HC Standard®

Incident Commander Manual

Version 4.2

2015-10003

HC Standard® Incident Commander

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Revision history:

Rev. 1, July 2015 - Version 4.2

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About HC Standard® Incident Commander

HC Standard® Incident Commander was developed with decisive action in mind. It provides the Incident Commander with a high level summary of incident information in near real-time, with the ability to delve deeper into the detailed data when necessary.

HC Standard® Incident Commander incorporates the data captured by HC Patient Tracking™ and displays the information on an easy-to-view, customizable dashboard. The dashboard and all other information displays on any mobile device, including tablets.

Role-based access allows emergency team members (users) to view only the information that is relevant to them. While some users may need only high level information, others require access to detailed patient data. This role-based access ensures HIPAA/HITECH compliance.

There are two permission types that may be granted for this system:

- **Non-Personal Health Information (Non-PHI**) – Only high level information regarding patient counts and transport destinations are viewable.
- **Personal Health Information (PHI)** – All details for patients and facilities are viewable.

Access is determined by an HC Standard® Admin, and may only be changed by an Admin.

1 - 1: Logging In To HC Standard® Incident Commander

There are two different ways to launch HC Standard® Incident Commander. The login page can be accessed through any web browser, by entering the access URL provided by the HC Standard® Admin. HC Standard® Incident Commander can also be accessed when logged into HC Standard® and does not require an additional log in.

1 - 1.1 Logging In Using the Incident Commander URL

The HC Standard® Incident Commander login prompt ensures that only authorized users gain access. *Enter* the Incident Commander **URL**.

On the login dialog, as shown in FIGURE 1-1:

1. *Enter* the valid **User Name** and **Password** provided by an Admin.
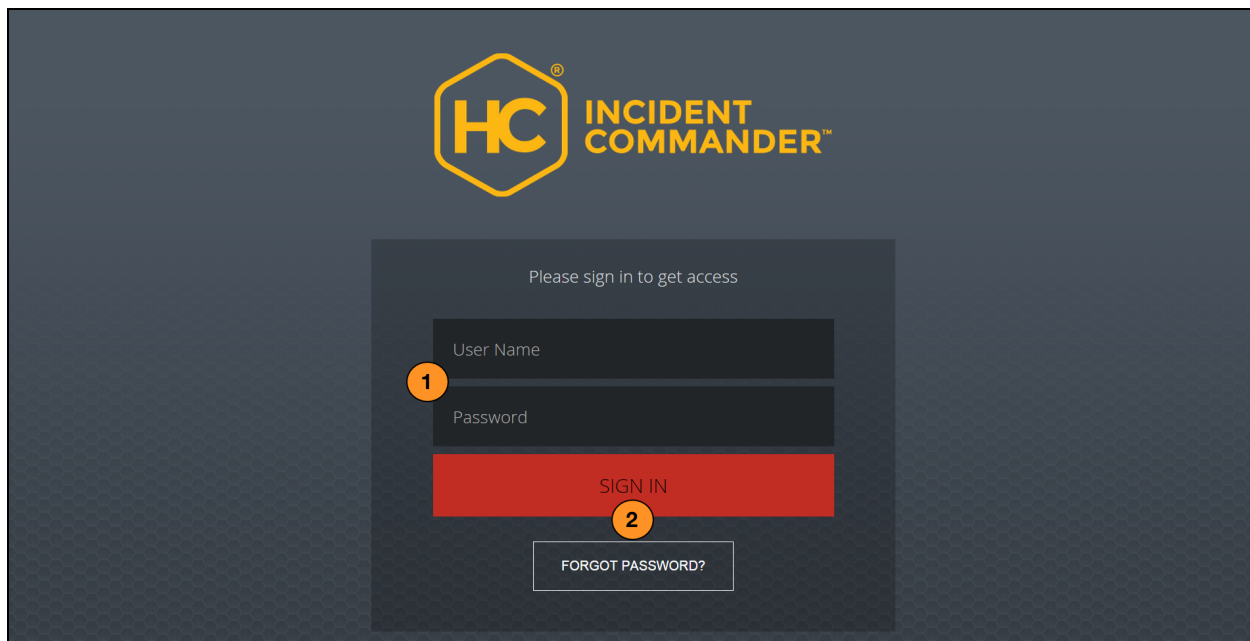2. *Click or tap* the **SIGN IN** button.

FIGURE 1-1: Login Dialog

The login may fail for the following reasons:

- An invalid username/password combination will lead to an error message. Proceeding into the HC Standard® application will not be possible until a valid username and password are entered.
- Three consecutive attempts to log in with a valid username, but an invalid password will result in an error message stating, **Account is Locked Out**. Logging into the system with that specific username will not be possible (even with the valid password) for the predetermined lockout period.

Note: The default configuration lockout period is 15 minutes. In order to log in within this period, an Admin must be contacted. Admins have access to manually unlock accounts at any time.

1 - 1.2 Logging In Using HC Standard®

To launch HC Standard®, *open* any web browser and *enter* the organization's access **URL** into the navigation bar.

- HC Standard® URL: _____

Each organization is provided a unique access URL. If the access URL is unknown, please contact GER Technical Support by calling **1.866.242.4035** or by emailing **support@ger911.com**.

On the HC Standard® login dialog, as shown in FIGURE 1-2:

1. *Type* the valid **Username** and **Password**, provided by an Admin.
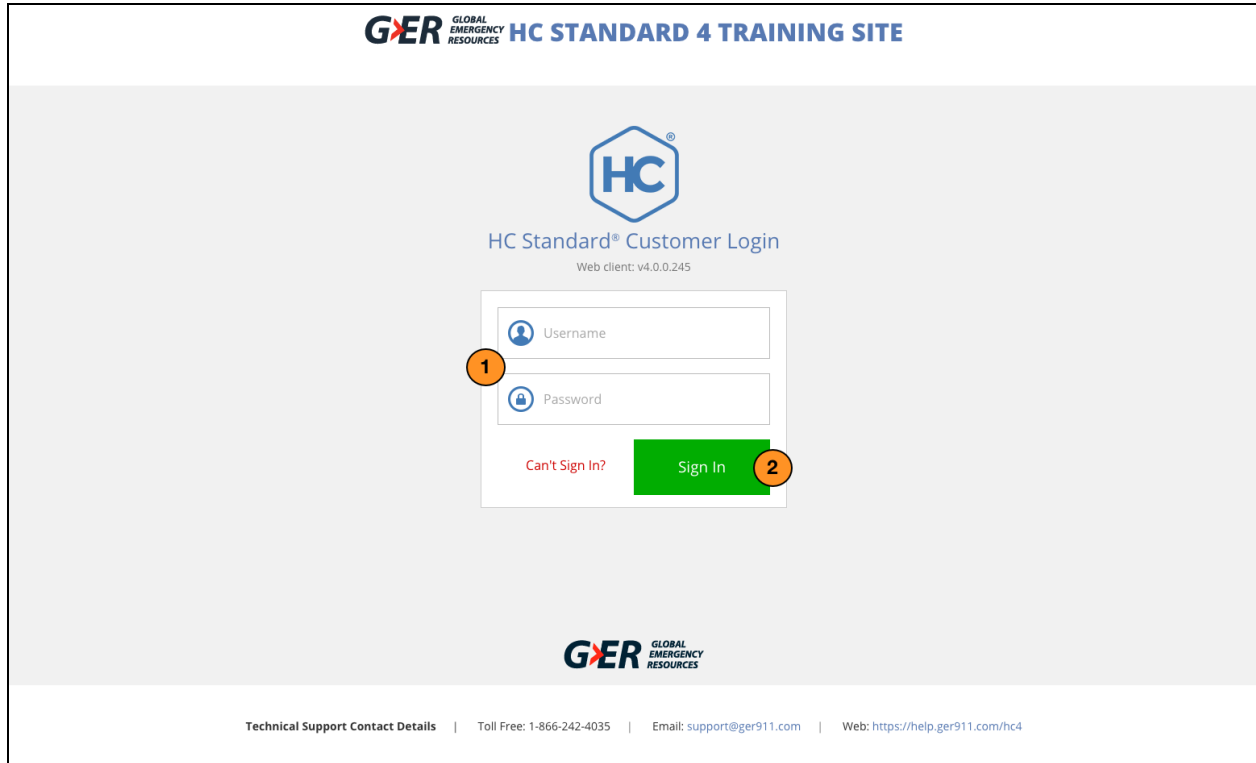2. *Click or tap* the **Sign In** button.

FIGURE 1-2: Login Dialog

To access the application launcher, as shown in FIGURE 1-3:

1. *Click or tap* the **HC logo**.
2. *Click or tap* **Incident Commander**. Applications listed here will vary for each organization.
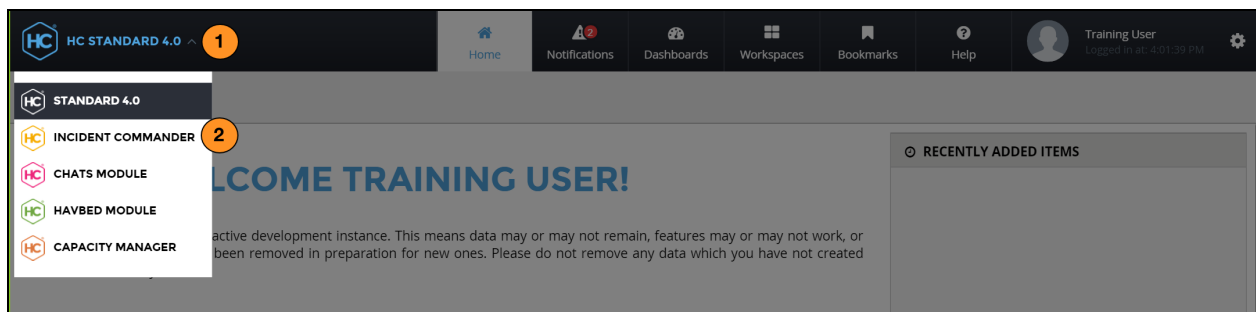

FIGURE 1-3: Application Launcher

1 - 2: Selecting Position and Incident

After logging in, the **Position** and **Incident** page will appear on the screen, as shown in FIGURE 1-4. HC Standard®
Incident Commander includes lists for both positions and incidents, providing the ability to identify unique
roles/locations and switch between different events that may occur simultaneously. The **Incident** list may vary
between users depending on the permissions of each.

1. *Click or tap* **Select Position** and *select* an **item**.
2. *Click or tap* **Select Incident** and *select* an **item**.
3. *Click or tap* the **SUBMIT** button.

FIGURE 1-4: Select Incident and Position

Note: To change the incident or position after logging in, *use* the **Filter** button at the top of the
screen.

1 - 3: Viewing Data

There are four different levels of data within HC Standard® Incident Commander:

- Level 1 - **Incident Summary** provides a broad look at the entire incident.
- Level 2 - **Triage Status Summary** provides additional information related to each specific triage category.
- Level 3 - **Hospital (and Facility) Transportation Status** examines individual transport destinations.
- Level 4 - **Patient Health Information** displays details about each individual patient.

A user with **Non-Personal Health Information (Non-PHI)** permission has access to Level 1 - **Incident Summary**
and Level 2 - **Triage Status Summary**.

A user with **Personal Health Information (PHI)** has access to Level 3 - **Hospital (and Facility) Transportation Status** and Level 4 - **Patient Health Information** as well as Level 1 and Level 2.

1 - 3.1 Level 1 - Incident Summary

The **Incident Summary** page of HC Standard® Incident Commander shows summarized data for the selected incident. This data is the broadest view of the incident and includes information separated by triage and transportation status. Triage and transportation statuses can be customized by an Admin to most effectively meet the needs of individual organizations.

The various statuses of patients, within the selected incident, are summarized in a clear, easy-to-view dashboard. **Triage Status** is listed in vertical, color-coded columns across the screen. Each triage status is then divided into the corresponding **transportation statuses**. The data will refresh and the numbers will change as information is collected in HC Standard® and the mobile HC Patient Tracking™ application. At the bottom of the main page, the data within the columns are condensed and summed to aid in well-informed decision-making.

FIGURE 1-5 is an example showing Level 1 **Incident Summary** information.

The standard triage statuses and corresponding colors include:

1. **Immediate** – red
2. **Delayed** – yellow
3. **Minor** – green
4. **Deceased** – black

The transportation statuses include:

5. **Awaiting transportation** - patients triaged but not in transit or transported
6. **Transported** - patients triaged and transported
7. **Triaged** - total patients awaiting transport and those transported with a triage status

To view a list of patients with no triage status:

8. Click or tap the **Number of Patients with NO Triage Status** link.

To view additional information about an individual triage category:

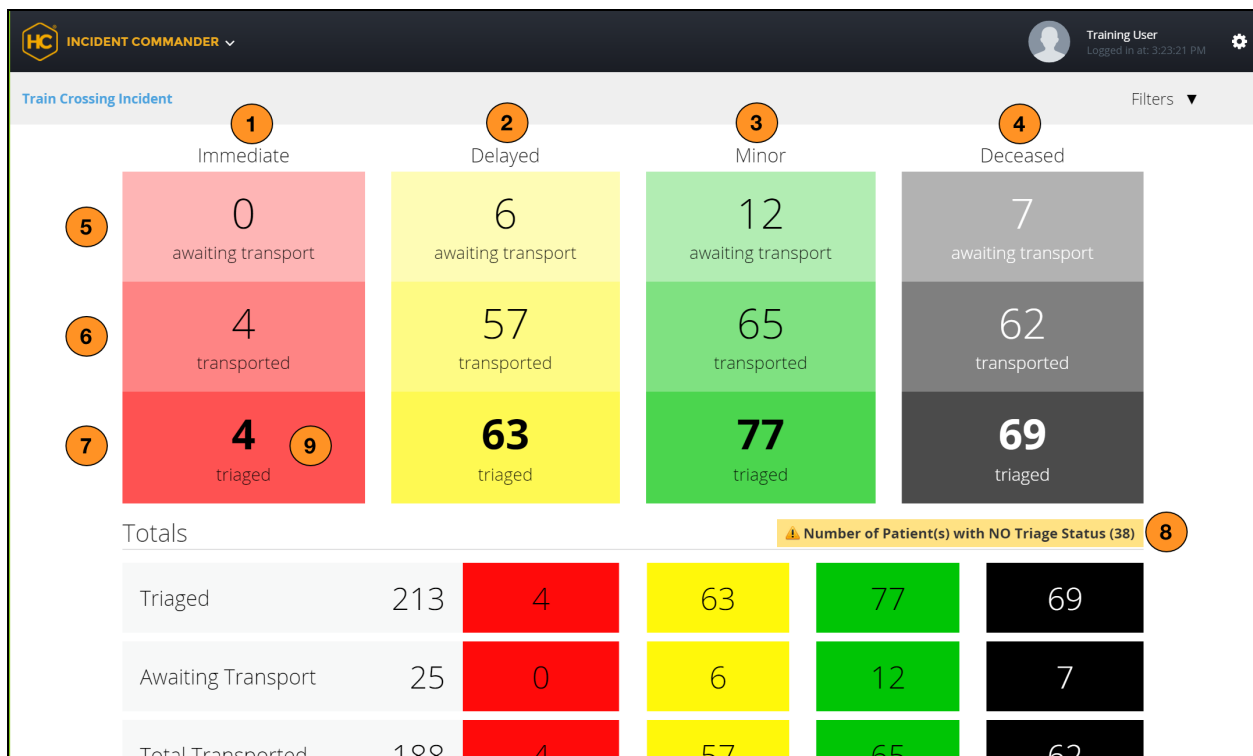9. *Click or tap* any **triage status** to view the **Triage Status Summary** page (Level 2).

FIGURE 1-5: Incident Commander Main Screen

Note: HC Standard® Admin may add or change triage statuses to meet the needs of the organization.

1 - 3.2 Level 2 - Triage Status Summary

FIGURE 1-6 is an example showing Level 2 **Triage Status Summary** information about the selected triage category, including transport status, number of triaged patients that are en route to specific hospitals, and transport resources.

1. **Transport status** for the group
2. Number of **triaged patients** in the group
3. Number of **patients enroute** to specific **hospitals**
4. **Transportation resources** status

To view additional information about an individual transport destination (if given the appropriate permission):

5. *Click or tap* the **name** of a hospital or other location to view the **Hospital (and Facility) Transportation Status** page (Level 3).
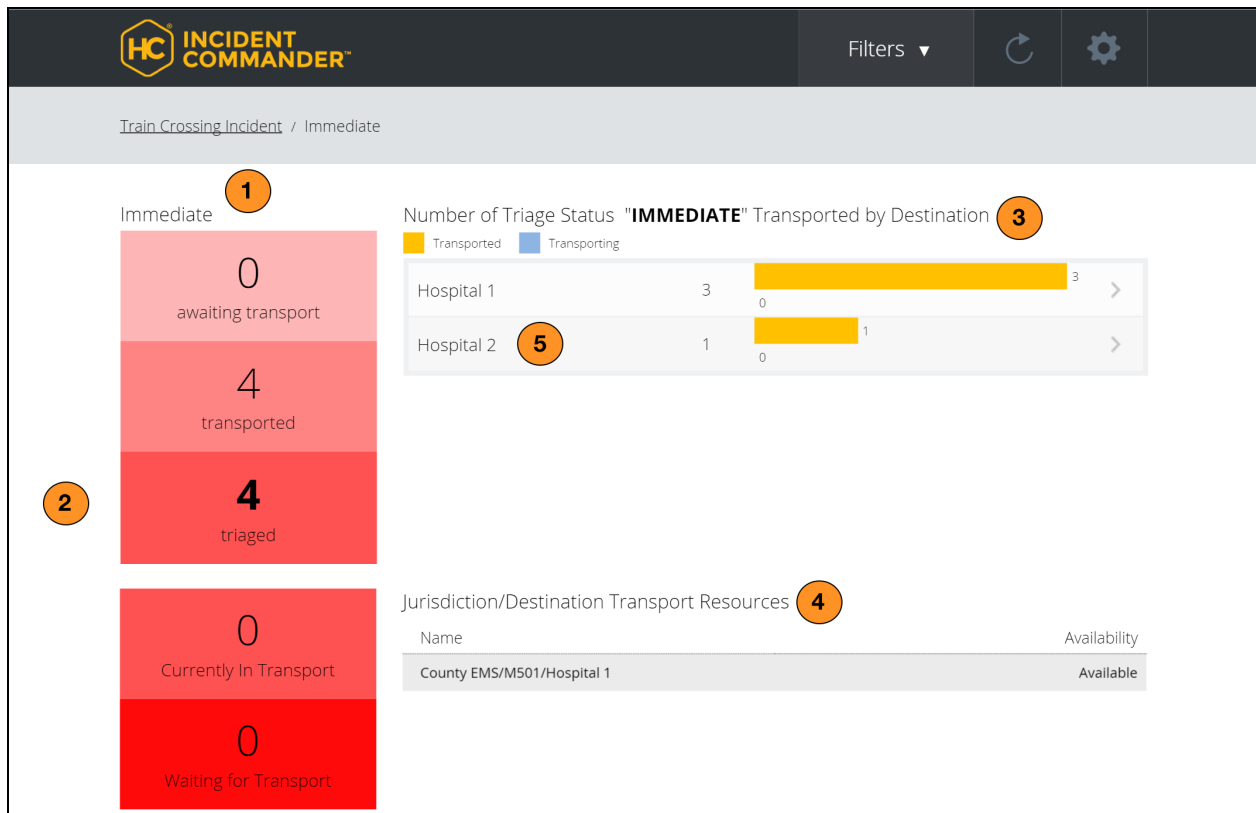

FIGURE 1-6: Triage Status Summary

1 - 3.3 Level 3 - Hospital (and Facility) Transportation Status

FIGURE 1-7 is an example showing Level 3 **Hospital (and Facility) Transportation Status** information about the selected transport destination.

1. **Patient** and **Transport** status of patients for the selected destination
2. **Patient manifest** includes all patients that have arrived or are en route to the selected location

To view a specific patient's information (if given the appropriate permission):

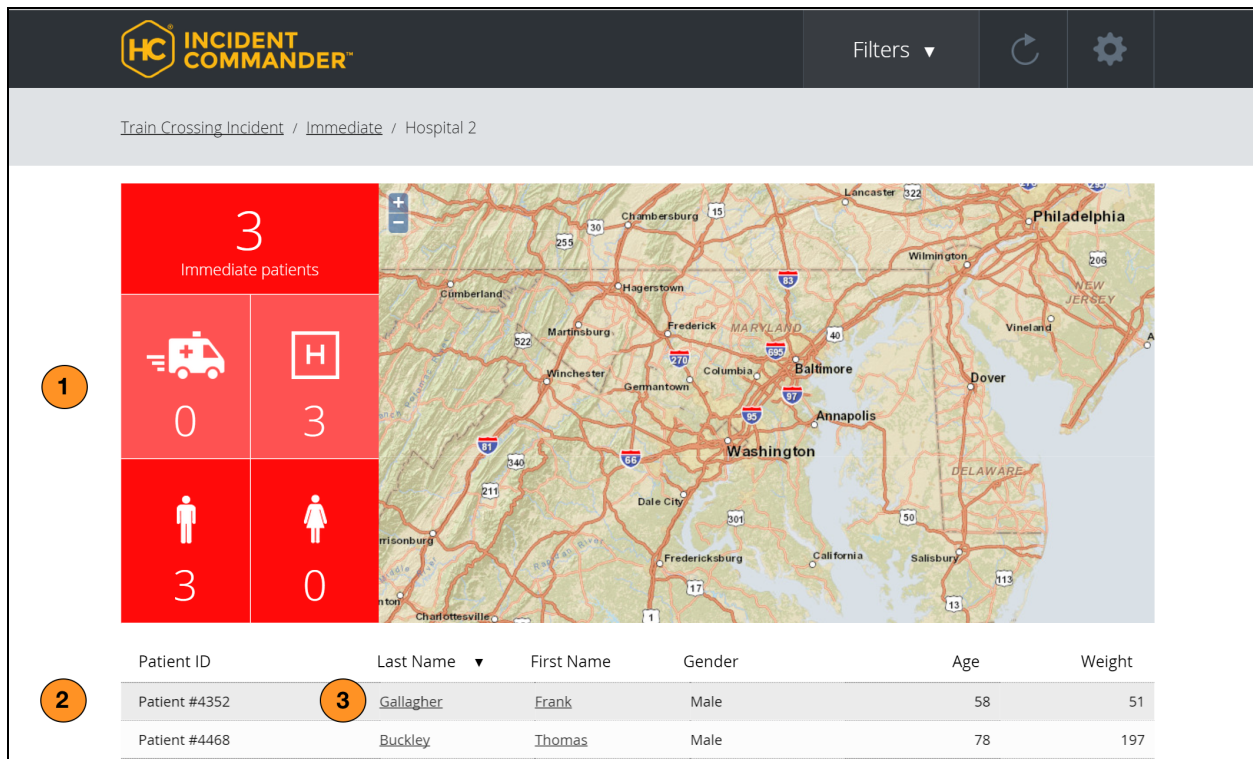3. *Click or tap* a **patient** in the list to view the **Patient Health Information** page (Level 4).

FIGURE 1-7: Hospital Transport Status

Note: If there have not been any patient transports, the user will not be allowed to advance to this level of data, despite user permissions.

1 - 3.4 Level 4 - Patient Health Information

The **Patient Health Information** page includes data about the selected patient for the specified **Triage Status** that has been transported to the selected **Transport Destination**. The data for each patient can include images, video, audio, documents, and other data collected in the mobile HC Patient Tracking™ application.

FIGURE 1-8 is an example showing Level 4 **Patient Health Information** information.

To navigate through patients within the selected transport destination:

1. *Click or tap* the **arrows** to move forward or backward through the patient list.

If there are files attached to the patient record:

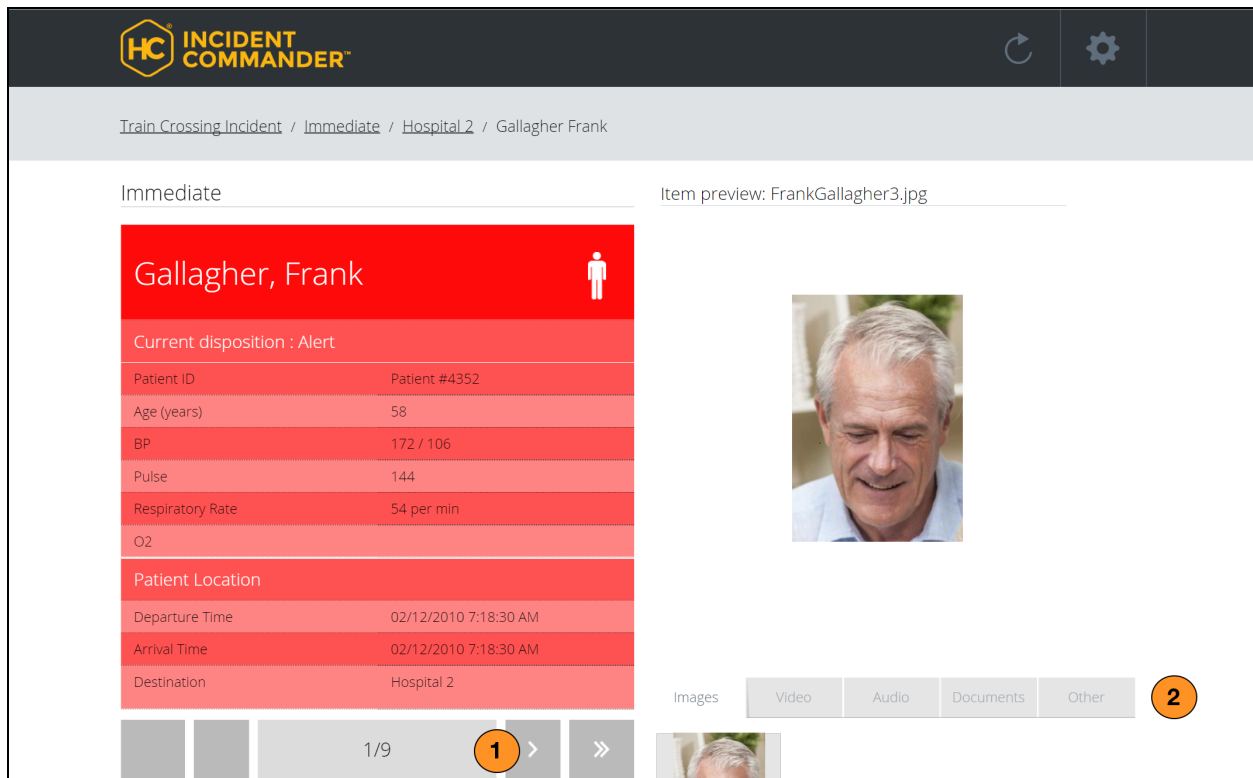2. *Click or tap* a file **tab** to view files of that type.

FIGURE 1-8: Patient Health Information

1 - 4: Navigation and Filtering

At any point within the application, the **navigation bar** can be utilized to return to another section.

1. *Click or tap* a **link** in the **navigation bar** to return to the desired selection.
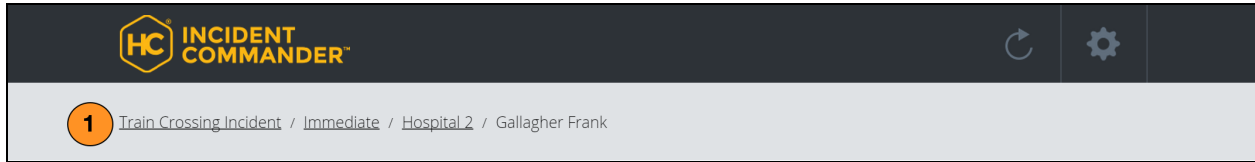

FIGURE 1-9: Navigation Bar

When viewing data within Level 1-3 in HC Standard® Incident Commander (excluding **Patient Health Information**), the **Filters** tool can be selected to change the **Incident**, **Triage Status**, or **Hospital**.

1. *Click or tap* the **Filters** button.
2. *Click or tap* on a new **Incident**, **Triage Status**, or **Hospital**.
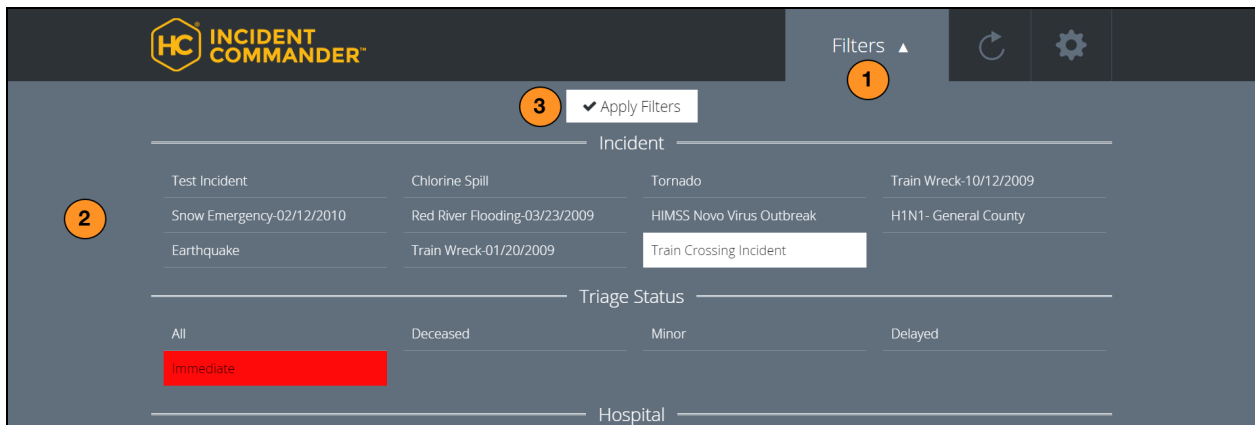3. *Click or tap* **Apply Filters** button to confirm the selections.

FIGURE 1-10: Filters

1 - 5: Logging Out from HC Standard® Incident Commander

1 - 5.1 Logging Out Using the Incident Commander URL

If accessing Incident Commander from a URL and the user is finished using HC Standard® Incident Commander, it is recommended that the user logs out of the application. This ensures that no unauthorized person gains access to data in the system.

To log out, as shown in FIGURE 1-11:

1. *Click or tap* the **gear** button.
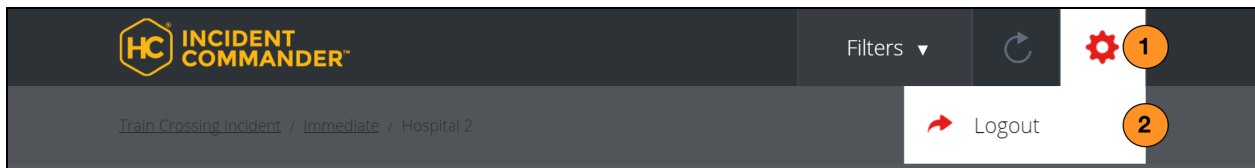2. *Click or tap* **Logout**.

FIGURE 1-11: Logout

To log back into the application, see "Logging In To HC Standard® Incident Commander" on page 5.

1 - 6: Logging Out Using HC Standard®

If accessing Incident Commander from within HC Standard®, the user may logout of HC Standard® or switch to another HC Standard® application.

1. *Click or tap* the **User** button.
2. *Click or tap* **Logout**.

To switch to another HC Standard® application, as shown in FIGURE 1-12:

3. *Click or tap* the **Application Launcher**.
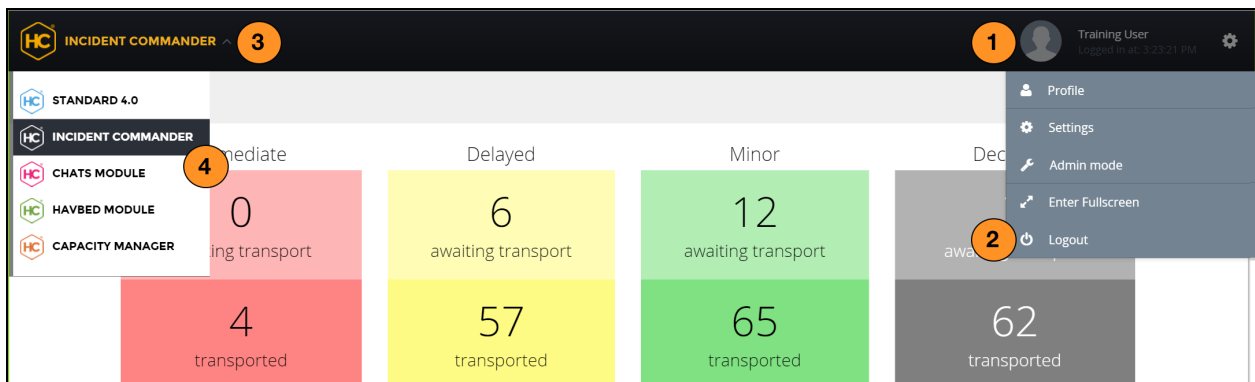4. *Select* desired application.

FIGURE 1-12: HC Standard® Logout and Application Launcher

Chapter 2 - Admin Notes

The following information is intended for HC Standard® Admins only.

2 - 1: Permissions

Access to HC Standard® Incident Commander depends on permissions being granted to a single user or a group of users.

Based on the permissions given, a user will have access to only **non-Patient Health Information** (Levels 1 and 2) *or* access to full **Patient Health Information** (Levels 1, 2, 3, and 4).

A user group has been created in HC Standard® called **ICS Users**. A user in the **ICS Users** group has access to the Incident Commander application and only the first two levels: **Incident Summary** and **Triage Status Summary**. A user in this group also has access to the ICS Workspace which in turn gives access to the **Patient Information ICS No PHI** and the **Transport Destination Locations** matrices. No other access is needed to view non-PHI.

Access to PHI requires additional permissions to grant access to the master **Patient Information** matrix. This must be done through another user group to allow access to all four levels of HC Standard® Incident Commander.