

Administrator

Tennessee Department of Health | Emergency Preparedness Program | Andrew Johnson Tower | 3rd floor | 710 James Robertson Pkwy | Nashville, TN 37243 | Version 1.0

HCS Patient Tracking Train-the-Trainer (T³) Outline

The success of TDH System users is our **most** valuable asset for efficient and quality deployment of emergency preparedness programs. As an administrator, you are tasked with providing local and regional support to prepare for, respond to, and recover from planned and unplanned events. The TDH EP training department compiled this outline to help you in this effort. The T³ outline was designed to engage you with medical support partners with the intent of empowering them to meet the needs of healthcare from the effects of man-made and naturally occurring events.

Efficient processes + Empowered Partners = Successful Emergency Management

As you may know, Global Emergency Response (GER) is the vendor for HCS Patient Tracking that TDH Emergency Preparedness program deployed within the last year. HCS Patient Tracking allows quick patient registration, triage, record assessments, and capture of patient treatment and movement. HCS Patient Tracking helps to minimize human error with clickable dropdown menu options and free text data entry fields through electronic record keeping that could otherwise be lost during events. Therefore, it is imperative to empower users with the most efficient processes and tools to plan, prepare, and participate in events.

With this *Administrator Outline*, we would like for you to meet with your users to introduce the HCS Patient Tracking (PT) system features and functionality, and explain the WIIFM theory:

- **What's**
- **In**
- **It**
- **For**
- **Me**

The WIIFM philosophy supports users by demonstrating how new changes positively impact them. We are asking for your support to reinforce that not only are new processes implemented to improve the patient need, but to also make it easier for the user to do their job.



Administrator Training Guidelines

You are requested to spend 60 minutes demonstrating the HCS Patient Tracking system. If possible, allow users to practice patient registration (use dummy patient data). The users will follow existing procedures for healthcare. You will just show them an easier way of performing their tasks using HCS Patient Tracking. Before your exercises, please print and distribute the associated quick reference guides (previously provided) for the associated tasks. During your exercise, we ask that you take an active role in ensuring that your users understand and have a working knowledge of the HCS Patient Tracking functionalities and realize the benefits for using the system to manage and track patients more efficiently.

Allow your participants to review the quick references, and then answer any questions that may arise. Afterwards, have users navigate to TEMARR and access the HCS Patient Tracking link, and then navigate through the system to become familiar with the features and functionality. Walk around and observe the user's comfortability with the system and answer any questions they may have. Review with users how to submit a Customer Service ticket from TEMARR and provide them with the appropriate contact(s) for post-training support.

WHAT'S IN IT FOR ME (WIIFM)?

What is WIIFM?

The term WIIFM is an acronym meaning “What’s in it for Me.” The theory is used to promote the self-interest of the new procedures, processes, and/or enhancements to existing systems, processes, and/or procedures to its users. WIIFM is often used to inspire receptiveness or to provoke motivation towards accomplishing goals. The thought behind this theory is that most people are more cooperative when there’s a personal benefit, which is the focus of WIIFM.



Use the WIIFM benefits outlined below and share them with your regional supports to show them the value in using HCS Patient Tracking.

WIIFM for HCS PATIENT TRACKING

Note: The following benefits save valuable time when registering and tracking patients.

The HCS Patient Tracking system:

- can be accessed by typing TEMARR in any web browser
- is accessible via both iPhone and Android mobile applications
- is a closed-looped system, capturing patient triage status through discharge with date and timestamp, and with last modified by details
- Has a customizable layout to user preferences
- Has patient search filters with easy navigation
- Has Quick Reference documents for each task accessible within the system
- Has technical service requests through a click on [TEMARR Customer Service link](#)
- Facilities users are now able to:
 - register a patient (no matter the patient type)
 - transfer a patient with a couple of clicks
 - search for a patient using filters within the system to minimize making phone calls to look for patients
 - create *bookmarks* as a reference for pages not commonly used
 - create *favorites* for frequently used pages within the system
 - view dashboards of workspaces, notifications, and patient data

HCS Patient Tracking

Frequently Asked Questions (FAQs)

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Use the following questions and answers to assist you when supporting your users with the navigation and functionality of HCS Patient Tracking.

Q. How do I access HCS Patient Tracking?

A. Type TEMARR into any web browser, then click on the TEMARR link. On the landing page, scroll down and click on the *TNCRN-Inventory Management and Patient Tracking* link. Then click on the *HCS Patient Tracking* link. This will take you to the login screen.

Q. Can I access HCS Patient Tracking from my mobile phone?

A. Yes. Follow the procedures outlined in the “Install the HC Mobile App” quick reference guide and then use your username and password to log into HC Patient Tracking.

Q. Do I need a special username and password for mobile?

A. No. You would use the same and password as your web-based login.

Q. Is the registration code for the mobile app the same for both iOS and Android?

A. Yes. The registration code for both mobile apps is: **tdh214.hcm**. Check the *Announcements* section on your home page for the most up-to-date registration code.

Q. How can I find a patient I just registered?

A. After selecting your facility workspace from the *Matrices* dashboard, click the *Sort and Filter* tab. Follow procedures outlined in the “Searching for a Patient” quick reference guide.

Q. Can I search by my facility Medical Record number?

A. Yes. After selecting your facility workspace from the *Matrices* dashboard, you are on the default tab (Globals) enter the medical record number in the *Medical ID* field. If the patient is a new patient with a triage badge or wrist band, you can search using the patient ID.

Q. What do I do if I can't sign in?

A. Click on the *Customer Service* link on the TEMARR homepage and submit a customer service request ticket. You may also contact your facility admin or RHC.

Q. What is a workspace?

A. A workspace is essentially a folder where your facility's charts, files, announcements, and related links are stored in one area.

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Q. What is an Incident?

A. An incident identifies the type of event: planned or unplanned (i.e. exercises or evacuees).

Q. How can I edit a patient record?

A. You can edit a patient record by clicking on the *pencil* icon next to the patient you want to edit in the *Patient Data Results* grid.

Q. How do I transfer a patient to another facility?

A. Navigate to the Transport tab and select the destination facility from the dropdown menu and follow procedures outlined in the "Transfer a Patient" quick reference guide.

Q. Why do I need to clear out the Arrival Time field when I do a patient transfer?

A. The facility receiving the patient will fill out the *Arrival* time and clear out the *Departure* time once the patient is received.

Q. Can I scan a patient's wristband?

A. Yes. Similar to an electronic credit card scan, the patient's scanned ID will populate in the Patient ID field. You may also scan the patient's driver's license.

Q. What do I do to return to a previous page within HCS Patient Tracking?

A. Simply click on the breadcrumbs link above the *Navigational Tabs* to the left of screen of the screen you are on to return to the previous screen. All previously visited system pages will be listed.

Q. What's the difference between the **Save** and **Save and Next** button?

A. The **Save** button will return you to the *Patient Data Results grid* and the **Save and Next** button will keep you on the current screen so you can register the next patient.

Q. Can I rearrange and resize the columns to my preference within the systems?

A. Yes. All columns and dashboards are customizable. The modified layout remains until it is modified again.

Q. Does the system log off after a certain length of time?

A. Yes. The system will automatically log off after **15** minutes of inactivity. Simply log back in.