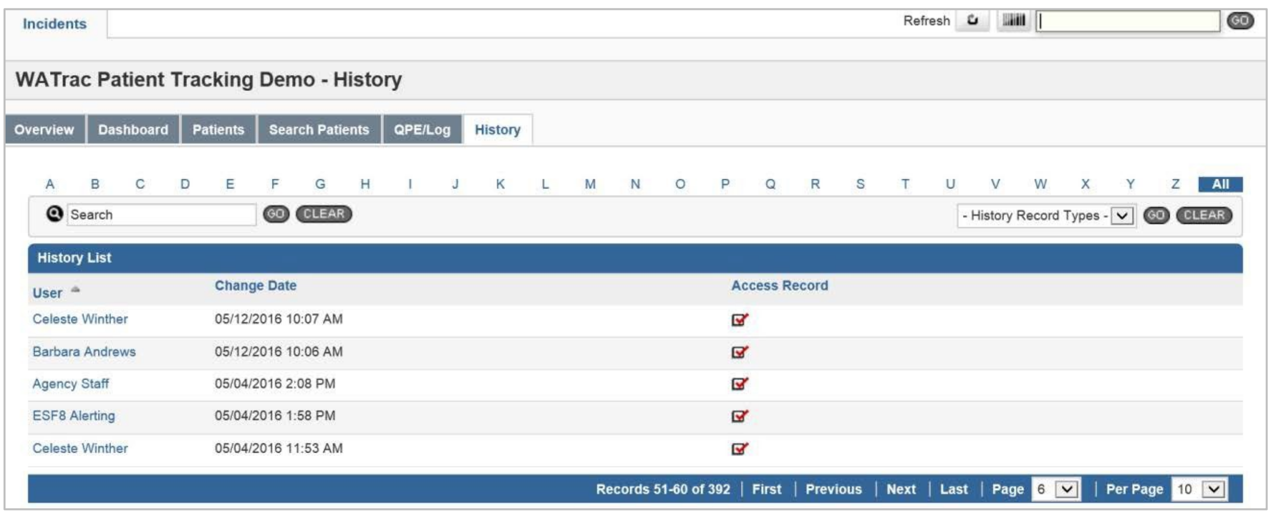
1. The New Tracking Event window will open with the current location of the patient displayed.

2. From the Patients tab, Tracking sub-tab, select Add Status
3. Select the correct Event Status (Arrived, Discharged, Enroute, Transfer, or Triage).
4. If the status is "Discharged", an additional Discharge Disposition drop-down will be added to the window.
5. Fill in all fields to indicate:
    - Where the patient originated.
    - Where are they going.
    - How they will get there.
    - Be sure the correct time is entered.
6. Click **Save.**

The new status will be added to the Tracking History on the Tracking sub-tab and to the Patient List. Click **Close** to stop without saving the record.

History

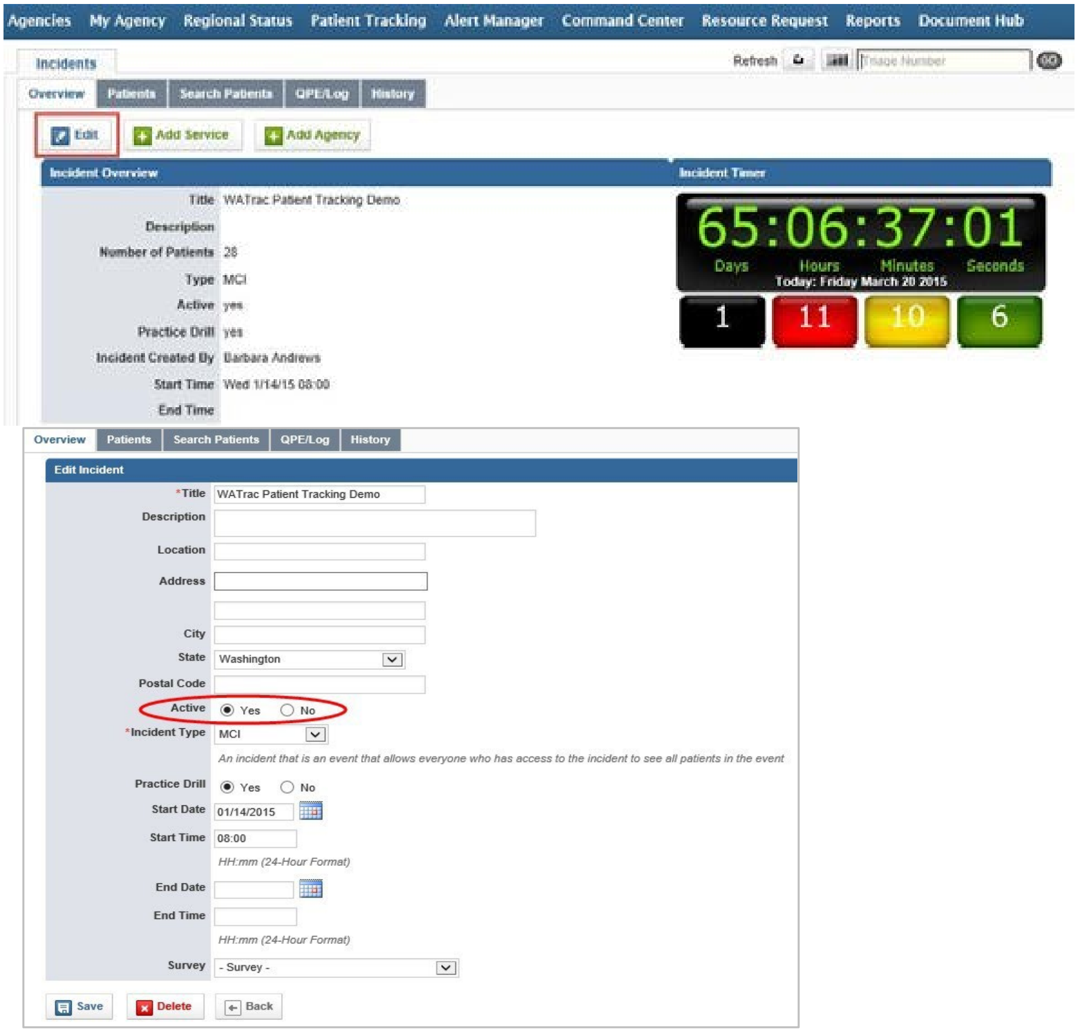
The History tab allows users with administrative permission to track changes that have been made to the incident. Within this tab changes that have been made as well as who made them and when can be viewed.



Closing A Patient Tracking Incident

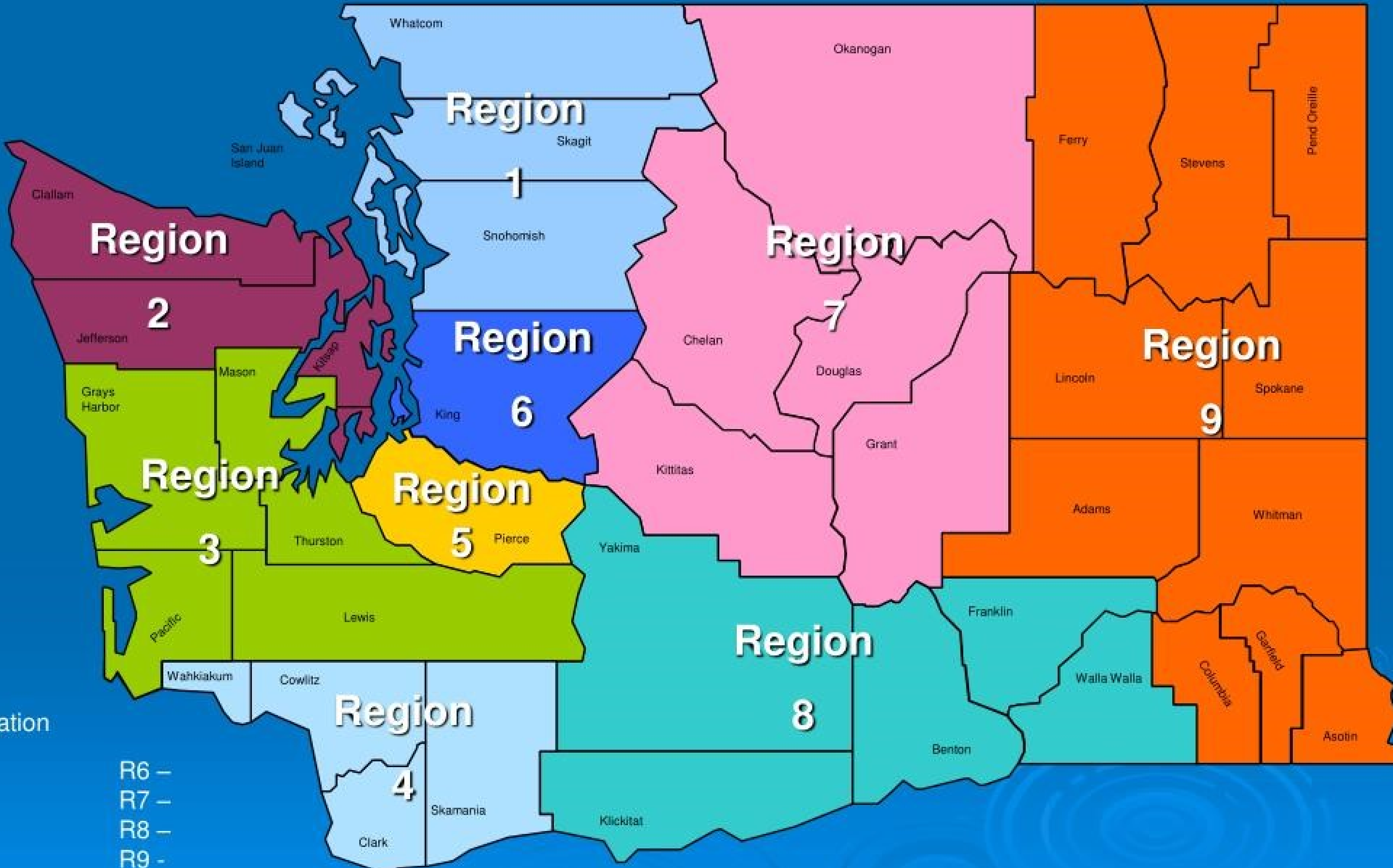
Once an incident is over, it needs to be deactivated in WATrac. To deactivate an incident:

1. On the **Overview** page, click the Edit button.
2. Click the **No** radio button next to Active.
3. Click the **Save** button.


Agencies
My Agency
Regional Status
Patient Tracking
Alert Manager
Command Center
Resource Request
Reports
Document Hub
Incidents
Refresh
GO
Overview
Patients
Search Patients
QPE/Log
History
Edit
Add Service
Add Agency
Incident Overview
Title WATrac Patient Tracking Demo
Description
Number of Patients 28
Type MCI
Active yes
Practice Drill yes
Incident Created By Barbara Andrews
Start Time Wed 1/14/15 08:00
End Time
Incident Timer
65:06:37:01
Days Hours Minutes Seconds
Today: Friday March 20 2015
1
11
10
6
Overview
Patients
Search Patients
QPE/Log
History
Edit Incident
*Title WATrac Patient Tracking Demo
Description
Location
Address
City
State Washington
Postal Code
Active Yes No
*Incident Type MCI
An incident that is an event that allows everyone who has access to the incident to see all patients in the event
Practice Drill Yes No
Start Date 01/14/2015
Start Time 08:00
HH:mm (24-Hour Format)
End Date
End Time
HH:mm (24-Hour Format)
Survey - Survey -
Save
Delete
Back

Cheat Sheets

Building on the Regional Model



Population
R1 –
R2 –
R3 –
R4 –
R5 -

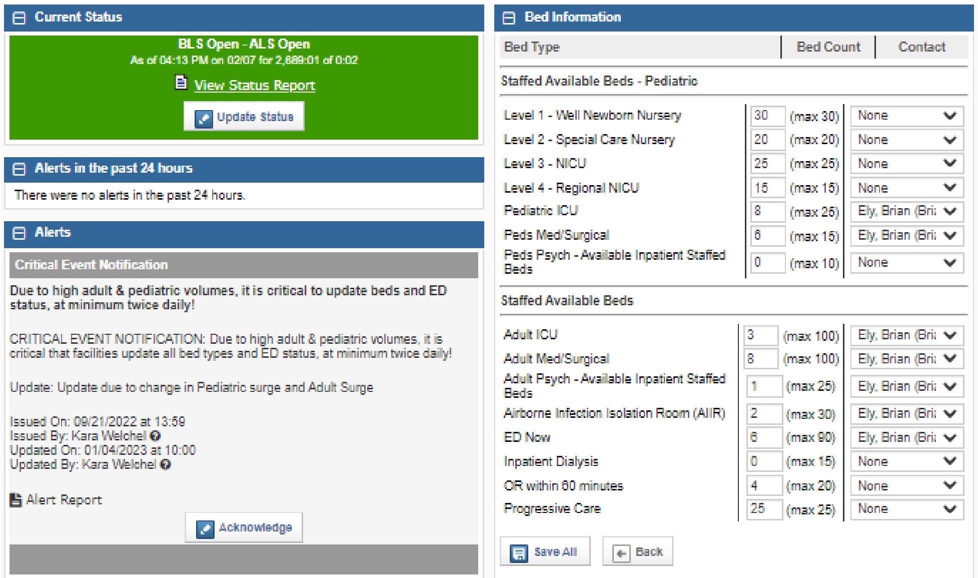
R6 –
R7 –
R8 –
R9 -

Estimated US Census Data, 2006

WATrac Cheat Sheet

Updating Staffed Beds & ED Status

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.



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 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.

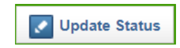
Current Staffed Bed Availability

Updating Staffed Beds – 2 methods:

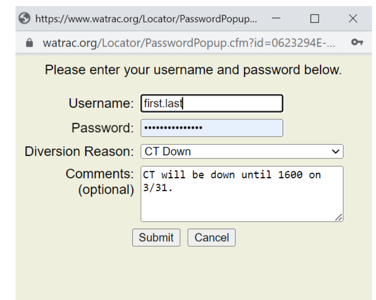
- To update one bed type, click on the blue name of the bed, enter the number of available staffed beds, and select **Save**.
- To update all bed types at once, click the **Update All**. Enter the number of available staffed beds for each bed type and select **Save All**.

Current Status

Updating Agency Status (ED Diversion)



1. Click the **Update Status** button in the Current Status widget.
2. Click the down arrow button in the right corner to open a drop-down list of status choices – click on the appropriate status.
3. Click the Save button – a pop-up window will open for you to enter your username and password.
4. You can select a Reason from the system built in options if they apply.
5. A Comment can be added for any status – Comments provide useful information to healthcare partners (e.g. outages, road closures, construction, etc.).
6. 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.



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.

Availability Status

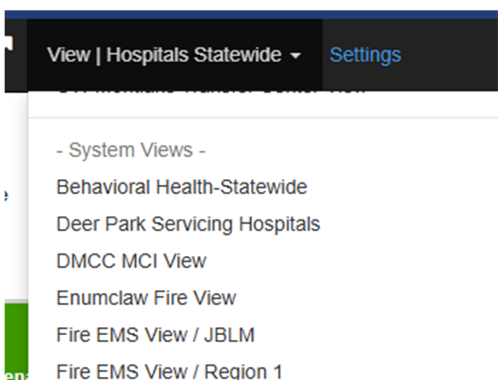
Availability Status provides an overview status of healthcare agencies in Washington. This would include : Agency Status for patient care, Bed Availability, Boarders within hospitals and MCI reported space by Triage Color during activations. To get to Availability Status, log on to WATrac and click on the Availability Status Module.

Upon initial log in, you will see a “**Hospitals Statewide**” default view. Each user may use any of the system built views available or they have the ability to create their own view.

To change system views, select the down arrow next to the name of the view.

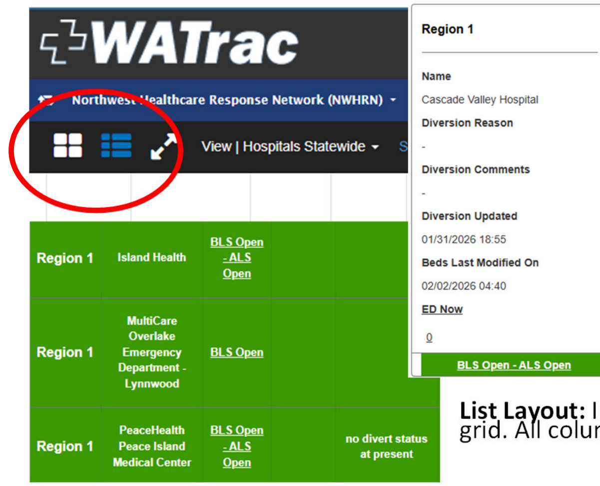
This will open a menu to list the different system built views for your use.

Some views are simplified for Fire/EMS and some are more detailed such as the Hospitals by Region.



Change Layout

There are two layouts: tile and list. **To change layouts**, click on the two icons found on the left side of the module page.



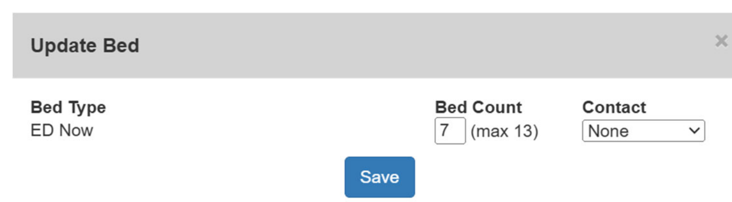
Tile Layout: Information is presented in a tile. Choose how many rows are in tile when creating a view.

List Layout: Information is presented in a grid. All columns selected will appear.

Make Updates to your Agency Availability Status

Updates can be made by an agency on the Availability Status view.

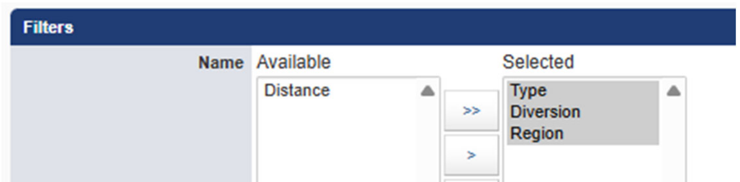
An agency can update Status and Available Beds by selecting each item needing to be updated.



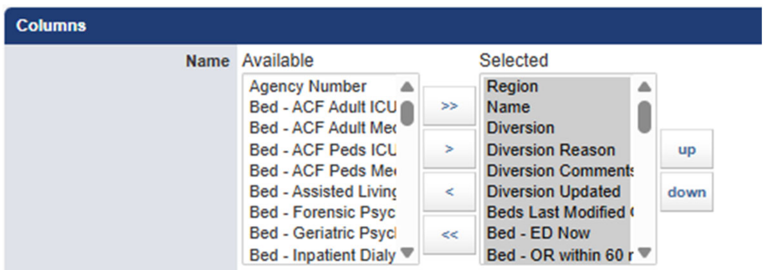
Creating a Custom Availability Status

Click the **Availability Status** in the navigation bar. Then select **Settings.** Click **New** and give the view a new name. Now configure the view:

Select what **Filters** you want your data to show. (Type, Region, Diversion, Distance)



Select the **Column** headers. Select a header, use single right arrow to move to **Selected** box. Then put headers in the order by using the **Up** and **Down** buttons to move order of desired view.

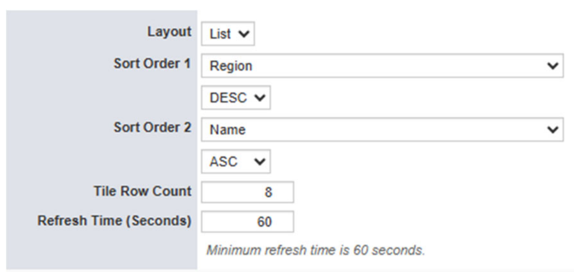


Display

Default View: Make this your default view (Yes or No)

Layout: Set to Tile or List View (see below in layouts for notes on differences).

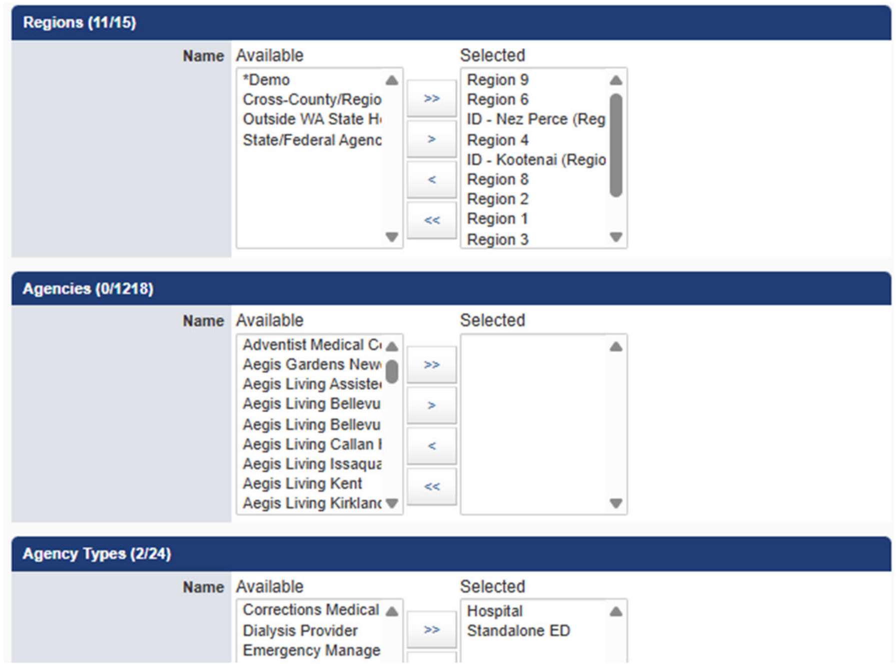
Sort Order: Put the information in order by Sort Order 1 & Sort Order 2 (Good setting is Region (Sort Order 1); Name (Sort Order 2). Also select the order by selecting ascending or descending.



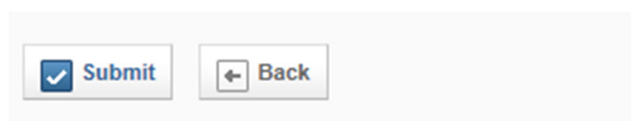
Tile Row Count: Set the number of rows visible in the tile layout. (Max is 8)

Refresh Time (Seconds): Enter **60** (number of seconds until the view refreshes to display updates. Minimum is 60 seconds.

Criteria: Use the arrows to move values to the **Selected** boxes for each set of criteria to determine which information appears in your Availability Status view. Only the columns in the Selected box will be visible on your view. (Example: Region #, Agency Name, Agency Type, Bed Type, Diversion Status, Diversion Comments, etc.)



Click **Submit** to save the view



WATrac Cheat Sheet

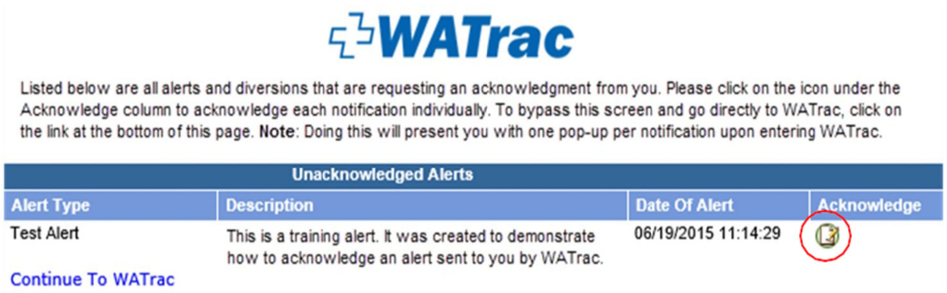
NORTHWEST HEALTHCARE RESPONSE NETWORK

Acknowledging WATrac System Alerts

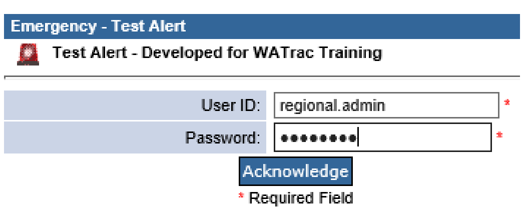
Before you begin:
To receive WATrac System Alerts, your account must have alerts preferences setup in your account. These should have been turned on for you during the account setup process.

Receiving an Alert Notification

To be able to acknowledge an alert, you need to allow pop-up windows from WATrac by disabling the pop-up blocker in your web browser settings.
If you are already logged in, skip to step 3. Otherwise, follow the full instructions shown below.



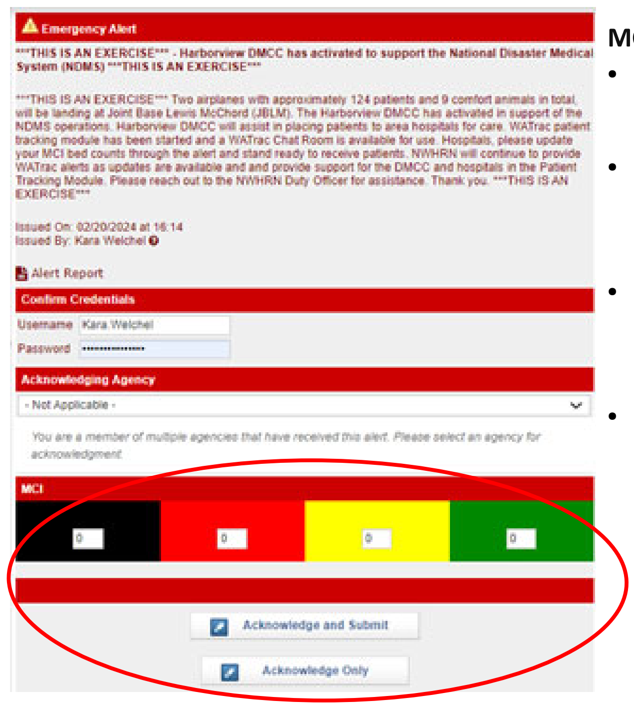
- Login to WATrac.
- Click on the *Acknowledge* icon to the right of the message you are responding to.
- Review the Alert Description for any actions requested and note if there is an attachment with the alert.
- Enter your Username and Password in the pop-up & click **Acknowledge**.



Alerts Require a Response

Some alerts may require an action more than just acknowledging. For example, hospitals, or other groups tracking beds, may be asked for bed count information to assist with an MCI or Surge.

Login to WATrac and click on the Acknowledge icon that appears on your screen. Answer any questions and/or enter MCI Capacity (these appear in pop-up windows for Red and Yellow Alerts like shown below).



MCI Patient Capacity

- **Green** – patient with minor injuries, walking wounded.
- **Yellow** – patients who are significantly injured but can wait for delayed care.
- **Red** – patient most critically injured and determine to need immediate care.
- **Black** – patient is deceased or expectant (expected to not make it based on injuries). It can also be used for triage systems using "Striped or Gray".

Enter your username and password in the pop-up box and click **Acknowledge and Update MCI Capacity/Beds** as appropriate. **or Acknowledge Only** (if you are not the person updating the MCI Capacity Information).

That's it…The Alert has been Acknowledged!!

Anatomy of an Alert Banner

Active alert banners are displayed above the navigation bar on all WATrac pages.

Referring to the screenshot above, alert banners contain the following information:

1. Type of Alert and Name of the alert.
2. Alert message or description.
3. When the alert was issued and by whom. Update information will also be shown here.
4. Click on the icons from left to right to view:
   - Alert report
   - Location map
   - Patient Tracking incident
   - Attachments, pictures, documents
   - Number of active alerts. Click the left or right arrow to view each alert
5. Click on the banner icon, shown above, to open the report.

Anatomy of an Alert Report

The report is divided into several sections. The top section contains the basic information about the alert—who created the alert, when, and the full content of the alert message.

DOH Bed and Status Update Exercise - DRILL - Please update beds and agency status within 2 hours	Page last refreshed on 01/21/2015 14:50
Alert Author	Robert Scheel of (WADOH PHEPR Staff,WADOH Responders)
Status	Completed
Created	01/14/2015 19:45
Updated	01/14/2015 23:45 by Robert Scheel
Description	This is a test by the Washington State Department of Health to monitor the ability of Washington hospitals to quickly respond with bed and status information in the event of an actual disaster. Please log into WATrac and update your current staffed bed availability and current status within 2 hours, even if you updated earlier today.

The History section displays the full content of the original alert as well as all updates. Each update will have a separate entry in this section.

Map - click this link to open a map that graphically displays who the alert was sent to and if they have acknowledged the alert or not.

Notifications - this link provides a list of all users notified, method of notification, and the status of the acknowledgments

History	
Alert Title	DRILL: Update beds and agency status within 6 hours of receiving this alert
Message	Completed
Date/Time and User	04/21/2015 13:01 by Fairbanks, Cory
Description	This is an Agency Status and Bed Availability Updating DRILL. Please login to WATrac, acknowledge this alert, and update your agency status and bed availability within the next 6 hours.
	Map Notifications

The File Attachments section provides additional access to attachments and information about the size and who uploaded it.
The Acknowledgments section has three parts.

Agency Acknowledgments - shows all agencies that were sent the alert and the status of their acknowledgment The -- indicates the alert has not yet been acknowledged.

File Attachments

Files	Size	Date Created	Uploaded by
Cheat Sheet - Updating Your Acct for Drills Mar 2015b.pdf	484.652 Kb		Barbara Andrews

Role Acknowledgments - displays roles that were notified. Each role lists the user notified and if they have acknowledged the alert.

User Acknowledgments - displays all users that were individually notified and the status of their acknowledgment

Agency Acknowledgements

Agency	Date/Time Acknowledged
WATrac Memorial Hospital	--

Role Acknowledgements

Test Role	Date/Time Acknowledged
Andrews, Barbara	06/19/2015 09:14

Individually Added Users' Acknowledgements

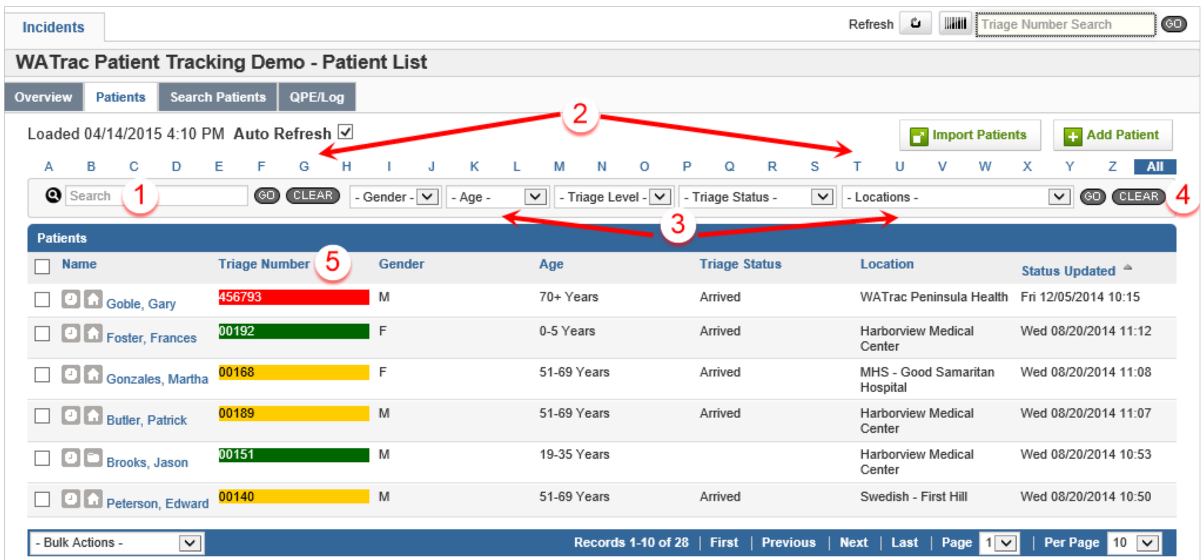
Name	Date/Time Acknowledged	User Description
Specialist, WATrac	06/19/2015 09:21	--
Administrator, Regional	06/19/2015 09:59	--

The Patients List

A patient's triage status, triage number, name, gender, age, current location and the date and time of the last status update are shown on the Patient List.

Depending on your permission group, you may have access to additional functions:

- Import Patients, to add patients using a template.
- Add Patient, to create a new patient record using a form.
- Bulk Actions, for triaging groups of patients together.



Search for a patient using one of the following methods. Refer to the screenshot above.

1. Type a few letters of the first or last name in the search box and click **Go**.
2. From the alphabet at the top, select the first letter of the last name to filter the list.
3. Select from drop-down boxes to filter by Gender, Age, Triage Level, Triage Status , or Location.
4. Click **Clear** to remove the filters.
5. Click a column header to sort the data in ascending /descending order.

Open a patient's record by clicking on the name.

Adding a Patient to an Incident

The following sections describe the four ways to add a patient to an incident:

- Patient tab with "add patient" button
- Import template
- Barcode scanner
- Quick Patient Entry tab

Add Patient Button

From the **Patients** tab, click Add Patient

1. Enter available patient information— the recommended minimum data is:
   - **Unique identifier** /Triage # *(required)*
   - Triage status/color
   - Name (if available)
   - Age (approximate)
   - Gender
   - Date & time
   - Current location/destination
2. Check the **Show Additional Information** box to open an expanded form containing additional information fields.
3. **Add Patient** adds the record and returns to the Patient List, or use **Add and New** to add the current record and open a blank form to enter another patient.
4. Select Cancel to return to the Patient List without saving the information.

CHEAT SHEET

Import Patients Template

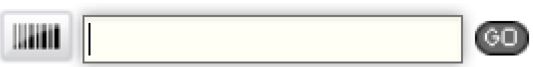
1. On the Patients tab, click 

2. Click the hyperlink located in #1 to download the import template.
3. Fill out the template using one row per patient— Do not use commas and do not change the order of the columns or column names.
4. For the Triage Number use the Unique Identifier.
5. For Triage Level use "Red," "Green," "Yellow," or "Black;" or "Immediate," "Delayed," "Minor," or "Morgue".
6. For the Date of Birth use the format mm/dd/yyyy.
7. Please use "Male", "Female", "M", "F", or "N/A" for the Gender field.
8. When finished, save the file to a location that you can easily find.
    - The file must be saved in the .csv format to be uploaded.
    - Prompt: *Do you want to keep using that format?* select **Yes**. This step saves your additions.
    - Prompt: *Want to save your changes to 'filename.csv'?* select **Don't Save**. This refers to any formatting changes you made.
9. In WATrac, click the *Browse* button to locate the saved file.
10. Click **Import Patients** to add the new patient records to the Incident.

Barcode Scanner

In the upper right corner of each Incident tab there is a field for entering barcoded unique identifiers.

1. Click in text field to activate cursor on the scan box & enter the unique identifiers.



2. Click on the barcode icon to search for the number.

3. If the number has been entered, you will be taken to that patient record.

QPE - Quick Patient Entry

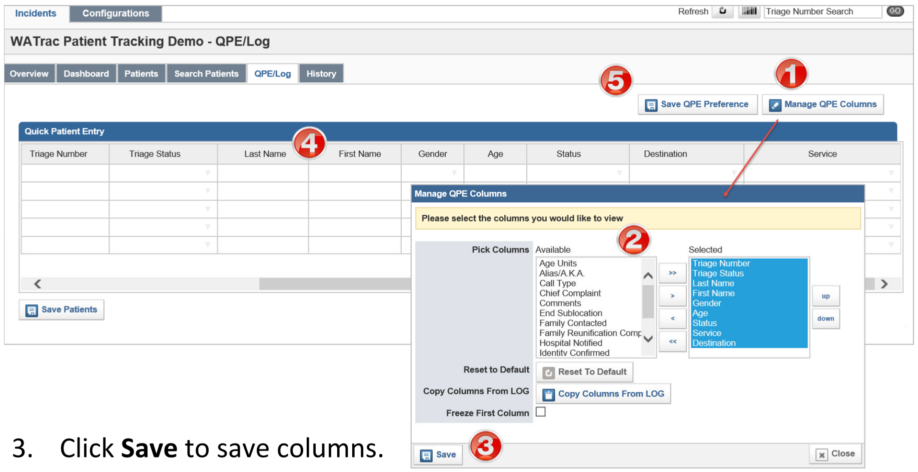
The **QPE** tab is a quick patient entry form allowing entry of information for several patients at one time.

Click the **QPE/Log** tab— At the top of the page is the Patient Entry form & the Patient Log for editing is at the bottom.

Manage Columns

Customize QPE columns to meet your agencies requirements for data entry:

1. Click **Manage QPE Columns** to open the popup slush box.
2. To add a column, highlight name on left, select the right arrow to move the column to the right side. Reverse the process to remove columns.



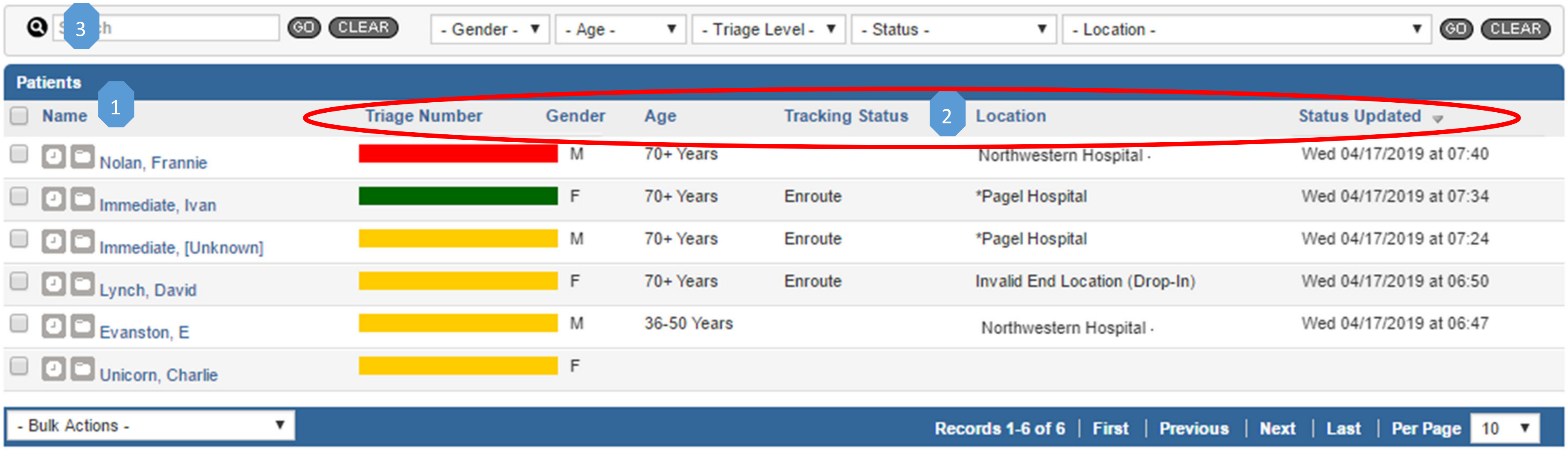
3. Click **Save** to save columns.
4. Click column headers and drag them to change the column order.
5. Click **Save QPE Preferences**.

Using the QPE Form

1. Double click in a field and begin entering data.
2. Tab to the next field. Begin entering information; if available a dropdown will become visible. Or, double click to open a dropdown.
3. Click **Save Patients** to add all records.

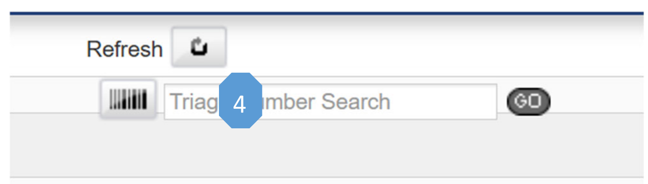
Conducting Patient Searches

To see a list of Patients click on the **Patients** tab



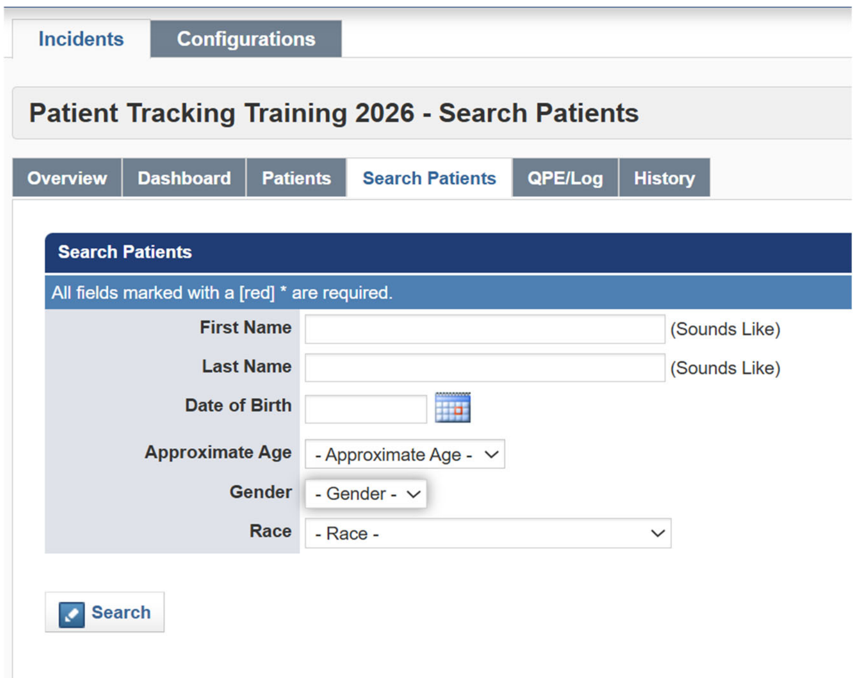
Searching for patients by clicking on any of the column headers to sort the list of patients in ascending or descending order based on the data in that column.

1) Alphabetic filter; sort by first letter of the patient's last name.
2) Sort patients by Gender, Age, Triage Level, Triage Status, or Location.
3) Type in a few letters of the patients first or last name in the search box and click GO
4) A patient search can be conducted using the Triage Number Search in the upper right corner of the screen. Enter the triage number and click GO. (The scanner bar feature does not function).



Search Patients Tab

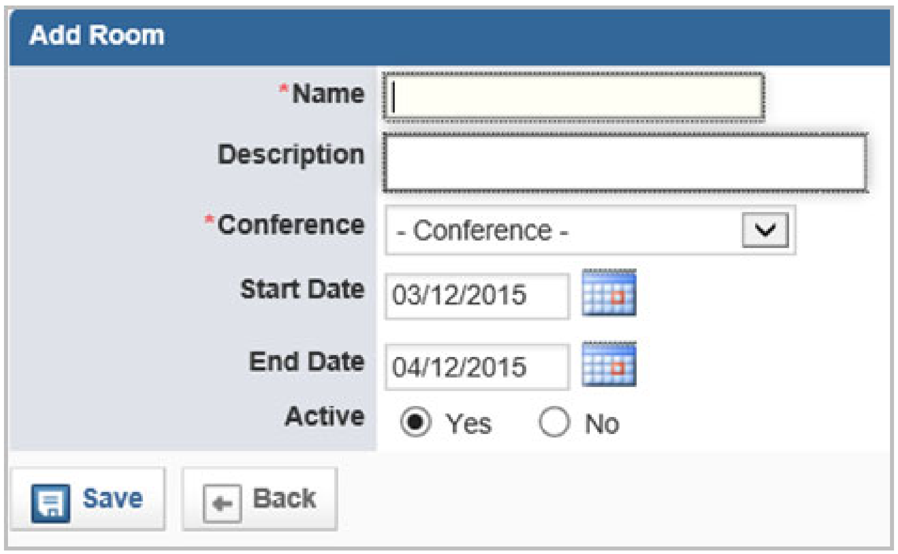
The Search Patients tab is where you can search for patients specifically for family reunification. This tab only displays as much information as needed to help reunite families. Sounds Like: allows a misspelled name and finds patients with a name similar to what was searched.



Creating a New Room

Add a Room

- Select **Command Center** in the *System Navigation Bar.*
- Click the **Add Room** button on the upper right side of the screen.
- Complete all required fields; marked with a **red asterisk** (*).
- **Name:** All rooms require a name . The name should tell users the intent for the room (e.g. Region 9 Ebola Drill).



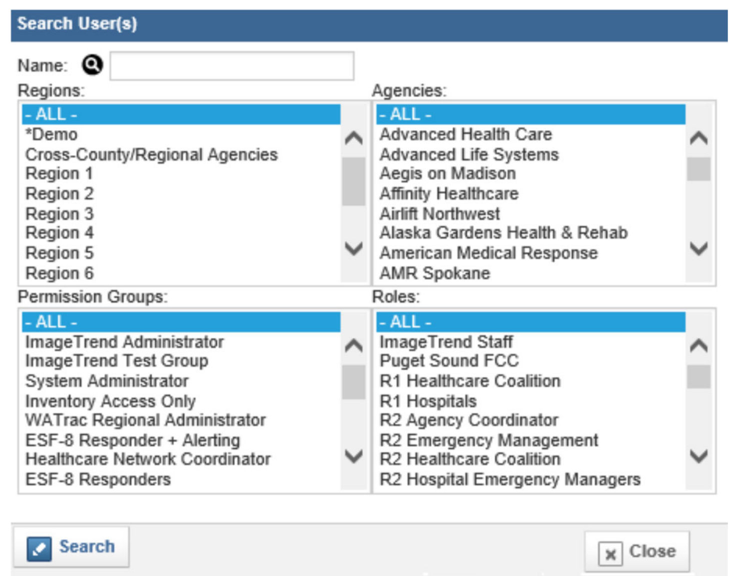
Description: A Description further explains what the room will be used for (e.g. for healthcare communication during May regional exercise).

Conference: A conference is a way to group rooms together. In WATrac, rooms are grouped by Region.

Start/End Date: Start and end dates can be set to any day you prefer. The default is to start the day the room is created and end in 30 days.

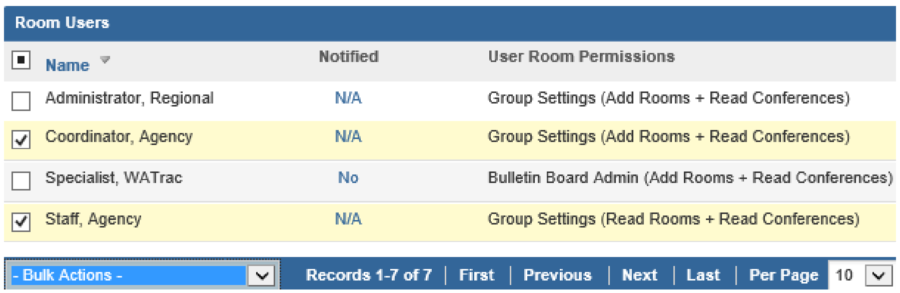
Inviting Members

- Select the **Users** tab at the top of the page.
- Click the **Add Users** button in the upper right corner.
- The **Search User(s)** pop-up will open.
- To locate the correct users enter a few letters of the persons name into the name field or use the filters to narrow your search by Region, Agencies, Permission Groups, and Roles.
- Once filters are selected click **Search** at the bottom of the page.
- Check the box next to the people you would like to add.
- The **Search Users** box will reappear to make additional selections. Repeat the search until all users are invited.
- Click **Close** when done.



Notifying Invited Users

- Select the **Users tab**.
- Check the box next to the users to be notified.
- Click on the arrow in the **Bulk Actions** drop-down.
- Click **Notify Selected Users**. A message will be sent to the individuals by the method/s in their notification preferences.



Things to Know About Notifying Users

- *Notifications are sent immediately.* If the room is not going to be active for hours or days you may want to send an email instead of notifying with WATrac.
- *The notification message cannot be edited.* The notification is a basic invitation containing the room name and how to navigate to the room.

In the Notified column of the Users tab:

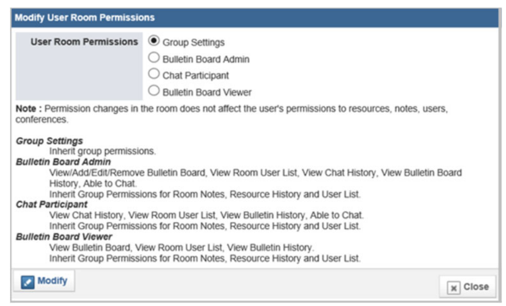
- N/A - the user does not have notification preference set; they will not receive a message.
- No - user not yet notified.
- Yes - message sent.

Setting Room Permissions

In each Command Center room permissions can be set for users independent of their WATrac permission. Users are initially given full permission, called Group Settings. If you want to limit who can post to the Bulletin Board, participate in chat, etc. you can do that in the Users tab Bulk Actions. See screenshot on the left.

To Modify Room Permissions:

- In the Room Users list, check the box next to the name of each user you are modifying.
- Select **Modify Permissions** in the **Bulk Actions** drop-down.
- Select the correct permission group and click **Modify**.
- Repeat for each permission group to be modified.



Revoking Access

If a person does not need to access a room but has been added as a user, you can revoke their access from the **Users** tab.

- Check the boxes next to the names of the users to be revoked.
- Select **Revoke Access from Selected People** in Bulk Action dropdown.
- The user(s) will be deleted from the room.

WATrac *CHEAT SHEET*

NORTHWEST HEALTHCARE RESPONSE NETWORK

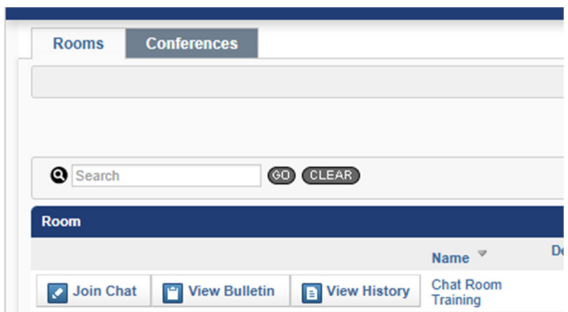
Command Center allows on-line secure communication between individuals at multiple locations. Real-time instant messaging and document sharing provides a tool to help coordinate resources. Group chat in Command

Joining a Chat Room

Center is permanently archived in the WATrac database.

Participants will receive an invitation to join a newly created or existing chat room.

- Click Command Center in the System Navigation Bar. The Room list page will open displaying the rooms you have been invited to.
- Select the conversation you would like to join by click **Join Chat**.
- The Command Center room will open



Personalize Your Chat Room

Column Count

- Click the down arrow next to **Column Count** to choose the number of columns you would like to use and click **Change**.
- The page will immediately change to reflect the number of columns you choose. For monitors three is a good choice. For tablets or smartphones one column will provide better viewing.
- Click **Save.**

Widgets

Widgets are boxes with a dark blue title bar that can move and expand and collapse to personalize your Chat Room.

Click and Drag to Move Widgets

1.Click the title of a widget and hold the mouse button down.

2.Use your mouse to drag it to the location where you would like it.

3.Press Save.

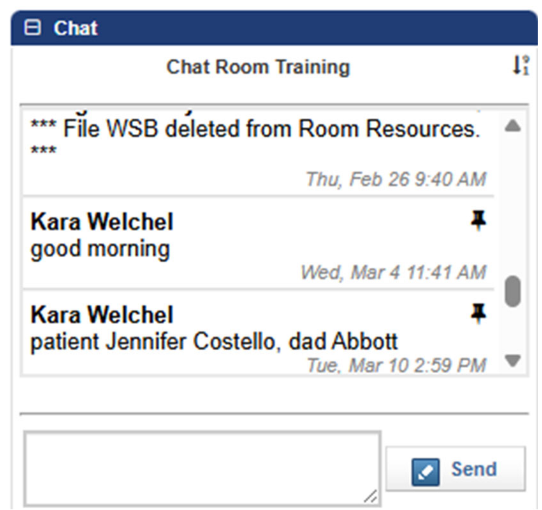
Expand/Collapse Widgets

Click the +/- button on the left side of the widget's title bar to expand or collapse the widget.

Configure the Settings for the Chat Widget

In Settings you can adjust the text and color for the Chat widget.

How to Send a Chat Message



Sending a Chat Message is similar to sending a text message on your phone. Type your message in the text box at the bottom of the Chat widget. Then click **Send** or press the **Enter** key. The system will timestamp and maintain the chat for referencing conversations and documents added or removed form a room.

Create a Private Chat

To start a private chat with a user logged into the room:

- In the Users widget, click the Chat icon to the right of the user's name with whom you want to have a Private Chat.
- Type your message in the new text box.
- Click Send or press the Enter key.

To return to the main Chat Room conversation, select the room from the list on the left side of the Chat widget.

The Bulletin Board

Based on permissions, the bulletin board can be used to "pin" important information that should be easily visible to room members.

Add a Message to the Bulletin Board

You can add a message to the Bulletin Board by clicking the plus sign in the upper right corner of the Bulletin Board widget. A new dialog box will open. Type in your message and Click the Add Bulletin button.

Pin a Chat Message to the Bulletin Board

In the Chat widget, if there is a Push Pin Icon next to the message then you can click it and pin the message to the Bulletin Board.

Edit a Bulletin Board Message

Click the Edit icon next to the message that you want to edit in the Bulletin Board. Editing a message will remove the original entry and create a new one with the updated content. You must enter a reason for the change, which will be displayed in the Bulletin History tab.

Deleting a Message from the Bulletin Board

Click the **Delete** icon next to the message to be removed from the Bulletin Board widget.

Room Resources

Room resources are files that can be uploaded for sharing with room participants. Resources become part of the permanent room archive.

Add/Delete a Resource in a Chat Room

- To **Add a Resource**, click the plus sign in the right corner of the Room Resources widget.
- A dialog box will open allowing you to browse for the file on your computer.
- Once you locate the correct file select Add File.
- The file will be added to the room and available for use by the participants.
- To **Delete a Resource**, click the Delete icon next to the resource that you want to remove. The file will be removed from the Resource list but will remain in the permanent room archive.

Setting Your Status

When you are in a Command Center room, you can update your status so other participants know if you are available, away, or busy by clicking the drop down arrow to the right of your name.

Your current status will be indicated by a colored bar to the left of your name.