

# EMS User Guide

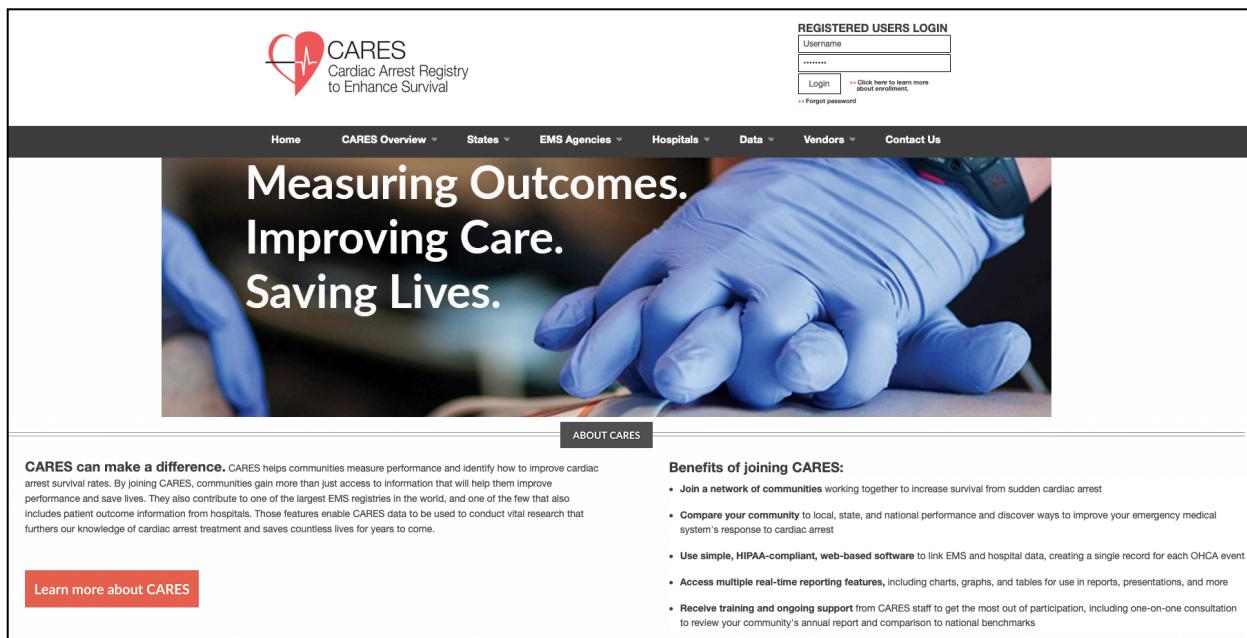
## Cardiac Arrest Registry to Enhance Survival (CARES)



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## CARES WEBSITE:



**CARES can make a difference.** CARES helps communities measure performance and identify how to improve cardiac arrest survival rates. By joining CARES, communities gain more than just access to information that will help them improve performance and save lives. They also contribute to one of the largest EMS registries in the world, and one of the few that also includes patient outcome information from hospitals. Those features enable CARES data to be used to conduct vital research that furthers our knowledge of cardiac arrest treatment and saves countless lives for years to come.

[Learn more about CARES](#)

**Benefits of joining CARES:**

- Join a network of communities working together to increase survival from sudden cardiac arrest
- Compare your community to local, state, and national performance and discover ways to improve your emergency medical system's response to cardiac arrest
- Use simple, HIPAA-compliant, web-based software to link EMS and hospital data, creating a single record for each OHCA event
- Access multiple real-time reporting features, including charts, graphs, and tables for use in reports, presentations, and more
- Receive training and ongoing support from CARES staff to get the most out of participation, including one-on-one consultation to review your community's annual report and comparison to national benchmarks

The CARES website hosts a number of useful documents for program stakeholders. A summary of the resources available under each tab is found below:

- **CARES Overview** – history of program, map of current participants, governance, letters of support.
- **States** – state model FAQs, state funding examples, state participation in action.
- **EMS Agencies** – EMS FAQs, sample reports, agency participation in action, data element PDFs, data dictionary, EMS User Guide.
- **Hospitals** – hospital FAQs, sample reports, data element PDFs, data dictionary, Hospital User Guide.
- **Data** – annual reports, Reports User Guide, legacy national reports, data sharing policy, publications.
- **Contact Us** – contact information for CARES staff and state coordinators.

If you've forgotten your CARES password, please click on the “**Forgot password**” link below the log-in box. You'll be prompted to answer your unique password question, and a new password will be e-mailed to you.

## CARES CASE DEFINITION:

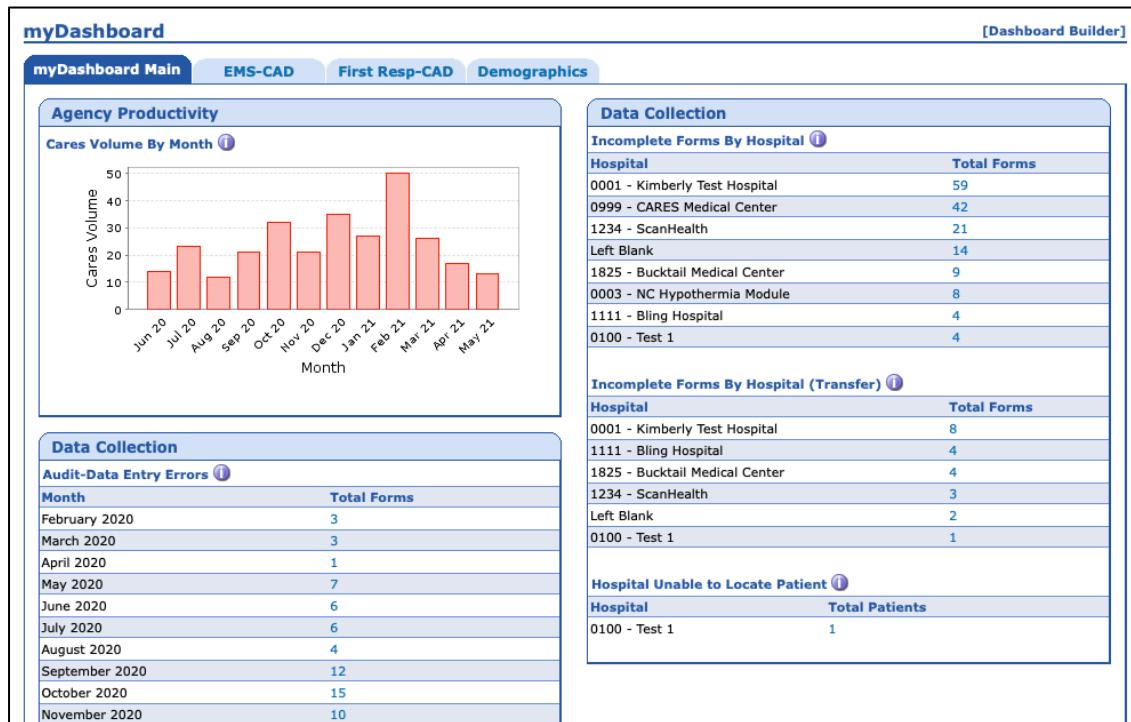
A CARES case is a non-traumatic out-of-hospital cardiac arrest event where resuscitation is attempted by a 911 responder (CPR and/or defibrillation). This includes patients that received an AED shock by a bystander prior to the arrival of 911 responders. Please note: CARES collected only arrests of presumed cardiac etiology from 2005-2012. In 2013, CARES expanded to include all non-traumatic arrests.

This User Guide includes a number of data definitions. For additional examples, please refer to the CARES Data Dictionary, available at <https://mycares.net/sitepages/emsagencies.jsp>.

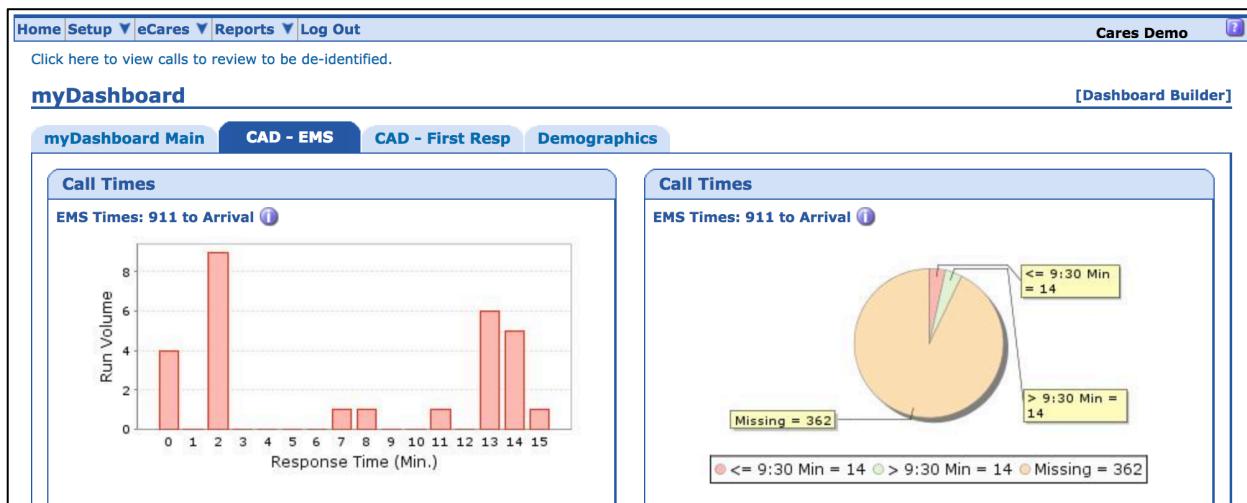
## THE DASHBOARD:

Below is the screen you see immediately after logging in. This initial screen is your Dashboard and has several different tabs. Please keep in mind that all data on the Dashboard is dynamic and updated in real-time as data is entered, updated, or deleted.

The **Agency Productivity** box shows call volume over the past 12 months. **Incomplete Forms by Hospital** shows all forms that have not been completed by local hospital contacts. The **Audit-Data Entry Errors** box displays records that are flagged for auditing issues. If you click on the number next to the Month or Hospital, the site will direct you to the respective records. Click the pen and paper icon to edit the record and 'Save' your updates.



The 2<sup>nd</sup> and 3<sup>rd</sup> Dashboard tabs, **CAD-EMS** and **CAD-First Responder**, display intervals for local response times in bar graph and pie chart format, if your EMS agency enters this supplemental data into CARES.

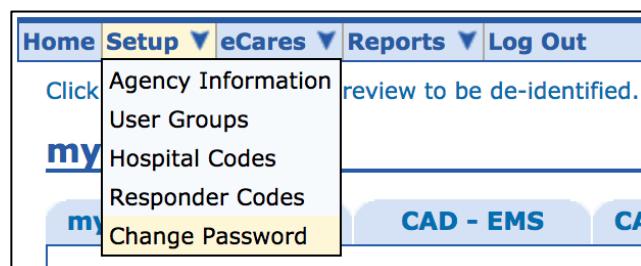


The **Demographics** tab displays your agency's arrests by Age, Gender, and Location Type.



## CHANGING YOUR PASSWORD:

CARES passwords are case-sensitive. You can change your password at any time under the **Setup** tab once you are logged in.



## ADDING A NEW CASE:

If you are doing direct data entry, click **Add New** from the **eCares** tab to open a blank CARES form. Required elements are in a grey background (i.e. questions 1-11) and supplemental elements are in a blue background (i.e. question 12).

All patients meeting the CARES case definition (see page 3) must be entered into the registry. Patients that do not meet the case definition (i.e. DOAs, DNRs, traumatic arrests) may be entered; however, they will **not** be included on the Dashboard, in any CARES standard reports, or pushed to the hospitals for outcomes.

**Part A : Demographic Information**

1 - Street Address (Where Arrest Occurred)				
2 - City	3 - State	4 - Zip Code	5 - County	
6 - First Name	7 - Last Name			
8 - Age	9 - Date of Birth	10 - Gender	11 - Race/Ethnicity	
<input type="radio"/> Days <input type="radio"/> Months <input type="radio"/> Years		<input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Female-to-Male, Transgender Male <input type="radio"/> Male-to-Female, Transgender Female <input type="radio"/> Non-Binary	<input type="checkbox"/> American-Indian/Alaska Native <input type="checkbox"/> Asian <input type="checkbox"/> Black/African-American <input type="checkbox"/> Hispanic/Latino	<input type="checkbox"/> Native Hawaiian/Pacific Islander <input type="checkbox"/> White <input type="checkbox"/> Unknown
DOB Unknown <input type="checkbox"/>				
12 - Medical history				
<input type="checkbox"/> No <input type="checkbox"/> Unknown <input type="checkbox"/> Cancer <input type="checkbox"/> Diabetes <input type="checkbox"/> Heart Disease <input type="checkbox"/> Hyperlipidemia <input type="checkbox"/> Hypertension <input type="checkbox"/> Renal Disease <input type="checkbox"/> Respiratory Disease <input type="checkbox"/> Stroke <input type="checkbox"/> Other				

**Part B : Run Information**

13 - EMS Agency ID <b>100000000010005</b>	14 - Date of Arrest	15 - Incident #
16 - Fire/First Responder	17 - Destination Hospital	
<input type="checkbox"/> No First Responder dispatched		

**Part C : Arrest Information**

18 - Location Type Definitions	19 - Arrest Witness Status	20 - Presumed Cardiac Arrest Etiology Definitions
<input type="radio"/> Home/Residence <input type="radio"/> Public/Commercial Building <input type="radio"/> Street/Highway <input type="radio"/> Nursing Home <input type="radio"/> Healthcare Facility <input type="radio"/> Place of Recreation <input type="radio"/> Industrial Place <input type="radio"/> Transport Center	<input type="radio"/> Unwitnessed <input type="radio"/> Witnessed by Bystander <input type="radio"/> Witnessed by 911 Responder	<input type="radio"/> Presumed Cardiac Etiology <input type="radio"/> Trauma <input type="radio"/> Respiratory/Asphyxia <input type="radio"/> Drowning/Submersion <input type="radio"/> Electrocution <input type="radio"/> Exsanguination/Hemorrhage <input type="radio"/> Drug Overdose <input type="radio"/> Other
<b>Resuscitation Information</b>		
21 - Resuscitation attempted by 911 Responder (or AED shock given prior to EMS arrival)	22 - Who Initiated CPR	23 - Type of Bystander CPR Provided
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Not Applicable <input type="radio"/> Bystander <input type="radio"/> Family Member <input type="radio"/> Healthcare Provider (non-911 Responder) <input type="radio"/> First Responder  <input type="radio"/> EMS Responder (transport EMS)	<input type="radio"/> Compressions and ventilations <input type="radio"/> Compressions only <input type="radio"/> Ventilations only <input type="radio"/> Unknown
25 - Was an AED applied prior to EMS arrival	26 - Who First Applied the AED	27 - Who First Defibrillated the Patient
<input type="radio"/> Yes, with defibrillation <input type="radio"/> Yes, without defibrillation <input type="radio"/> No	<input type="radio"/> Bystander <input type="radio"/> Family Member <input type="radio"/> Healthcare Provider (non-911 Responder) <input type="radio"/> Law Enforcement First Responder <input type="radio"/> Non-Law Enforcement First Responder	<input type="radio"/> Not Applicable <input type="radio"/> Bystander <input type="radio"/> Family Member <input type="radio"/> Healthcare Provider (non-911 Responder) <input type="radio"/> Law Enforcement First Responder <input type="radio"/> Non-Law Enforcement First Responder <input type="radio"/> EMS Responder (transport EMS)
28 - Did 911 Responder perform CPR: <input type="radio"/> Yes <input type="radio"/> No		

Question 32 is the last required question. When you select “Ongoing Resuscitation in ED” the hospital will automatically be notified that a patient outcome is required. If End of Event is “Pronounced in the ED”, the record is not routed to the hospital, decreasing the data entry burden for hospital personnel.

First Cardiac Arrest Rhythm of Patient and ROSC Information									
29 - First Arrest Rhythm of Patient		<input type="radio"/> Ventricular Fibrillation	<input type="radio"/> Idioventricular/PEA						
		<input type="radio"/> Ventricular Tachycardia	<input type="radio"/> Unknown Shockable Rhythm						
		<input type="radio"/> Asystole	<input type="radio"/> Unknown Unshockable Rhythm						
30 - Sustained ROSC (20 consecutive minutes) or present at end of EMS care:		<input type="radio"/> Yes, but pulseless at end of EMS care (or ED arrival)	<input type="radio"/> No						
		<input type="radio"/> Yes, pulse at end of EMS care (or ED arrival)							
31 - Was hypothermia care provided in the field		<input type="radio"/> Yes	<input checked="" type="radio"/> No						
32 - End of Event		<input type="radio"/> Effort ceased due to DNR	<input type="radio"/> Pronounced in the Field	<input type="radio"/> Pronounced in the ED					
		<input type="radio"/> Ongoing Resuscitation in ED							
33 - When did sustained ROSC first occur:		<input type="radio"/> Never	<input type="radio"/> After 911 Responder CPR only	<input type="radio"/> Unknown					
		<input type="radio"/> After Bystander CPR only	<input type="radio"/> After 911 Responder Defib. shock						
		<input type="radio"/> After Bystander defib shock	<input type="radio"/> After ALS						
34 - Estimated time of arrest	hh : mm : ss	35 - Time of 1st CPR	hh : mm : ss	36 - Time of 1st defibrillatory shock	hh : mm : ss	37 - Time of sustained ROSC	hh : mm : ss	38 - Time resuscitation terminated	hh : mm : ss

### **GENERAL COMMENTS BOX:**

At the bottom of the form is a General Comments box for EMS agency users. Please enter any comments or additional information you think CARES staff or hospital contacts should know about the patient or event. Entering comments is also important if you input data that seems contradictory, but is correct (i.e. patient in VFib, but not defibrillated), so that CARES staff will manually override the audit flag.

General Comments
<input type="text"/>
<b>Save</b>

## **SAVING THE FORM:**

When you click "Save", an automated audit algorithm is run on the record, checking for blank fields and potentially conflicting information. The associated audit flags will be listed on the Save page in red. Please click on the "Return to the CARES Form" link and address these audit flags. Do NOT use your browser's Back button to return to the form.

Home | Setup ▾ | eCares ▾ | Reports ▾ | Log Out

Please wait while saving Cares data...

The form was saved successfully.

Warning messages:

- #4 - Incident Zip Code is a required field when Booklet ID is not entered
- #16 - Fire/First Responder is a required field - If a first responder was not noted on this event, please indicate the first responder assigned to the territory
- #18 - Please confirm lay person AED application in a Home/Residence.

Date/Time of processing: 11/03/2017 10:28:56AM

**Please Return to the CARES Form immediately and correct the data entry errors listed above.  
DO NOT use your browser's BACK button.**

The fields that require attention are listed at the top of the page and highlighted in red. Click "Save" after all edits have been completed.

Home | Setup ▾ | eCares ▾ | Reports ▾ | Log Out

Error Description

#1 - Incident Address is a required field.  
 #2 - Incident City is a required field.  
 #4 - Incident Zip Code is a required field.  
 #5 - Incident County is a required field.  
 #10 - Gender is a required field.  
 #11 - Race/Ethnicity is a required field.  
 #20 - Presumed Cardiac Arrest Etiology is a required field.  
 #33 - When did sustained ROSC first occur is a required field.

Delete CARES Data Dictionary

**Part A : Demographic Information**

1 - Street Address (Where Arrest Occurred)

2 - City  3 - State  4 - Zip Code  5 - County

6 - First Name  7 - Last Name

8 - Age   Days  Months  Years 9 - Date of Birth  DOB Unknown

10 - Gender  Male  Female  Female-to-Male, Transgender Male  Male-to-Female, Transgender Female  Non-Binary

11 - Race/Ethnicity  American-Indian/Alaska Native  Native Hawaiian/Pacific Islander  Asian  White  Black/African-American  Unknown  Hispanic/Latino

12 - Medical history  No  Unknown  Cancer  Diabetes  Heart Disease  Hyperlipidemia  Hypertension  Renal Disease  Respiratory Disease  Stroke  Other

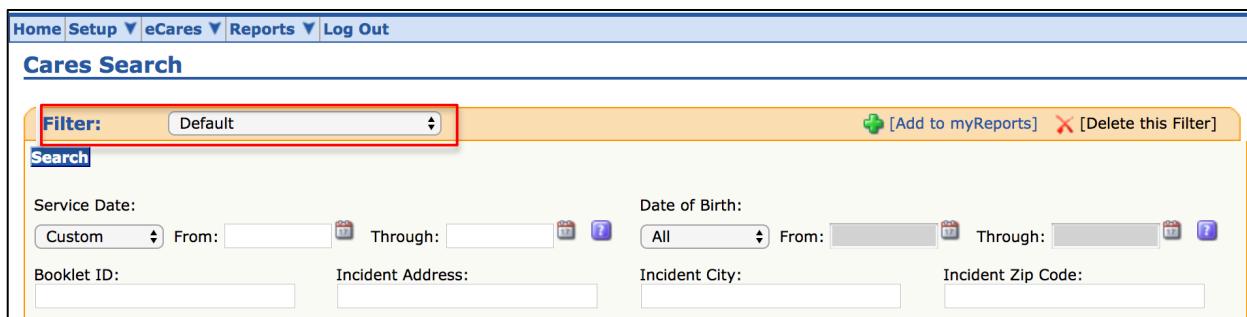
## CONDUCTING A SEARCH:



The screenshot shows the top navigation bar with links for Home, Setup, eCares, Reports, and Log Out. Below this is a dropdown menu titled "myDashb" containing "Cares Search", "Cares Advanced Search", and "Add New". At the bottom right of the menu is the text "MS".

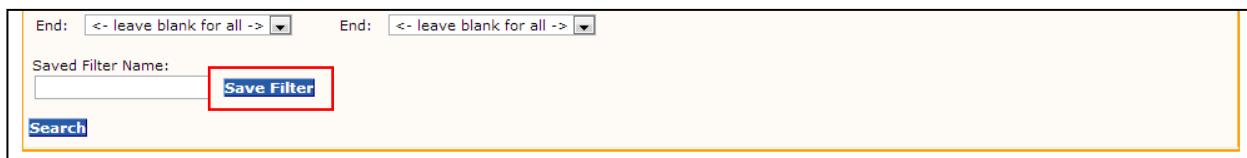
The **CARES Search** page is limited to the required data elements, while the **CARES Advanced Search** page includes the supplemental data elements. You can search by any data element(s) on the CARES form.

The **Filter** pull-down menu in the upper left-hand corner includes the following search filters: Presumed Cardiac CARES Cases, Non-Traumatic CARES Cases, Utstein Arrests, List of Survivors.



This screenshot shows the "Cares Search" page. It features a "Filter:" dropdown menu set to "Default" (highlighted with a red box). To the right are buttons for "[Add to myReports]" and "[Delete this Filter]". Below the filter are search fields for Service Date (Custom date range), Date of Birth (All date range), Booklet ID, Incident Address, Incident City, and Incident Zip Code. A "Search" button is located at the bottom left.

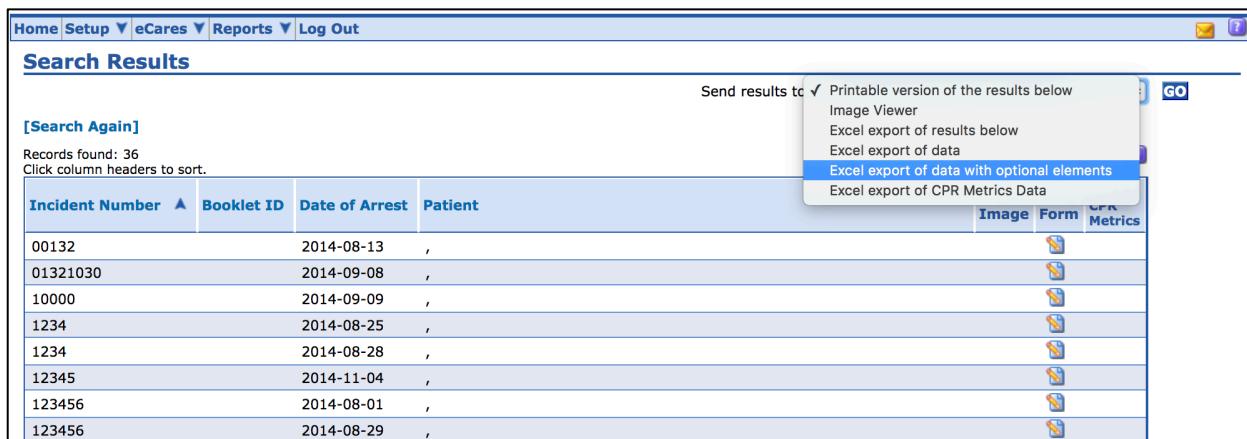
By clicking “Save Filter” at the bottom of the page, you can save search criteria to use at another time.



This screenshot shows a "Save Filter" dialog box. It contains fields for "End:" (dropdown menus for start and end dates), "Saved Filter Name:" (text input field), and a "Save Filter" button (highlighted with a red box). Below these are "End:" dropdown menus and a "Search" button.

## EXPORTING DATA:

Search results can be exported into Microsoft Excel for further review and analysis. On the search results page, in the upper right-hand corner is a “Send results to” drop down menu. Click the drop-down arrow and select “Excel export of data” or “Excel export of data with optional elements.” Click the “Go” button. Please be sure your browser’s pop-up blocker is turned off or hold down the “Ctrl” key while going through the above steps until the Excel window opens.

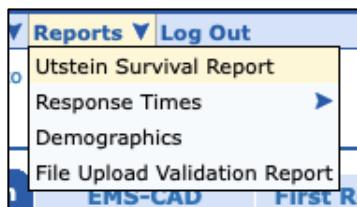


This screenshot shows the "Search Results" page. It displays a table of search results with columns for Incident Number, Booklet ID, Date of Arrest, and Patient. In the top right corner, there is a "Send results to" dropdown menu. The "Excel export of data with optional elements" option is selected and highlighted with a blue box. Other options in the menu include "Printable version of the results below", "Image Viewer", "Excel export of results below", "Excel export of data", and "Excel export of CPR Metrics Data". There are also "Image", "Form", and "CPR Metrics" buttons at the bottom right of the table.

Incident Number	Booklet ID	Date of Arrest	Patient	Image	Form	CPR Metrics
00132		2014-08-13	,			
01321030		2014-09-08	,			
10000		2014-09-09	,			
1234		2014-08-25	,			
1234		2014-08-28	,			
12345		2014-11-04	,			
123456		2014-08-01	,			
123456		2014-08-29	,			

## REPORTS:

CARES users have 24/7 access to a number of reports, which can be found on the **Reports** drop down menu. For additional details, users may access the Reports User Guide at: <https://mycares.net/sitepages/data.jsp>.



The **Utstein Survival Report** is the most commonly used report. Utstein is an internationally agreed upon cardiac arrest metric that considers all bystander-witnessed arrests that present in a shockable rhythm. To generate this report:

1. Enter the **Service Date** range of interest. Reports using recent data are not completely audited and therefore may be incomplete. Data by calendar year is not finalized mid-April of the following year. For example, reports including data from 2021 would not be considered final until April 2022.
2. Select the **Data Scope** of interest. "My Data" will generate a report using your EMS Agency's data, while "National Data" will generate a benchmarking report using the national dataset.
3. Select the **Etiology** of arrest, Presumed Cardiac or Non-Traumatic.
4. Indicate whether you want to include pages that list any **Incomplete Outcomes** (Yes or No).
5. Click "**Generate Report**".

The Utstein Report can also be filtered by local First Responders or Incident Counties using the corresponding pull-down menu or selection box.

**Report: Utstein Survival Report**

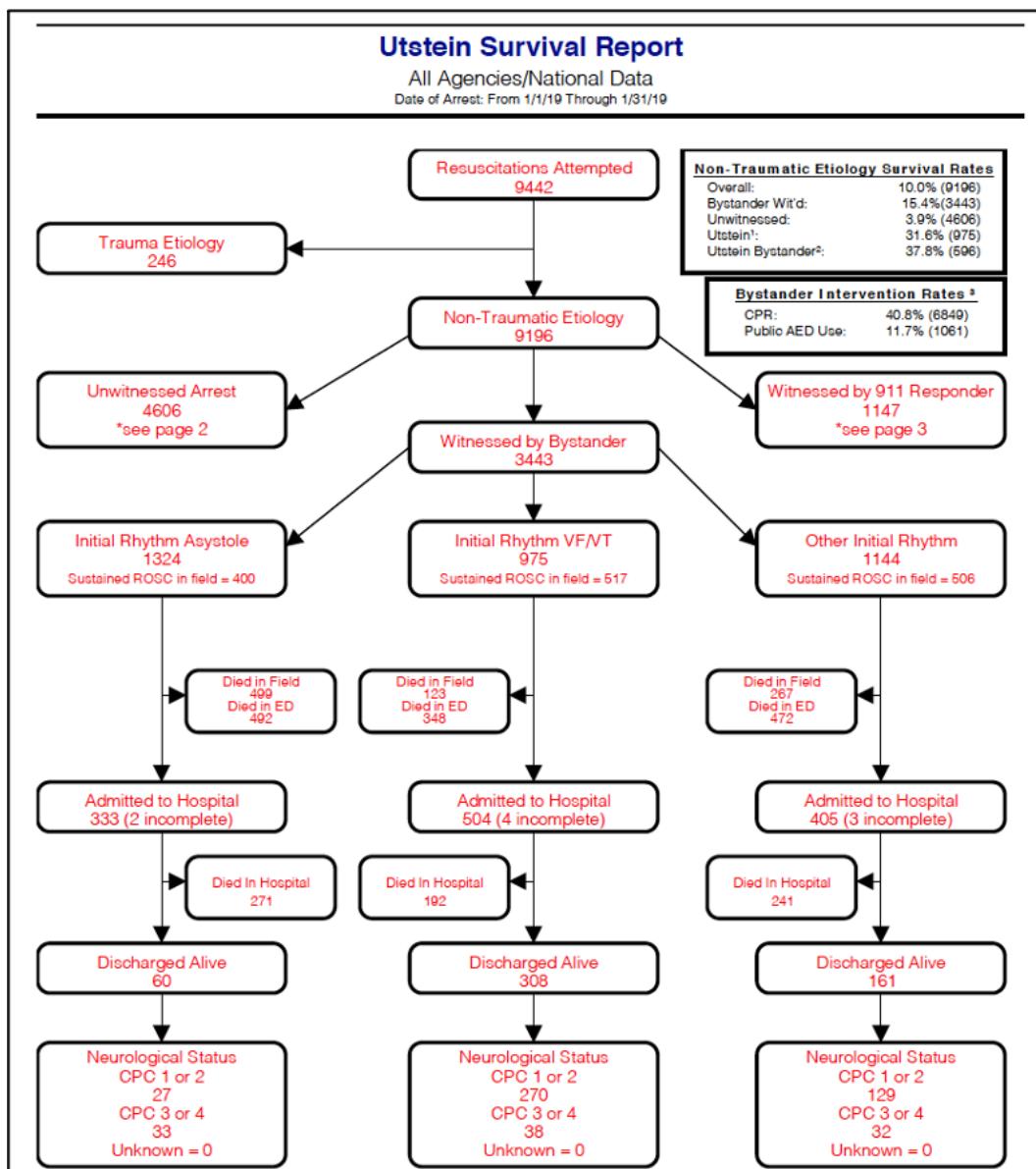
Filter: Default		<a href="#">[Add to myReports]</a> <a href="#">[Delete this Filter]</a>	
First Responder: <input type="button" value="All"/>			
Service Date: Custom <input type="button" value="From:"/> <input type="text"/> <input type="button" value="Through:"/> <input type="text"/> <input type="button" value="?"/>			
Data Scope: <input checked="" type="radio"/> My Data <input type="radio"/> National Data <small>*Only data from the previous calendar year is fully audited. Data from the current calendar year is dynamic.</small>			
Presumed Arrest Etiology: <input checked="" type="radio"/> Non-Traumatic CARES Cases <input type="radio"/> Presumed Cardiac CARES Cases			
View Incomplete Outcomes: <input type="radio"/> Yes <input checked="" type="radio"/> No			
Incident County: <input type="button" value="Aguada"/> <input type="button" value="Arroyo"/> <input type="button" value="Salinas"/>			
Format: <input type="button" value="PDF - 8.5 x 11"/>			
Saved Filter Name: <input type="text"/> <input type="button" value="Save Filter"/>			
<small>PLEASE NOTE: From 2005-2012, CARES collected arrests of presumed cardiac etiology. In 2013, CARES expanded to include all non-traumatic arrests. Please select Data Type and Service Date Range accordingly.</small>			
<input type="button" value="Generate Report"/>			

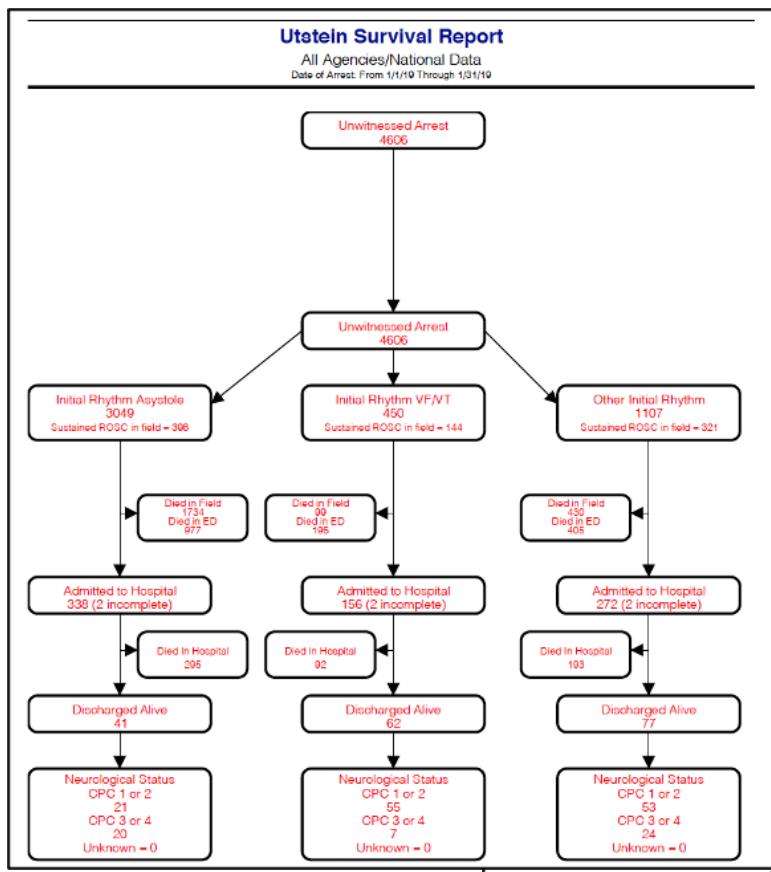
In the upper right-hand corner of the Utstein Report, you will see a box listing a number of survival rates.

- **Overall:** Includes all CARES cases.
- **Bystander Witnessed:** Includes all bystander witnessed arrests (those found on page 1 of the report).
- **Unwitnessed:** Includes all unwitnessed arrests (those found on page 2 of the report).
- **Utstein:** Witnessed by bystander and found in shockable rhythm.
- **Utstein Bystander:** Witnessed by bystander, found in shockable rhythm, and received some bystander intervention (CPR and/or AED application).

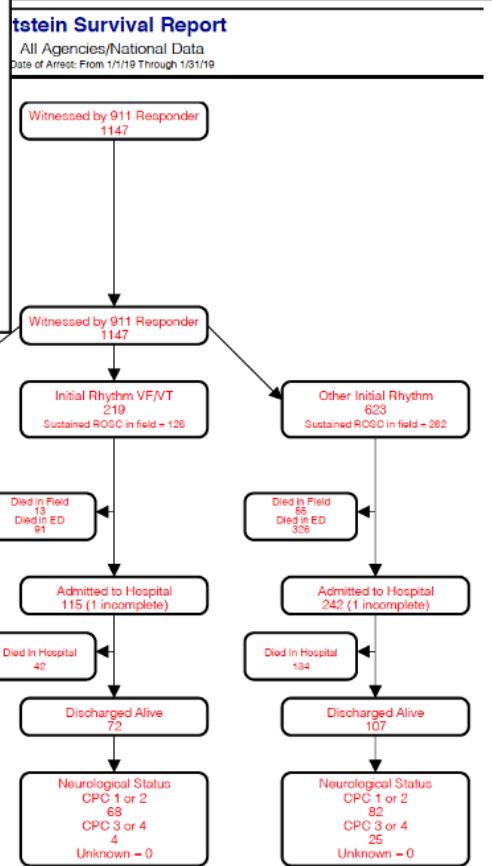
Below, you'll find a box that provides rates of critical **Bystander Interventions**, including CPR and AED use. Bystander CPR rate excludes 911 Responder Witnessed, Nursing Home, and Healthcare Facility arrests. Public AED Use rate excludes 911 Responder Witnessed, Home/Residence, Nursing Home, and Healthcare Facility arrests.

The Utstein Report follows a flow diagram format, categorizing arrests by witness status, initial rhythm, and patient outcome. **Bystander Witnessed** arrests are found on page 1.





Unwitnessed arrests are found on page 2.



**911 Responder Witnessed**  
 arrests are found on page 3.

Page 4 lists any records that have an outstanding hospital outcome.

Incomplete Data							
Incident #	Service Date	Dest. Hospital	Transfer Hospital	ER Outcome	Hosp Outcome	Neuro Outcome	
20144587	2014-12-17	0100 - Test 1	Left Blank	Left Blank	Left Blank	Left Blank	
12358er	2014-02-03	0100 - Test 1	Left Blank	Admitted to hospital	Not yet determined	Left Blank	

The CARES **Call Times Report** shows the number of runs in a given 30 second response time interval, if your agency enters this supplemental information into CARES. Enter the Service Date range of interest and select the two times you wish to analyze from the Times pull-down menus. Click "Generate Report."

A number of filters can be applied to this report, using the Filter pull-down menu in the upper left-hand corner (Presumed Cardiac CARES Cases, Non-Traumatic CARES Cases, Utstein Arrests) or First Responder pull-down menu.

Home | Setup ▾ | eCareS ▾ | Reports ▾ | Log Out

### Report: Call Times

**Filter:** Non-Traumatic CARES Cases 

[ Add to myReports] [ Delete this Filter]

Service Date: From: <input type="text"/>  Through: <input type="text"/> 	Presumed Cardiac Arrest Etiology (7 selected): DROWNING/SUBMERSION DRUG OVERDOSE ELECTROCUTION EXSANGUINATION/HEMORRHAGE OTHER PRESUMED CARDIAC ETIOLOGY RESPIRATORY/ASPHYXIA TRAUMA	Resuscitation Attempted by 911 Responder (1 selected): Yes No All	End of the Event (3 selected): DEAD IN FIELD EFFORT CEASED DUE TO DNR ONGOING RESUSCITATION IN ED PRONOUNCED DEAD IN ED
First Responder: <input type="text"/> All			
Times:			
Format:	PDF - 8.5 x 11		
Saved Filter Name:	<input type="text"/> <b>Save Filter</b>		

PLEASE NOTE: From 2005-2012, CARES collected arrests of presumed cardiac etiology. In 2013, CARES expanded to include all non-traumatic arrests. Please select Filters and Service Date Range accordingly.

**Generate Report**

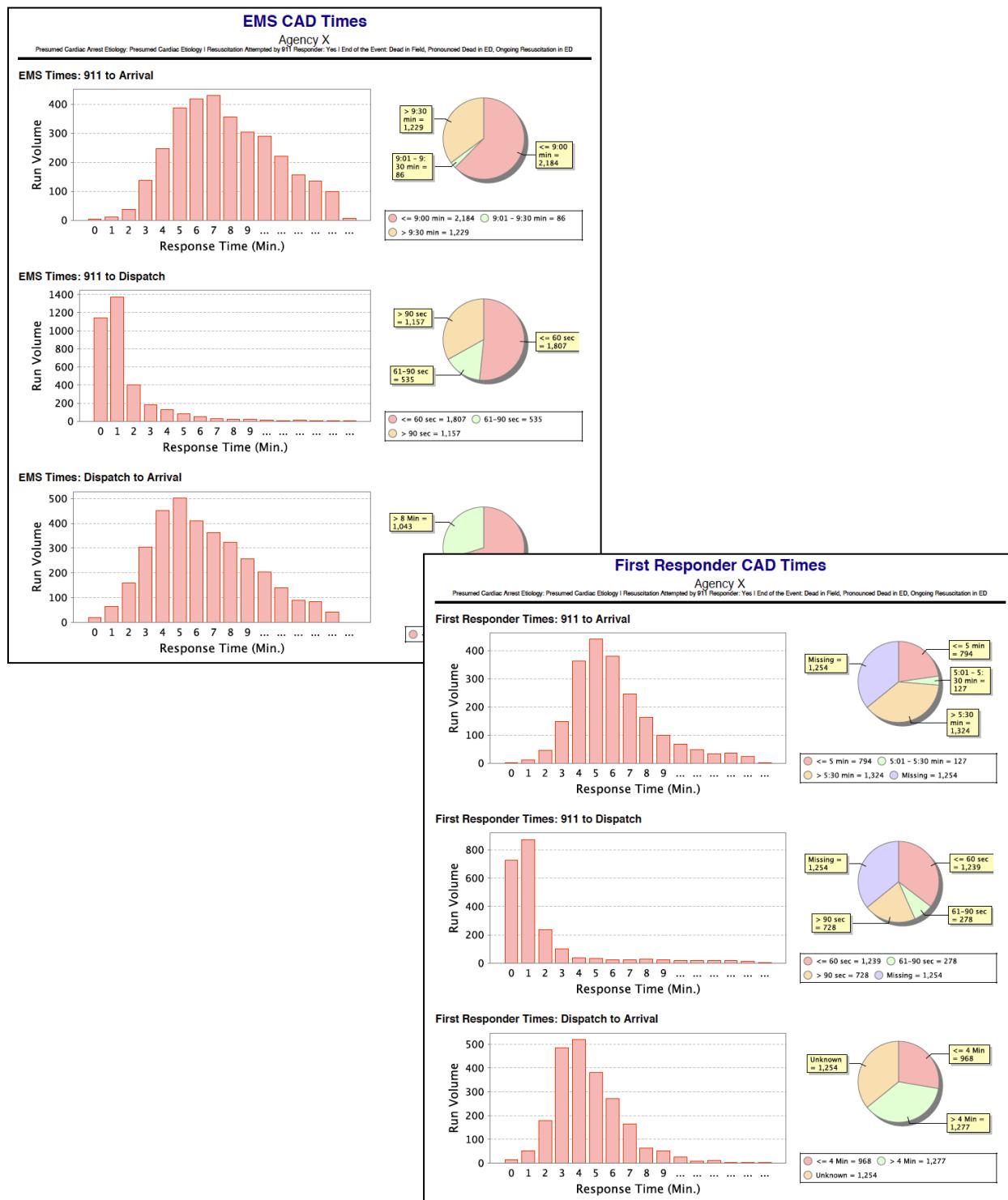
### Call Times - Call Received At Dispatch Center: Ambulance Dispatched

Presumed Cardiac Arrest Etiology: Presumed Cardiac Etiology, Respiratory/Asphyxia, Drowning/Submersion, Electrocution, Other, Drug Overdose, Exsanguination/Hemorrhage | Date of Arrest: From 1/1/19 Through 3/31/19 | Resuscitation Attempted by 911 Responder: Yes | End of the Event: Dead in Field, Pronounced Dead in ED, Ongoing Resuscitation in ED

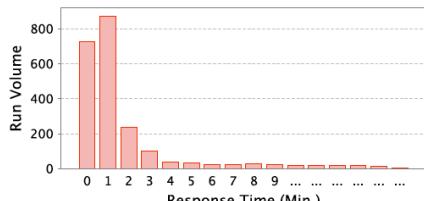
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Elapsed Time	# of Runs	% of Runs	# of Runs Cumulative	% of Runs Cumulative
0 Minutes	4036	15%	4036	15%
0.1 - 0.5 Minutes	4412	17%	8448	32%
0.6 - 1 Minute	4490	17%	12938	49%
1.1 - 1.5 Minutes	2560	10%	15498	58%
1.6 - 2 Minutes	2423	9%	17921	67%
2.1 - 2.5 Minutes	1005	4%	18926	71%
2.6 - 3 Minutes	862	3%	19788	74%
3.1 - 3.5 Minutes	330	1%	20118	76%
3.6 - 4 Minutes	340	1%	20458	77%

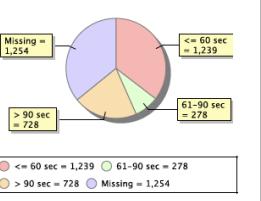
The **EMS and First Responder CAD Times Reports** show CAD time intervals in bar graph and pie chart format, if your agency enters this supplemental information into CARES. The Setup page includes 2 Data Scope options: My Data will generate a report with your agency's data, while National Data will generate a benchmarking report using the national CARES dataset. Both report setup pages also include the Filter pull-down menu in the upper left-hand corner, allowing you to filter the report by Presumed Cardiac CARES Cases, Non-Traumatic CARES Case, or Utstein Arrests. The First Responder CAD Times Report can also be filtered by your local First Responders. After selecting the report criteria, enter the Service Date range of interest, and click "Generate Report."



**First Responder Times: 911 to Dispatch**

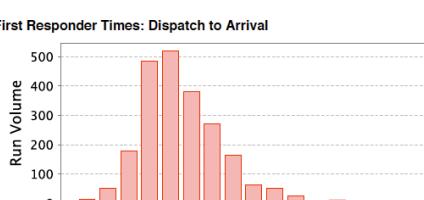


Response Time (Min.)	Run Volume
0	~750
1	~850
2	~200
3	~100
4	~50
5	~30
6	~20
7	~15
8	~10
9	~8
10	~5



Time Interval	Count
Missing	1,254
<= 60 sec	1,239
61-90 sec	278
> 90 sec	728

**First Responder Times: Dispatch to Arrival**

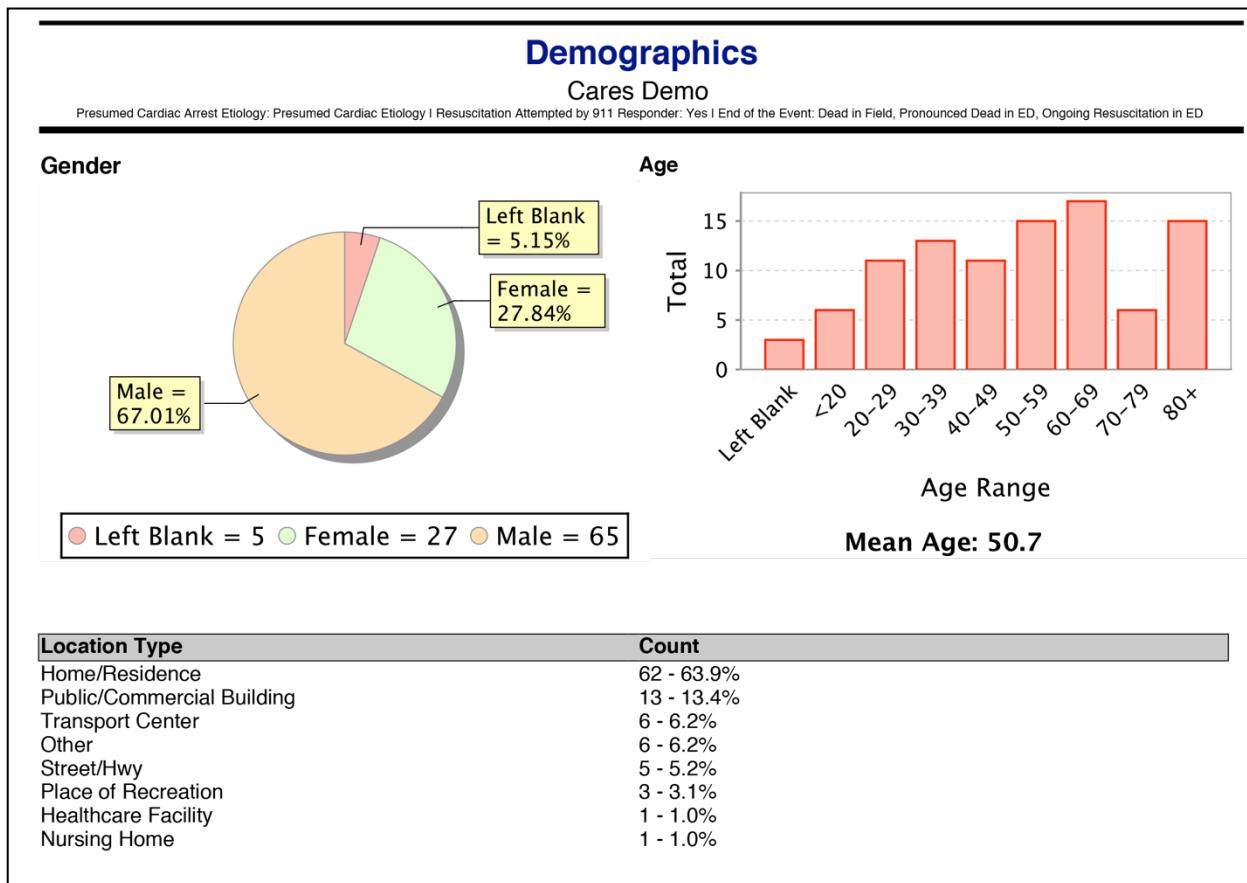


Response Time (Min.)	Run Volume
0	~20
1	~50
2	~150
3	~450
4	~500
5	~400
6	~250
7	~150
8	~100
9	~80
10	~60
11	~40
12	~30
13	~20
14	~15
15	~10
16	~8
17	~5
18	~3
19	~2
20	~1



Time Interval	Count
Unknown	1,254
<= 4 Min	968
> 4 Min	1,277

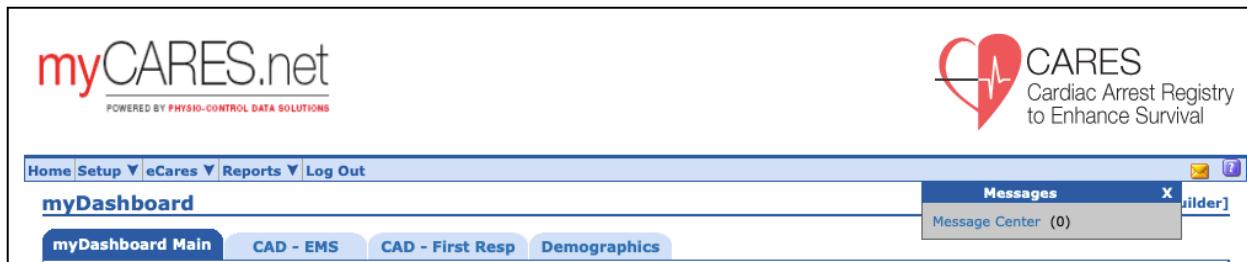
The **Demographics Report** generates the same information as the Demographics Dashboard tab, but allows you to select a Service Date range of interest. A number of filters can be applied to this report, using the Filter pull-down menu in the upper left-hand corner (Presumed Cardiac CARES Cases, Non-Traumatic CARES Cases, Utstein Arrests).



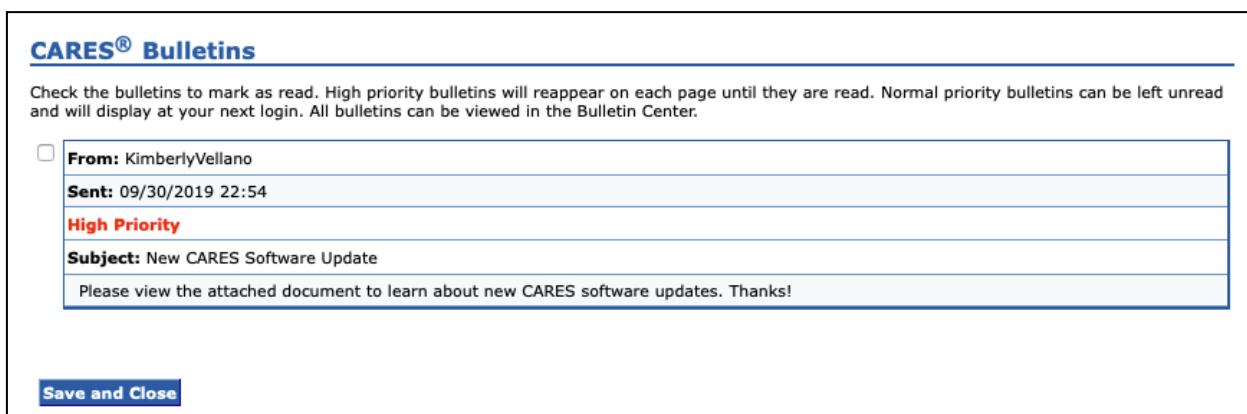
## MASS COMMUNICATION:

Occasionally, CARES will send updates to our end users and stakeholders. These messages may include information about software upgrades and changes, training and education opportunities, or data entry deadlines. You will receive these messages via e-mail, and they will also be accessible in your CARES Message Center upon log-in.

Once you enter the site, a blinking, yellow envelope will indicate a new message in your inbox. You may access your Message Center at the top right-hand corner of the page.


 A screenshot of the myCARES.net dashboard. At the top left is the logo "myCARES.net" with "POWERED BY PHYSIO-CONTROL DATA SOLUTIONS". At the top right is the CARES logo with the tagline "Cardiac Arrest Registry to Enhance Survival". The top navigation bar includes links for Home, Setup, eCares, Reports, and Log Out. Below the navigation is a "myDashboard" section with tabs for myDashboard Main, CAD - EMS, CAD - First Resp, and Demographics. To the right of this is a "Messages" section with a "Message Center (0)" button. The main content area is currently empty.

High Priority messages will require your acknowledgment before navigating away from the page by checking the box and choosing “Save and Close.”

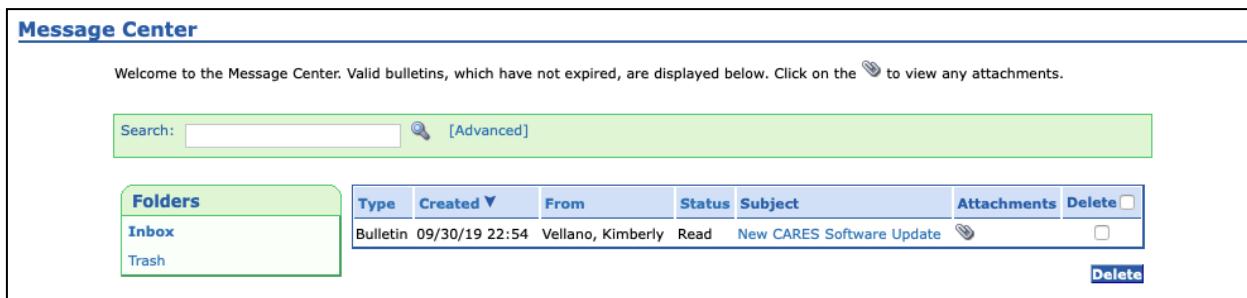

 A screenshot of the CARES® Bulletins page. The title "CARES® Bulletins" is at the top. Below it, a message is displayed in a blue-bordered box:
 

Check the bulletins to mark as read. High priority bulletins will reappear on each page until they are read. Normal priority bulletins can be left unread and will display at your next login. All bulletins can be viewed in the Bulletin Center.

**From:** KimberlyVellano  
**Sent:** 09/30/2019 22:54  
**High Priority**  
**Subject:** New CARES Software Update  
 Please view the attached document to learn about new CARES software updates. Thanks!

**Save and Close**

You will be able to save any attachments that are included in the message for future reference by accessing your Message Center inbox and clicking on the paper clip icon under the “Attachments” column.


 A screenshot of the Message Center. The title "Message Center" is at the top. A welcome message states: "Welcome to the Message Center. Valid bulletins, which have not expired, are displayed below. Click on the  to view any attachments." Below this is a search bar with a "Search:" field, a magnifying glass icon, and an "[Advanced]" link. On the left is a sidebar titled "Folders" with "Inbox" and "Trash" options. The main content area shows a table of bulletins:
 

Type	Created	From	Status	Subject	Attachments	Delete
Bulletin	09/30/19 22:54	Vellano, Kimberly	Read	New CARES Software Update 		<b>Delete</b>