Field Bridge
Administrator's Guide
Version 5.1

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Chapter 1

Introduction to Field Bridge

1.1 Chapter Overview

This chapter will cover basic information about the purpose, structure and technical requirements of the Field Bridge and the roles of individuals given administrative capabilities for the application.

1.2 Overview

The ImageTrend EMS Field Bridge Field Data Application is a Windows-based client application designed to allow remote users to record emergency incident information in the field and synchronize their data with the centralized EMS repository.

With the ImageTrend EMS Field Bridge Field Data Application, you can enter run incident reports, view validation, print patient care reports, send/receive incidents with parent databases, and post runs to regulatory databases right from your desktop, laptop, or Tablet PC.

1.3 System Requirements

In order to run the EMS Bridge Field Data Application, your system must meet these specifications:

Required:	**Recommended:**	**Optimal:**
500 MHz Processor 512 MB RAM 200 MB Available Hard Disk Space	1 GHz Processor 2 GB RAM 600 MB Available Hard Disk Space 802.11 wireless	1.5 GHz Processor 4 GB RAM 1 GB Available Hard Disk Space 802.11 wireless Bluetooth GPRS/CDMA cellular modem

Operating Systems Supported
Microsoft Windows XP, XP Tablet PC Edition 2005, Vista, Windows 7

Screen Resolution Supported
1024 x 768

Additional Software
Microsoft .NET Framework 3.5 SP1
Adobe Flash 8 or higher
Adobe Reader 8 or higher

1.4 Installation

NOTES: In order to protect the sensitive patient information collected with the EMS Field Bridge, ImageTrend recommends creating non-administrative, password protected Windows accounts for field users. All users should be required to log in to the computer before use.

The Field Bridge can be installed on a desktop PC, laptop or Tablet PC, although it is optimized for use with a tablet PC. The handwriting recognition function will not be available for Field Bridge systems installed on a desktop or laptop, and these computers will need to install the e-Signature capability to use electronic signatures.

Installation from a CD

1. Insert the CD into your CD-ROM drive.
   The ImageTrend EMS Field Bridge System installation screen should appear automatically.
   OR
   If the installation does not automatically appear,
   a. Open *My Computer.*

   b. Double-click the CD drive icon.
2. Follow the on screen instructions.

Installation by Download

1. On the computer on which you want to install the Field Bridge, go to www.imagetrend.com/ems/download
2. In the *Login* section, enter the username and password found on your support agreement.
3. Click *Login.*
4. Scroll down the page until you locate the *Field Bridge v.4 Full Install* section.
5. Click the green *Install* button .
6. Follow the on screen instructions.

Installing e-Signature capabilities on non-Tablet PCs

Signatures are supported on the ImageTrend EMS Field Bridge on any computers running Windows XP, Vista or Windows XP Tablet PC. In order to access this functionality on a non-Tablet PC operating system, it is possible to install the Tablet PC Software Development Kit (SDK) 1.7 on the machine. This is a free installation available at http://www.microsoft.com/downloads/details.aspx?familyid=B46D4B83-A821-40BC-AA85-C9EE3D6E9699&displaylang=en. This installation is also available on the EMS Field Bridge Installation CD as well as the EMS Field Bridge support website.

NOTE: Contact the system administrator with questions or for more information about the e-Signature capabilities.

Uninstalling the Application

1. In the Windows Control Panel, go to *Add/Remove Programs.*
2. Select the ImageTrend EMS Field Bridge System.
3. Click remove.
4. Follow the instructions to successfully uninstall the application.
   HINT: These instructions may differ depending on which version of Windows you have installed on the computer.

1.5 Printing Setup

Network Connection

Printing from the EMS Field Bridge System can be performed by connecting the PC running the application (laptop, tablet, etc.) to a physical network resource such as a printer, central server, or LAN connection. The desired printer can be selected from the drop-down menu in the print dialog window.

Infrared Connection

Printing from the EMS Field Bridge System can also be performed without physically connecting your device to a hardware resource. If the PC running the application (laptop, tablet, etc.) is infrared capable as well as the desired printer – simply hold the device within direct view of the printer and follow the instructions for infrared printing found in your PC or printer manual.

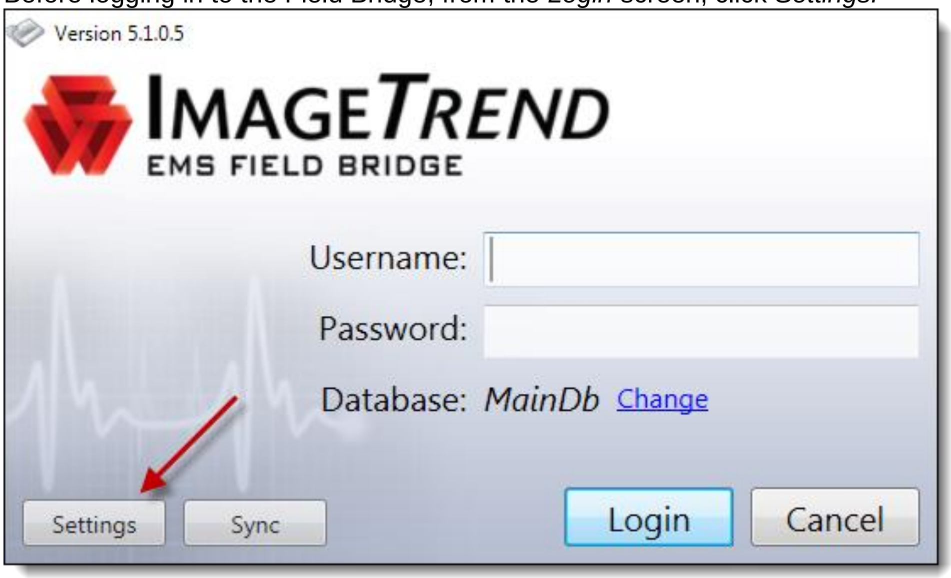
Bluetooth Connection

Printing from the EMS Field Bridge System can also be performed without physically connecting your device to a hardware resource. If the PC running the application (laptop, tablet, etc.) is Bluetooth enabled, a Blue Tooth paired device printer can receive the file and print it out — simply maintain the device within range of the printer and follow the instructions for Bluetooth printing found in your PC or printer manual.

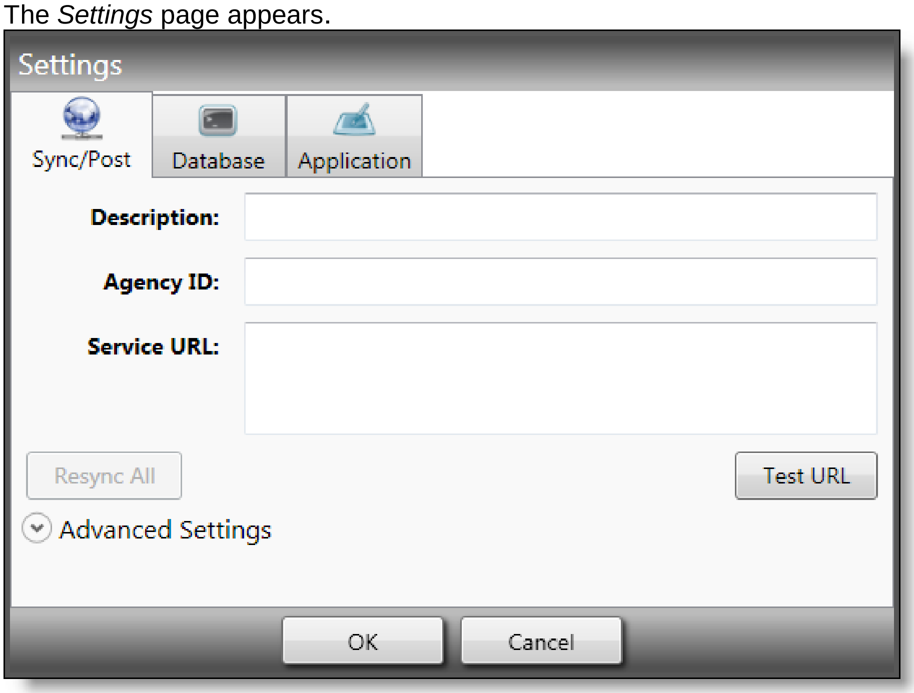
1.6 Setting Up Posting Preferences

Before logging in, administrators can set up posting preferences to determine which Service Bridge and which agency this Field Bridge will sync to.

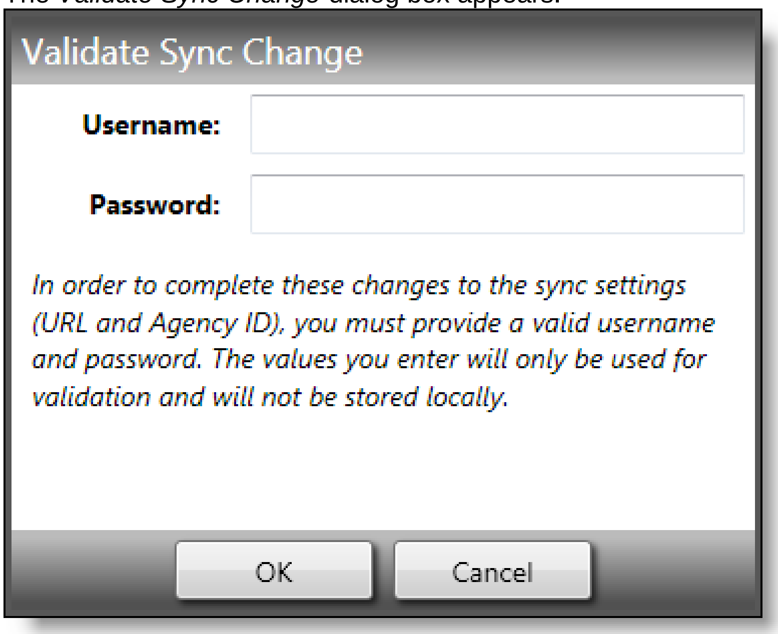
1. Before logging in to the Field Bridge, from the *Login* screen, click *Settings.*



The *Settings* page appears.



2. In the *Description* text box, type a name for this site.
   HINT: This is for your own reference and will not affect the performance of this sync.
3. In the *Agency ID* text box, type the agency ID for the service you want to sync to.
   HINT: You can find the agency ID on the Service Bridge in the *Service Setup* section by viewing the service information.
4. In the *Service URL* text box, type the URL of the Service Bridge to which you will be syncing.
5. **OPTIONAL:** To make sure the URL that was entered is a valid Service Bridge, click *Test URL.*
6. When finished, click *OK.*
   The *Validate Sync Change* dialog box appears.



7. In the *Username* and *Password* text boxes, type a username and password that is available from this agency and Service Bridge.
8. When finished, click *OK.*
   The posting and sync preferences are set up.

1.7 Working with Multiple Field Bridge Databases

If you use a single computer and Field Bridge system to report to multiple services, you will also need to work with multiple databases. Each service that has runs sent to it must have its own database.

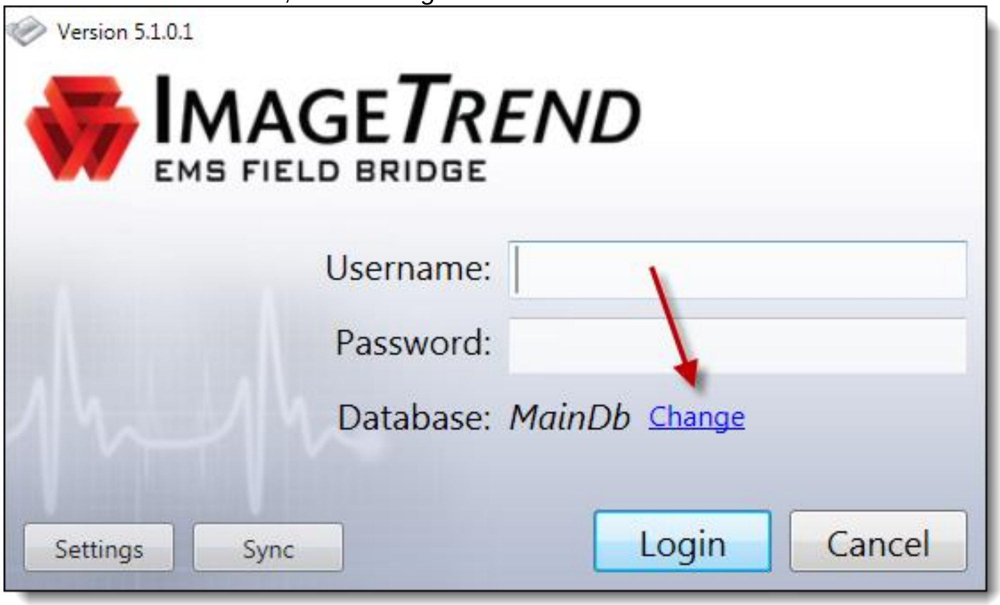
Before you can use multiple databases, you must set up each database that is needed. After that, each time a user logs in, he or she must ensure that the correct service and database is selected, according to where the runs need to be submitted.

Setting Up Databases

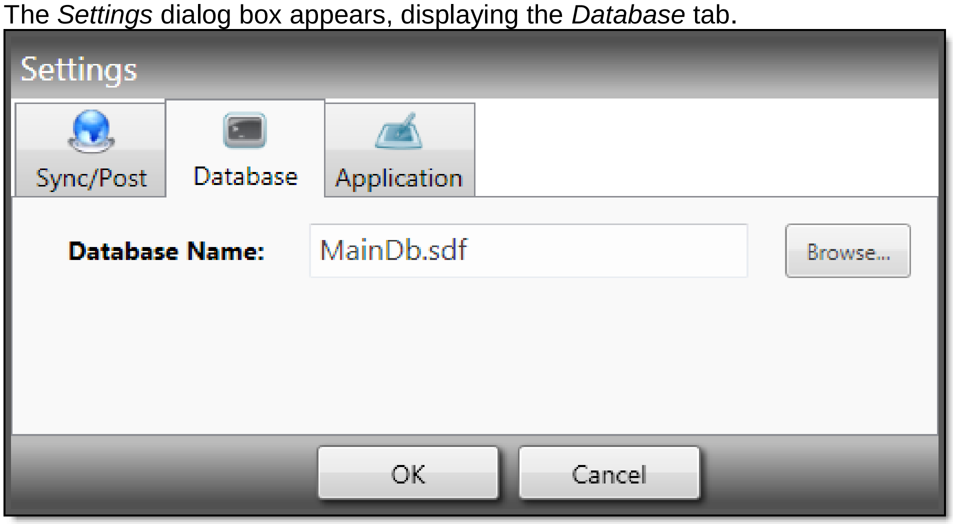
When you are setting up a database for each service that this computer and Field Bridge will be submitting to, you will copy the original database. This ensures that the structure is correct. You can then rename each database to make it easier to know where each database will be submitted.

1. Open the Field Bridge.
   HINT: Do not log in. These changes are made from the *Login* screen.

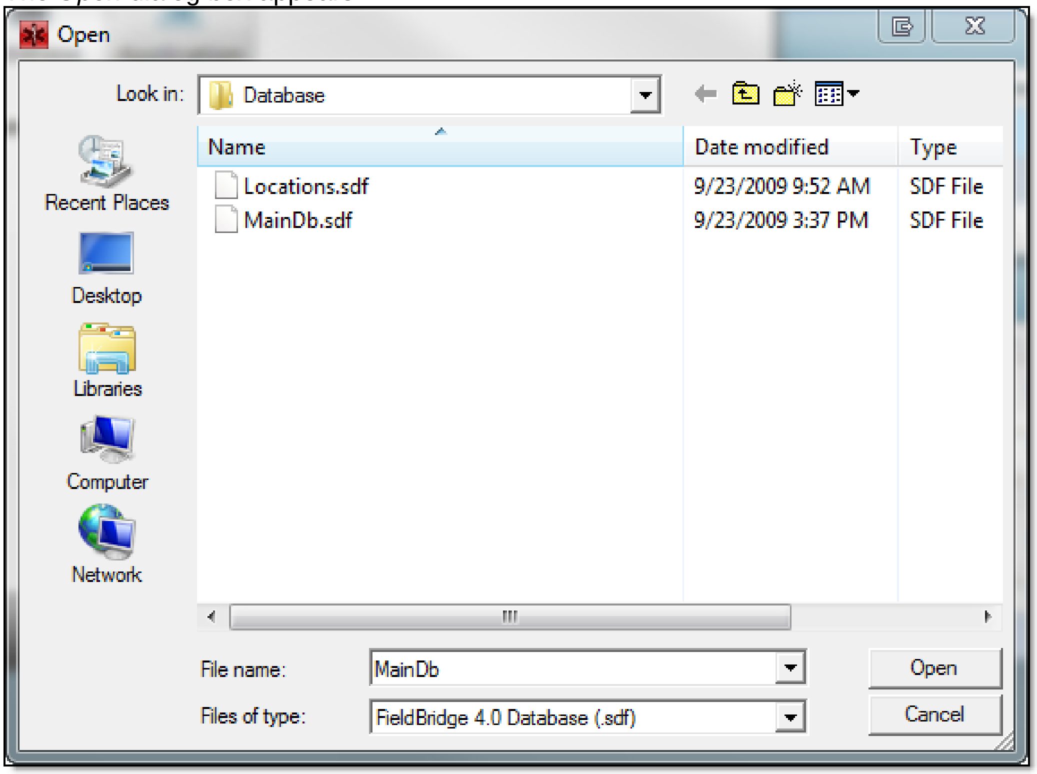
2. In the *Database* section, click *Change.*



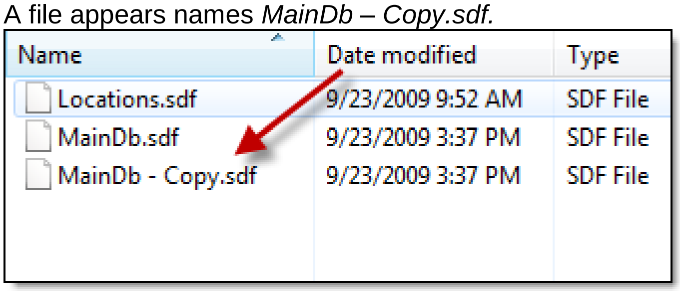
The *Settings* dialog box appears, displaying the *Database* tab.



3. Click *Browse…*
   The *Open* dialog box appears.

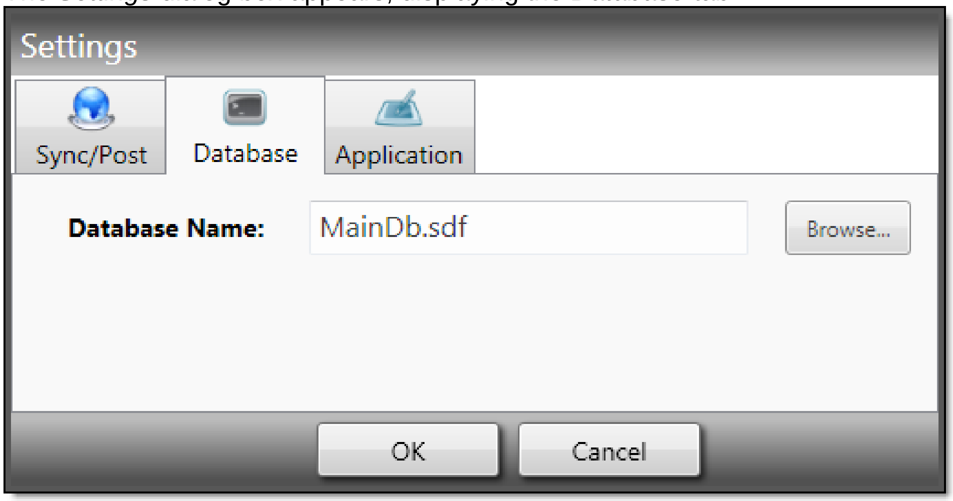


4. Right click the *MainDb.sdf* file and select *Copy.*
5. Right click within the blank portion of the window and select *Paste.*
   A file appears names *MainDb – Copy.sdf.*



6. Right click the new file and select *Rename.*
   The filename of the database becomes editable.
7. Type a new name for the database.
   HINT: It may be easiest to name the database for the service to which it will submit, to make it easy for users to know which database they need to select.
8. Press the *Enter* key.
9. Repeat steps 4–8 until all desired databases are added.
10. To rename the original database,
    a. Select a new database.
    b. Click *Open.*
       You are returned to the *Login* screen.

c. In the *Database* section, click *Change.*
The *Settings* dialog box appears, displaying the *Database* tab.



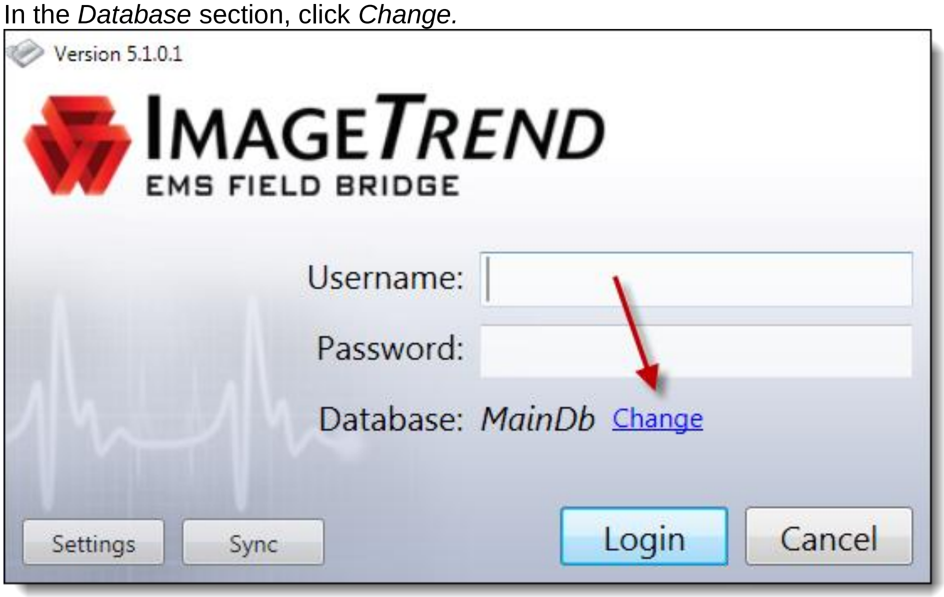
d. Click *Browse…*
The *Open* dialog box appears.
e. Right click the *MainDb.sdf* file and select *Rename.*
f. Type the desired name for the database.
g. Press the *Enter* key.

11. Select the database you currently want to use.
12. Click *Open.*
The database(s) are set up.

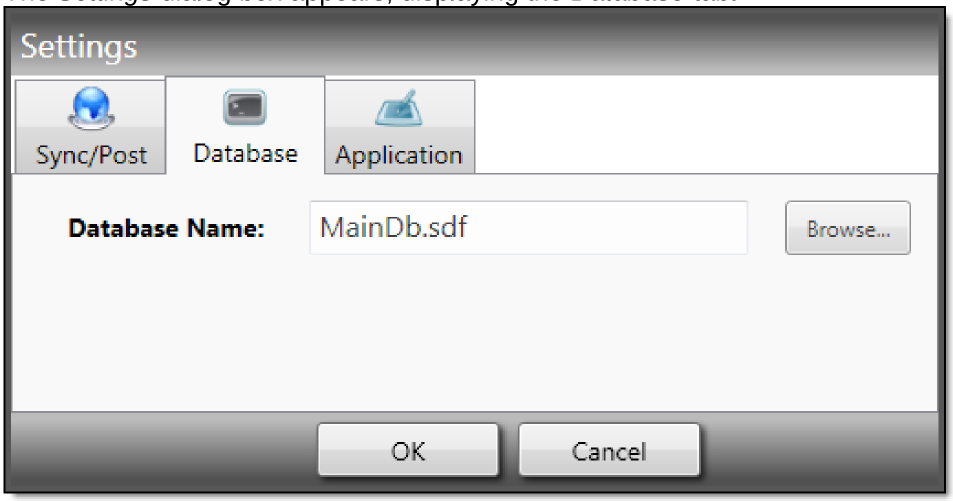
Switching Databases

Once all databases are set up, users can switch the database they are saving runs to each time they log in. Users should ensure that the correct service and database is selected each time they log in, to avoid sending runs to the wrong service.

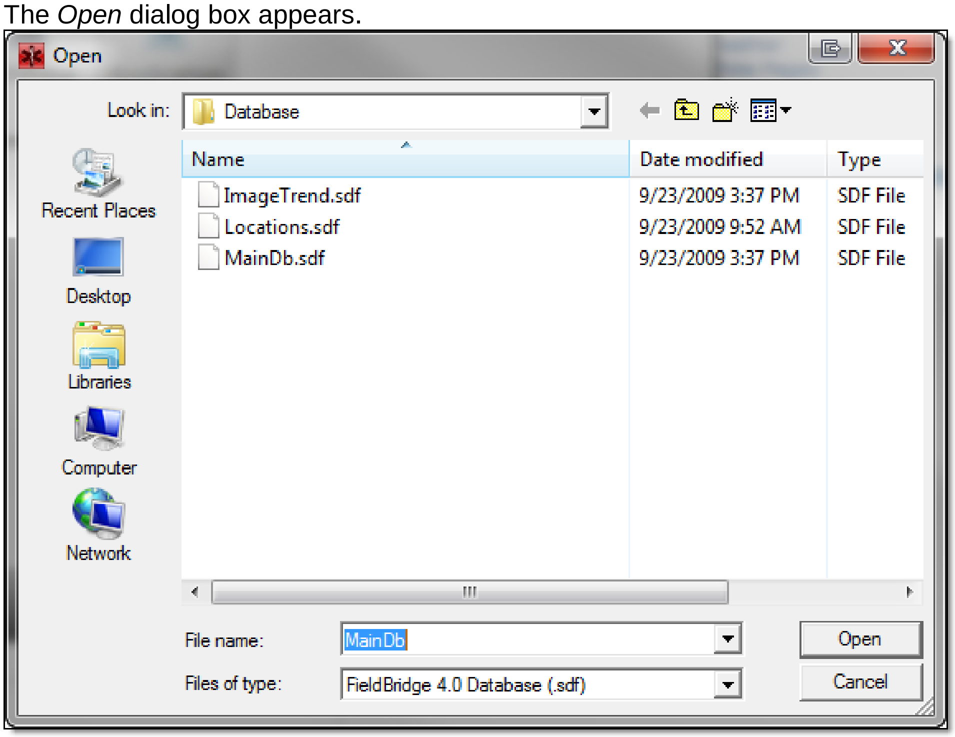
1. Open the Field Bridge.
HINT: Do not log in. These changes are made from the *Login* screen.
2. In the *Database* section, click *Change.*



The *Settings* dialog box appears, displaying the *Database* tab.

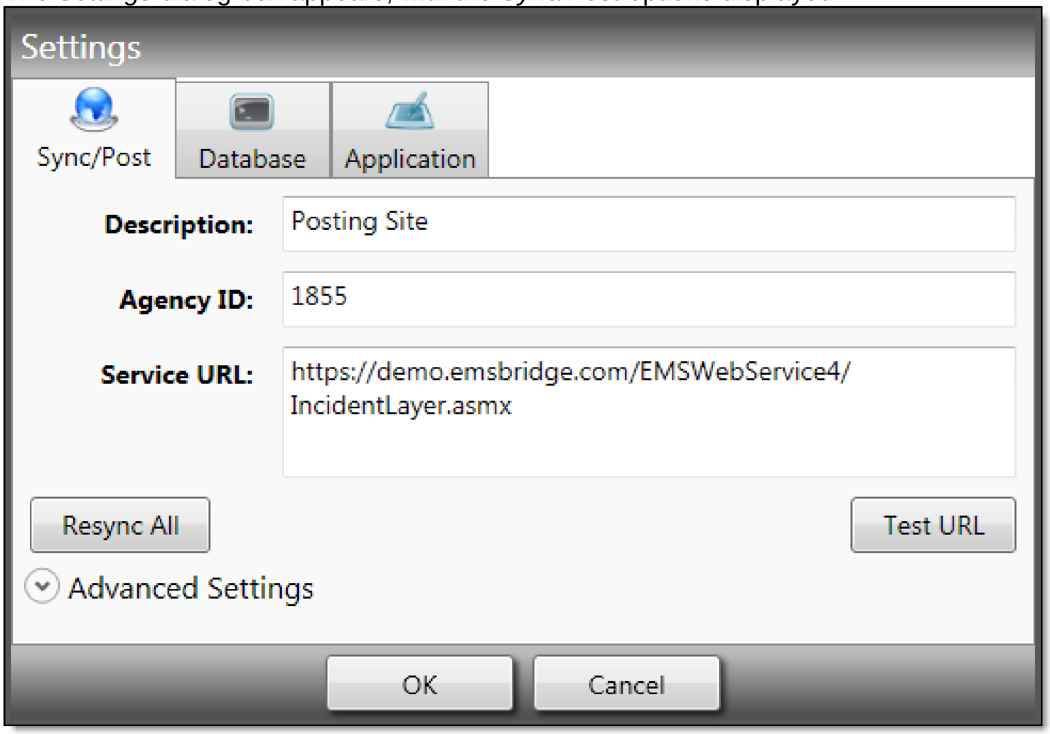


3. Click *Browse…*
   The *Open* dialog box appears.



4. Select the desired database.
5. Click *Open.*

6. From the *Login* screen, click *Settings.*
   The *Settings* dialog box appears, with the *Sync/Post* options displayed.



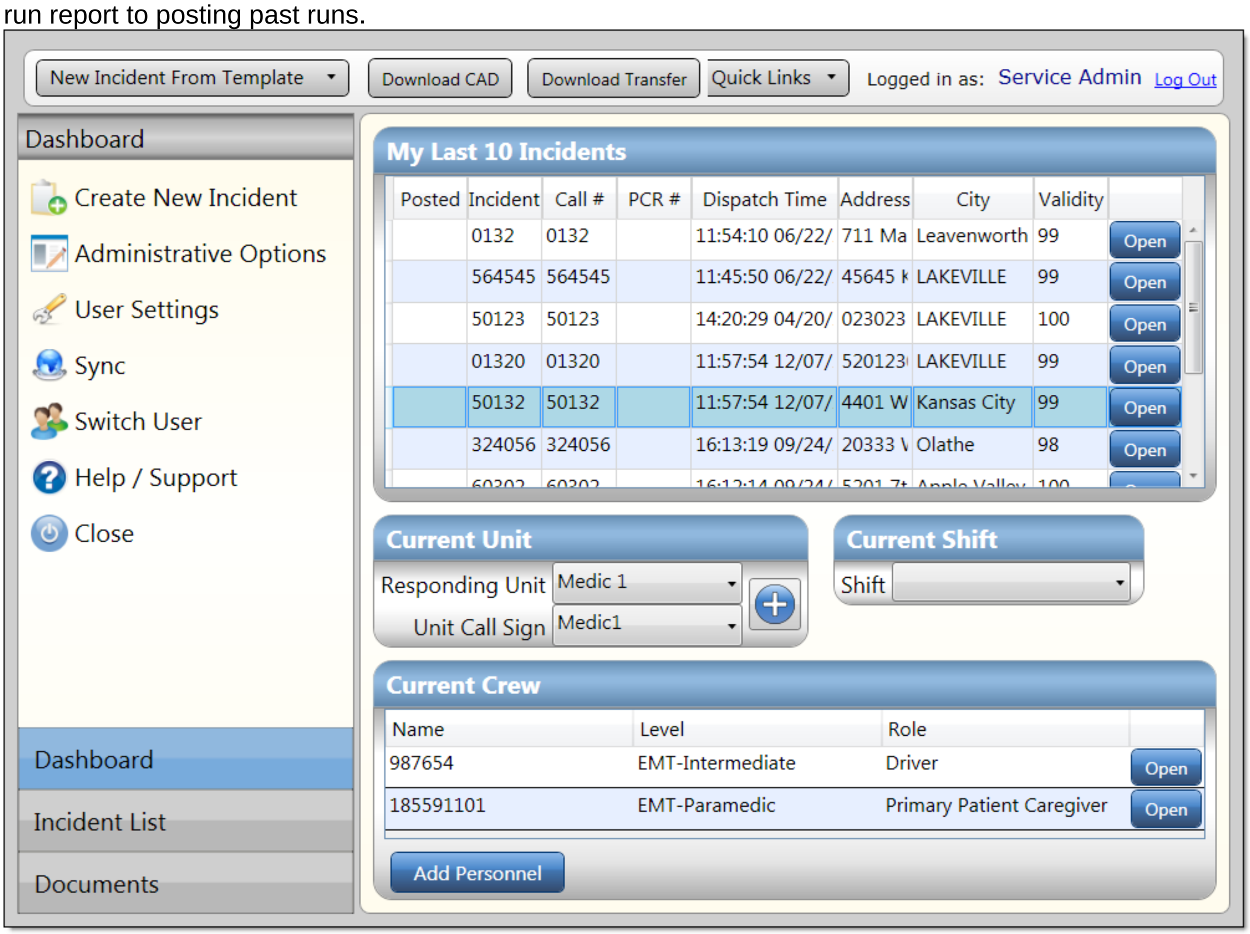
7. In the *Agency ID* text box and the *Service URL* text box, change the agency ID and/or the URL for the Web-based system, as appropriate.
   HINT: If you are posting to a different service, you will need to change the agency ID. You will only need to change the service URL if you are posting to a service with a different Service Bridge or State Bridge.
8. Click *OK.*
9. If prompted, enter a username and password to confirm your use of the new service.
   The new service is selected; you can now log in and safely record and post runs to the service.

1.8 The Field Bridge Environment

The Field Bridge system allows users to enter data for run reports and administrators to configure reporting and data collection options, set service and staff information and upload documents and other resources for staff members to access.

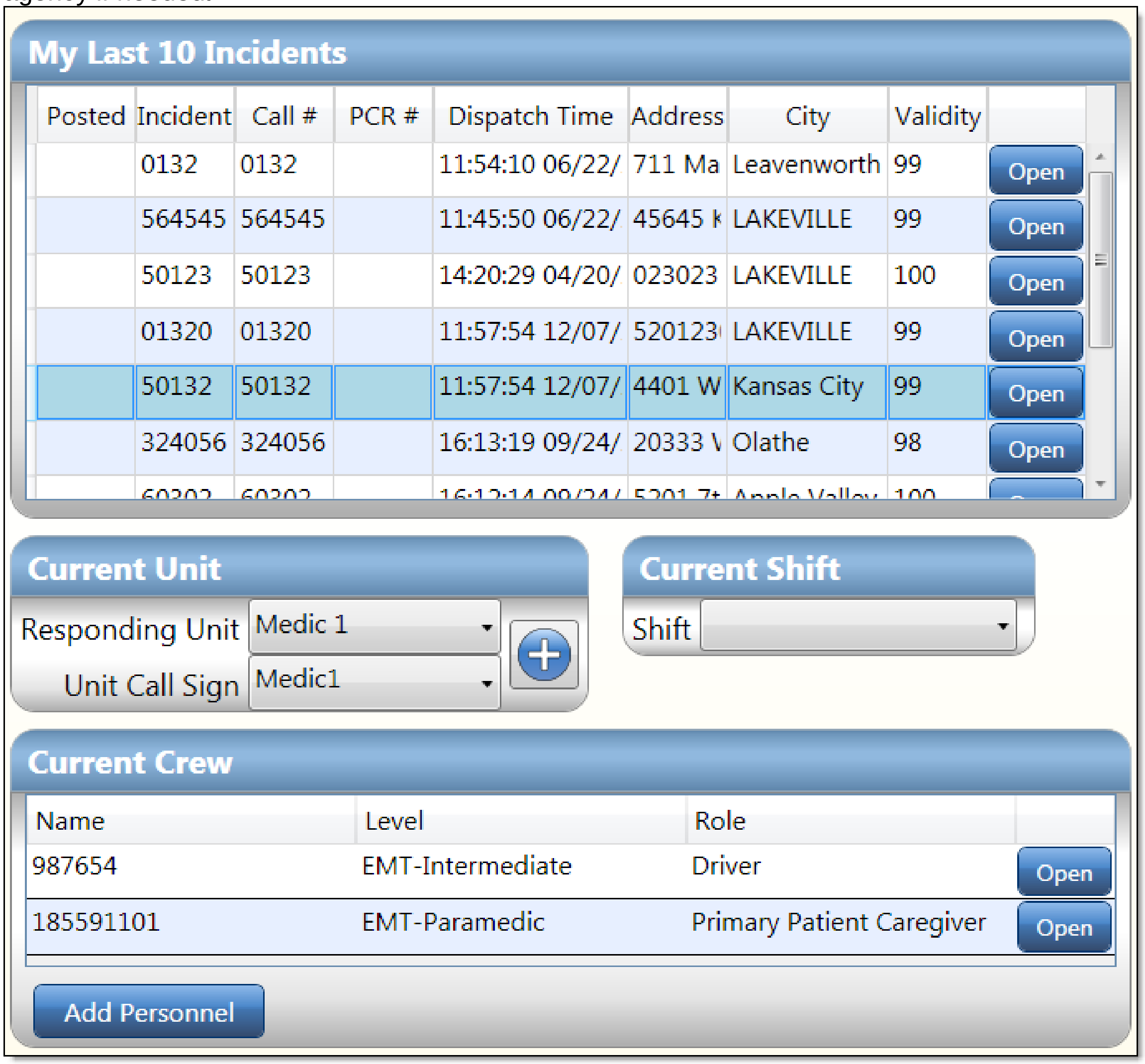
NOTE: Many of the setup and administrative options for the Field Bridge are available only through the Service Bridge, including staff setup, run form editing and uploading documents.

Upon logging in, users will see the Dashboard, which provides a shortcut to common tasks and information and to the last ten incidents that have been saved. Crew members will view the last ten runs in which they were involved, while administrators will view the last ten runs that have been saved on the Field Bridge. All tasks within the Field Bridge can be accessed from this window, from beginning a new run report to posting past runs.



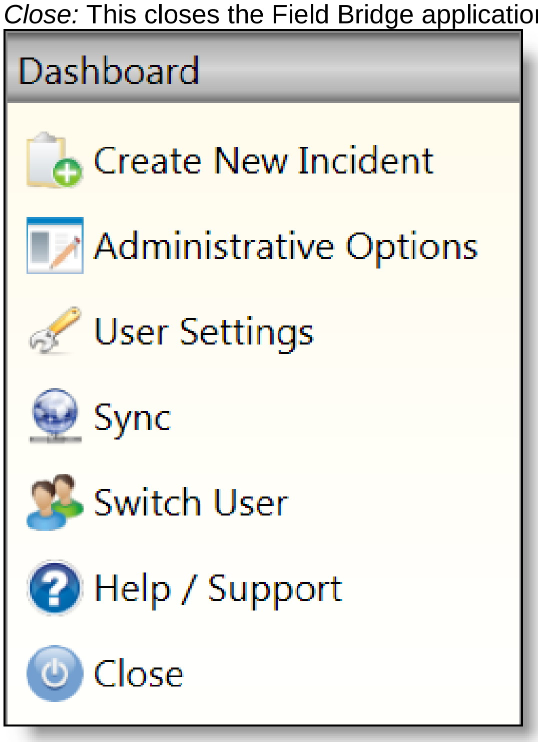
The Dashboard Options

The main section of the Dashboard page allows you to work with the last ten incidents that have been saved using this Field Bridge, as well as the current personnel and vehicle. The *Current Unit, Current Shift* and *Current Crew* widgets can be turned off for Field Bridge systems in your agency if needed.

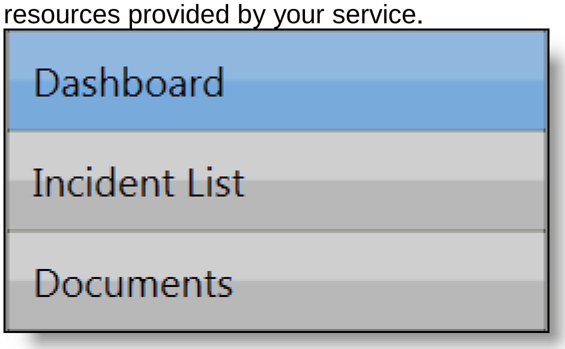


The Dashboard Menu
The left menu on the Dashboard page provides access to additional settings.

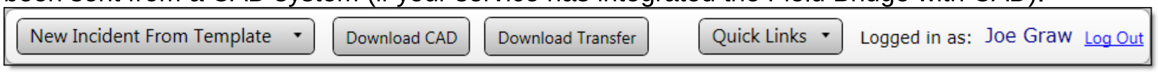
- *Create New Incident:* This opens a new incident report from the default template.
- *Administrative Options*: This allows you to set options about how the Field Bridge will work for all users of this Field Bridge, including auto call numbers, even tracking and automatic run form saving.
- *User Settings:* This allows you to set certain options about how your run forms will work within Field Bridge. These settings will be different for every user who logs in to Field Bridge.
- *Sync:* This connects you to your Service Bridge, State Bridge or Rescue Bridge to download any updates (from new staff members to setting changes).
- *Switch User:* This logs the current user out of the Field Bridge and allows a new user to sign in.
- *Help/Support:* This brings you to a summary of Field Bridge information, allows you to check the error log or check for application updates, go to the support website or open the documents that come with the Field Bridge.
- *Close:* This closes the Field Bridge application.



The Task Pane
The task pane provides access to the Dashboard, the incident list and any documents or resources provided by your service.



Toolbar
The toolbar across the top of the page provides access to the drop down menus for quick links and additional run form templates, as well as the opportunity to download runs that have been transferred from another Field Bridge system (with an Internet connection) and runs that have been sent from a CAD system (if your service has integrated the Field Bridge with CAD).



System Integration

The EMS Field Bridge can be integrated with ImageTrend's Service Bridge, Rescue Bridge or State Bridge for full functionality. The Service Bridge, State Bridge and Rescue Bridge allow administrators to configure the Field Bridge, provide a place for data to be gathered and analyzed and enhance the abilities of the Field Bridge to collect relevant data. Data collected in the Field Bridge will be uploaded to a Service Bridge, Rescue Bridge or State Bridge.

1.9 Administration and Permissions

Administrative users have the ability to change the setup of the Field Bridge, allowing the application to be configured to fit each service's needs. Each service may have customized administrative roles, so not all administrators may be able to complete all functions or even see all features detailed in the manual. If an administrator needs more information or more access to the system, they should contact a superior administrator.

Chapter 2

EMS FIELD BRIDGE

Service and Staff Setup

2.1 Chapter Overview

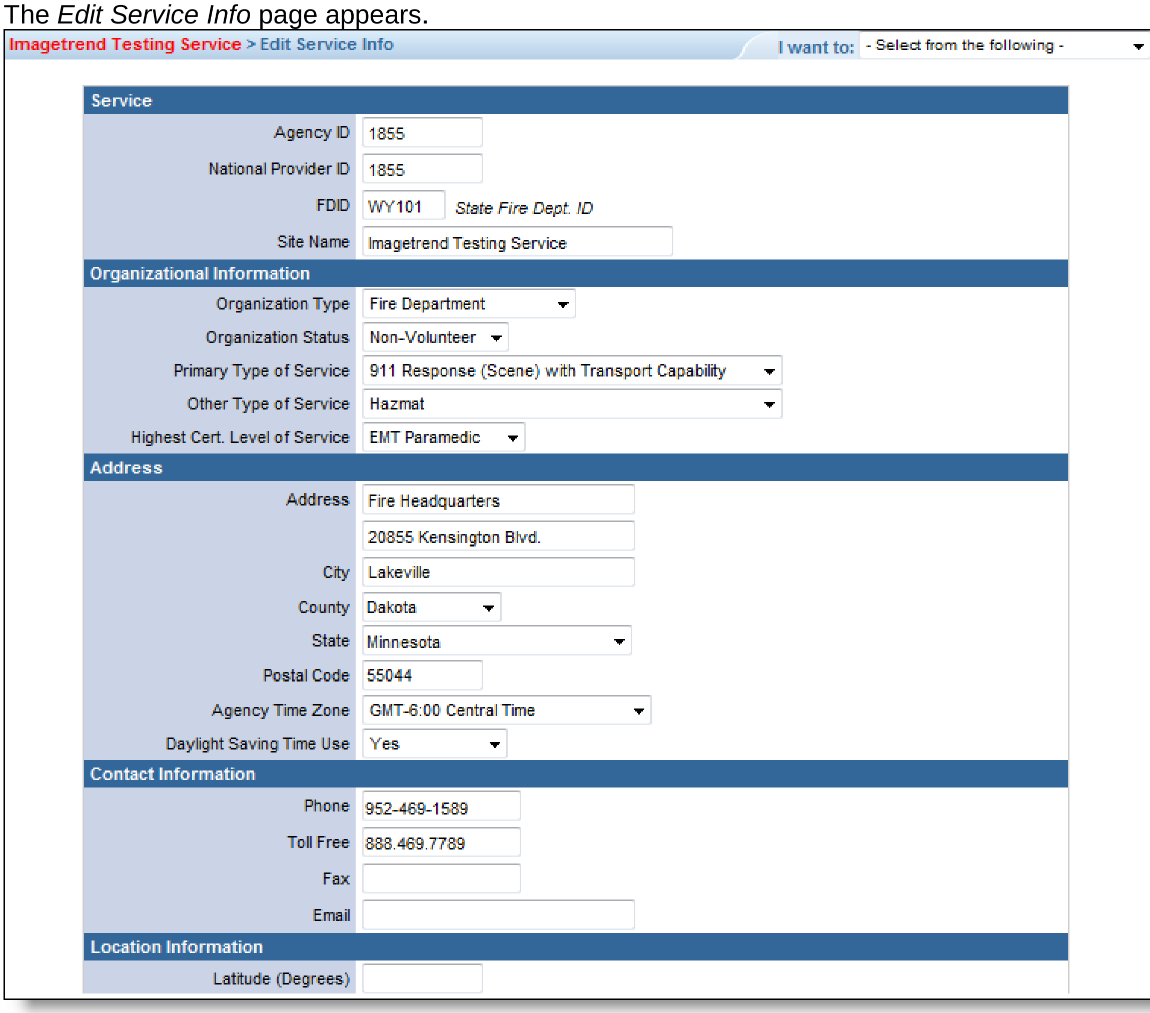
Service and staff information must be set up in the Service Bridge and synced to the Field Bridge. This chapter explains how to set up service information and how to set up staff members for the Field Bridge using the Service Bridge.

2.2 Editing Basic Service Information

Service information is used to provide contact and identification information to any persons who may have access to the Field Bridge or Service Bridge or who receive exported data from the system. This information will be transferred down to the Field Bridge, and the agency ID listed in the service information will determine which service your Field Bridge syncs to.

NOTE: This information must all be set up on the Service Bridge.

1. From the top left, click *My Service.*
2. Select the *Setup* tab.
3. From the *I want to* drop down menu, select *Edit Service Information.*
   The *Edit Service Info* page appears.



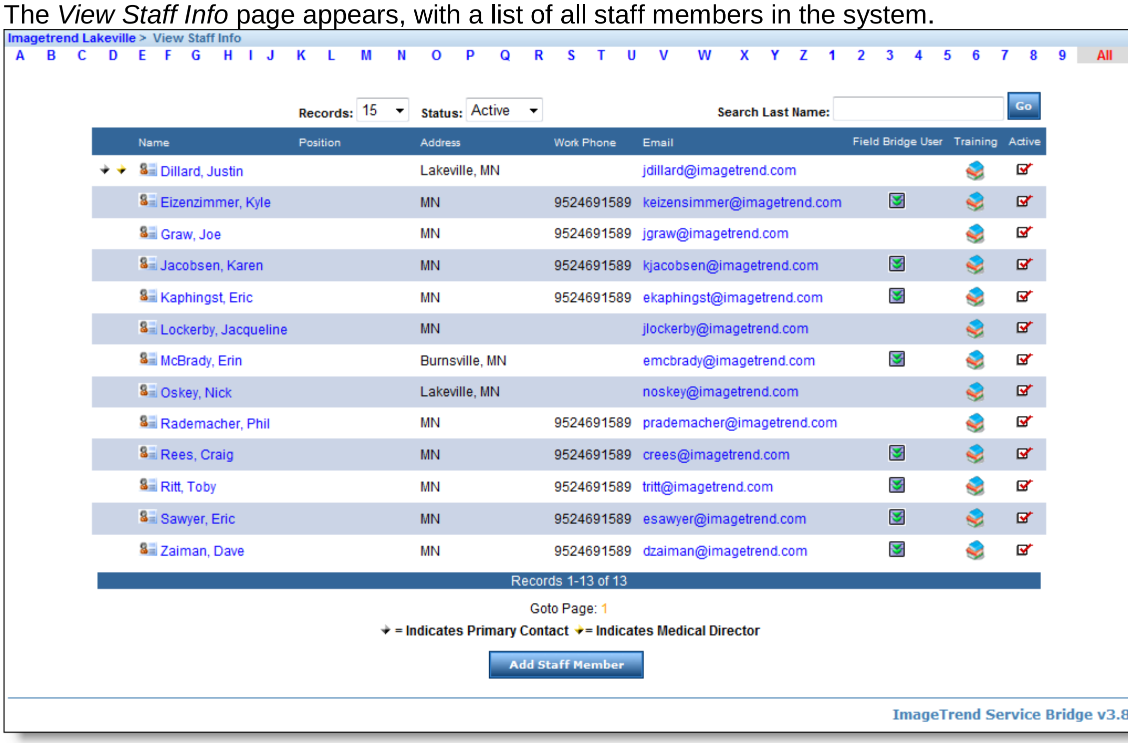
4. Using the provided fields, change or enter any information about the service.
5. When finished, to save the information, click *OK*.
   To return to the service information without making the changes, click *Cancel.*

2.3 Staff Profile Information

Staff profiles contain a variety of information about the staff member. This information can be used to automatically fill out run forms; keep track of the staff member's history, certifications and issued equipment; administer their access to the Field Bridge and Service Bridge and store contact and demographic information. Staff profiles also give staff members a username and password to sign in to the Field Bridge. This information is organized into tabs in the editable profile. Each staff member of a service who has access to the Field Bridge or who may be included on a run form should have a profile created in the system.

Basic staff profiles include information about the staff member's certifications, role and associations within the service and contact information. The main page listing all user profiles will display basic information about each record. Icons will appear to indicate whether this user is synchronized to a Field Bridge, as well as to open any training records for the staff member.

1. From the top left, click *My Service.*
2. Select the *Staff* tab.
   The *View Staff Info* page appears, with a list of all staff members in the system.



Name	Position	Address	Work Phone	Email	Field Bridge User	Training	Active
Dillard, Justin		Lakeville, MN		jdillard@imagetrend.com			
Eizenzimmer, Kyle		MN	9524691589	keizensimmer@imagetrend.com			
Graw, Joe		MN	9524691589	jgraw@imagetrend.com			
Jacobsen, Karen		MN	9524691589	kjacobsen@imagetrend.com			
Kaphingst, Eric		MN	9524691589	ekaphingst@imagetrend.com			
Lockerby, Jacqueline		MN		jlockerby@imagetrend.com			
McBrady, Erin		Burnsville, MN		emcbrady@imagetrend.com			
Oskey, Nick		Lakeville, MN		noskey@imagetrend.com			
Rademacher, Phil		MN	9524691589	prademacher@imagetrend.com			
Rees, Craig		MN	9524691589	crees@imagetrend.com			
Ritt, Toby		MN	9524691589	tritt@imagetrend.com			
Sawyer, Eric		MN	9524691589	esawyer@imagetrend.com			
Zaiman, Dave		MN	9524691589	dzaiman@imagetrend.com			

3. To sort the listed applicants by particular criteria, use the filter drop down menus to select the desired criteria.
4. To display a different number of records per page, from the *Records* drop down menu, select the desired number of records.
5. To search for a particular staff member, in the *Search Last Name* text box, type the last name or part of the last name for the desired staff member and click *Go.*
6. From the list of staff profiles, click the name of the desired staff member.
7. To return to the list of staff members at any point, click the *Back to Staff List* button.
8. After filtering, to view all staff members again, click *All.*
9. To view a particular staff member's profile, click the hyperlinked name.
10. To return to the list of staff members at any point, click the *Back to Staff List* button.
11. **OPTIONAL:** To edit the staff member's profile,
    a) Below the profile information, click *Edit.*
    b) Click a tab to work with the fields in that tab.
    c) Using the provided fields, change or add any desired information.

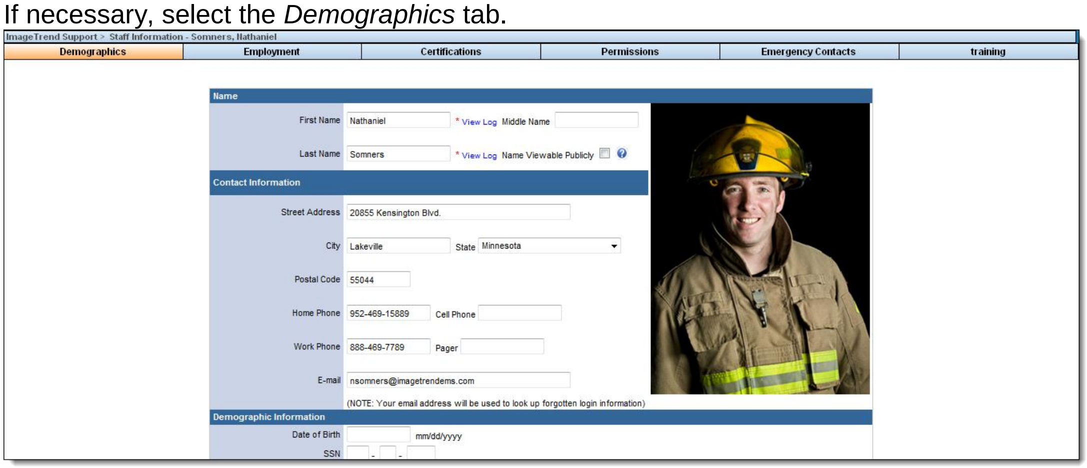
d) To save any changes, click *OK.*
   To return to the staff profile without saving changes, click *Cancel.*

The Demographics Tab

The *Demographics* tab determines the name that will appear in this user's profile and for all other system functions working with this user, stores contact and personal information and allows users and administrators to upload photographs of the staff member.

To change or add this information:

1. From the staff member's profile, click *Edit.*
2. If necessary, select the *Demographics* tab.



3. From the *Demographics* tab, use the provided fields to enter or change any information.
   NOTE: The driver's license number and social security number available on this page will be available only to that staff member and the service administrator(s).

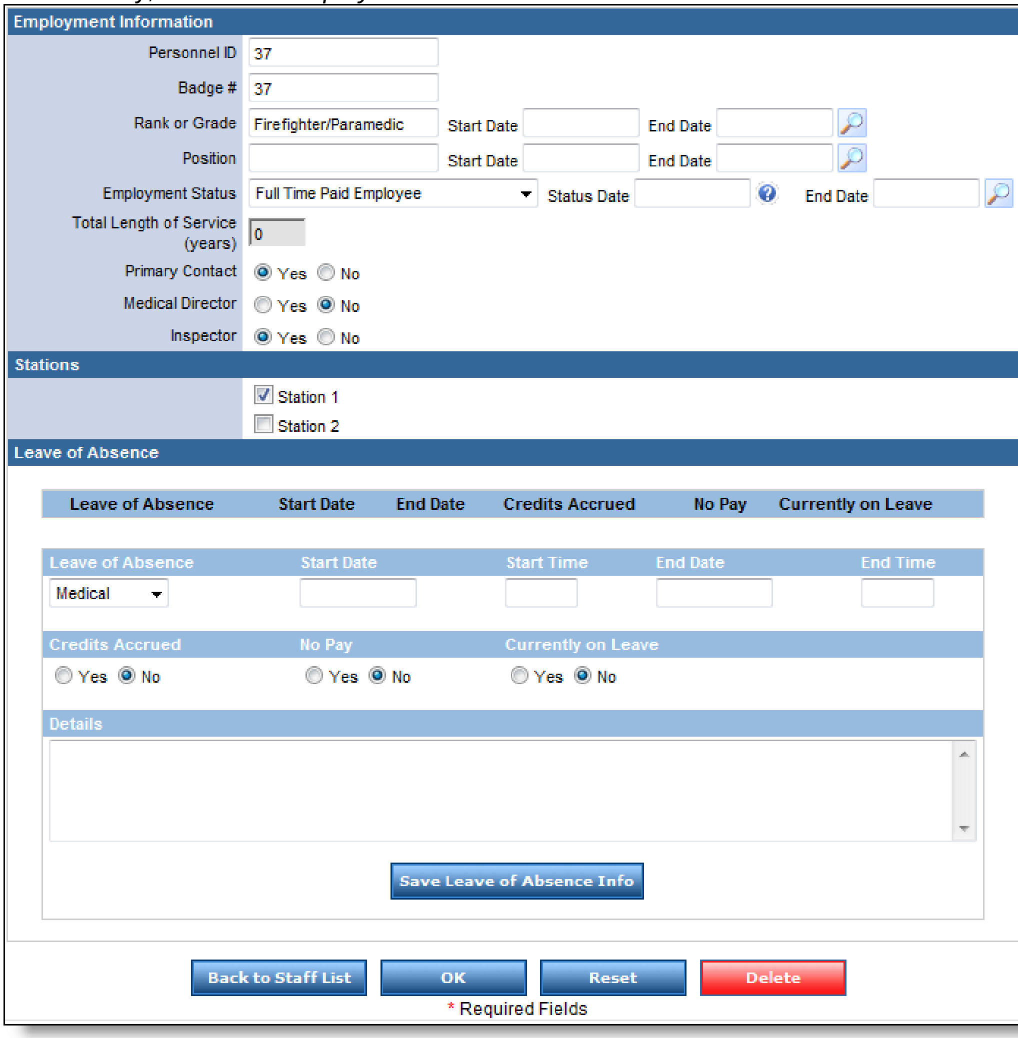
The Employment Tab

The *Employment* tab keeps track of the user's history with the service, including their position and status, length of service, ID numbers and any leaves of absence that have been taken. The staff member can also be assigned to a particular station in this tab, and roles such as primary contact, medical director or inspector can be assigned to the profile.

To add or change this information:

1. From the staff member's profile, click *Edit.*

2. If necessary, select the *Employment* tab.



3. In the *Employment Information* section, enter information about the staff member's status at the service.

   NOTE: To view the user's employment history, click the *Lookup History* icons for each field.

4. In the *Stations* section, select all stations with which the profile should be associated.

   HINT: The user will be able to access information designated to all stations to which they are assigned, and will be available in all lists of staff by station for those selected stations.

5. In the *Leave of Absence* section, enter all information to be documented for a leave of absence for this staff member and click *Save Leave of Absence Info*.

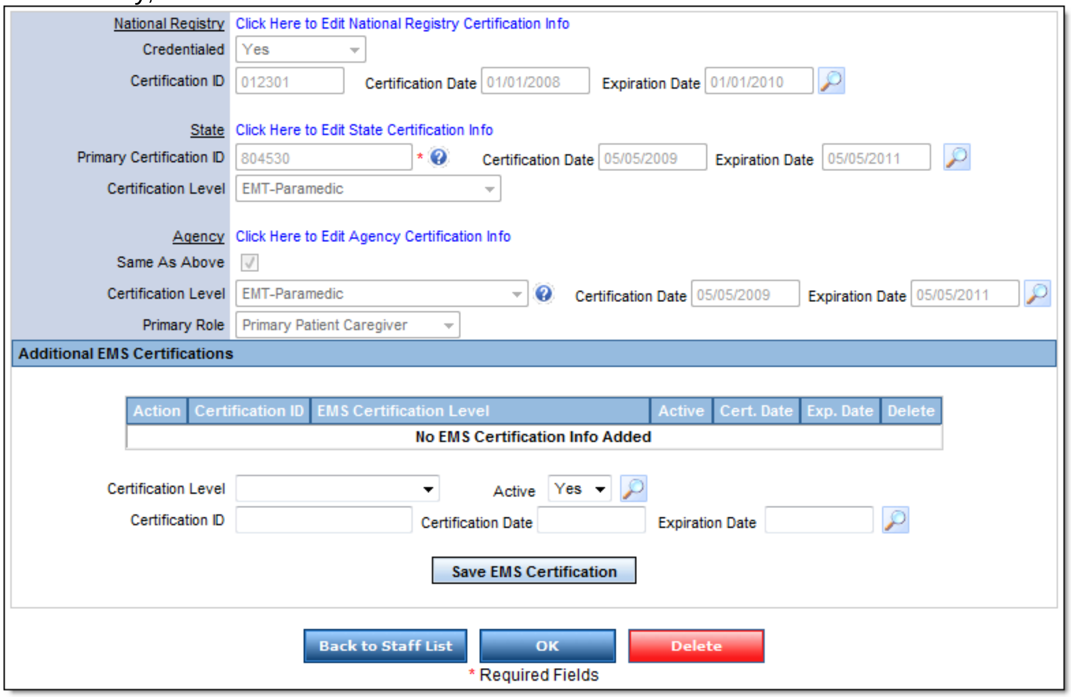
The Certifications Tab

The *Certifications* tab keeps track of staff members' certifications and their respective dates.

NOTE: In order for this user to be synced to the Field Bridge and to be available as a provider on run forms, a state certification ID must be provided.

1. From the staff member's profile, click *Edit.*

2. If necessary, click the *Certifications* tab.



3. To edit or add information about a national certification, state certification or agency-specific certification,
   a. In the desired section, click *Click Here to Edit (Type) Registry Certification Info.*
   b. Using the provided fields, enter or change any desired information.

      NOTE: State certification ID information must be entered in order for this user to be available as a provider on run forms.
4. To add an additional EMS certification,
   a. In the *Additional EMS Certifications* section, from the *Certification Level* drop down menu, select the certification to record.
   b. From the *Active* drop down menu, select whether this staff member currently has this certification.

      HINT: If you are recording a certification in the past, even if this staff member has renewed the certification, the past certification will be inactive. When you create a record for the current certification, that record will be active.
   c. In the *Certification ID* text box, type the certification ID number.
   d. In the *Certification Date* section, type the data that the certification was received.
   e. In the *Expiration Date* section, type the date that the certification will expire.
   f. When finished, click *Save EMS Certification.*
5. Repeat step 4 until all desired certifications are added.
6. When finished, to save the changes, click *OK.*

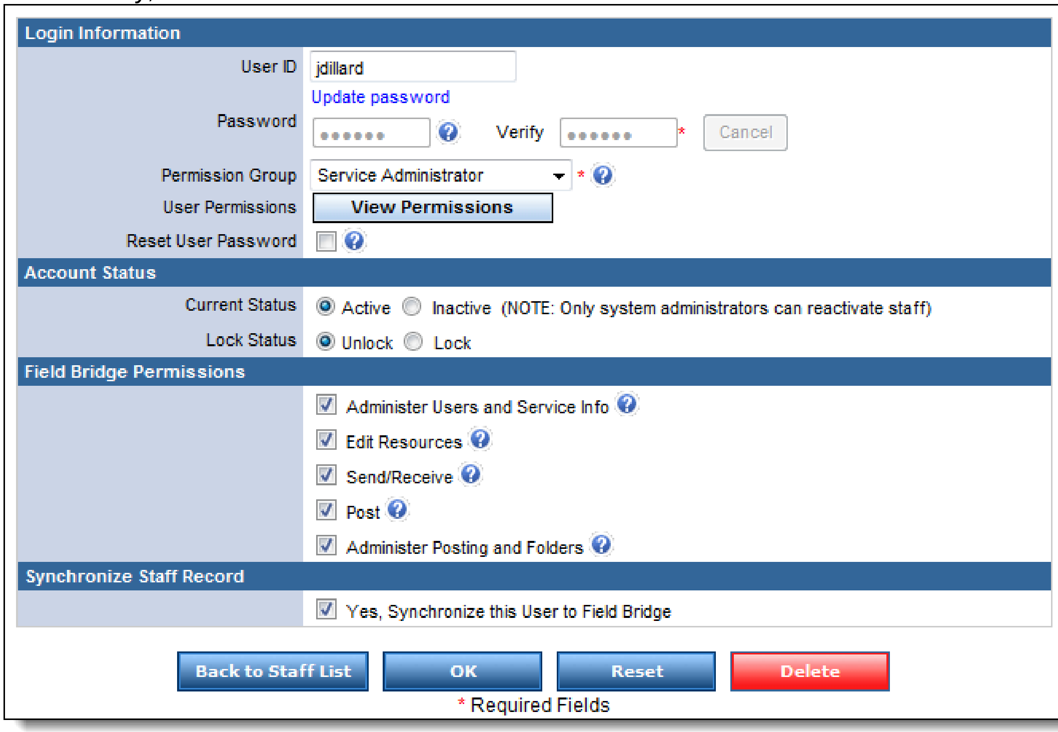
The Permissions Tab

The *Permissions* tab controls the user's access to the Field Bridge system and the Service Bridge system. This includes the user's username and password, account status and access rights to the Field Bridge, Service Bridge permission group and individual access rights,.

To work with this information:

1. From the staff member's profile, click *Edit.*

2. If necessary, click the *Permissions* tab.



3. To change the username or password, in the corresponding text boxes, make the desired change.

   NOTES:
   If the user's password is changed by anyone other than the user him- or herself, the user will be prompted to change the password after logging in.
   If a user's password is changed, he or she will need to sync before being able to log in to the Field Bridge. When a password is requested for the sync, the user's new password should be used.

   HINT: To force a user to change their password, select the *Reset User Password* checkbox. This option will not be available if users are not required to change their password periodically as set up in the *Administration* tab under *Account Management* an each permission group. For more information, please refer to the *Working with Permission Groups* section.
4. To activate or deactivate the account, in the *Current Status* section, select the desired option.

   HINT: This should be used for staff members who are no longer part of your service; staff members should not be deleted from the system. Only administrators will be able to re-activate a staff member.
5. To set this user's level of access to particular Field Bridge features, in the *Field Bridge Permissions* section, select and deselect the desired options.

   HINT: Selecting a checkbox allows the user to access that function. Deselecting the checkbox prevents access.

   Administer Users and Service Info
   Gives this user access to the *Administrative Options* button and dialog box in the Field Bridge.

   Send/Receive
   Determines whether the user can transfer run reports between Field Bridges on separate computers.

Post
Determines whether the user can send run reports from the Field Bridge to the Service Bridge.

Administer Posting and Folders
Determines whether the user has the ability to set up posting preferences and view the folders containing run reports.

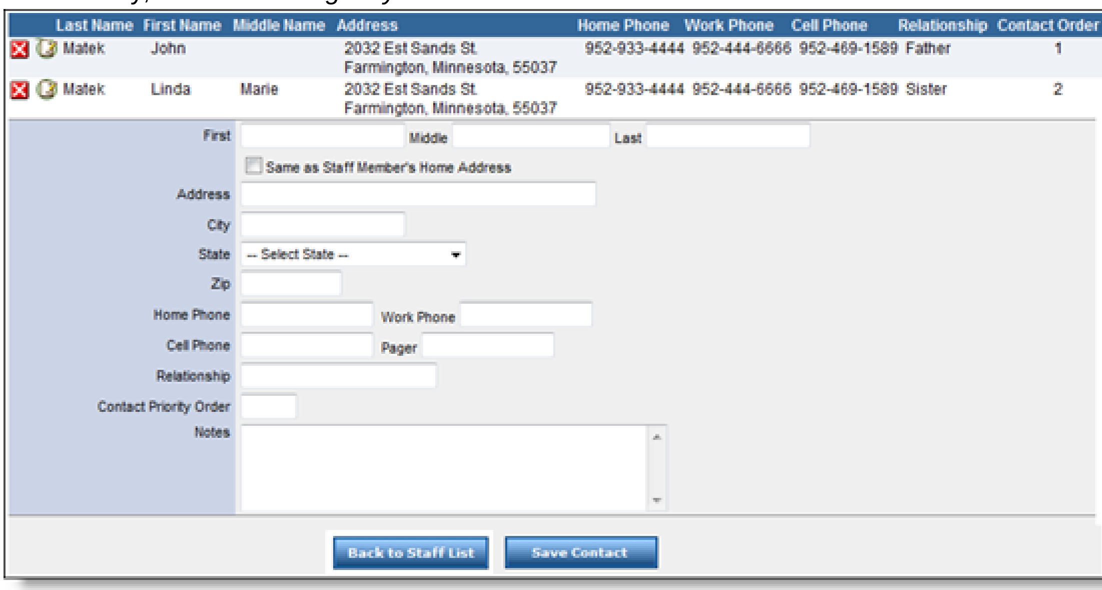
6. To make this user a Field Bridge user in addition to a Service Bridge user, select the *Yes, Synchronize this User to Field Bridge* checkbox.
7. When finished, to save the changes, click *OK.*

The Emergency Contacts Tab

The *Emergency Contacts* tab keeps contact information for persons who need to be informed in the event of an emergency involving the employee.

To work with information for contacts:

1. From the staff member's profile, click *Edit.*
2. If necessary, click the *Emergency Contacts* tab.



3. To edit a contact's information or view additional notes, click the *Edit* icon and make any changes in the updated text boxes below.

The Training Tab

The *Training* tab keeps records of any continuing education courses that the staff member may complete to update certifications or further their training. Each course record can contain information about the type of class, hours required and completed for the course and the dates of the course and of renewal.

To work with training records:

1. From the staff member's profile, click *Edit.*

2. If necessary, click the *Training* tab.

Manage Christopher **Matek's Continuing Education Records					
Course	Category	Type	Start Date	Renewal	Hours Req / Attended
EMT I Certification	EMT Certification	Level 1			0.0 / 0.0
EMT 1 Certification	EMT Certification	Level 1	12/10/06		8.0 / 8.0
EMT II Certification	EMT Certification	Level 2			0.0 / 0.0
CPR Refresher	Basic	Medical	12/10/06	07/21/07	2.0 / 2.0
ACLS	EMS Course Work	Medical	12/10/06	12/11/08	16.0 / 16.0
Public Safety Educat...	Education	Community	12/10/06		4.0 / 4.0

3. To view more complete information about a particular record or to edit it, click the corresponding *Training* icon .
4. To edit the record, use the provided fields to make the changes and click *OK.*

Required Field Bridge User Information

While it is best to complete all information in a staff profile for a complete record, the following information must be completed in order for a profile to sync to the Field Bridge.

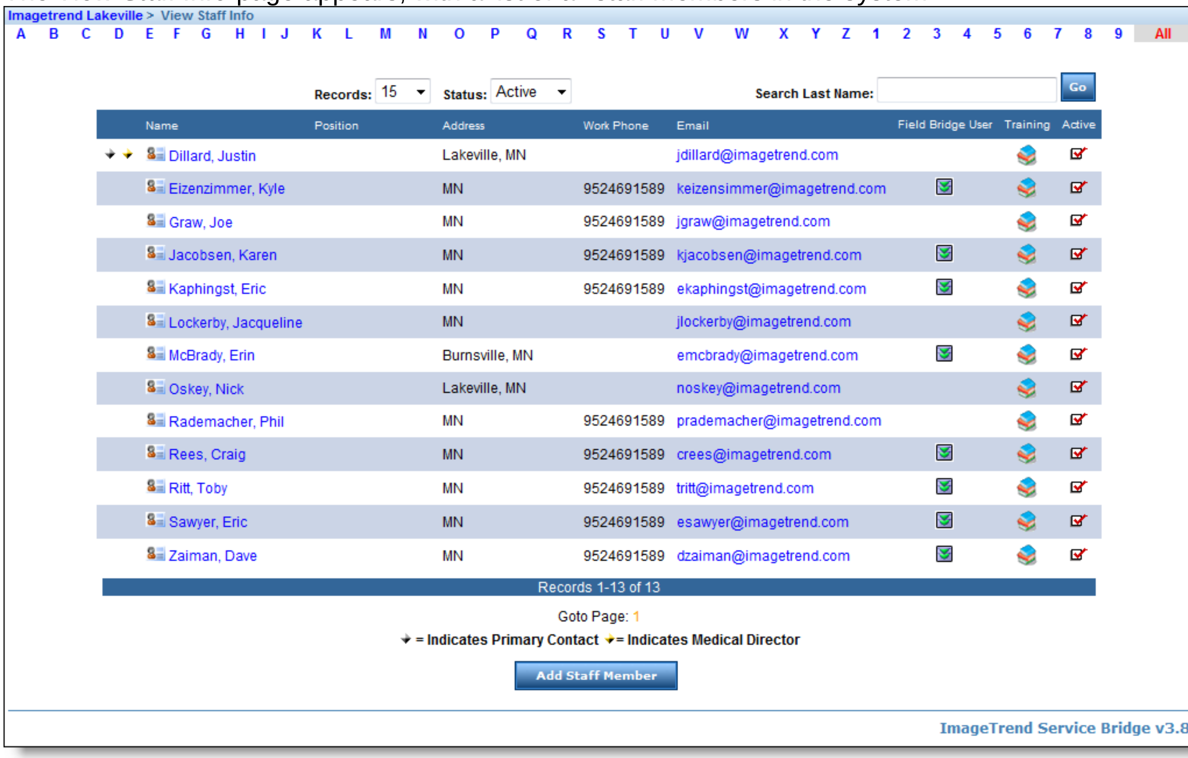
- First and last name (*Demographics* tab)
- Email address (*Demographics* tab)
- State certification number (*Certifications* tab)
- User ID and password (*Permissions* tab)
- Service Bridge permission group (*Permissions* tab)
- *Active* account status (*Permissions* tab)
- Any desired Field Bridge permissions for specific tasks (*Permissions* tab)
- *Synchronize Staff Record* selection (*Permissions* tab)

2.4 Adding Staff Profiles

Administrators can add staff profiles to allow new staff members to access the system or simply to keep their information in the system.

1. From the top left, click *My Service.*

2. Select the *Staff* tab.
   The *View Staff Info* page appears, with a list of all staff members in the system.



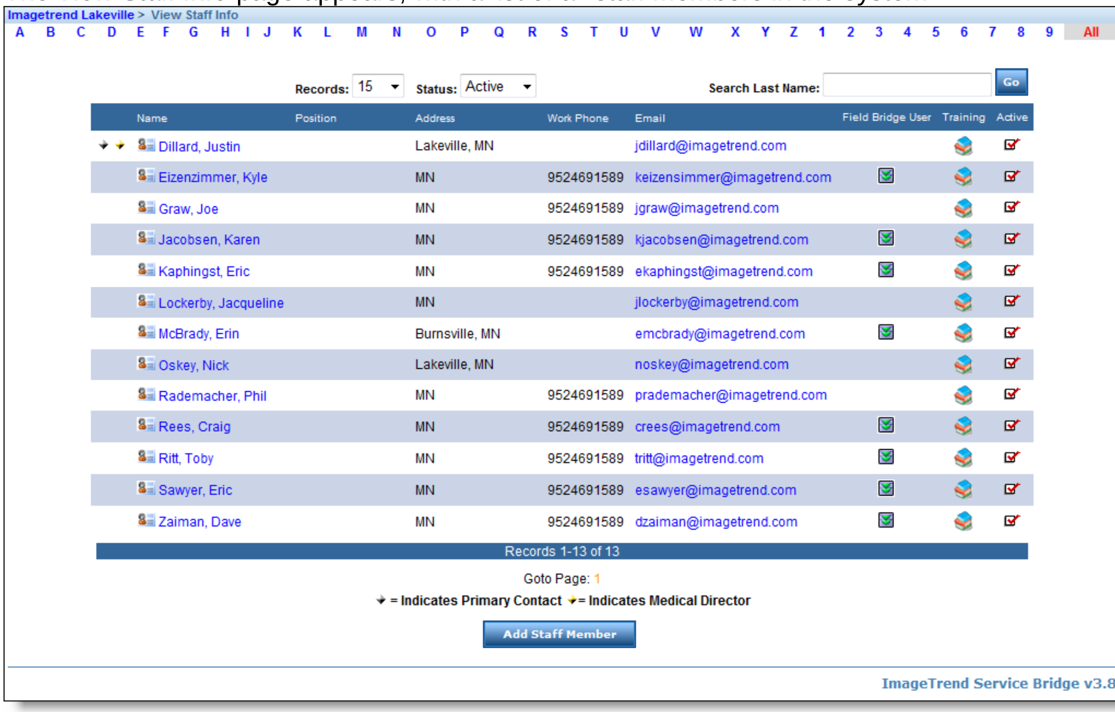
3. Click *Add Staff Member.*
4. Using the provided fields in each tab, enter all desired profile information.
   HINT: The first tab must be completed and saved before any other tabs can be used.
   WARNING: Be sure to save each tab before moving on to a new tab to prevent information from being lost.
5. To save the new profile, click *OK.*
   To return to the list of staff, click *Cancel.*

2.5 Resetting User Passwords

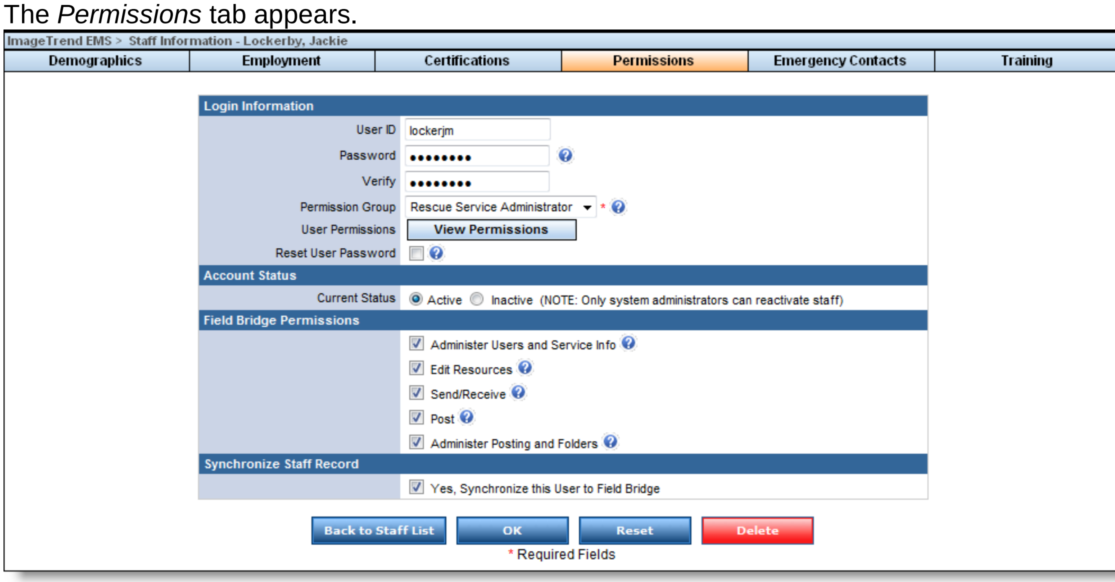
A user's password can be reset if necessary. The new password will be sent to the email address on the user's profile with the new password, and the user will be prompted to change the password upon their next login.

1. From the top left, click *My Service.*

2. Select the *Staff* tab.
   The *View Staff Info* page appears, with a list of all staff members in the system.



3. Click the desired staff member's name.
4. Select the *Edit* button.
   The staff member's editable profile appears.
5. From the staff profile, select the *Permissions* tab.
   The *Permissions* tab appears.

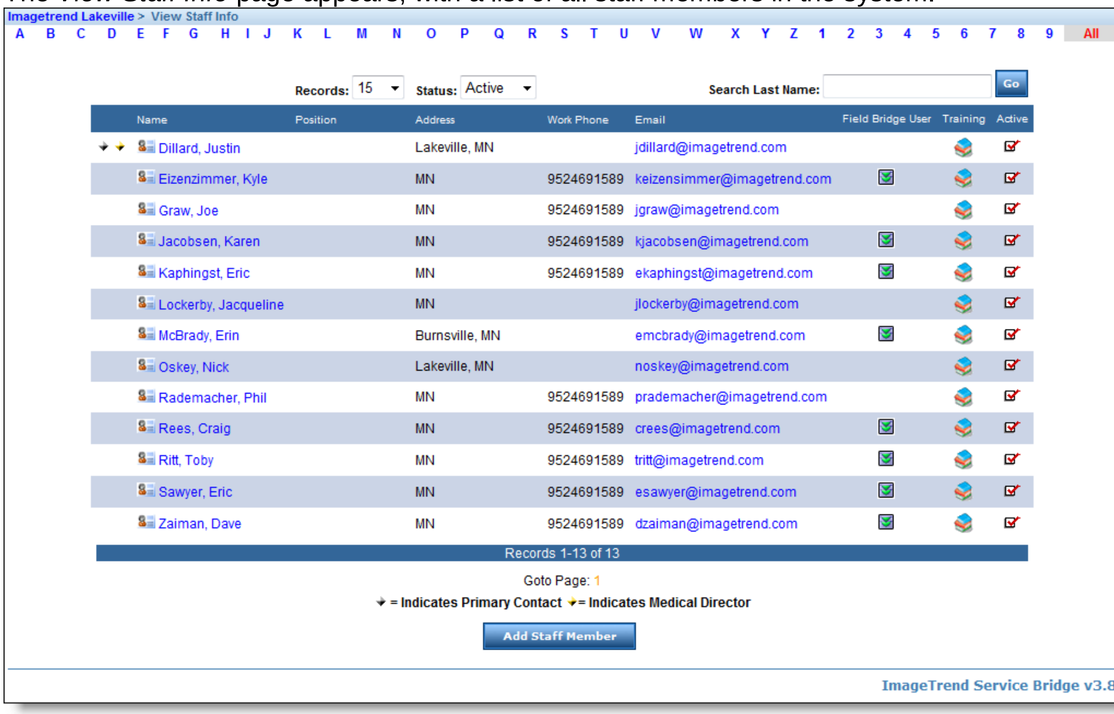


6. Select the *Reset User Password* checkbox.
7. Click *OK.*
   The user's password is reset.

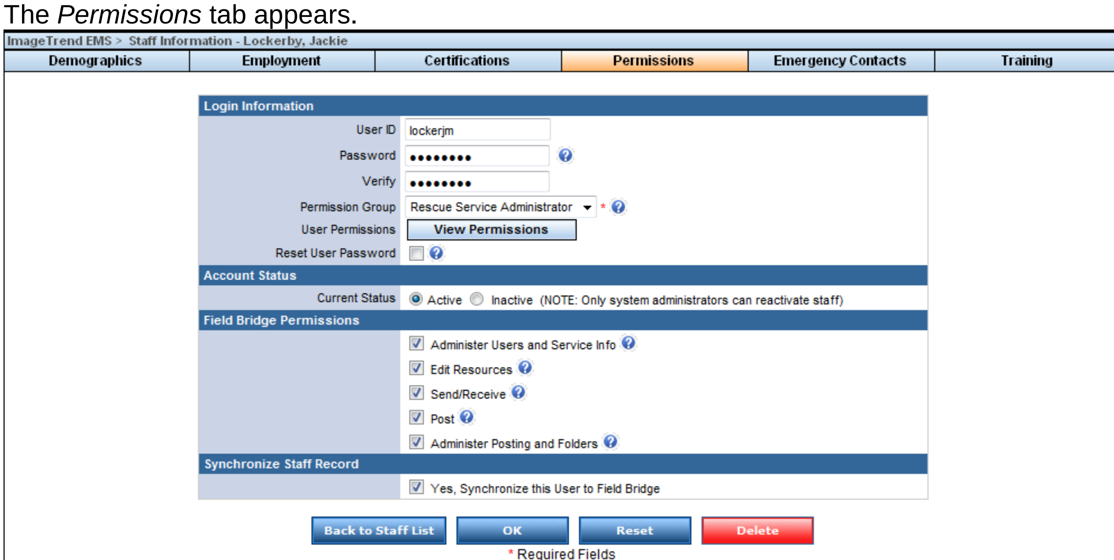
2.6 Deactivating User Accounts

If a user should no longer have access the system, you will need to deactivate that user's account. Deleting the account is highly discouraged, as the user account will also be removed from any past run forms that this user was a part of.

1. From the top left, click *My Service.*
2. Select the *Staff* tab.
   The *View Staff Info* page appears, with a list of all staff members in the system.



3. Click the desired staff member's name.
4. Select the *Edit* button.
   The staff member's editable profile appears.
5. From the staff profile, select the *Permissions* tab.
   The *Permissions* tab appears.



6. In the *Account Status* section, select *Inactive.*

7. Click *OK.*
   The user account is set to inactive and the user will no longer be able to access the system.

Chapter 3

IMAGETREND
EMS FIELD BRIDGE

Working with Incidents

3.1 Chapter Overview

Administrators can work with existing runs to post or delete them from the Field Bridge system. While some providers may be able to perform these actions, depending on your service's permissions, these may be primarily administrative tasks. This chapter explains how to post all or selected runs and how to delete selected runs.

3.2 Posting Incidents

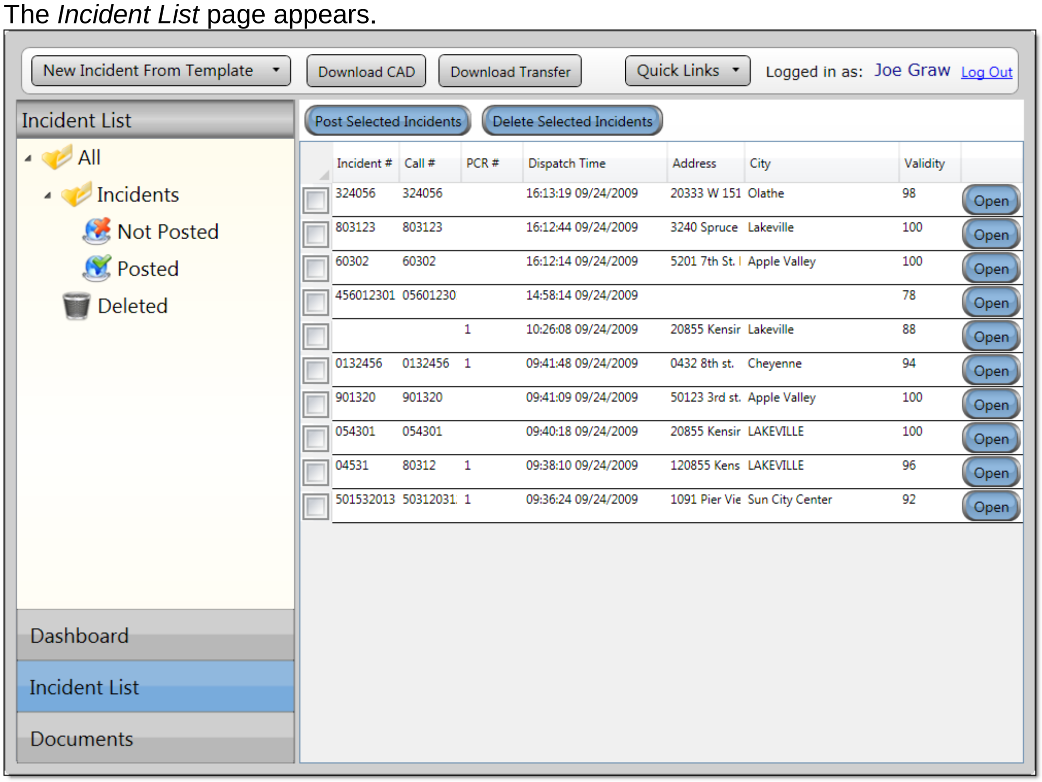
When incidents are completed, they can be submitted to the Service Bridge, State Bridge or Rescue Bridge for your organization to review and, if necessary, submit to the state or another organization. Incidents will only be available locally on this computer using the Field Bridge until they are posted. Not all users may be able to post, according to their permissions. For users without access to posting, the *Post* button will be non-clickable and shown in grey.

Based on the validity of the report and the settings created in the Service Bridge, State Bridge or Rescue Bridge, you may need to complete additional fields or specify a reason for the lack of completion before a run report can be submitted. In this case, the *Post* button will be non-clickable and shown in all grey.

Depending on your service's needs, you can post run reports from the *Incident List* page or from each individual run form.

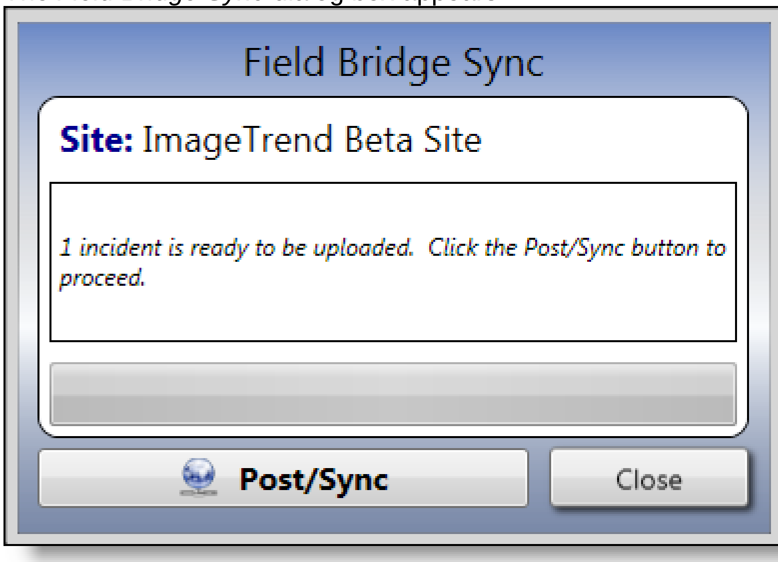
Posting Incidents: From the Incident List

1. From the task pane, click *Incident List.*
   The *Incident List* page appears.



2. To select specific run reports to post, select the checkbox(es) in front of each of the incidents.
   OR
   To select all run reports, click the grey box directly above the column of checkboxes.

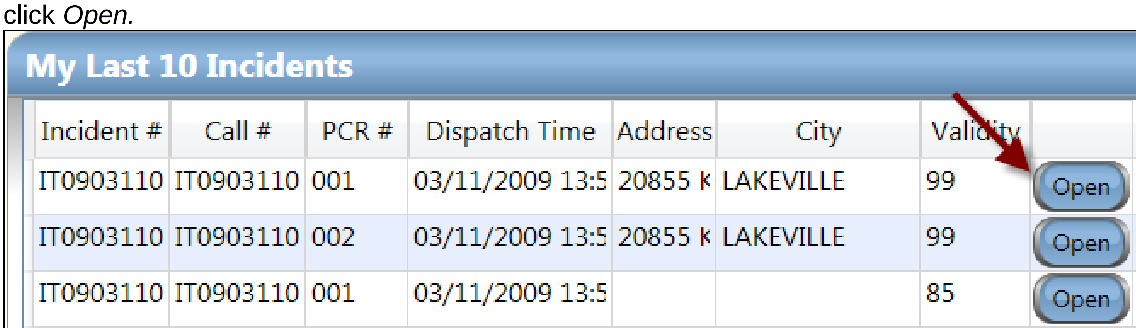
3. Click the *Post Selected Incidents* button.
   The *Field Bridge Sync* dialog box appears.



4. Click *Post/Sync.*
   When syncing is finished, the dialog box displays a *Sync successfully finished* message.
5. Click *Close.*

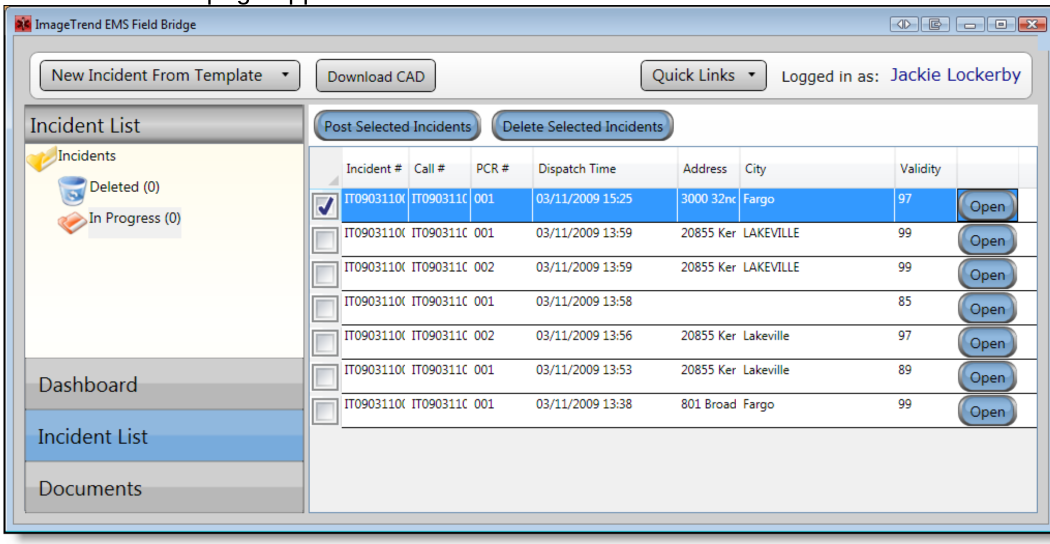
Posting Incidents: From the Run Report

1. To open one of the last ten incidents, from the dashboard, from the *My Last 10 Incidents* section, click *Open.*



The run form appears.
OR
To open another incident,

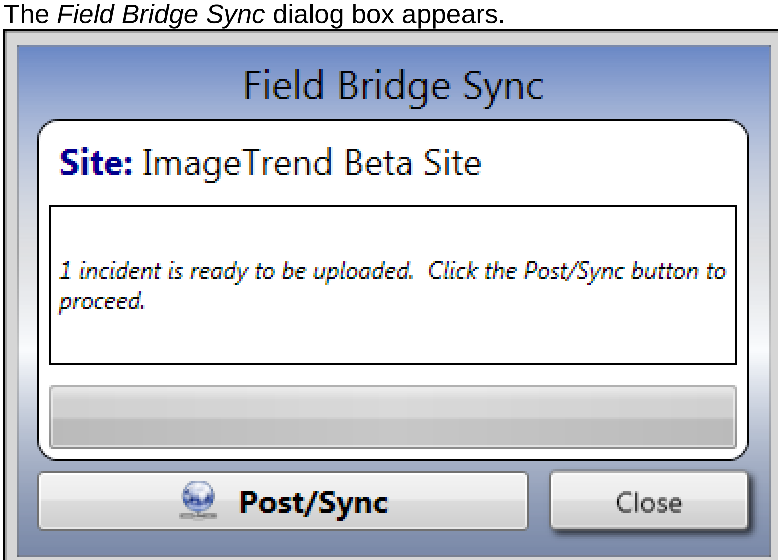
a. From the task pane, select *Incident List.*
The *Incident List* page appears.



b. If necessary, from the left menu, select the type of runs to view.
c. For the desired run, click *Open.*
The run form appears.

2. From the run form toolbar, click *Post* .

The *Field Bridge Sync* dialog box appears.



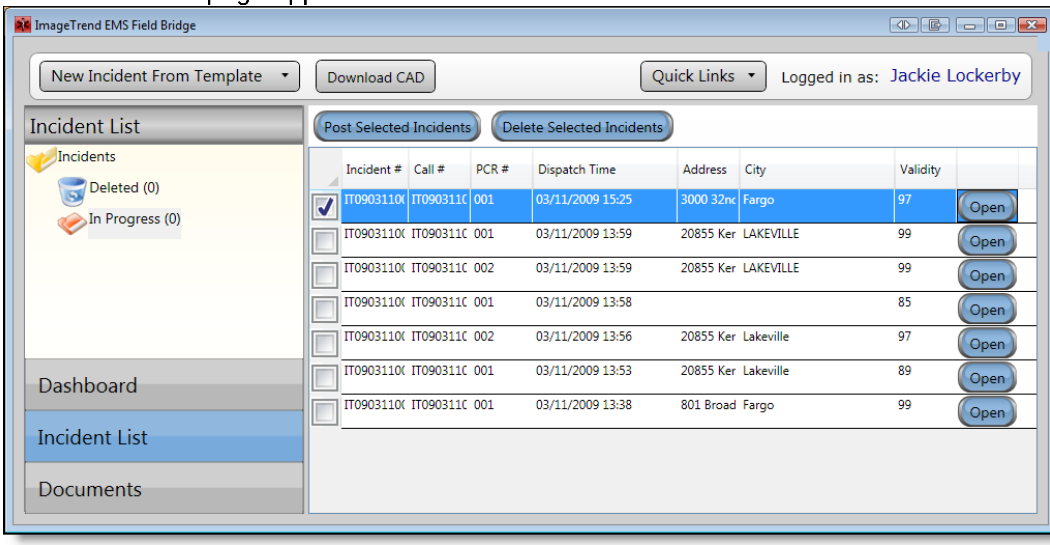
3. Click *Post/Sync.*
4. When syncing is finished, the dialog box displays a *Sync successfully finished* message.
5. Click *Close.*

3.3 Deleting Incidents

After incidents have been posted or if you create test incidents, they can be deleted from the Field Bridge. Deleted runs are moved to the *Deleted* folder, where they can be permanently removed. Incidents can be deleted either from the incident list or from an individual run report. Depending on your service's settings, run forms may be deleted automatically after a certain period of time.

Deleting Incidents: From the Incident List

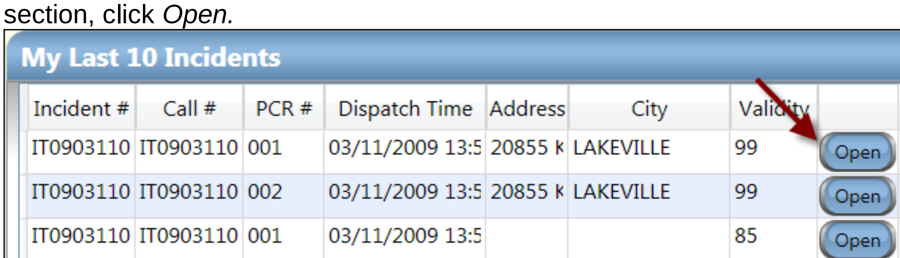
1. From the task pane, click *Incident List.*
   The *Incident List* page appears.



2. To select specific run reports to delete, select the checkbox(es) in front of each of the incidents.
   OR
   To select all run reports, click the grey box directly above the column of checkboxes.
3. Click the *Delete Selected Incidents* button.
   A confirmation dialog box appears.
4. Click *Yes.*
   The run report(s) are moved to the *Deleted* folder.
5. To permanently delete the run report(s), from the left menu, select the *Deleted* folder.
   The *Deleted Incidents* page appears.
6. To select specific run reports to delete, select the checkbox(es) in front of each of the incidents.
   OR
   To select all run reports, click the grey box directly above the column of checkboxes.
7. Click *Clear Selected Incidents.*
   A confirmation dialog box appears.
8. Click *Yes.*
   The run report(s) are permanently deleted.

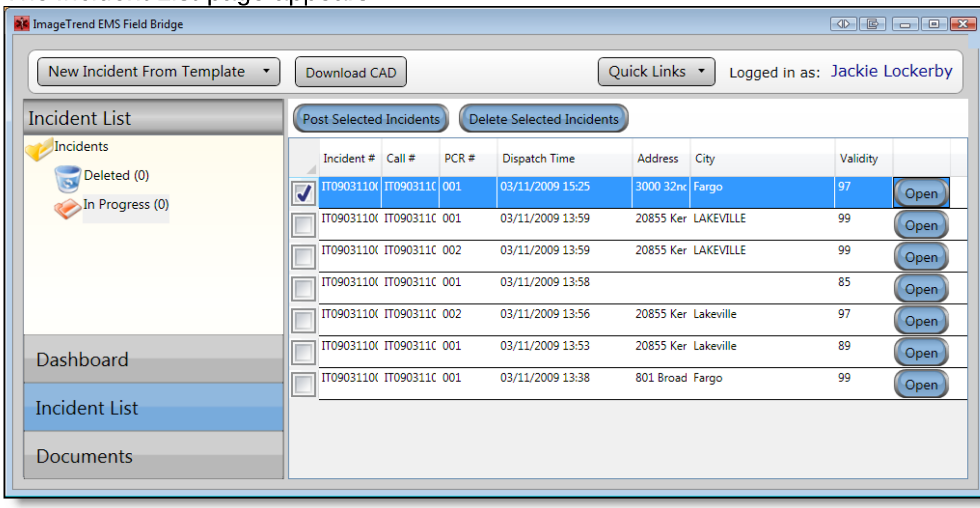
Deleting Incidents: From the Run Report

1. To open one of the last ten incidents, from the dashboard, from the *My Last 10 Incidents* section, click *Open.*



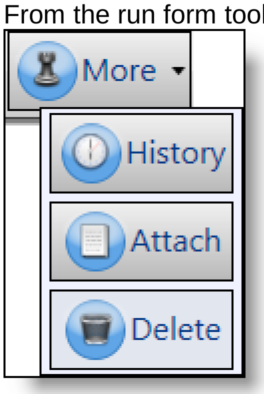
   The run form appears.
   OR
   To open another incident,

a. From the task pane, select *Incident List.*
The *Incident List* page appears.



b. If necessary, from the left menu, select the type of runs to view.
c. For the desired run, click *Open.*
The run form appears.

2. From the run form toolbar, click *More >> Delete.*



NOTE: This option will not be available if the run report has not yet been saved.
A confirmation dialog box appears.

3. Click *Yes.*
The run report(s) are moved to the *Deleted* folder.
4. From the task pane, click *Incident List.*
The incident list appears.
5. To permanently delete the run report(s), from the left menu, select the *Deleted* folder.
The *Deleted Incidents* page appears.
6. To select specific run reports to delete, select the checkbox(es) in front of each of the incidents.
OR
To select all run reports, click the grey box directly above the column of checkboxes.
7. Click *Clear Selected Incidents.*
A confirmation dialog box appears.
8. Click *Yes.*
The run report(s) are permanently deleted.

Chapter 4

IMAGETREND
EMS FIELD BRIDGE

Incident Reporting Setup

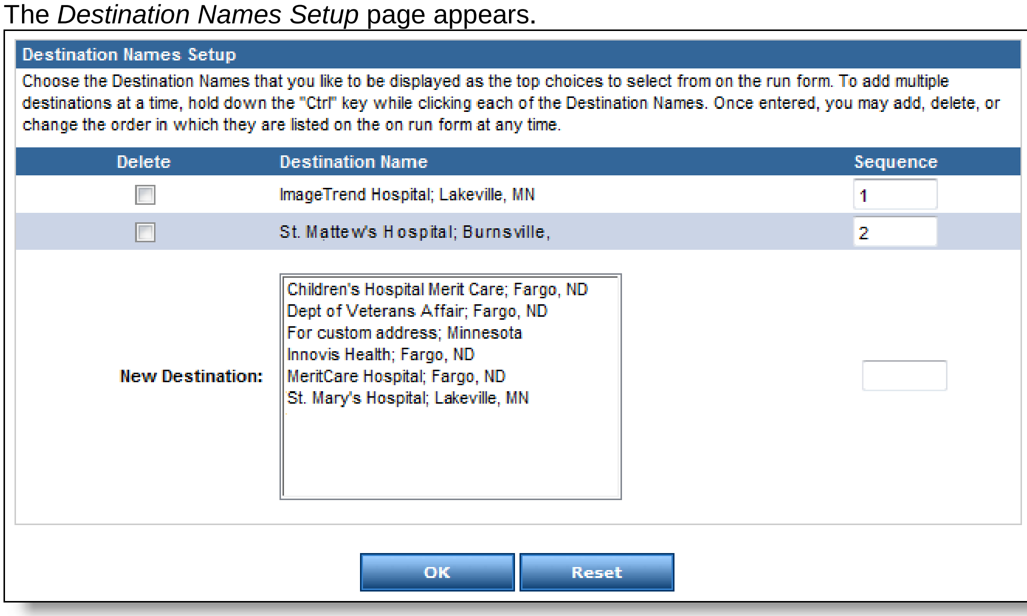
4.1 Chapter Overview

Administrators can edit certain features that appear on the run form, the way that run form actions work and the run form itself. This chapter explains how to edit this information in Service Bridge and Field Bridge, as appropriate for each feature.

4.2 Setting up Favorite Destinations

In this section, you can select which of the available destinations should be added to the run form for this service. Favorite destinations will be at the top of the list of destinations, allowing them to be selected quickly and easily from run forms.

1. In the Web-based system, from the top left, click *My Service.*
2. Select the *Setup* tab.
   The *View Service Info* page appears.
3. From the *I want to* drop down menu in the upper right, select *View Run Options and Resources.*
   The *View Run Options and Resources* page appears.
4. Click *Destination Names.*
   The *Destination Names Setup* page appears.



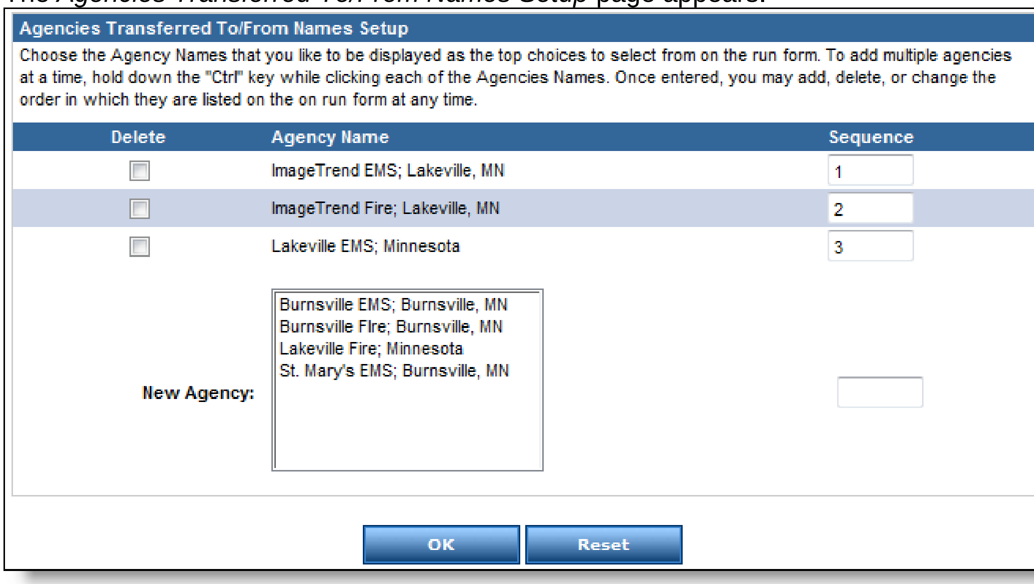
5. To add a destination to the list, from the *New Destination* section, click the destination to add.
6. Click *OK.*
7. To remove a destination from the list, from the list of destinations at the top of the page, select the desired *Delete* checkbox.
8. Click *OK.*
9. To re-order destinations, in the *Sequence* text boxes, type the number corresponding to the desired order.
   HINT: You only need to type in the desired numbers for the destinations you want to move. Other destinations will take their order in the list based on the new numbers.
10. When finished making changes, to save, click *OK.*

4.3 Setting Up Transferring Agencies

In this section, you can select which of the available destinations should be added to the run form for this service. Transferring agencies can then be quickly selected from run forms when necessary.

1. In the Web-based system, from the top left, click *My Service.*

2. Select the *Setup* tab.
   The *View Service Info* page appears.
3. From the *I want to* drop down menu in the upper right, select *View Run Options and Resources.*
   The *View Run Options and Resources* page appears.
4. From the *View Run Options and Resources* page, in the *Add New Resources* section, click *Agencies Transferred To/From Names.*
   The *Agencies Transferred To/From Names Setup* page appears.



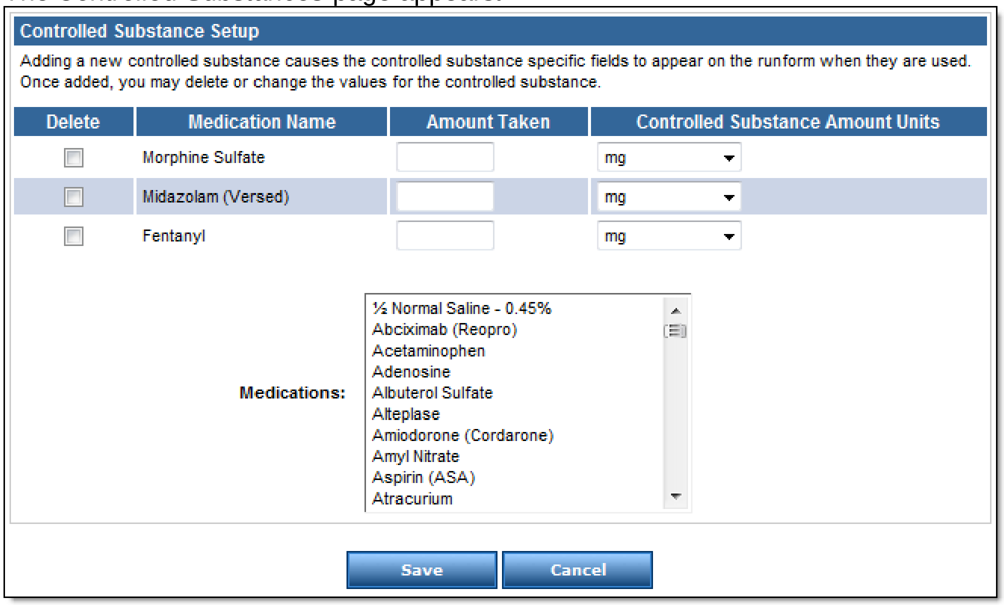
5. To add an agency to the list, from the *New Agency* section, click the agency to add.
6. Click *OK.*
7. To remove a agency from the list, from the list of agencies at the top of the page, select the desired *Delete* checkbox.
8. Click *OK.*
9. To re-order agencies, in the *Sequence* text boxes, type the number corresponding to the desired order.
   HINT: You only need to type in the desired numbers for the agencies you want to move. Other agencies will take their order in the list based on the new numbers.
10. When finished making changes, to save, click *OK.*

4.4 Setting Up Controlled Substances

You can add controlled substances to appear on the run form. These will appear in the grid when you add a controlled substance signature.

1. In the Web-based system, from the top left, click *My Service.*
2. Select the *Setup* tab.
   The *View Service Info* page appears.
3. From the *I want to* drop down menu in the upper right, select *View Run Options and Resources.*
   The *View Run Options and Resources* page appears.
4. From the *View Run Options and Resources* page, in the *Add New Resources* section, click *Controlled Substances.*

The *Controlled Substances* page appears.



Controlled Substance Setup

Adding a new controlled substance causes the controlled substance specific fields to appear on the runform when they are used. Once added, you may delete or change the values for the controlled substance.

Delete	Medication Name	Amount Taken	Controlled Substance Amount Units
☐	Morphine Sulfate		mg
☐	Midazolam (Versed)		mg
☐	Fentanyl		mg

Medications: ½ Normal Saline - 0.45%, Abciximab (Reopro), Acetaminophen, Adenosine, Albuterol Sulfate, Alteplase, Amiodorone (Cordarone), Amyl Nitrate, Aspirin (ASA), Atracurium

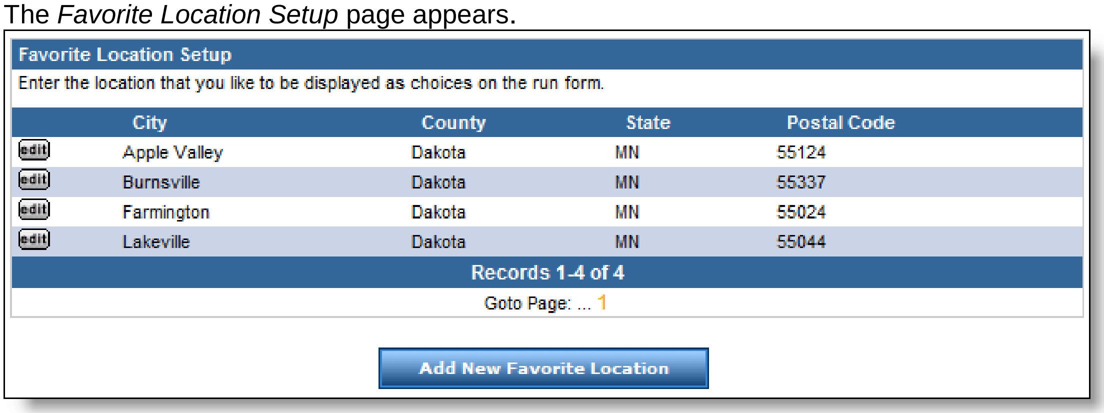
Save Cancel

5. To add a substance to the list, from the *Medications* section, click the medication to add.
6. Click *Save.*
   The medication is added.
7. To enter the default dosage that will appear on the grid when this medication is selected, in the *Amount Taken* and *Controlled Substance Amount Units* sections, enter the amount.
8. To remove a substance from the list, from the list of substances at the top of the page, select the desired *Delete* checkbox.
9. Click *Save.*

4.5 Setting Up Favorite Locations

Favorite locations allow users to select a city from a list and automatically complete the county, state and postal code information in a run form. If users choose to look up a location, favorite locations will appear at the top of the list for easy entry.

1. In the Web-based system, from the top left, click *My Service.*
2. Select the *Setup* tab.
   The *View Service Info* page appears.
3. From the *I want to* drop down menu in the upper right, select *View Run Options and Resources.*
   The *View Run Options and Resources* page appears.
4. From the *View Run Options and Resources* page, in the *Add New Resources* section, click *Favorite Locations.*
   The *Favorite Location Setup* page appears.



Favorite Location Setup

Enter the location that you like to be displayed as choices on the run form.

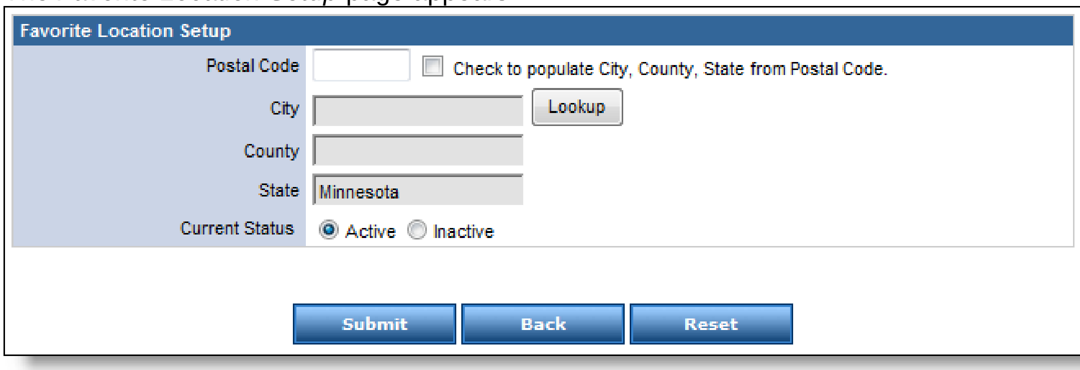
	City	County	State	Postal Code
edit	Apple Valley	Dakota	MN	55124
edit	Burnsville	Dakota	MN	55337
edit	Farmington	Dakota	MN	55024
edit	Lakeville	Dakota	MN	55044

Records 1-4 of 4

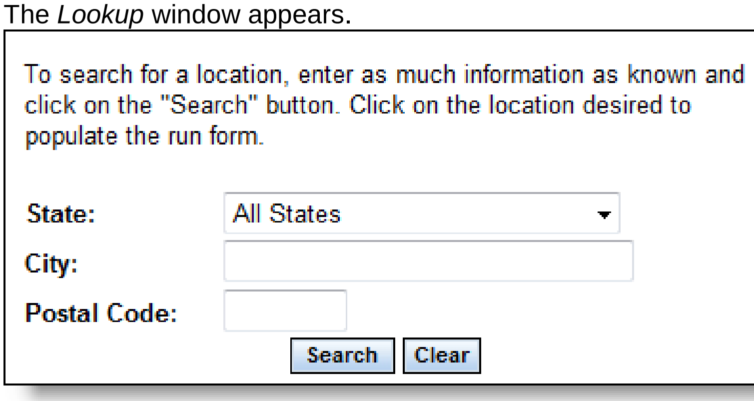
Goto Page: ... 1

Add New Favorite Location

5. Click *Add New Favorite Location.*
   The *Favorite Location Setup* page appears.



6. In the *Postal Code* text box, type the zip code for the desired location.
7. To enter the remaining information, automatically based on the most commonly entered information for this zip code, select the *Check to populate City, County, State from Postal Code* checkbox.
   OR
   To enter the remaining information by searching for information related to a zip code,
   a. Click *Lookup.*
      The *Lookup* window appears.



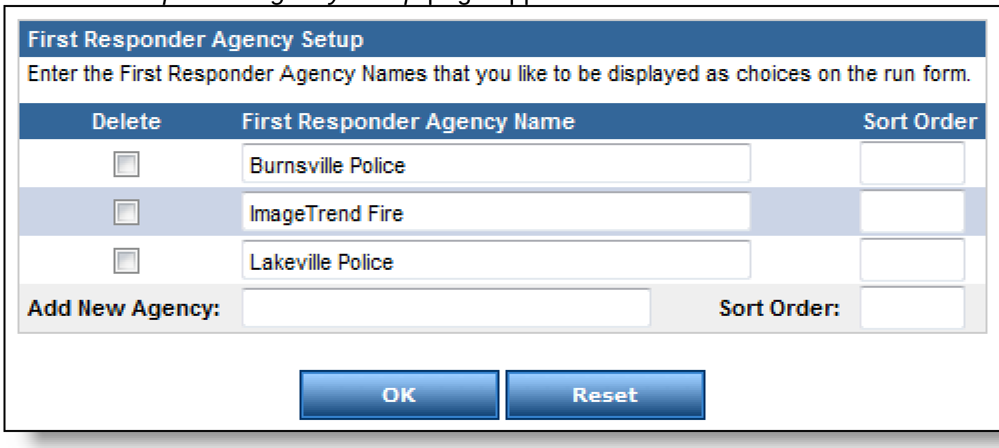
   b. Using the provided fields, enter as much information as is known about the desired location.
   c. Click *Search.*
      A list of matching locations appears.
   d. Click the desired location.
      The fields are populated with the selected information.
8. In the *Current Status* section, select whether the location should currently be active or inactive.
   NOTE: Only administrators can re-activate an inactive record.
9. Click *Submit.*
   The location record is saved.

4.6 Setting Up First Responder Agencies

You can add or remove names of first responder agencies that can be entered on a run form.

1. In the Web-based system, from the top left, click *My Service.*
2. Select the *Setup* tab*.*
   The *View Service Info* page appears.
3. From the *I want to* drop down menu in the upper right, select *View Run Options and Resources.*
   The *View Run Options and Resources* page appears.

4. From the *View Run Options and Resources* page, in the *Add New Resources* section, click *First Responder Agencies.*
   The *First Responder Agency Setup* page appears.



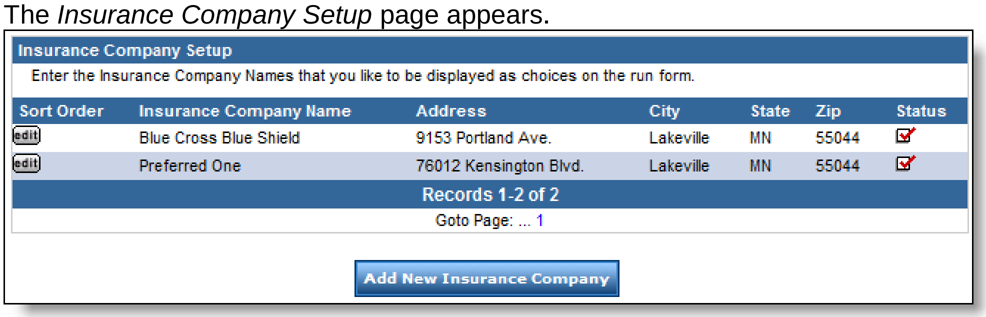
5. To add a new agency, in the *Add New Agency* row, type the agency name and its desired order in the list of agencies.
   HINT: If no sort order is entered, agencies will be sorted alphabetically.
6. Click *OK.*
7. To remove an agency, select the corresponding *Delete* checkbox.
8. Click *OK.*
9. To change an agency's information, in the text boxes, make the desired changes.
10. Click *OK.*

4.7 Setting Up Insurance Companies

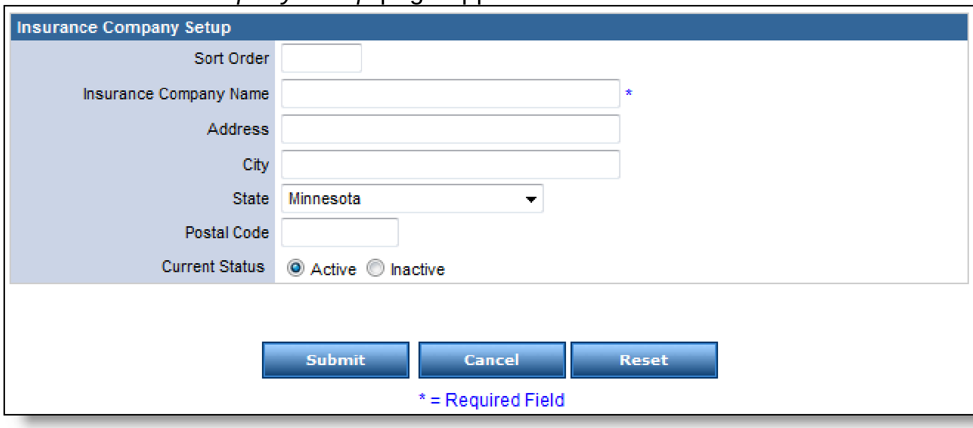
Insurance company records can be added to a run form for easy selection.

Adding an Insurance Company Record

1. In the Web-based system, from the top left, click *My Service.*
2. Select the *Setup* tab.
   The *View Service Info* page appears.
3. From the *I want to* drop down menu in the upper right, select *View Run Options and Resources.*
   The *View Run Options and Resources* page appears.
4. From the *View Run Options and Resources* page, in the *Add New Resources* section, click *Insurance Companies.*
   The *Insurance Company Setup* page appears.



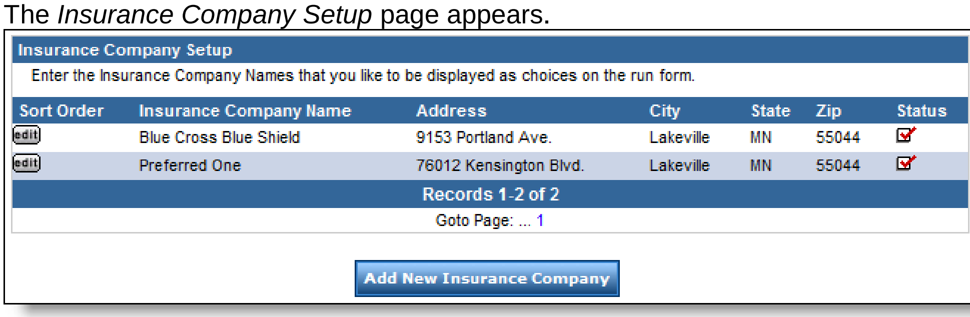
5. Click *Add New Insurance Company.*
   The *Insurance Company Setup* page appears.



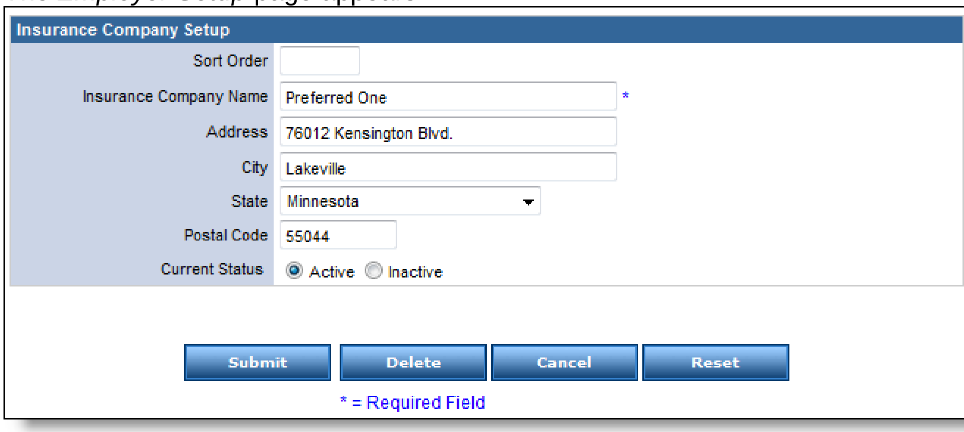
6. In the provided fields, enter the company's information.
7. When finished, click *Submit.*
   The insurance company record is saved.

Editing an Insurance Company Record

1. In the Web-based system, from the top left, click *My Service.*
2. Select the *Setup* tab.
   The *View Service Info* page appears.
3. From the *I want to* drop down menu in the upper right, select *View Run Options and Resources.*
   The *View Run Options and Resources* page appears.
4. From the *View Run Options and Resources* page, in the *Add New Resources* section, click *Insurance Companies.*
   The *Insurance Company Setup* page appears.



5. For the desired insurance company, click *edit.*
   The *Employer Setup* page appears.



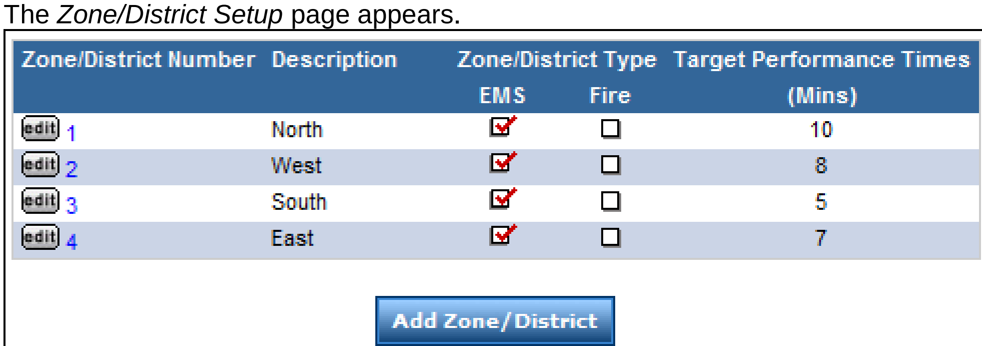
6. Using the provided fields, make any desired changes.
7. When finished, click *Submit.*

4.8 Working with Zones or Districts

Administrators can add or edit zone or district information and target performance time for use in run forms.

Adding a Zone or District Record

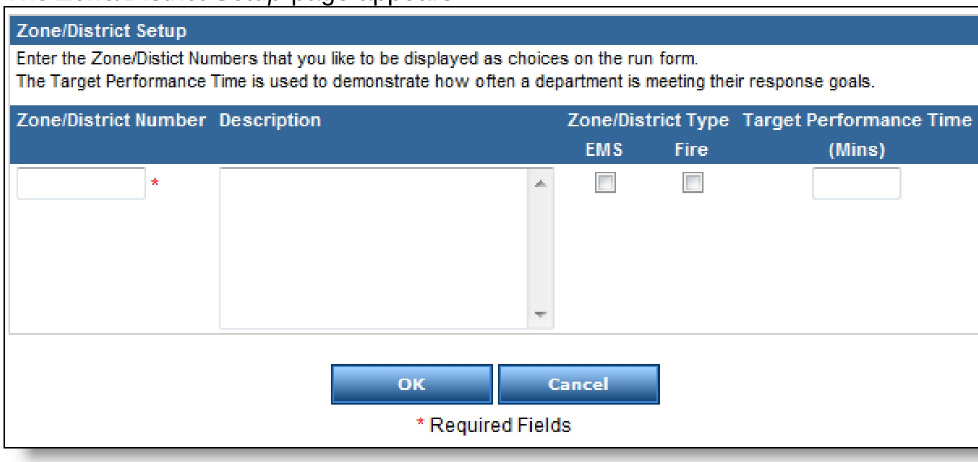
1. In the Web-based system, from the top left, click *My Service.*
2. Select the *Setup* tab.
   The *View Service Info* page appears.
3. From the *I want to* drop down menu in the upper right, select *View Run Options and Resources.*
   The *View Run Options and Resources* page appears.
4. From the *View Run Options and Resources* page, in the *Add New Resources* section, click *Zones/Districts.*
   The *Zone/District Setup* page appears.



Zone/District Number	Description	Zone/District Type EMS	Fire	Target Performance Times (Mins)
edit 1	North	☑	☐	10
edit 2	West	☑	☐	8
edit 3	South	☑	☐	5
edit 4	East	☑	☐	7

Add Zone/District

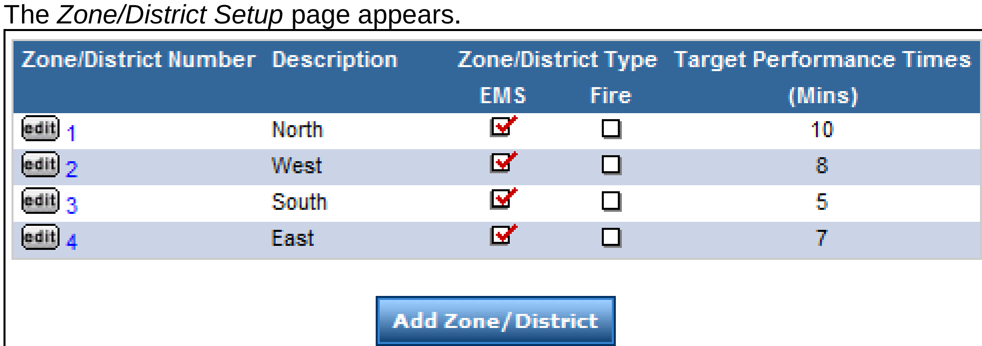
5. Click *Add Zone/District.*
   The *Zone/District Setup* page appears.



6. In the provided fields, enter information for the zone or district and the type of zone/district it is (e.g., fire or EMS).
7. When finished, click *OK.*
   The record is saved.

Editing a Zone or District Record

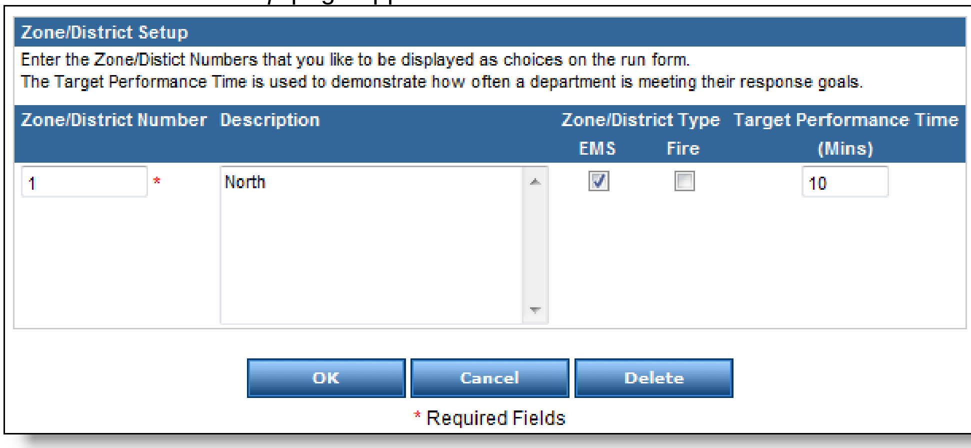
1. In the Web-based system, from the top left, click *My Service.*
2. Select the *Setup* tab.
   The *View Service Info* page appears.
3. From the *I want to* drop down menu in the upper right, select *View Run Options and Resources.*
   The *View Run Options and Resources* page appears.
4. From the *View Run Options and Resources* page, in the *Add New Resources* section, click *Zones/Districts.*
   The *Zone/District Setup* page appears.



Zone/District Number	Description	Zone/District Type EMS	Zone/District Type Fire	Target Performance Times (Mins)
edit 1	North	☑	☐	10
edit 2	West	☑	☐	8
edit 3	South	☑	☐	5
edit 4	East	☑	☐	7

Add Zone/District

5. For the desired zone or district, click *edit.*
   The *Zone/District Setup* page appears.

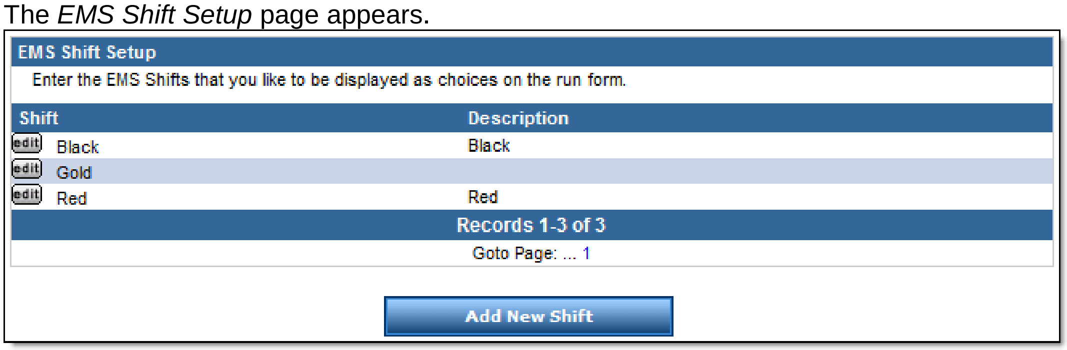


6. Using the provided fields, make any desired changes.
7. When finished, click *Submit.*

4.9 Setting Up EMS Shifts

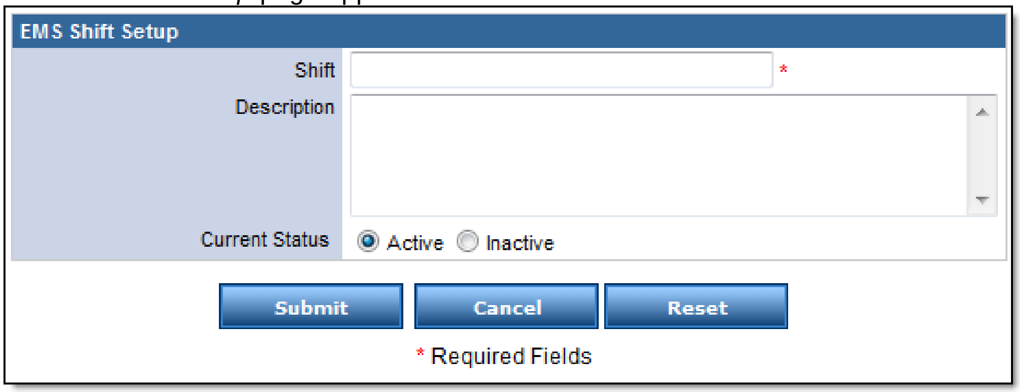
You can record which EMS shift is on duty either on the Dashboard of a Field Bridge or, if the field is added to a run form, on your run form. Before this, however, you must set up the names of your shifts. Please note that to include this information in your runs forms, the field must be added in the Run Form Layout Editor.

1. In the Web-based system, from the top left, click *My Service.*
2. Select the *Setup* tab.
   The *View Service Info* page appears.
3. From the *I want to* drop down menu in the upper right, select *View Run Options and Resources.*
   The *View Run Options and Resources* page appears.
4. From the *View Run Options and Resources* page, in the *Add New Resources* section, click *EMS Shift Setup.*
   The *EMS Shift Setup* page appears.



5. To edit an existing shift, click the corresponding *edit* button.
   OR
   To add a new shift, click *Add New Shift.*

The *EMS Shift Setup* page appears.

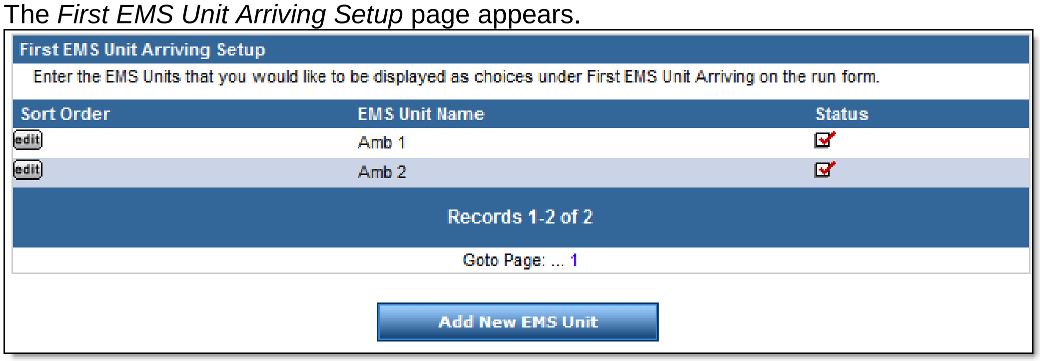


6. In the *Shift* text box, type the name of the shift.
7. In the *Description* text box, type any additional information about the shift.
8. In the *Current Status* section, to mark this shift as currently available for use in the system, select *Active.*
   To save this shift for reference in the system but not make it available for use, in the *Current Status* section, select *Inactive.*
9. When finished, click *Submit.*

4.10 Setting Up the First EMS Unit Responding

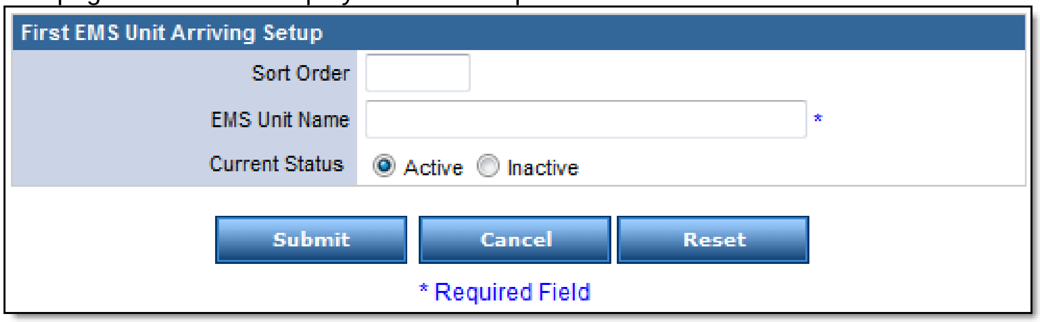
If you want to include a field on your run form for the first EMS units that arrives you can set up the values for that field here. This field will not be included in your run form automatically; you will need to add it in the run form editor.

1. In the Web-based system, from the top left, click *My Service.*
2. Select the *Setup* tab
   The *View Service Info* page appears.
3. From the *I want to* drop down menu in the upper right, select *View Run Options and Resources.*
   The *View Run Options and Resources* page appears.
4. From the *View Run Options and Resources* page, in the *Add New Resources* section, select *First EMS Unit Arriving.*
   The *First EMS Unit Arriving Setup* page appears.



5. To edit an existing EMS unit, click the corresponding *edit* button.
   OR
   To add a new EMS unit, click *Add New EMS Unit.*

The page refreshes to display an EMS unit profile.

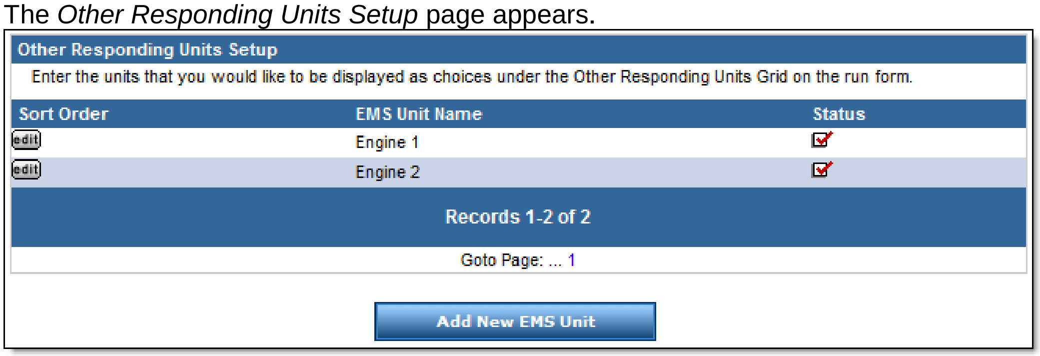


6. **OPTIONAL:** To assign this EMS unit to a particular order in the list of EMS units, in the *Sort Order* text box, type a number corresponding to this unit's order (e.g., 1 for first).
7. In the *EMS Unit Name* text box, type a name for this EMS unit.
8. In the *Current Status* section, to mark this unit as currently available for use in the system, select *Active.*
   To save this unit for reference in the system but not make it available for use, in the *Current Status* section, select *Inactive.*
9. When finished, click *Submit.*

4.11 Setting Up Other Responding Units

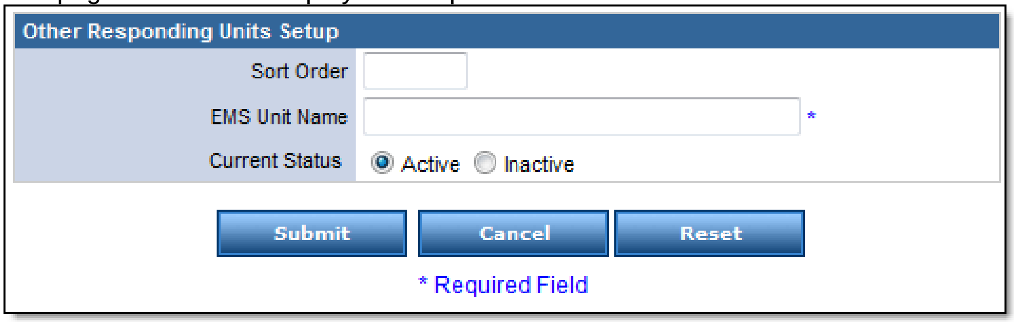
If you want to include a field on your run form for other units that respond to a call, you can set up the values for that field here. This field will not be included in your run form automatically; you will need to add it in the run form editor.

1. In the Web-based system, from the top left, click *My Service.*
2. Select the *Setup* tab
   The *View Service Info* page appears.
3. From the *I want to* drop down menu in the upper right, select *View Run Options and Resources.*
   The *View Run Options and Resources* page appears.
4. From the *View Run Options and Resources* page, in the *Add New Resources* section, click *Other Responding Units.*
   The *Other Responding Units Setup* page appears.



5. To edit an existing unit, click the corresponding *edit* button.
   OR
   To add a new unit, click *Add New EMS Unit.*

The page refreshes to display an unit profile.



6. **OPTIONAL:** To assign this unit to a particular order in the list of units, in the *Sort Order* text box, type a number corresponding to this unit's order (e.g., 1 for first).
7. In the *EMS Unit Name* text box, type a name for this unit.
8. In the *Current Status* section, to mark this unit as currently available for use in the system, select *Active.*
   To save this unit for reference in the system but not make it available for use, in the *Current Status* section, select *Inactive.*
9. When finished, click *Submit.*

4.12 Setting Up AMA Questions

You can choose to set up extra questions to be displayed in the *Against Medical Advice* signature panel for patients. These questions can help you collect more detailed information than is collected by default. When you set up questions, make sure they are worded so that they can be answered with the default answers of "I agree," "I disagree" or "n/a."

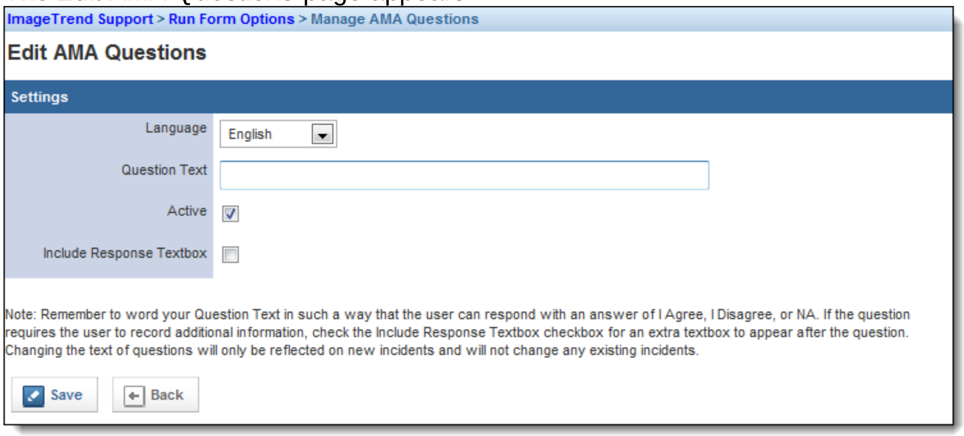
After you set up AMA questions you must also edit the dynamic run form to enable the questions to appear.

Adding an AMA Question

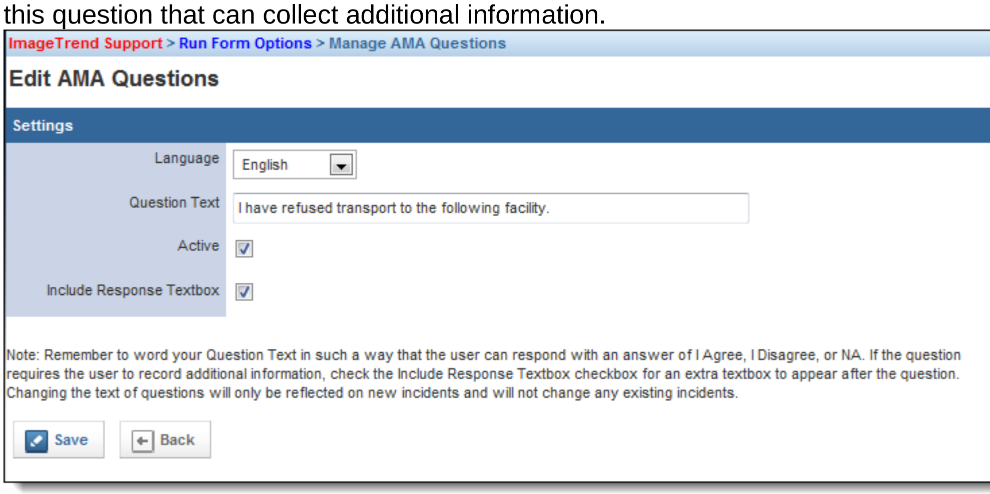
You can set up as many AMA questions as you would like.

1. In the Web-based system, from the top left, click *My Service.*
2. Select the *Setup* tab
   The *View Service Info* page appears.
3. From the *I want to* drop down menu in the upper right, select *View Run Options and Resources.*
   The *View Run Options and Resources* page appears.
4. From the *View Run Options and Resources* page, in the *Add New Resources* section, click *Manage AMA Questions.*
   The *Manage AMA Questions* page appears.

5. Click *Add Question.*
   The *Edit AMA Questions* page appears.



6. From the *Language* drop down menu, select the language that this question will be in.
7. In the *Question Text* text box, type the question.
   HINT: The question should be answerable by "I agree," "I disagree" or "N/A," as these are the options that will be available.
8. In the *Active* section, select whether this question should be active and available for run forms, or inactive and stored in the system for reference.
9. In the *Include Response Textbox* section, select the checkbox to include a text box with this question that can collect additional information.



10. When finished, click *Save.*
    The question is added and will be displayed if the appropriate section is available on the run form.

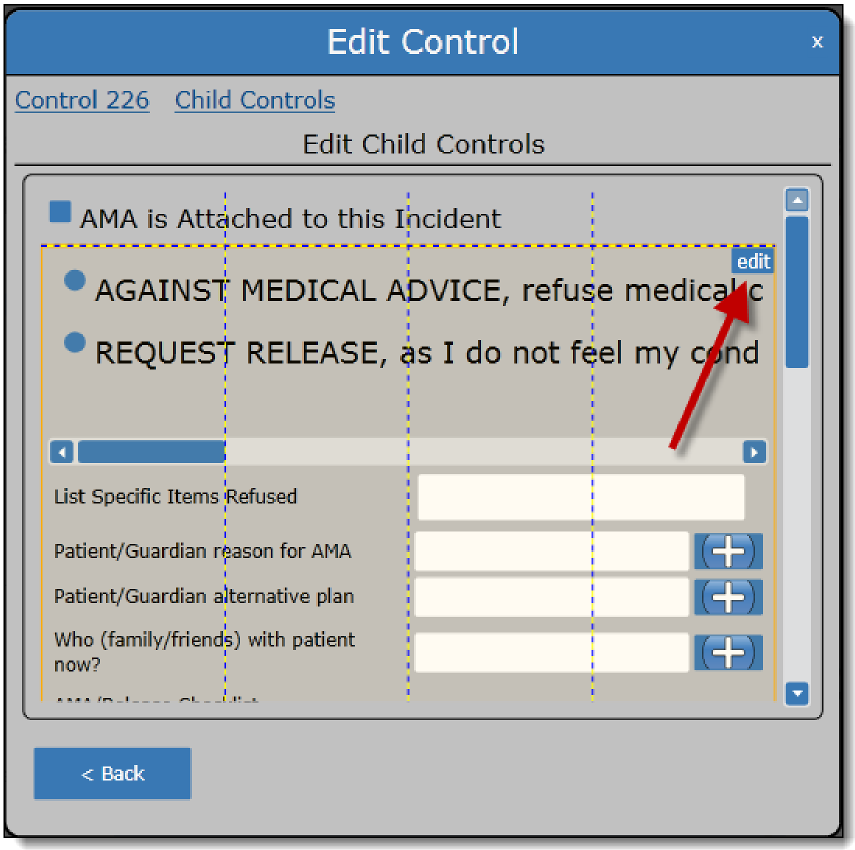
Editing the Run Form for AMA Questions

If you want to include AMA questions on your run form, you will need to add a new control to the run form.

1. In the Web-based system, from the top left, click *My Service.*
2. Select the *Setup* tab
   The *View Service Info* page appears.
3. From the *I want to* drop down menu in the upper right, select *Manage Field Bridge Options.*
   The *Field Bridge Options* page appears.

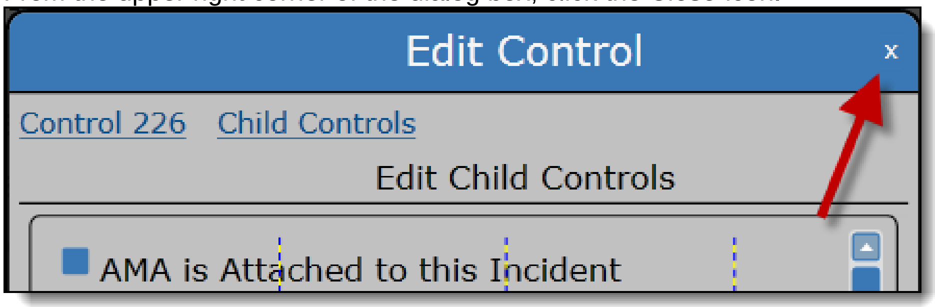
4. From the *Field Bridge Options* page, at the bottom of the page, click *Launch Field Bridge Layout Editor.*
   The Layout Editor appears.
5. Locate the template you want to edit.
   HINT: It might be beneficial to begin with a copy of the template that you want to edit, if you are editing a template that is in use. This will ensure that providers are still working with an appropriate run form while you are working on it, as well as giving you a backup if the run form does not turn out the way you want.
6. For the appropriate run form, click *View Tabs.*
   A list of the run forms tabs appears, with the first tab's information displayed.
7. Click the tab that contains your signature panels.
   HINT: This is usually the *Signatures* tab, but your service may have assigned a different name to the tab in your template.
8. Locate the AMA parent control.
   OR
   If the AMA control is not yet set up on the run form you are working with,
   a. Locate or add a new panel for the AMA section.
   b. Click *Add Control.*
      The *Add Control* dialog box appears.
   c. Search for the AMA Parent control.
   d. Select the *AMA Parent Control* option.
   e. Click *View Selected Control.*
   f. Click *Add Control.*
      The field is added and you are returned to the run form template.
9. For the parent AMA control, click *Edit.*
   The *Edit Control* dialog box appears.
10. Click *View/Edit Child Controls* button.
    A preview of the control appears.
11. For the control including the current AMA question, click *Edit.*
    NOTE: There are several different controls contained within the AMA parent control. When you click the correct one, the header in the dialog box should refresh to say

Control ID: 593.



12. Click *View/Edit Child Controls.*
    The dialog box is refreshed to display the *Edit Child Controls* page.
13. On the empty space where you would like to include the AMA questions, click *Add Control.*
    The dialog box refreshes to display the *Edit Control* options.
14. Use the advanced search options to search for control ID 1266.
15. Select the control with ID 1266.
16. Click *View Selected Control.*
    A preview of the control appears.
17. Click *Add Control.*
    The control is added and you are returned to the *Edit Child Controls* page.
18. **OPTIONAL:** To change the number of rows or columns that this control spans,
    a. For the new control, click *Edit.*
       The *Control ID: 1266* dialog box appears.
    b. Use the *Row Span* and/or *Column Span* options to select the size of the control.
    c. When finished, click *Save & Back.*
       The changes are made.
19. Click *Back.*
    The *Control ID: 593* page is displayed.
20. Click *Save & Back.*

21. From the upper right corner of the dialog box, click the *Close* icon.

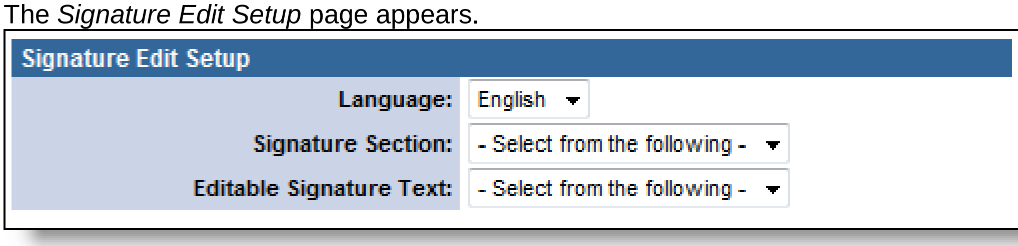


The changes are saved.

4.13 Customizing Signature Consent Text

If you would like to edit the consent text included for signatures, you can do so. If you change the consent text, previous run forms will not be affected by the changes.

1. In the Web-based system, from the top left, click *My Service.*
2. Select the *Setup* tab
   The *View Service Info* page appears.
3. From the *I want to* drop down menu in the upper right, select *View Run Options and Resources.*
   The *View Run Options and Resources* page appears.
4. From the *Modify Service Configurations* section, click *Edit Signatures.*
   If no customized signatures are set up, a warning appears.
5. Click *Yes.*
   The *Signature Edit Setup* page appears.



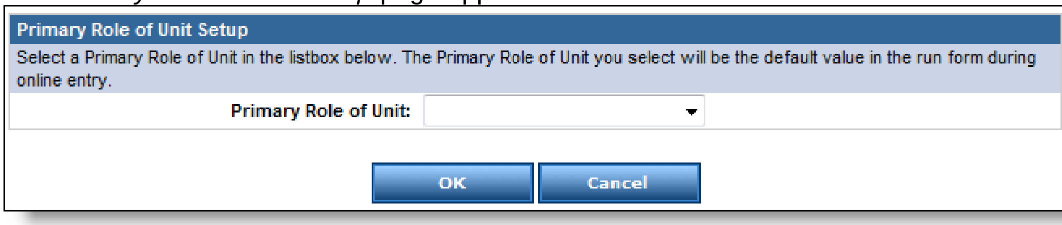
6. Using the drop down menus, select the consent text you would like to edit.
   A preview of the existing consent text appears.
7. Click *Edit.*
   The consent text becomes editable.
8. Make any desired changes.
   OR
   To return edited consent text to the system default text, in the *Set signature text to system default* section, click *Yes.*
9. Click *Submit.*

4.14 Setting Up the Primary Role of Unit

You can set up the value that will be automatically entered for the role of a unit of run forms.

1. In the Web-based system, from the top left, click *My Service.*
2. Select the *Setup* tab
   The *View Service Info* page appears.
3. From the *I want to* drop down menu in the upper right, select *View Run Options and Resources.*
   The *View Run Options and Resources* page appears.

4. From the *Modify Service Configurations* section, click *Primary Role of Unit.*
   The *Primary Role of Unit Setup* page appears.

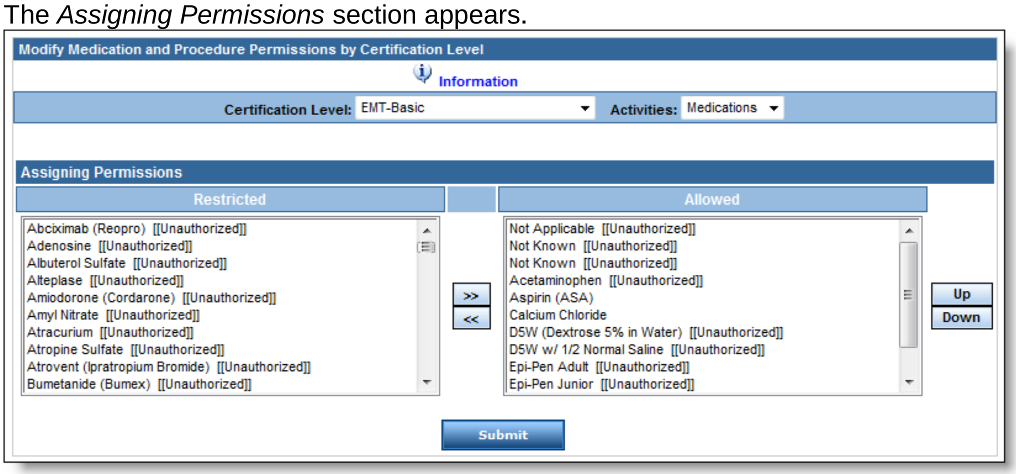


5. From the *Primary Role of Unit* drop down menu, select the desired default role.
6. Click *OK.*

4.15 Setting Up Medication and Procedure Permissions

Administrators can set which medications and procedures can be documented by personnel in each certification level. Procedures and medications that are not set for a certification level will not be available when staff members with this level are selected from the run form.

1. In the Web-based system, from the top left, click *My Service.*
2. Select the *Setup* tab
   The *View Service Info* page appears.
3. From the *I want to* drop down menu in the upper right, select *View Run Options and Resources.*
   The *View Run Options and Resources* page appears.
4. From the *Modify Service Configurations* section, click *Modify Medication and Procedure Permissions by Certification Level.*
   The *Modify Medication and Procedure Permissions by Certification Level* page appears.
5. From the *Certification Level* drop down menu, select the certification level for which to set permissions.
6. From the *Activities* drop down menu, select the type of activity for which to set up permissions.
   The *Assigning Permissions* section appears.



7. To add an activity to the allowed activities for the certification level,
   a. From the *Restricted* list, select the desired activity.
      HINT: To select multiple activities, press and hold *Ctrl* while clicking each desired activity. To select a range of activities, press and hold *Shift* while clicking the first and last activity in the range.
   b. Click *Add* .

      The activity is added to the *Allowed* list.
8. To remove an activity from the list of allowed activities for the certification level,
   a. From the *Allowed* list, select the desired activity.
      HINT: To select multiple activities, press and hold *Ctrl* while clicking each desired

activity. To select a range of activities, press and hold *Shift* while clicking the first and last activity in the range.

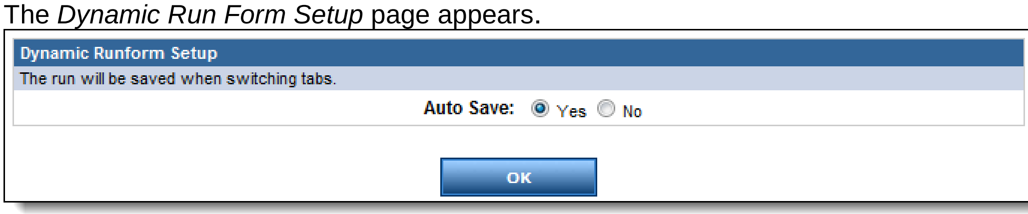
   b. Click *Remove* <<.

9. To change the order of allowed activities,
   a. From the *Allowed* list, select the activity to move.
   b. Click the *Up* and/or *Down* buttons until the activity is in the desired place.
10. When finished with this level and type of activity, click *Submit.*
11. Repeat steps 5–10 until all certification levels and types of activities are set up.

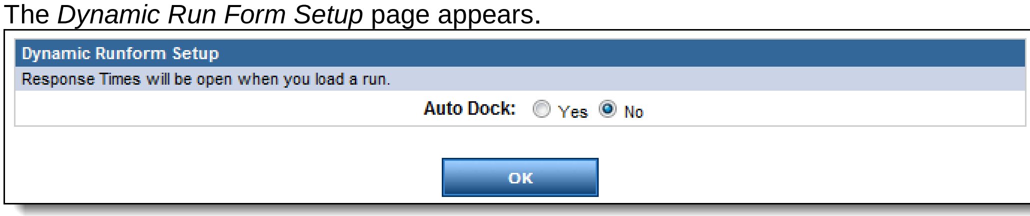
4.16 Setting Up Dynamic Run Form Options

If you use the dynamic run form for both your Web-based system and Field Bridge data collection, the options you set up here will apply to run forms for both systems. You can set up these options either in the *View Run Options and Resources* section or the *Manage Field Bridge Options* section.

1. In the Web-based system, from the top left, click *My Service.*
2. Select the *Setup* tab
   The *View Service Info* page appears.
3. From the *I want to* drop down menu in the upper right, select *View Run Options and Resources.* The *View Run Options and Resources* page appears.
4. To set the dynamic run form up to automatically save whenever the user switches to a new tab of the run form,
   a. From the *View Run Options and Resources* page, in the *Dynamic Run Form Options* section, click *Auto Save After Switching Tabs.*
      The *Dynamic Run Form Setup* page appears.

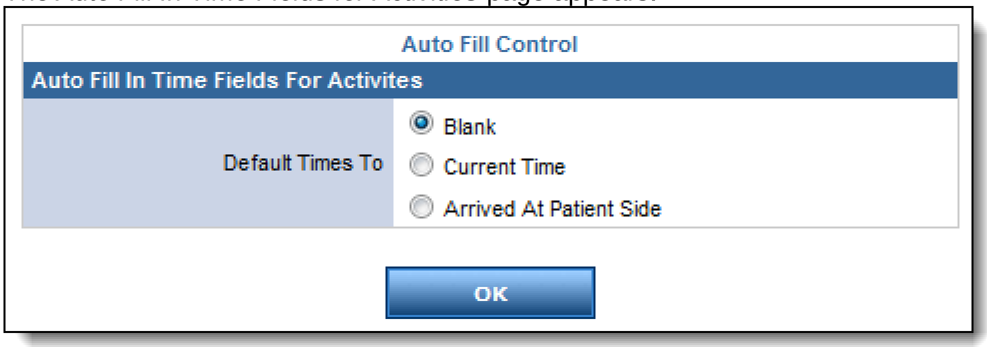


   b. To enable automatic saving, in the *Auto Save* section, select *Yes.*
   c. Click *OK.*
      The setting is saved.
5. To set the dynamic run form up so that the *Response Times* panel is automatically open and pinned to the side when the run form is opened,
   a. From the *View Run Options and Resources* page, in the *Dynamic Run Form Options* section, click *Auto Dock Response Times.*
      The *Dynamic Run Form Setup* page appears.



   b. To enable the *Response Times* panel to be automatically opened, in the *Auto Dock* section, select *Yes.*
   c. Click *OK.*
      The setting is saved.
6. To set times for activity records automatically,
   a. From the *View Run Options and Resources* page, in the *Dynamic Run Form Options* section, click *Default Activity Times.*

The *Auto Fill In Time Fields for Activities* page appears.

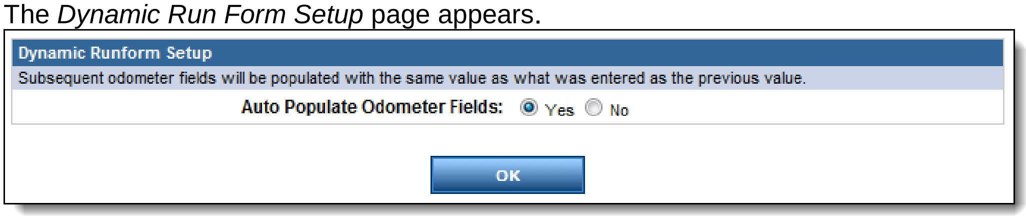


b. In the *Default Times To* section, select the way that you would like the times to be automatically filled in.
OR
To keep the time field blank, select *Blank.*

c. Click *OK.*
The setting is saved.

7. To automatically enter odometer values after the first value is entered,

a. From the *View Run Options and Resources* page, in the *Dynamic Run Form Options* section, click *Auto Populate Odometer Fields*.
The *Dynamic Run Form Setup* page appears.

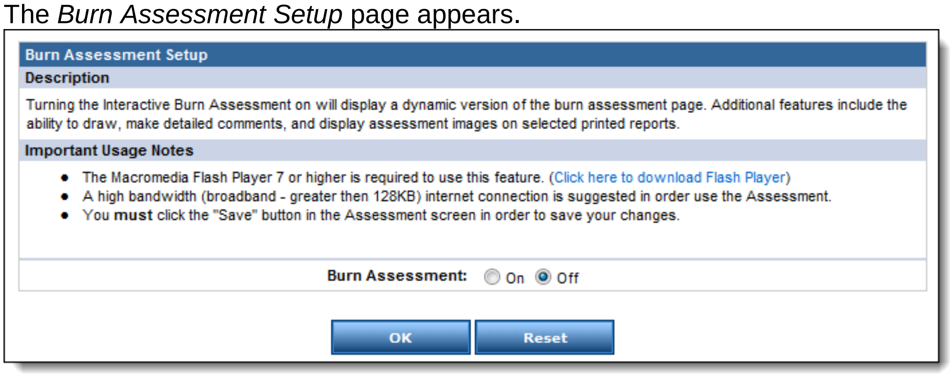


b. To automatically fill in odometer fields with the value that was entered in the previous odometer field, select *Yes.*

c. Click *OK.*
The setting is saved.

8. If the interactive physical assessment is turned off, to turn on the interactive burn assessment,

a. From the *View Run Options and Resources* page, in the *Dynamic Run Form Options* section, click *Noninteractive Assessment with Interactive Burn Assessment.*
The *Burn Assessment Setup* page appears.



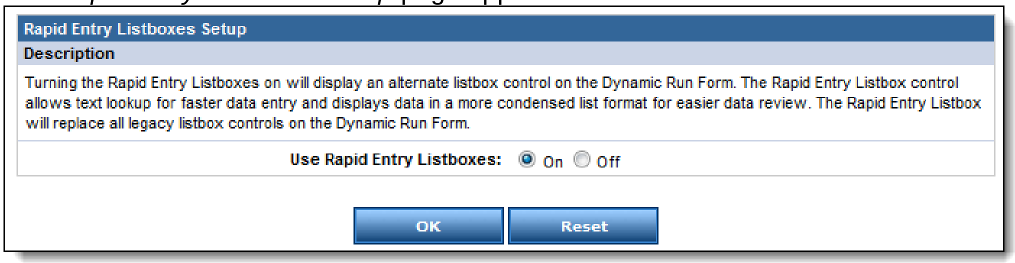
b. To turn the interactive burn assessment on, in the *Burn Assessment* section, select *On.*

c. Click *OK.*
The setting is saved.

9. To change the rapid entry list boxes in the run form to traditional list boxes,

a. From the *View Run Options and Resources* page, in the *Dynamic Run Form Options* section, click *Use Rapid Entry Listboxes.*

The *Rapid Entry Listboxes Setup* page appears.



b. To use regular list boxes rather than rapid entry list boxes, in the *Use Rapid Entry Listboxes* section, select *Off.*

c. Click *OK.*
The setting is saved.

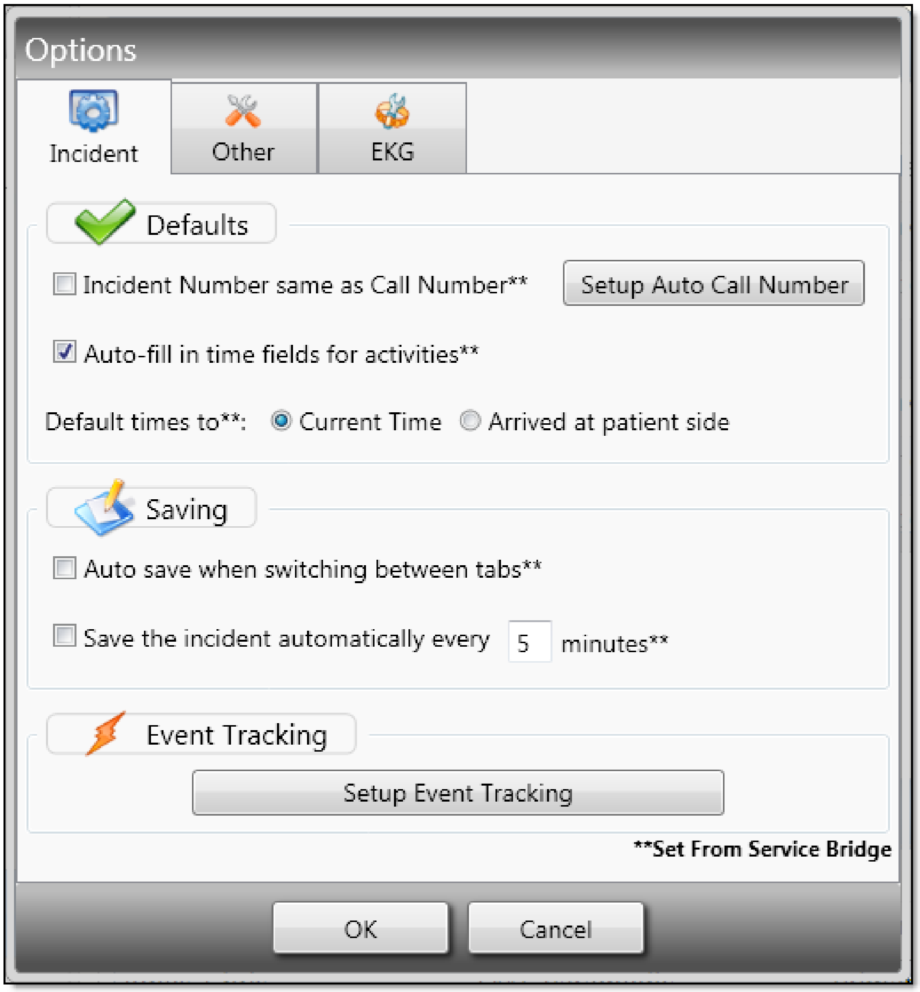
4.17 Setting Up Automatic Call Information

You can set up the Field Bridge to automatically generate call numbers for each run report and to automatically fill in times for any activities.

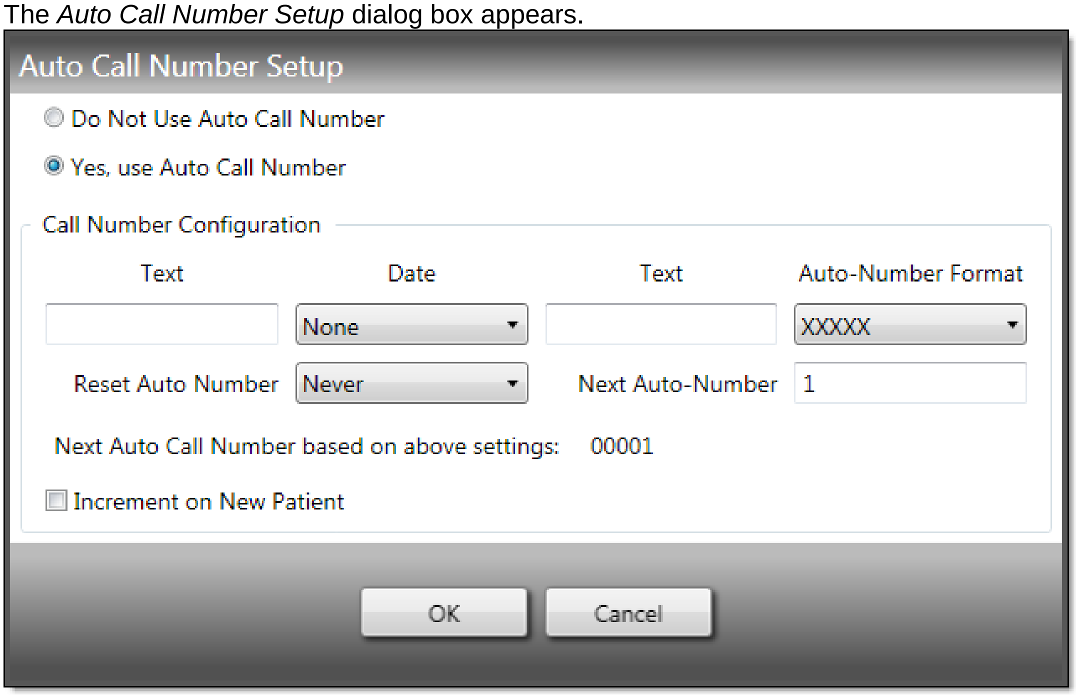
Setting Up Auto Call Numbers

You can set up a format for automatic call numbers. Each Field Bridge should have a different format to ensure that no run report is submitted to the Service Bridge with a duplicate run number.

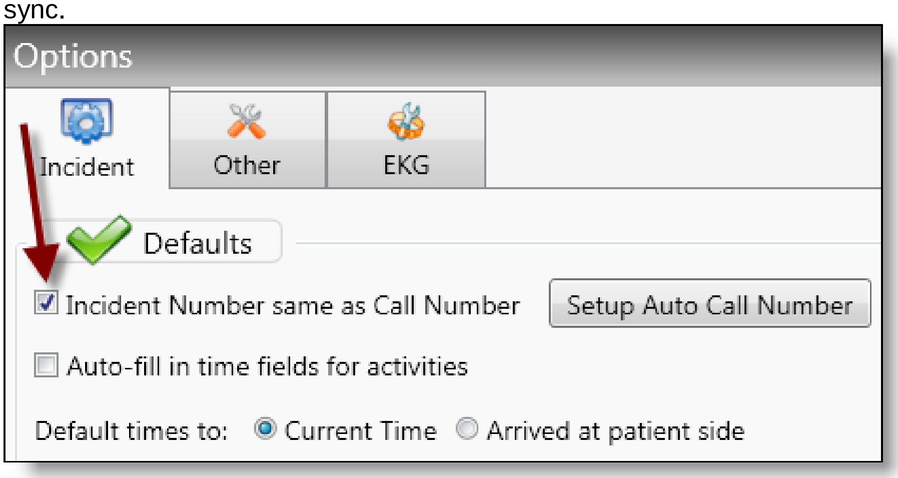
1. In the Field Bridge, from the left menu, select *Administrative Options.*
   The *Options* dialog box appears.



2. Click *Setup Auto Call Number.*
   The *Auto Call Number Setup* dialog box appears.



3. In the *Text 1* box, type any text to appear at the beginning of the call number.
4. From the *Date Format* drop down menu, select the format for the date information that will be included in the call number.
5. In the *Text 2* text box, type any text that will appear in the middle of the call number.
6. From the *Auto-Number Format* drop down menu, select the number of digits that will be used at the end of the number.
   HINT: These numbers will automatically increase by one with each incident report that is entered.
7. To generate a new call number when a new patient is added to an existing incident, select the *Increment on New Patient* checkbox.
8. To start the last numbers of the call number over at 0 based on a period of time, from the *Reset Auto Number* drop down menu, select how often to reset the number.
9. To manually set the next number that will be automatically generated, in the *Next Auto Number* text box, type the next number.
10. To save the changes, click *OK.*
11. To automatically assign an incident number the same as the call number, in the *Defaults* section, select the *Incident Number same as Call Number* checkbox.
    HINT: This can also be set up in the Web-based system. If you change this option from what it is set to in the Web-based system, it will be changed back the next time you sync.



12. When finished, from the *Options* dialog box, click *OK.*

Setting Up Automatic Time Entry

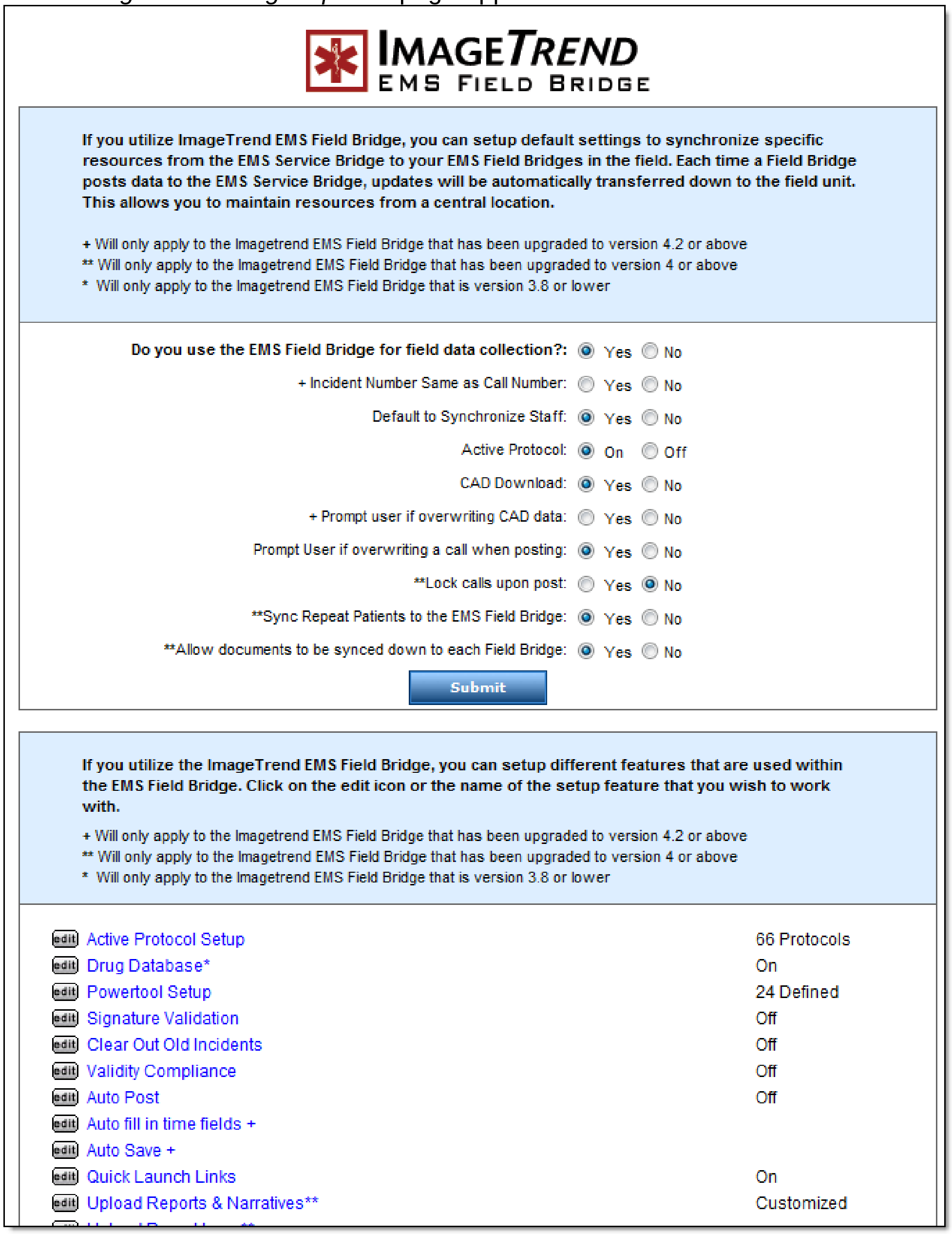
The Field Bridge can automatically enter times when an activity record is entered into a run form. You can set this feature up and determine which time is automatically entered. This can be set up either in the Web-based system or the Field Bridge. If an option is set up in the Web-based system, that will be applied to each Field Bridge every time the Field Bridge syncs, even if that Field Bridge has been configured with different settings.

Setting Up Automatic Time Entry: In the Web-based System

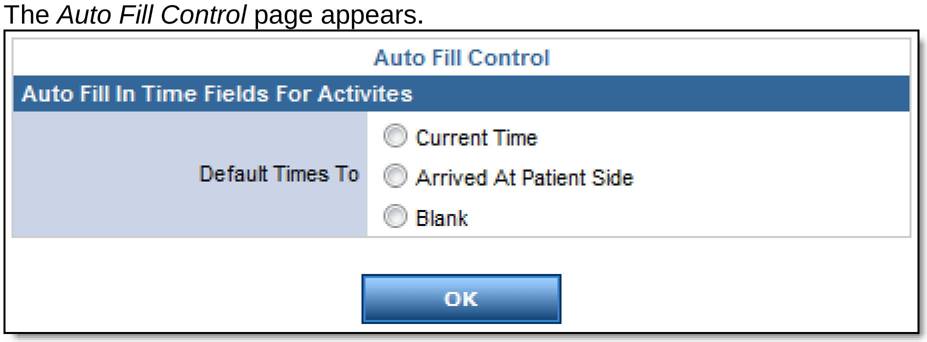
If you set up options in the Web-based system, all Field Bridge systems will automatically be set up with these configurations when they sync.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab.
   The *Service Setup* page appears.

3. From the *I want to* drop down menu, select *Manage Field Bridge Options.* The *Manage Field Bridge Options* page appears.



4. In the second section on the page, click *Auto fill in time fields.* The *Auto Fill Control* page appears.

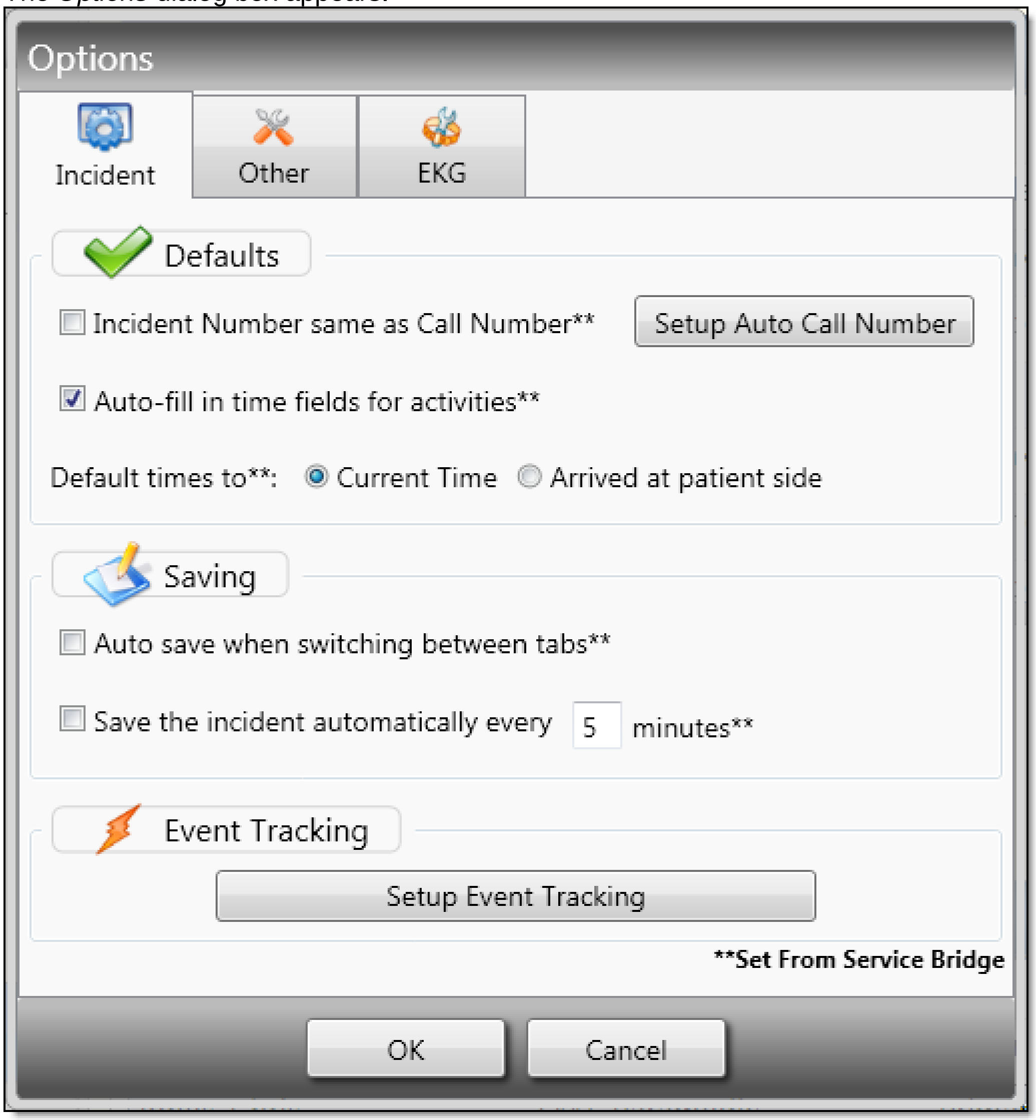


5. In the *Default Times To* section, select the time that should be automatically entered into fields for activities in run forms.
6. When finished, click *OK.*
   The settings are saved and will applied to all Field Bridge systems when the systems sync.

Setting Up Automatic Time Entry: In the Field Bridge

This is generally set up in the Web-based system. If you change this option from what it is set to in the Web-based system, it will be changed back the next time you sync.

1. In the Field Bridge, from the left menu, select *Administrative Options.*
   The *Options* dialog box appears.



2. To automatically enter times for activities in a run form, in the *Defaults* section, select the *Auto-fill in time fields for activities* checkbox.
3. In the *Default times to* section, select the time that should be entered automatically.
4. When finished, click *OK.*

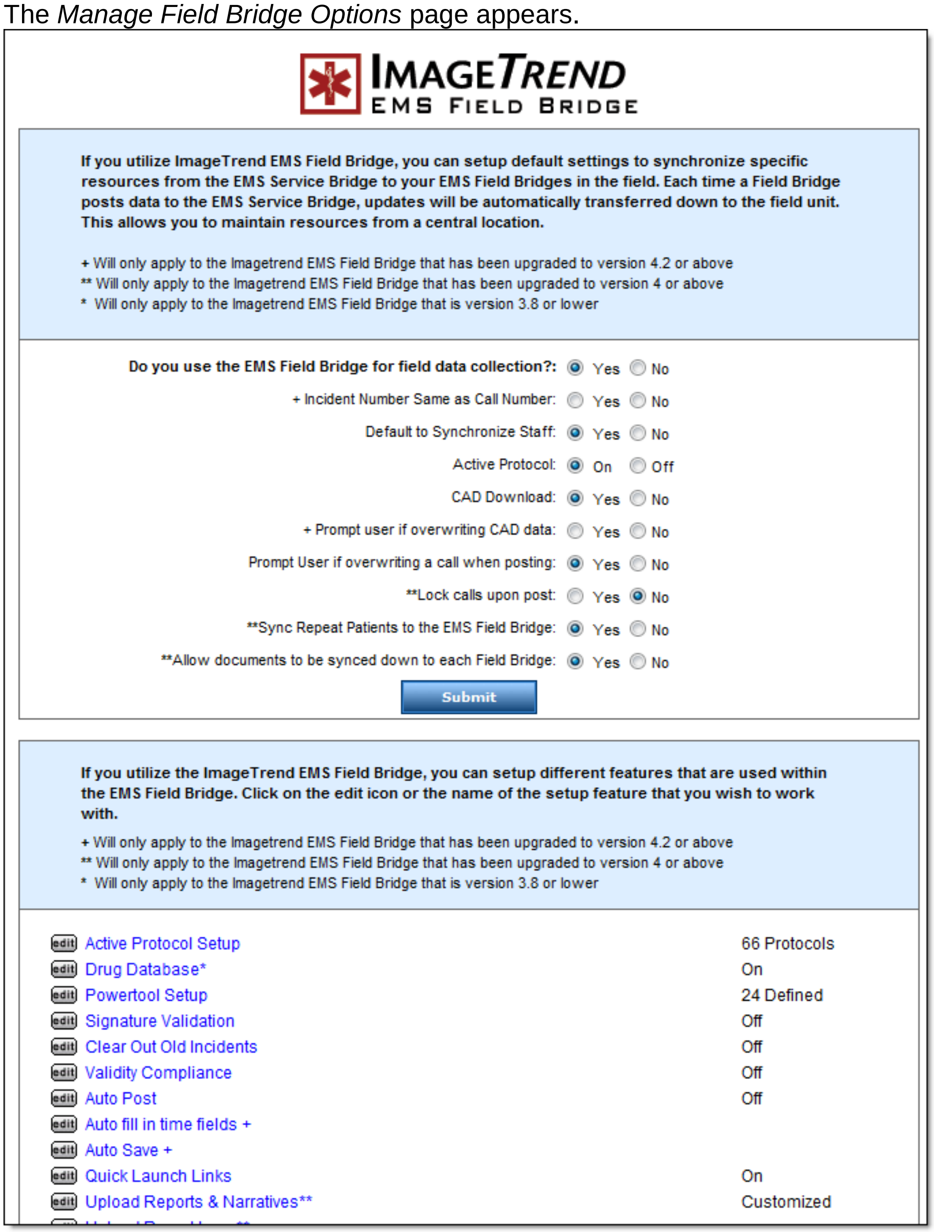
4.18 Setting Up Automatic Saving

Administrators can set up when run forms should be automatically saved to prevent loss of data. You can set this feature up and determine which time is automatically entered. This can be set up either in the Web-based system or the Field Bridge. If an option is set up in the Web-based system, that will be applied to each Field Bridge every time the Field Bridge syncs, even if that Field Bridge has been configured with different settings.

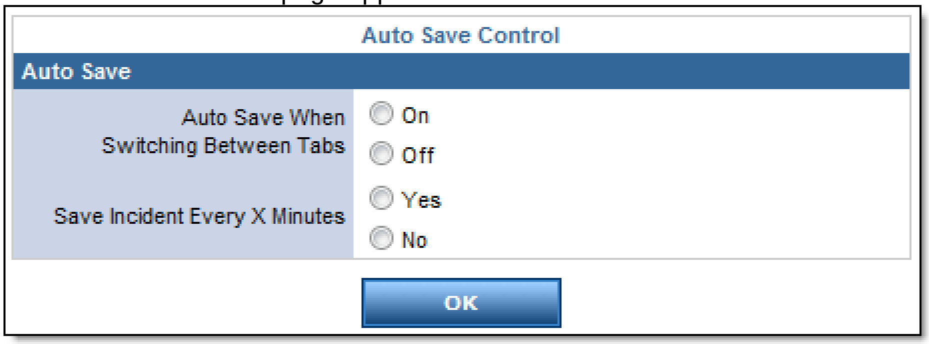
Setting Up Automatic Saving: In the Web-based System

If you set up options in the Web-based system, all Field Bridge systems will automatically be set up with these configurations when they sync.

1. In the Web-based system, from the top lef, click *My Service* or *My Fire Department.*
2. Select the *Setup* tabThe *Service Setup* page appears.
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.* The *Manage Field Bridge Options* page appears.



4. In the second section on the page, click *Auto Save.*
   The *Auto Save Control* page appears.

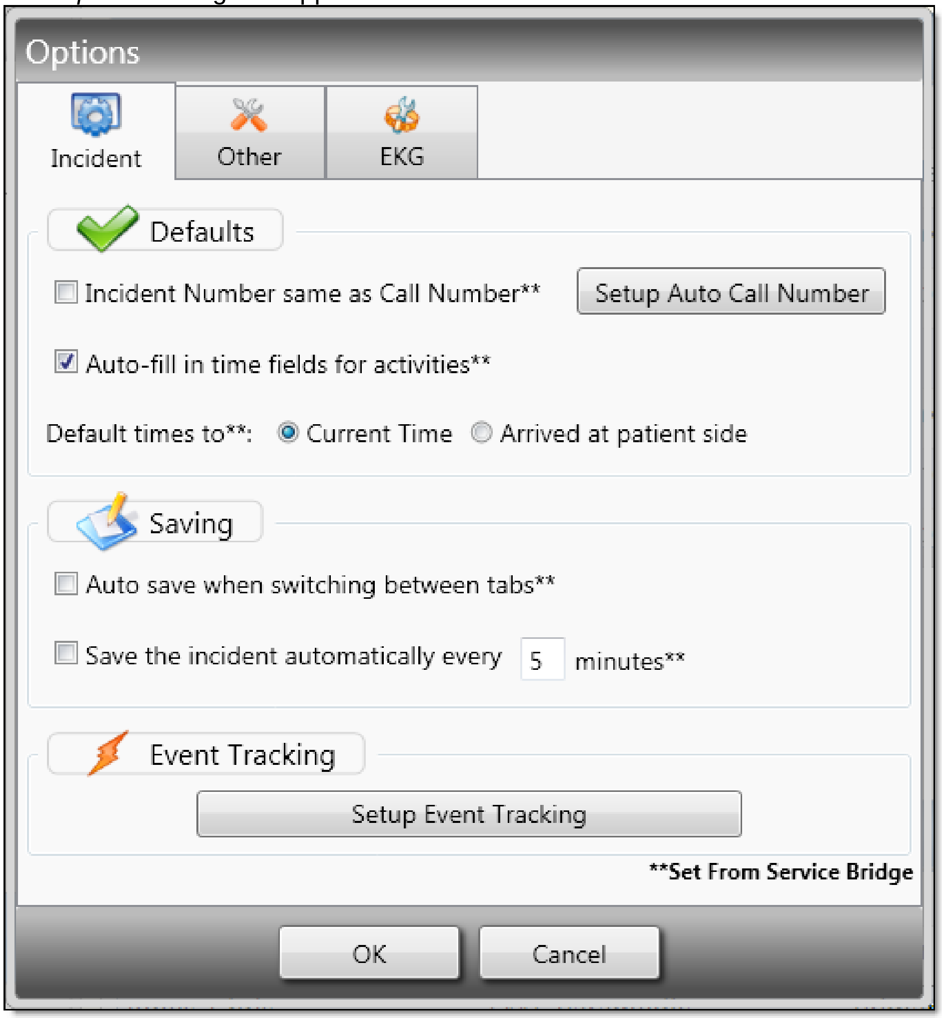


5. In the *Auto Save* section, select when the run form should be automatically saved.
   HINTS:
   ImageTrend highly recommends selecting the *Auto Save When Switching Between Tabs* option, as this will prevent data from being lost if a provider forgets to save before moving on to a new tab.
   If you choose to save after a certain number of minutes, you can enter the number of minutes.
6. When finished, click *OK.*
   The settings are saved, and will be applied to all Field Bridge systems the next time they sync.

Setting Up Automatic Saving: In the Field Bridge

If you change this option from what it is set to in the Web-based system, it will be changed back the next time you sync.

1. In the Field Bridge, from the left menu, select *Administrative Options.*
   The *Options* dialog box appears.



2. To automatically save a run form when a new tab is opened, in the *Saving* section, select the *Auto save when switching between tabs* checkbox.
3. To automatically save a run form after a certain period of time when it is open,
   a. In the *Saving* section, select the *Save incident every __ minutes* checkbox.
   b. In the text box, enter the number of minutes after which the run report should be automatically saved.
4. When finished, click *OK.*

4.19 Working with Service Defined Questions

Administrators can create new questions and a section to include them in on their service's run form. This allows a particular service to gather data that is particularly relevant to their service but may not be already included in the form. Depending on permissions, all users will generally be able to view a list of these custom questions, but only administrators will be able to edit them or add new questions. Administrators can also designate specific service defined questions are required, which will include those questions in calculation of a validity score. Each required service defined question will be worth one point for run validity.

If your service uses the dynamic run form, service defined questions can be placed in any panel and tab that you specify when creating your run form template.

Service Defined Questions on Run Forms

Service defined questions are collected in a single section on the standard run form, which the administrator can give an appropriate title. When creating and editing service defined questions, administrators can use the *Question #* text box to define the order of each question.

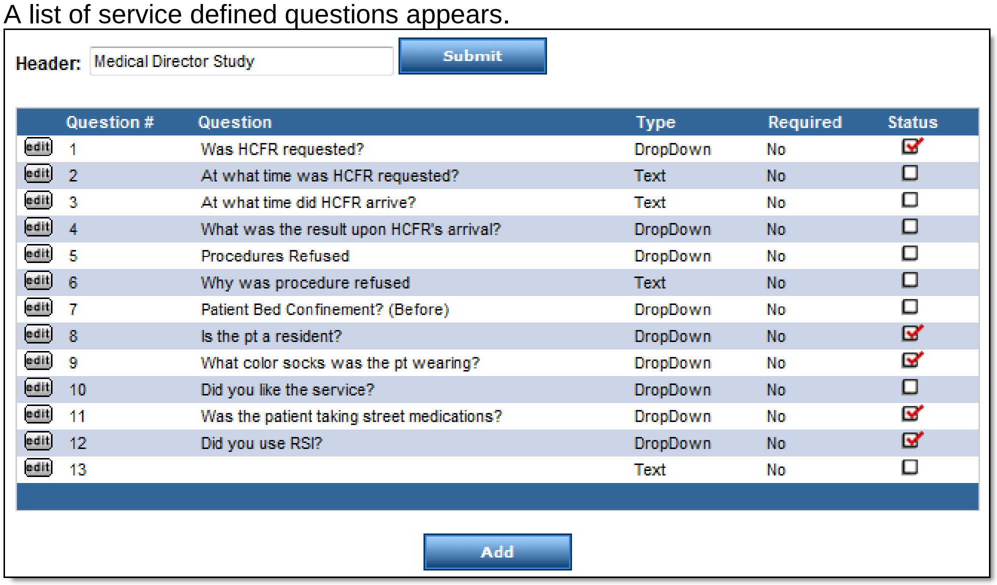
To change the title of the section for service defined questions:

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab.
3. From the *I want to* drop down menu, select *Manage Service Defined Questions.*
4. In the *Header* text box, type a name for the section.
5. Click *Submit.*

Viewing and Editing Service Defined Questions

Administrators can view and edit service defined questions from the same place.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab.
3. From the *I want to* drop down menu, select *Manage Service Defined Questions.* A list of service defined questions appears.

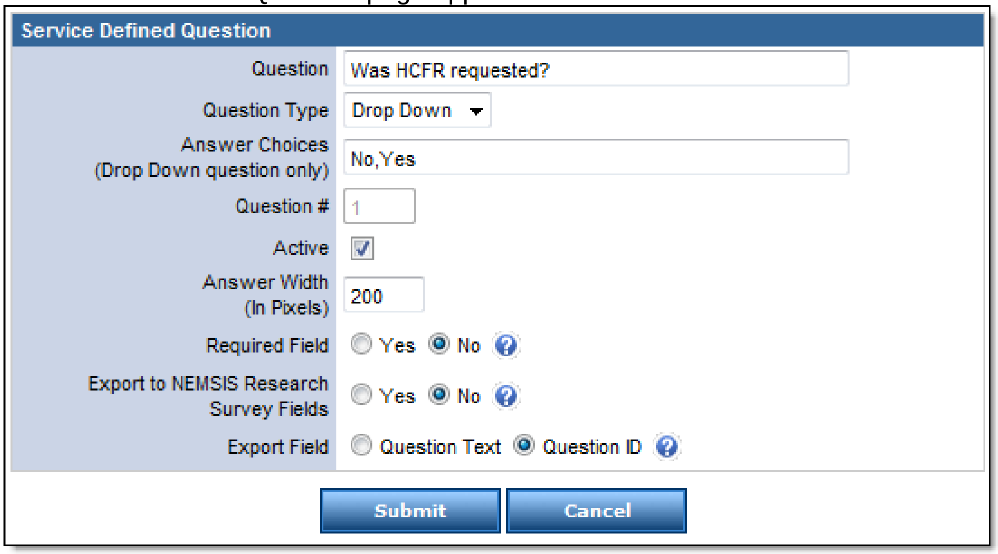


Header: Medical Director Study Submit

	Question #	Question	Type	Required	Status
edit	1	Was HCFR requested?	DropDown	No	☑
edit	2	At what time was HCFR requested?	Text	No	☐
edit	3	At what time did HCFR arrive?	Text	No	☐
edit	4	What was the result upon HCFR's arrival?	DropDown	No	☐
edit	5	Procedures Refused	DropDown	No	☐
edit	6	Why was procedure refused	Text	No	☐
edit	7	Patient Bed Confinement? (Before)	DropDown	No	☐
edit	8	Is the pt a resident?	DropDown	No	☑
edit	9	What color socks was the pt wearing?	DropDown	No	☑
edit	10	Did you like the service?	DropDown	No	☐
edit	11	Was the patient taking street medications?	DropDown	No	☑
edit	12	Did you use RSI?	DropDown	No	☑
edit	13		Text	No	☐

Add

4. To view or edit a particular question, click the corresponding *Edit* button.
   The *Service Defined Question* page appears.

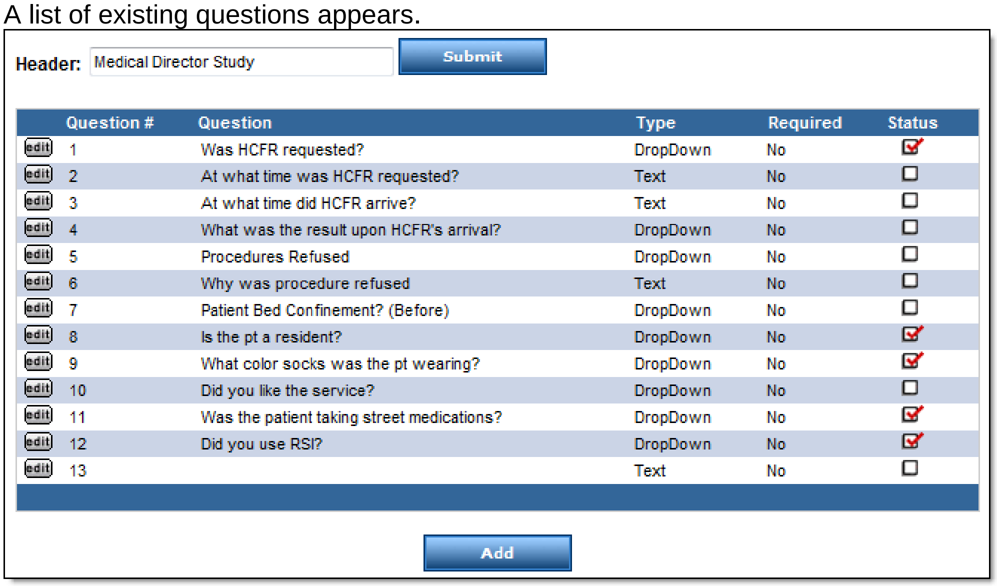


5. **OPTIONAL:** To change the question, available answers, or question setup,
   a. Use the provided fields to enter all information about the question.
      NOTE: For this option to appear on a run form, be sure to select the *Active* checkbox.
   b. When finished, to save the changes, click *Submit.*

Adding a New Service Defined Question

Only administrators can add a new question to the system.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab.
3. From the *I want to* drop down menu, select *Manage Service Defined Questions.*
   A list of existing questions appears.

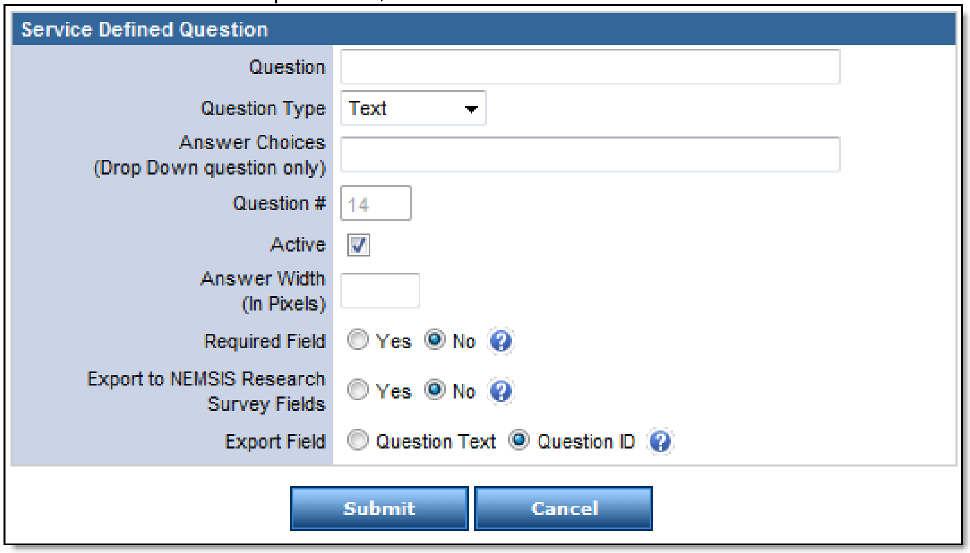


Header: Medical Director Study Submit

	Question #	Question	Type	Required	Status
edit	1	Was HCFR requested?	DropDown	No	☑
edit	2	At what time was HCFR requested?	Text	No	☐
edit	3	At what time did HCFR arrive?	Text	No	☐
edit	4	What was the result upon HCFR's arrival?	DropDown	No	☐
edit	5	Procedures Refused	DropDown	No	☐
edit	6	Why was procedure refused	Text	No	☐
edit	7	Patient Bed Confinement? (Before)	DropDown	No	☐
edit	8	Is the pt a resident?	DropDown	No	☑
edit	9	What color socks was the pt wearing?	DropDown	No	☑
edit	10	Did you like the service?	DropDown	No	☐
edit	11	Was the patient taking street medications?	DropDown	No	☑
edit	12	Did you use RSI?	DropDown	No	☑
edit	13		Text	No	☐

Add

4. From below the list of questions, click *Add.*



5. In the *Question* text box, type the desired question.
6. From the *Question Type* drop down menu, select the type of answer that should be given for this question (e.g., selected from a drop down menu or a text box for free typing).
7. If *Drop Down* is selected, to enter the possible answers, in the *Answer Choices* text box, type each possible answer separated by a comma (**,**).
8. To enable this question to currently be in use, select the *Active* checkbox.
   OR
   To keep this question in the system but prevent it from currently appearing on run forms, deselect the *Active* checkbox.
9. To select how wide the field will appear for this question (in pixels), in the *Answer Width* text box, type the number of pixels wide that the field should appear.
10. To make this field required and subtract a point from the validity score if it is not completed, in the *Required Field* section, select *Yes.*
11. In the *Export to NEMSIS Research Survey Fields,* select whether this question and its answers should be included in NEMSIS exports.
12. If you chose to include this question in NEMSIS exports, in the *Export Field* section, select whether the export should include the question number or the text of the question.
13. When finished, to save the new question in the system, click *Submit.*
    To return to the list of questions without saving the new question, click *Cancel.*

4.20 Working with Active Protocols

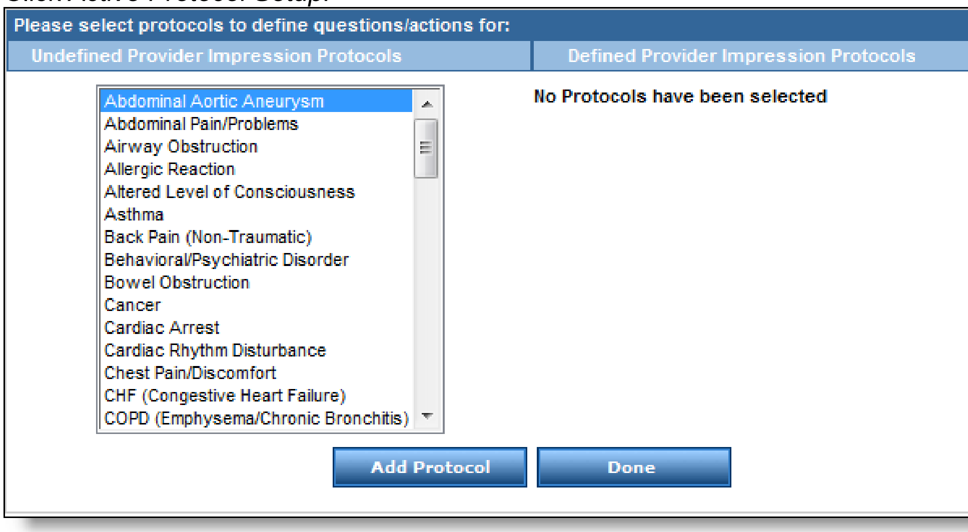
Using the Service Bridge, administrators can create and edit active protocols that have been set up in the Field Bridge if necessary. An active protocol can be defined for any provider impression, and will help to guide staff members through performing and documenting any standard procedure. Each active protocol will provide a list of standard steps, will open any commonly provided power tools and will fill in any standard information. If a situation differs from the norm, staff members can still skip steps and provide an explanation or can change the standard values.

There are two different lists of active protocols that can be set up; you can set up protocols from both lists and they will be available for use.

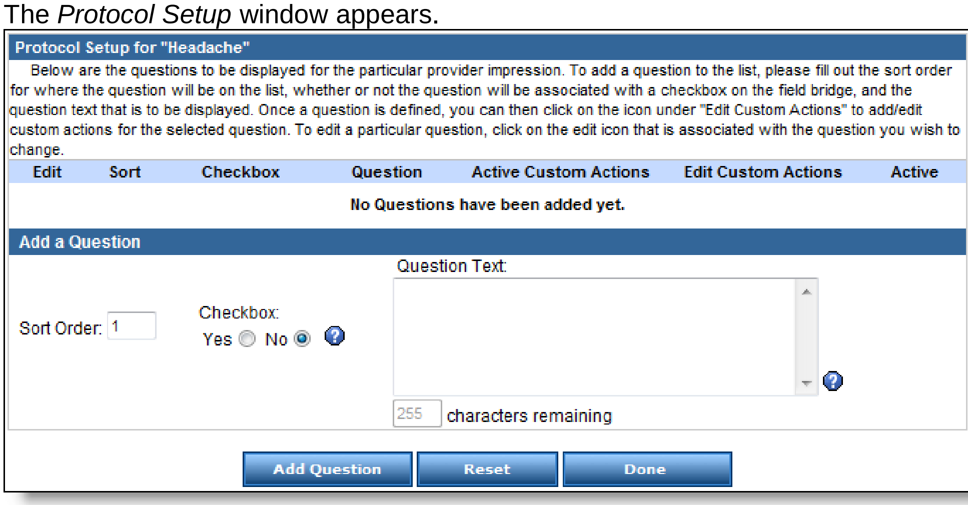
Creating Active Protocols

Administrators can set up new active protocols for use on the EMS Field Bridge.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab.
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
4. Click *Active Protocol Setup.*



5. From the *Undefined Provider Impression Protocols* scroll list or the *Undefined Protocols Used* scroll list, select the impression to which the protocol will apply.
6. Click *Add Protocol.*
   The *Protocol Setup* window appears.



7. To create an item on the protocol checklist,
   a. In the *Checkbox* section, select *Yes.*
   b. In the *Question Text* text box, type the text for the item.
   c. To determine where in the checklist the item will appear, in the *Sort Order* text box, type the number of the item's position.
   d. When the item is ready, click *Add Question.*
      The item appears in the *Protocol Setup for "(Impression)"* section.
   e. To create a custom action, click the *Edit Custom Actions* icon.
   f. From the *Category* drop down menu, select the type of action that will be completed.
   g. From the *Action Name* drop down menu, select the action that should be performed in the Field Bridge.
   h. When finished, click *Add Action.*
   i. To add another action for this step, repeat steps f–h.

8. To add more items on the protocol checklist, repeat step 7.
9. When finished, to save the protocol, click *Done.*

Viewing and Editing Active Protocols

Administrators can view currently set up protocols and, if necessary, edit them.

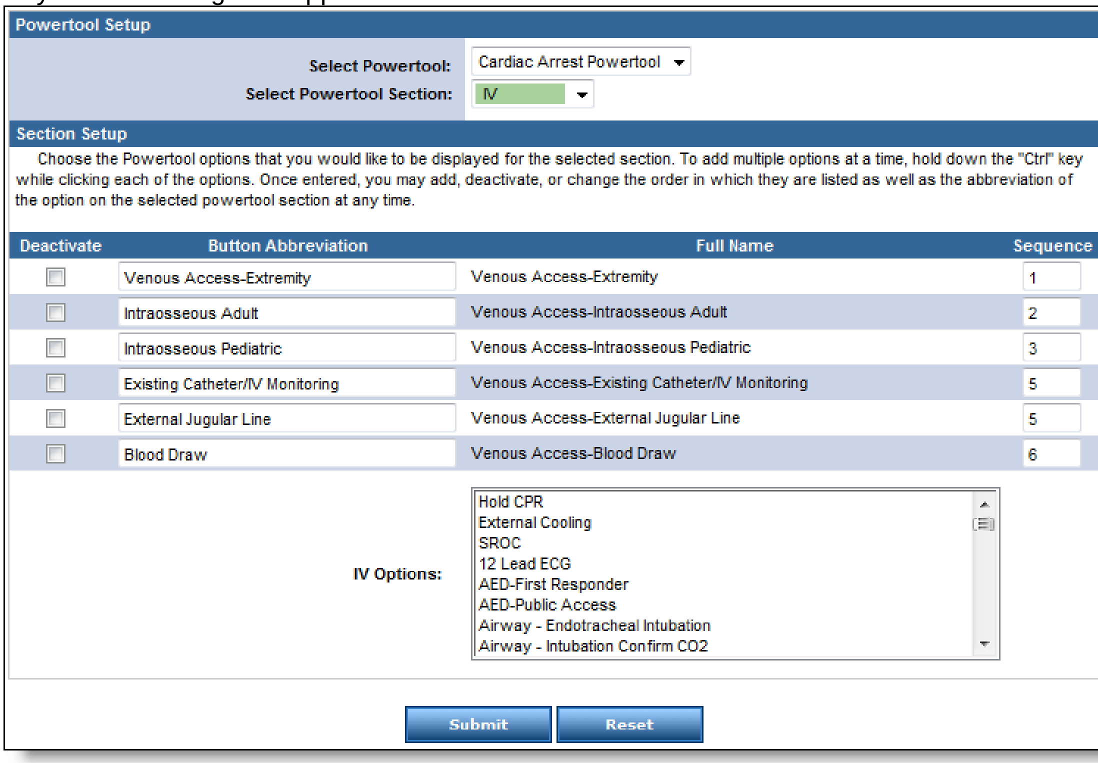
1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab*.*
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
4. From the *Manage Field Bridge Options* page, click *Active Protocol Setup.*
5. From the *Undefined Provider Impression Protocols* scroll list or the *Undefined Protocols Used* scroll list, click the name of the protocol to work with.
6. To edit the name or sort order of a step,
    a. Click the corresponding *Edit* button.
    b. Using the provided fields, make any changes.
    c. When finished, click *Update Question.*
7. To edit the actions contained within a step,
    a. Click the corresponding *Edit Custom Actions* icon .
    b. For the action to edit, click the corresponding *Edit* icon .
    c. Using the provided fields, make the desired changes.
    d. When finished, click *Edit Action.*
8. To add new actions to a step,
    a. Click the corresponding *Edit Custom Actions* icon .
    b. Using the provided fields, select the category and action.
    c. When finished, click *Add Action.*
9. When finished, click *Done.*

4.21 Configuring Power Tools

Using your Web-based system, administrators can configure the options that will be available for the Medication, IV and Cardiac power tools. This information will sync to any Field Bridge systems.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab*.*
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
4. From the *Manage Field Bridge Options* page, click *Powertool Setup.*
5. From the *Select Powertool* drop down menu, select the power tool to configure.
6. From the *Select Powertool Section* drop down menu, select the portion of the power tool for which to configure the possible options.

Any current settings will appear.

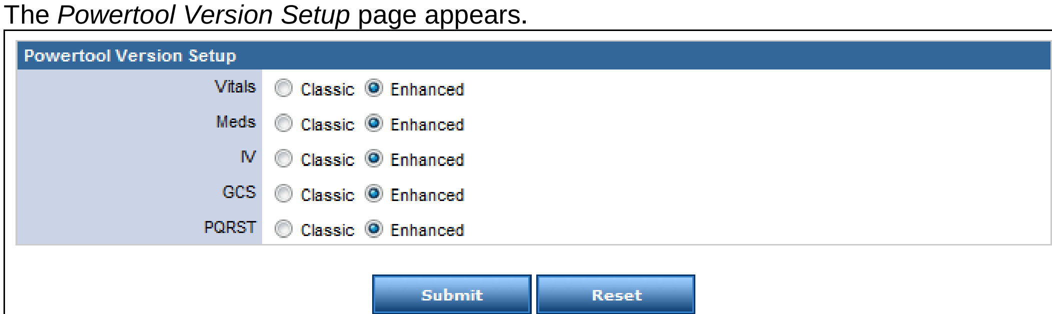


7. To add a new option, from the *Options* scroll list, select the first option to be available and click *Submit.*
8. To change the name that will appear in the list, in the *Button Abbreviation* text box, type the new name.
9. To change the order in which the item will appear, in the *Sequence* text box, type the number corresponding to the item's place in the list.
10. To remove an option from the list, select the corresponding *Deactivate* checkbox and select *Submit.*

Configuring Power Tool Versions

Version 5 introduced enhanced versions of several power tools. You can select whether to use the enhanced version or to stick with the familiar, classic power tools. The enhanced tools will be selected by default.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab.
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
4. Click *Powertool Version Setup.*
   The *Powertool Version Setup* page appears.



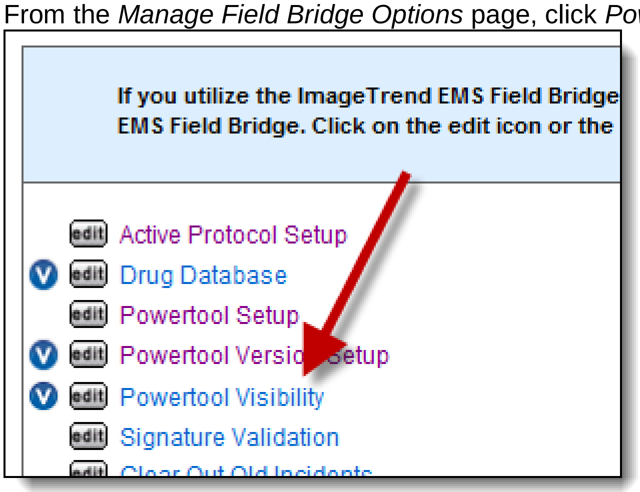
5. Select the version you want to display for each power tool.
6. Click *Submit.*
   The changes are saved.

Setting Power Tool Display Options

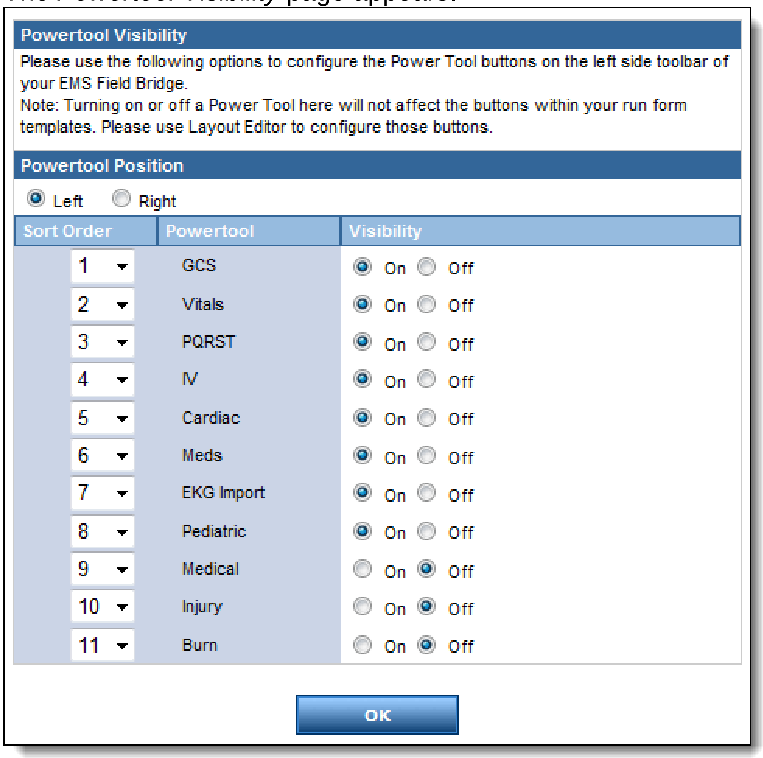
Service administrators can configure which power tools will appear on the *Power Tool* toolbar in the Field Bridge. By default, all power tools will be displayed and available for use. Service administrators can choose to hide certain power tools from the toolbar, but will need to edit run forms to remove any links to the power tools that are within the run form.

You can also choose to move the *Power Tool* toolbar from the left side of the run form to a button on the right side (which will appear in the toolbar with the *Response Times* and *Validation* buttons). With the left side option, the toolbar will always be visible. With the right side option, the toolbar will open when the right pane is opened.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab*.*
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
4. From the *Manage Field Bridge Options* page, click *Powertool Visibility.*



The *Powertool Visibility* page appears.


Powertool Visibility

Please use the following options to configure the Power Tool buttons on the left side toolbar of your EMS Field Bridge.
Note: Turning on or off a Power Tool here will not affect the buttons within your run form templates. Please use Layout Editor to configure those buttons.

Powertool Position

Left Right

Sort Order	Powertool	Visibility
1	GCS	On Off
2	Vitals	On Off
3	PQRST	On Off
4	IV	On Off
5	Cardiac	On Off
6	Meds	On Off
7	EKG Import	On Off
8	Pediatric	On Off
9	Medical	On Off
10	Injury	On Off
11	Burn	On Off

OK

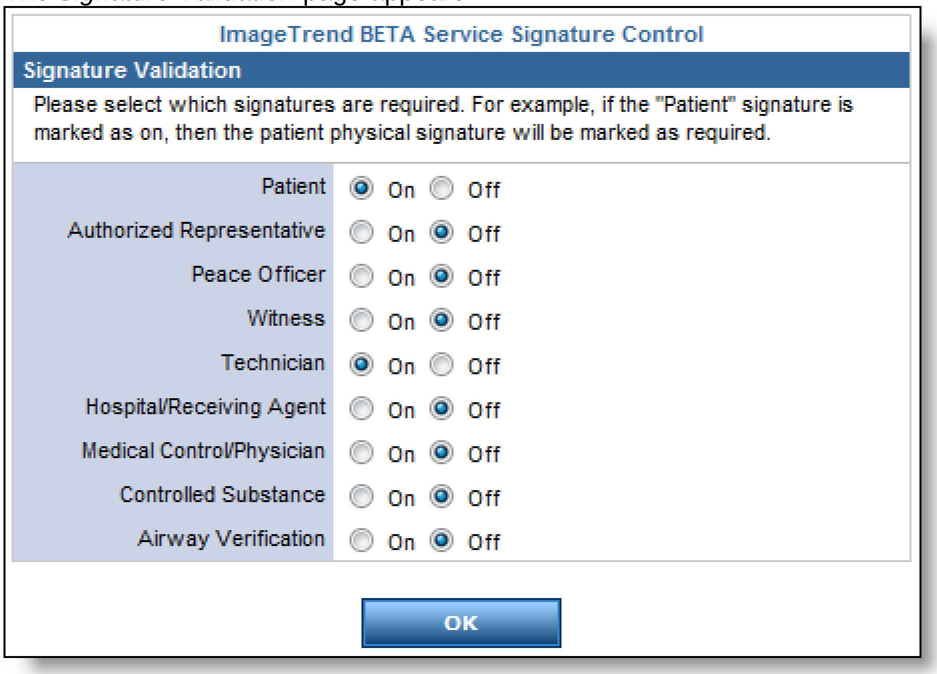
5. From the *Powertool Position* section, select where the toolbar should appear. **HINT:** If you choose to leave the toolbar on the left, it will always be displayed on the left. If you choose to place it on the right, it will add a *Power Tools* button to the right toolbar, which will display the toolbar when the right pane is expanded.
6. For any power tool to hide from the *Power Tool* toolbar, select *Off.*
7. To change the order of the power tools in the toolbar, from the *Sort Order* drop down menus for each power tool, select the desired position in the list.
8. When finished, click *Save.*

4.22 Configuring Required Signature Validation

Using the Service Bridge, you can select which signature will be required for a complete run form. These validity requirements will sync to the Field Bridge.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab.
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*

4. From the *Manage Field Bridge Options* page, click *Signature Validation.*
   The *Signature Validation* page appears.

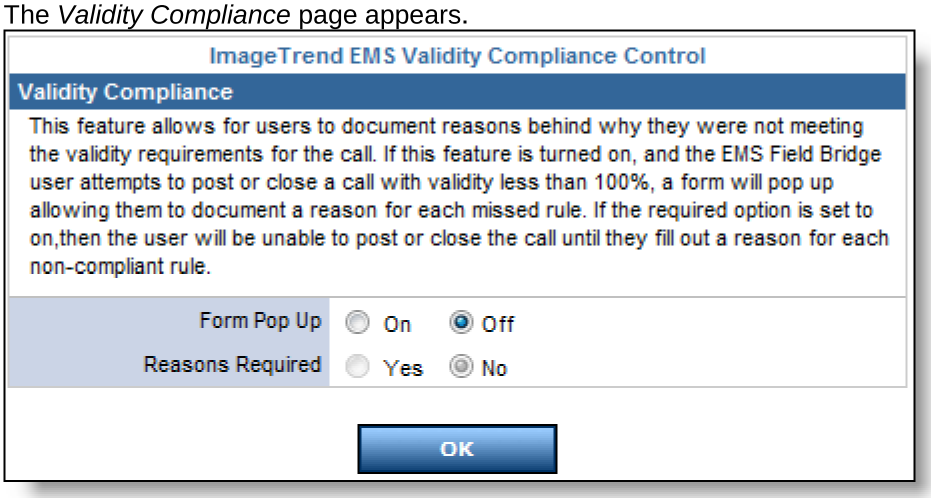


5. For the signatures to require using validation rules, select *On.*
6. For the signatures that should not be required, select *Off.*
7. When finished, click *OK.*

4.23 Configuring Validity Compliance Documentation

Using the Service Bridge, administrators can cause a pop up window to appear whenever the validity of a run form being closed on the Field Bridge is less than 100%. This window can either inform the user of the fields that were required and not completed or require the user to enter reasons as to why the fields were not completed.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab*.*
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
4. From the *Manage Field Bridge Options* page, click *Validity Compliance.*
   The *Validity Compliance* page appears.

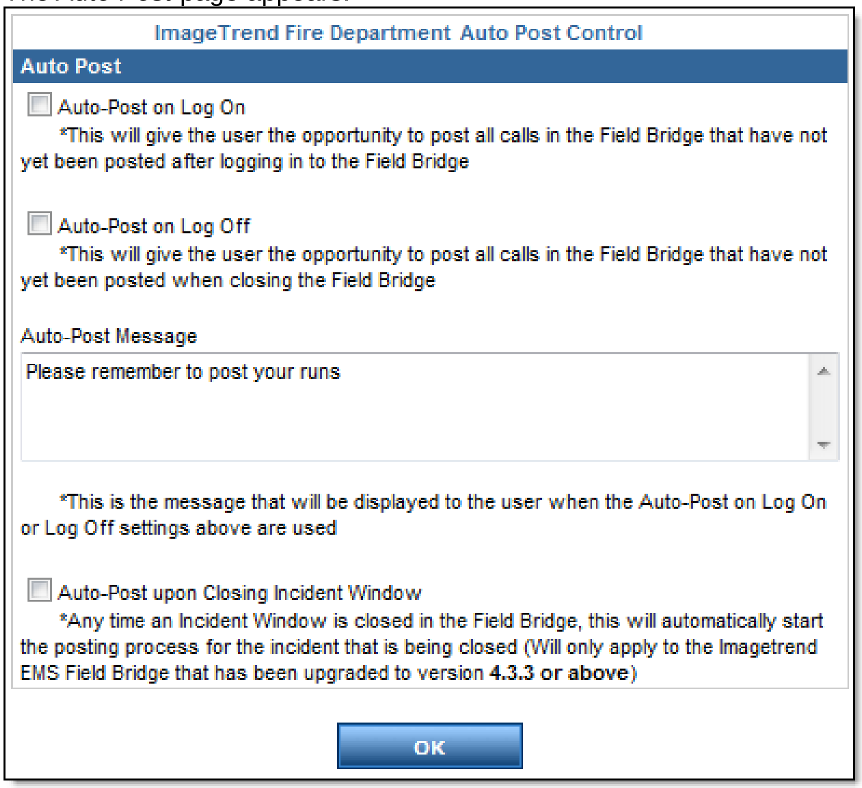


5. To cause the pop up window to appear, in the *Form Pop Up* section, select *On.*
6. To require a reason to be entered for each field that was not completed, in the *Reasons Required* section, select *Yes.*
7. When finished, click *OK.*

4.24 Configuring Automatic Posting Options

Using the Service Bridge, administrators can create a message for the Field Bridge that will prompt users to post runs and select when the message will appear.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab*.*
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
4. From the *Manage Field Bridge Options* page, click *Auto Post.*
   The *Auto Post* page appears.

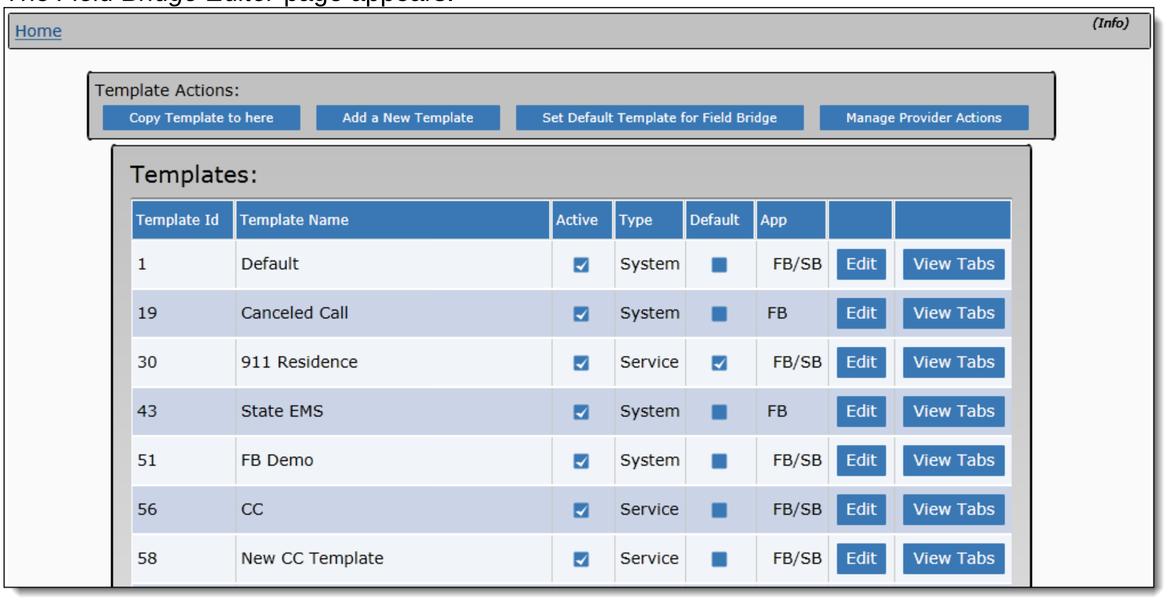


5. To create a pop up window that will prompt users to post runs, select the *Auto-Post on Log On* or *Auto-Post on Log Off* checkboxes.
   HINT: The option that is selected will determine when the pop up window will appear.
   NOTE: Both options can be selected for multiple reminders.
6. In the *Auto-Post Message* text box, type the text that should appear in the pop up window.
7. To automatically start posting calls each time an incident is closed, select the *Auto-Post upon Closing Incident Window* checkbox.
8. When finished, click *OK.*

4.25 Setting a Default Field Bridge Run Form Template

If your service has created multiple run forms, administrators can use the Web-based system to select which run form should be set as the default. The default run form will appear when a user clicks the *Add New Run* button in the left menu of the Field Bridge Dashboard.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab*.*
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
4. From the bottom of the page, click *Launch Field Bridge Layout Editor.*
   The *Field Bridge Editor* page appears.



5. Click *Set Default Template for Field Bridge.*
   The *Default Template* dialog box appears.

6. From the *Default Template* drop down menu, select the desired template.
7. Click *OK.*
   A confirmation dialog box appears.
8. To set the selected template as the default, click *OK.*
   To cancel and retain the original default template, click *Cancel.*

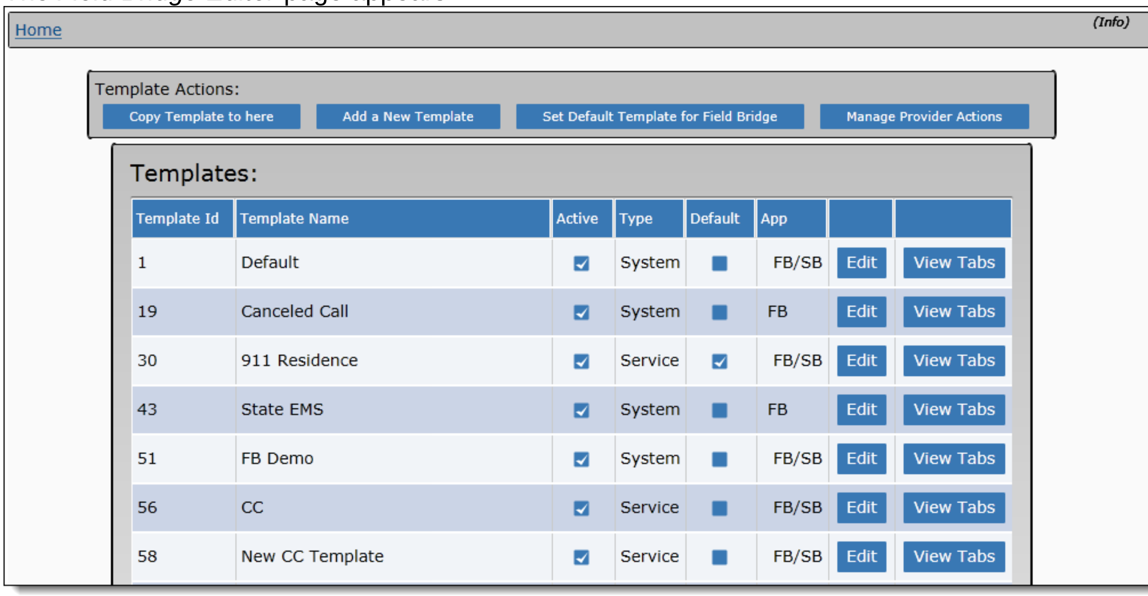
4.26 Setting a Template as Active or Inactive

Administrators have the ability to activate or deactivate run form template. All active templates will be copied to any Field Bridge system that syncs to the Service Bridge, while inactive templates will be saved in the Web-based system for reference or later use, but will not be available to Field Bridge users.

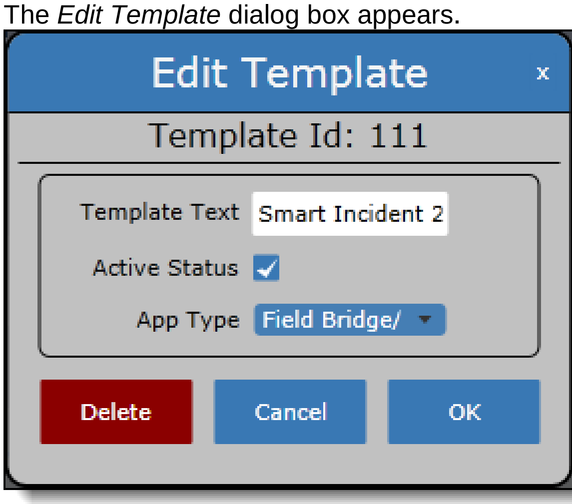
Keep in mind that if this template is used on both the Web-based system and the Field Bridge, it must be either active or inactive for both systems; it cannot be active for one system and inactive for another unless you create two identical templates.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab*.*
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*

4. From the bottom of the page, click *Launch Field Bridge Layout Editor.*
The *Field Bridge Editor* page appears.



5. For the desired template, click *Edit.*
The *Edit Template* dialog box appears.



6. To set this template as active and available for use on the Field Bridge, ensure that the *Active Status* checkbox is selected.
OR
To set this template as inactive and not available for Field Bridge use, deselect the *Active Status* checkbox.
7. When finished, click *OK.*

4.27 Editing the Dynamic Run Form

Using the Web-based system, administrators can create new custom run forms for the Field Bridge and the Web-based system or can edit existing templates using the dynamic run form. This allows you to create templates for specific common situations, such as a cancelled call. In addition, you can rearrange the fields, panels and tabs in existing run forms to make the run form specific to your agency. Please keep in mind that no additional instructions will be available for filling out custom run forms that you have created, although all features will work in the same way.

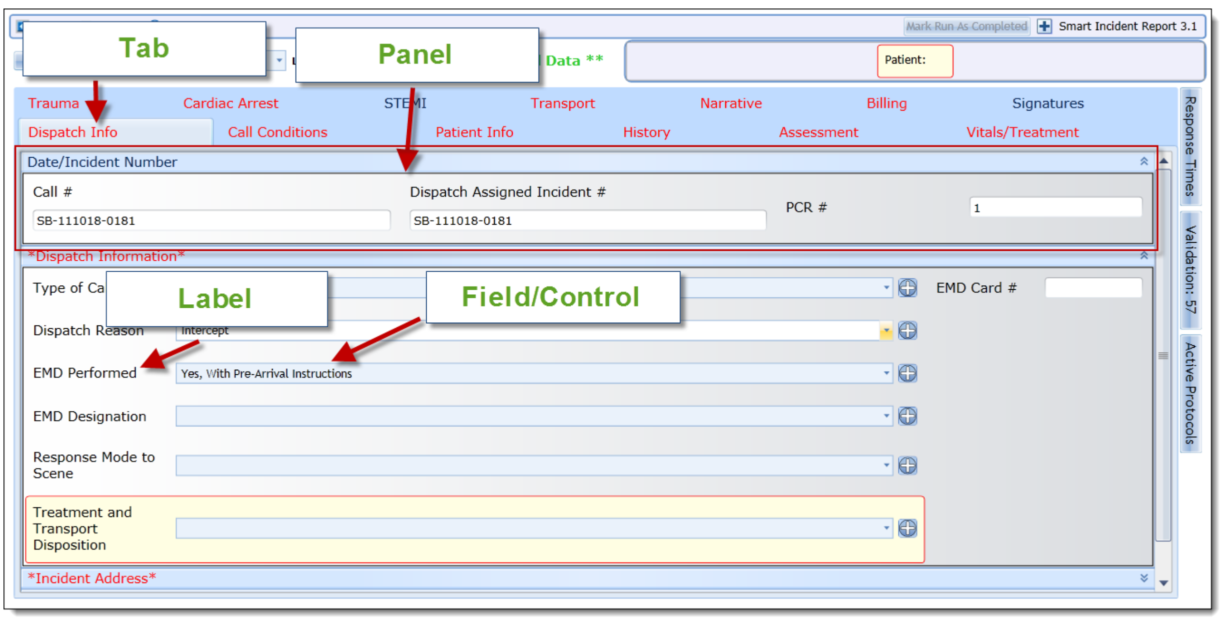
Both service and system administrators will have access to the Layout Editor for the dynamic run form. As a service administrator, if you encounter run forms that you cannot edit, they may have been set up on a system administrator level. In this case, you can create a copy of the run form and edit the copy to your desired specifications.

Tips and Recommendations

- When beginning to work with creating or editing run forms, ImageTrend recommends that you create a copy of the run form you are working with. Make changes to the copy to prevent accidental changes to a necessary run form that is currently in use.
- When creating a new run form, it may be easier to copy an existing run form if much of the information will be the same. This allows you to change, move or delete fields, panels and tabs, without having to add all information in from scratch.
- New Field Bridge templates will not be copied to each Field Bridge until the Field Bridge syncs with the Service Bridge.
- If a template does not display multiple tabs for required fields, the run form may have a low validity score due to fields that could not be completed.
- When working on a template, be sure that template is inactive until it is finished. Otherwise, crew members may attempt to document a run on an unfinished run form.

Terms

Understanding the following terms and how they relate to run form templates will help you to edit and build dynamic run form templates.



Visibility Event

A visibility event allows you to display and hide run form information based on the data entered into a run form.

Default Value

A default value is the data that will be entered in a field automatically when a new run form is started.

Active/Inactive

An active item will be displayed and can be used. An inactive item will be hidden and cannot be used, but can still be referenced by the administrator if necessary.

Run Form Template Structure

When editing dynamic run form templates, you'll find that there are several different "layers" of editing for each template. At each layer, you will have access to different information for editing.

Layout Editor

There are several items that can be set up from the *Layout Editor* page that will not be associated with any single template.

- Provider actions (will apply to all run form templates)
- New run forms

Run Form Template

You can edit information for the entire run form template from the list of run forms, by clicking the *Edit* icon. The following information can be edited at this level:

- Template name
- Template status (e.g., active, inactive)
- Products that can use this template (e.g., TapChart, Field Bridge, Service Bridge)

Tabs

You can edit the following information after clicking the *View Tabs* button for a template:

- Tab names and order
- Tab status (e.g., active, inactive)
- Run form header
- Visibility events

Panels

You can edit the following information after navigating to the tab and/or panel you want to work with:

- Panel names and order
- Panel status (e.g., active or inactive, and expanded or collapsed)
- Physical layout of panels (e.g., number of rows or columns)
- Controls included in a panel

Controls

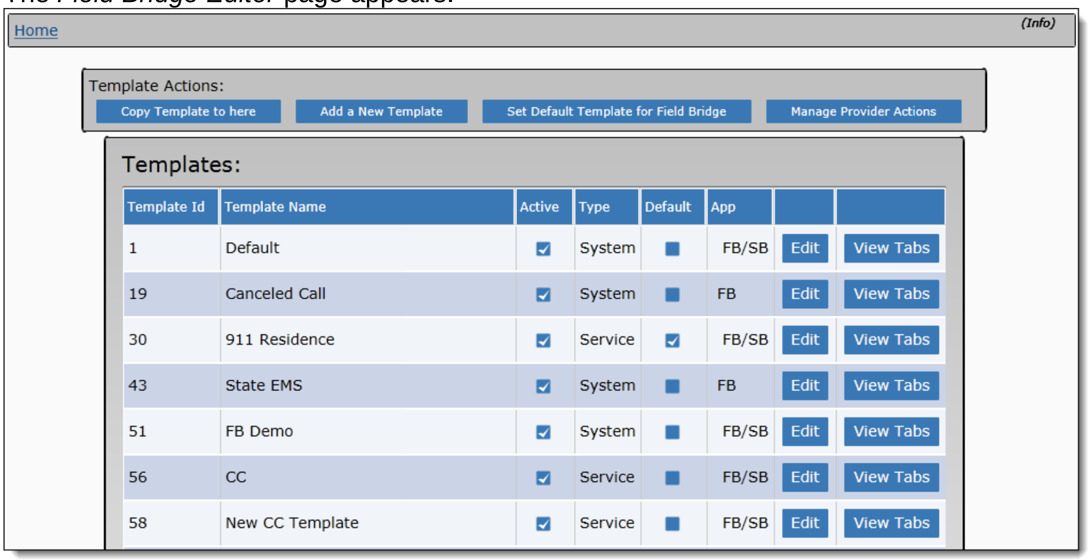
You can edit the following information when editing a specific control:

- Margins, alignment, text and position of labels and text for fields
- Position and size of the control
- Default values to be selected for fields
- Control status (e.g., active, inactive)

Opening the Layout Editor

As a service administrator, you can access the Layout Editor in several different locations for your service. Since the dynamic run form can be used for both the Web-based system and the Field Bridge, you will be able to edit run form templates for both applications in the Layout Editor, no matter where you access it from.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab*.*
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
4. From the bottom of the page, click *Launch Field Bridge Layout Editor.*
   The *Field Bridge Editor* page appears.

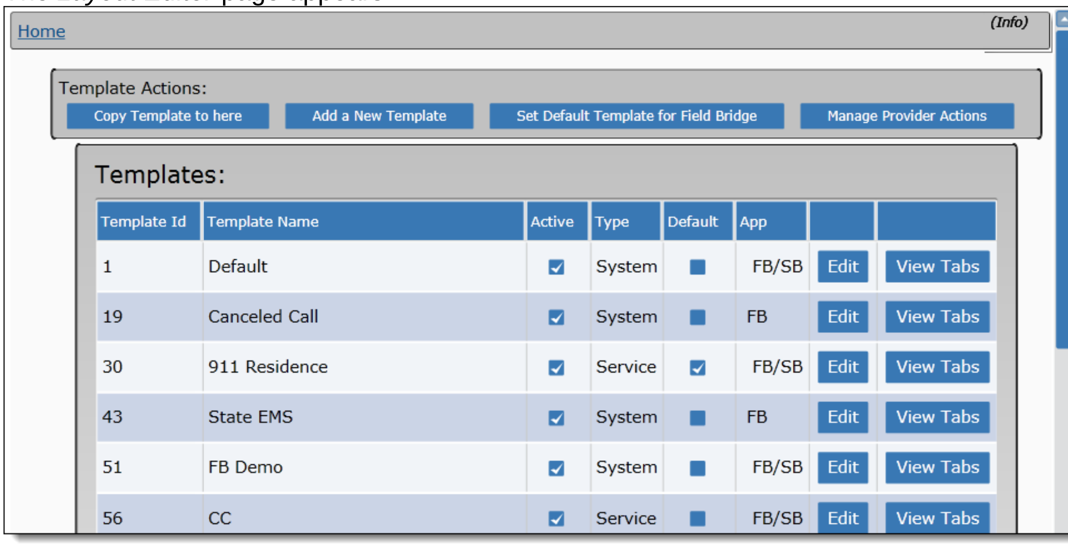


5. Near the bottom of the page, click *Launch Layout Editor.*
   The Layout Editor opens.
   HINTS:
   The Layout Editor requires that you have Silverlight, a free plugin from Microsoft, installed on your computer.
   If you have not used the Layout Editor before or have performed an update, you may receive a message asking you to increase your cache. It is recommended that you agree to this, as it will help the Layout Editor load faster.

Editing the Name of a Template

Using the Web-based system, administrators can change the name of an existing dynamic run form template if necessary.

1. Open the Layout Editor.
   The *Layout Editor* page appears.



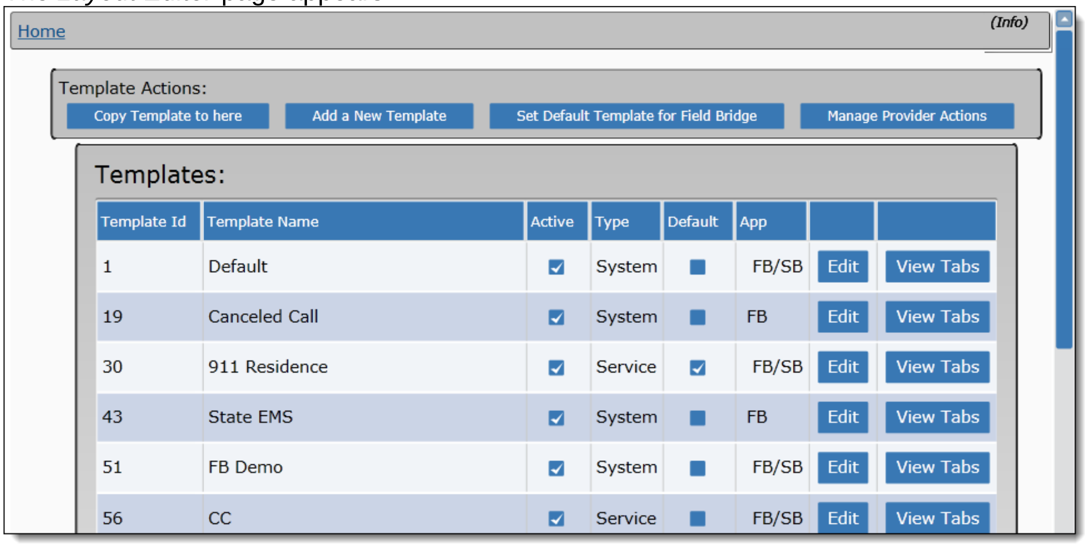
2. For the desired template, click *Edit.*
   The *Edit Template* dialog box appears.

3. In the *Template Text* text box, type the desired name for the template.
4. Click *OK.*
   The name is changed.

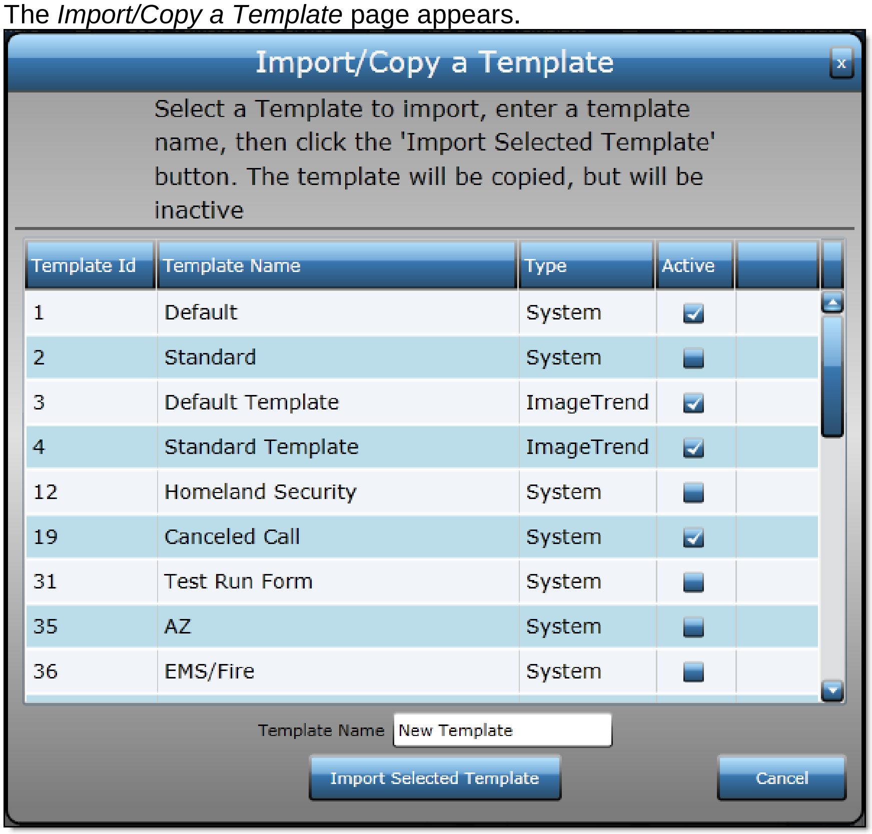
Copying a Template

You can copy a template for testing, to keep a backup copy before editing or to create a new template similar to an existing one.

1. Open the Layout Editor.
   The *Layout Editor* page appears.



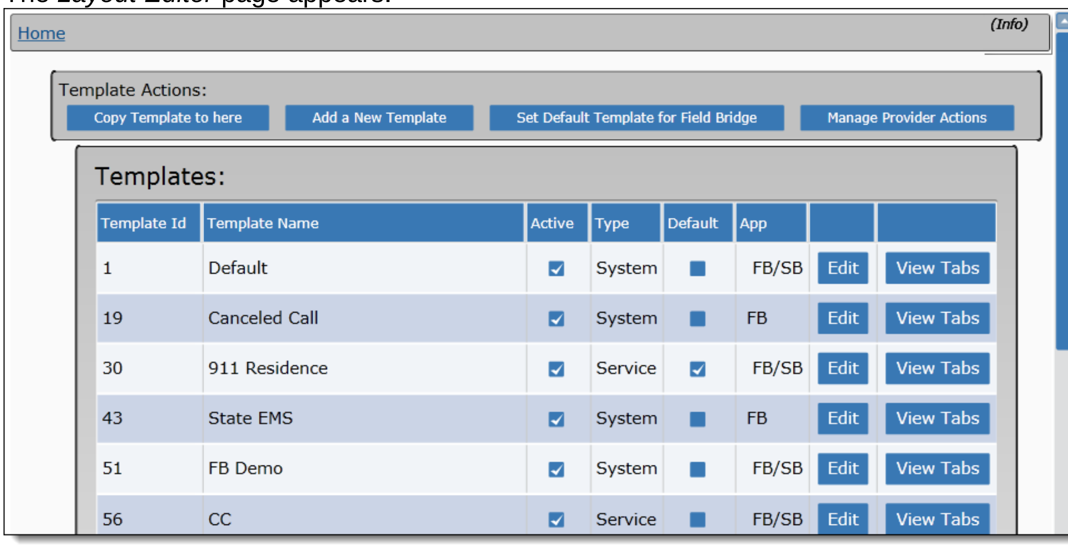
2. Click *Copy Template to Here.*
   The *Import/Copy a Template* page appears.



3. Select the template to copy.
4. In the *Template Name* text box, type a name for the template.
5. Click *Import Selected Template.*
   A confirmation dialog box appears.
6. Click *OK.*
   The new template is listed in the list.

Adding a New Template

If necessary, you can add a new template with no content included. From there, you can edit the template to add tabs, panels and fields.

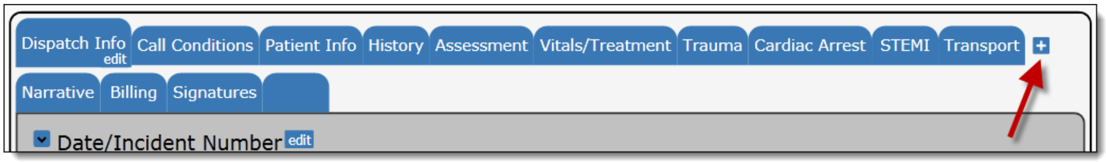
1. Open the Layout Editor.
   The *Layout Editor* page appears.
   

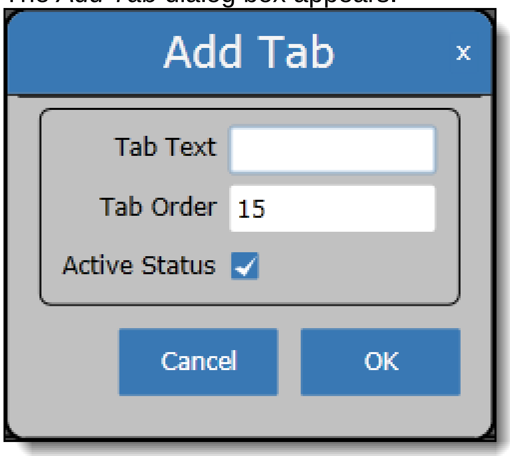
2. Click *Add a New Template.*
   The *Add Template* dialog box appears.
   

3. In the *Template Text* text box, type the name of the new template.
4. To set this template as active and available for use, ensure that the *Active Status* checkbox is selected.
   OR
   To set this template as inactive and not available for current use, deselect the *Active Status* checkbox.
5. From the *App Type* drop down menu, select which application should be able to use this template.
6. When finished, click *OK.*
   A confirmation dialog box appears.
7. To create the template, click *OK.*
8. Continue by editing the template to add tabs, panels and fields.

Adding a Tab

If necessary, you can add a new tab to any run form template.

1. Open the Layout Editor.
   The *Layout Editor* page appears.
2. For the template you want to edit, click the *View Tabs* button.
   A list of tabs for the run form appears.
3. Click the *Add Tab* icon.
   

   The *Add Tab* dialog box appears.
   

4. In the *Tab Text* text box, type the name of the tab.
5. In the *Tab Order* text box, type a number corresponding to the order that this tab should appear in the list of tabs (e.g., 1 for first).
6. To set this tab as active and visible, ensure that the *Active Status* checkbox is selected.
   OR
   To set this tab is inactive and not visible on this run form, deselect the *Active Status* checkbox.
   HINTS:
   If the template containing this tab is marked as inactive, the tab will not be displayed to anyone even if it is set as active.
   It can be a good idea to mark a tab as inactive until you are finished with it, if the run form you are adding it to is currently active and being used. This will allow you to finish creating and testing the new tab before providers start using it to document.
7. When finished, click *OK.*
   The tab is added.
   HINT: After adding the tab, there will be no content. You will need to add panels and fields to see form content within the tab.

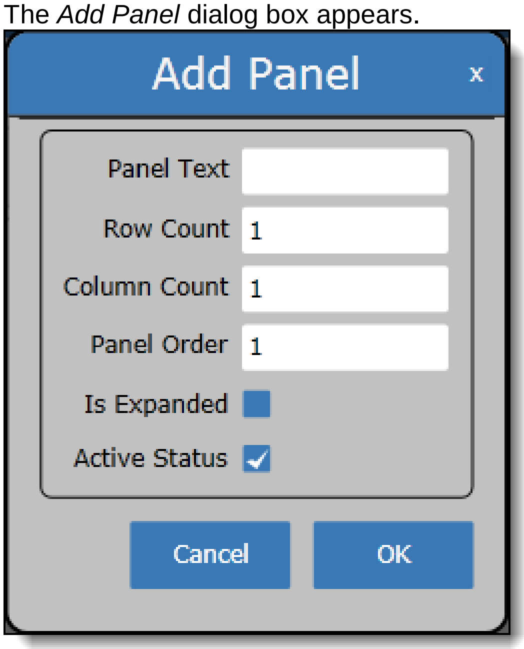
Adding a Panel

You can add a new panel to any tab in a run form template. When adding a panel, you may want to have some idea of how many fields you would like to include so that you can set a number of rows and columns for the panel.

1. Open the Layout Editor.
   The *Layout Editor* page appears.
2. For the template you want to edit, click the *View Tabs* button.
   A list of tabs for the run form appears.

3. Click the name of the tab to which you want to add a panel.
4. At the bottom of the list of panels, click the *Add* icon.

The *Add Panel* dialog box appears.



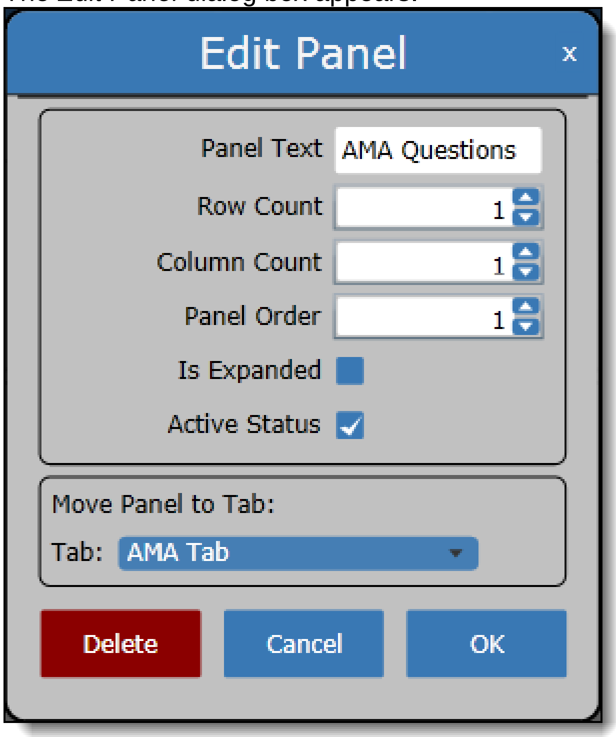
5. In the *Panel Text* text box, type the name of the panel.
6. In the *Row Count* and *Column Count* text boxes, type the number or rows and columns wide and tall this panel should appear.
7. To determine where this panel should appear in relation to the other panels in the tab (e.g., first, second), in the *Panel Order* text box, type this panel's position.
8. To indicate whether this panel should be open or closed by default when the tab is opened, select (open) or deselect (closed) the *Is Expanded* checkbox.
9. To indicate that this panel should currently be available on the run form, select the *Active Status* checkbox.
   OR
   To indicate that this panel should be saved but not visible on the run form, deselect the *Active Status* checkbox.
10. When finished, click *OK.*
    The panel is added.
    HINT: After adding the tab, there will be no content. You will need to add panels and fields to see form content within the tab.

Editing a Panel

After you have set a panel up, you can make changes to it if you need to. Making changes to the panel itself can allow you to change the name, size, order or status of the panel.

1. Open the Layout Editor.
   The *Layout Editor* page appears.

2. For the template you want to edit, click the *View Tabs* button.
   A list of tabs for the run form appears.
3. Click the name of the tab containing the panel.
4. For the panel you want to change, click the *Edit* button.
   The *Edit Panel* dialog box appears.



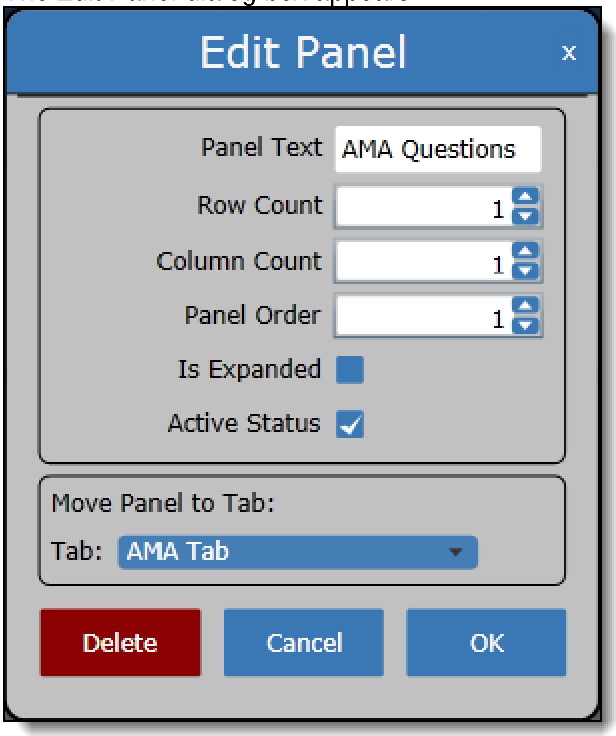
5. To change the title, in the *Panel Text* text box, type the desired name.
6. To change the number of rows or columns in the panel (e.g., to change the size or the number of spaces that fields will have to fit within), in the *Row Count* or *Column Count* sections, type the desired number or use the *More* and *Fewer* icons to select the number.
7. To change the panel's order in relation to the other panels within this tab, in the *Panel Order* section, type the desired number or use the *More* and *Fewer* icons to select the number.
8. To indicate whether this panel should be open or closed by default when the tab is opened, select (open) or deselect (closed) the *Is Expanded* checkbox.
9. To indicate that this panel should currently be available on the run form, select the *Active Status* checkbox.
   OR
   To indicate that this panel should be saved but not visible on the run form, deselect the *Active Status* checkbox.
10. When finished, click *OK.*

Moving a Panel

You can move an entire panel to a new tab when editing a panel.

1. Open the Layout Editor.
   The *Layout Editor* page appears.
2. For the template you want to edit, click the *View Tabs* button.
   A list of tabs for the run form appears.
3. Click the name of the tab containing the panel.

4. For the panel you want to change, click the *Edit* button.
   The *Edit Panel* dialog box appears.

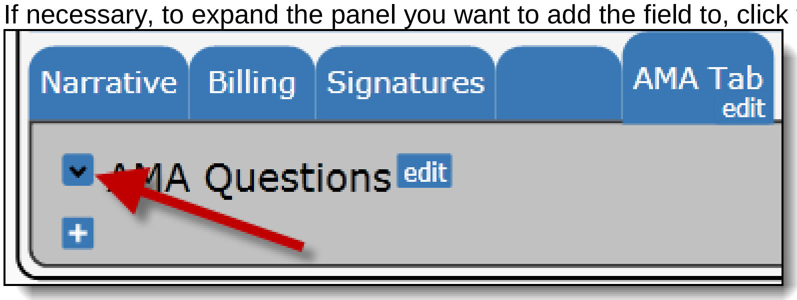


5. In the *Move Panel to Tab* section, from the *Tab* drop down menu, select the new tab in which this panel should appear.
   HINT: When moving a panel, you will want to open the new tab to make sure the panel order is correct after moving the panel.
6. Click *OK.*
   The panel is moved to the new tab and removed from the current tab.

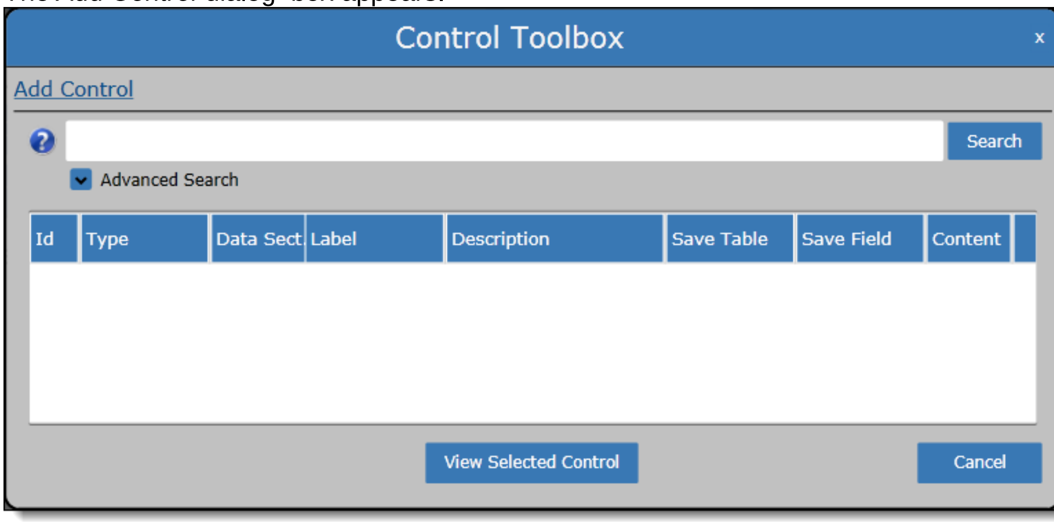
Adding a Field

If there is an empty space in a panel, you can add a field to it. If you want to add a field to a panel with no space, you will need to edit the panel to add additional rows and/or columns to make room for the new field.

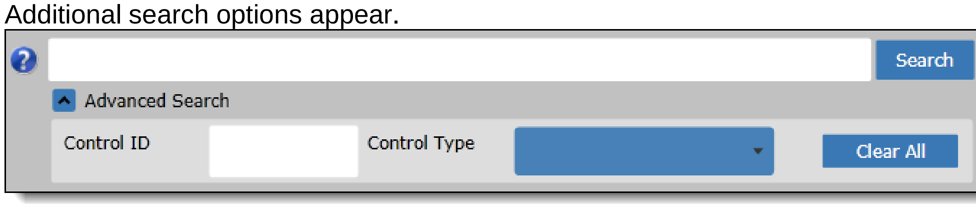
1. Open the Layout Editor.
   The *Layout Editor* page appears.
2. For the template you want to edit, click the *View Tabs* button.
   A list of tabs for the run form appears.
3. Click the name of the tab containing the panel.
4. If necessary, to expand the panel you want to add the field to, click the *Expand* icon.



5. Place your mouse above the empty space that you want to add the field to.
   The *Add Control* button appears.
6. Click *Add Control.*
   The *Add Control* dialog box appears.

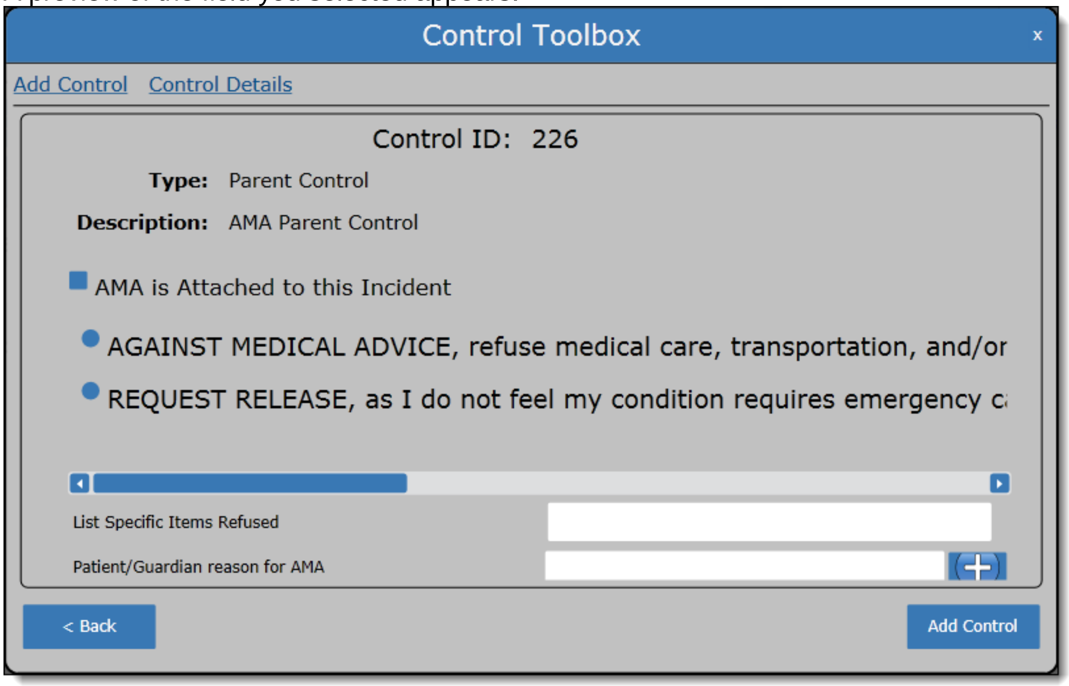


7. In the *Search* text box, type the name or part of the name of the field you want to add.
   OR
   To search by different criteria,
   a. Click *Advanced Search.*
      Additional search options appear.



   b. Use the provided fields to enter your search criteria.
8. Click *Search.*
   A list of all fields matching your criteria appears.
9. Select the field you want to add.

10. Click *View Selected Control.*
    A preview of the field you selected appears.

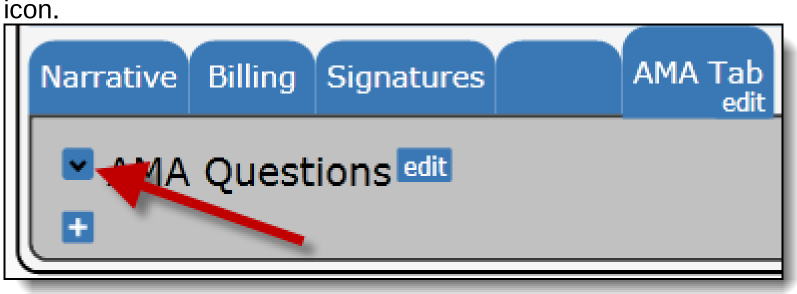


11. If this is the correct field, click *Add Control.*
    The field is added to the panel.
    OR
    If this is the incorrect field,
    a. Click *Back.*
       You are returned to the *Search* page.
    b. Repeat steps 9–13 until the desired field is added.

Moving Fields

You can move a field to a new location in its panel as long as there is an empty space for the field to be placed in.

1. Open the Layout Editor.
   The *Layout Editor* page appears.
2. For the template you want to edit, click the *View Tabs* button.
   A list of tabs for the run form appears.
3. Click the name of the tab containing the panel.
4. If necessary, to expand the panel containing the field you want to move, click the *Expand* icon.



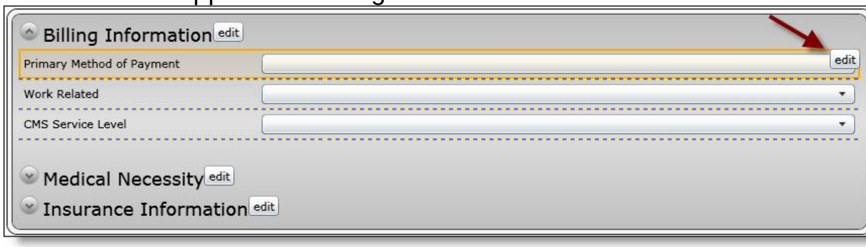
5. To move the field by dragging it to the new location,
   a. Click and hold the field to move.

b. Drag your mouse over the empty space for the field and release the mouse.
   HINT: Fields must be moved to empty spaces. To switch the position of two fields, you will need to create a new space for the first field to go while moving the second field, and remove the extra space after the fields are in place.

OR

To move the field by entering the desired position on the grid,

a. Hover your mouse above the desired field.
   An *Edit* button appears at the right of the field.



The *Edit Control* dialog box appears.

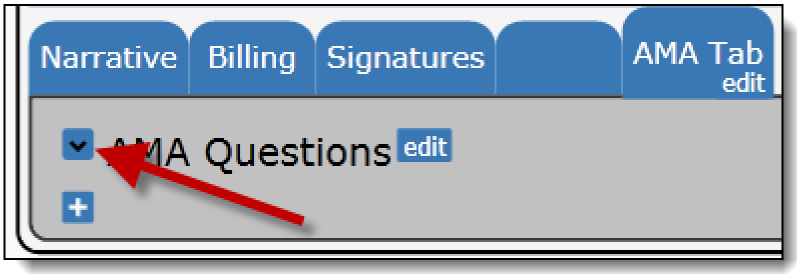
b. To change the field's positioning, in the *Grid Row* and *Grid Column*, select the desired column and row number for where this field should appear (e.g., 3rd row in the second column).

c. Click *Save and Close.*
   The field is moved

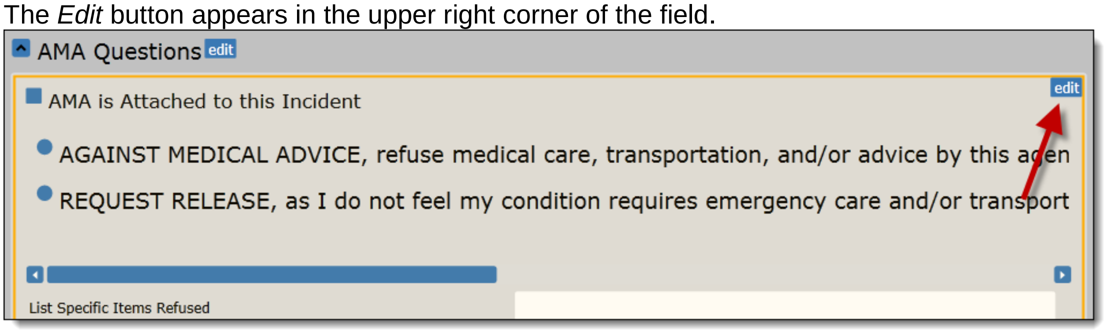
Editing a Field

When editing a field, you can make changes to things including the label for that field, how big the field is, whether people will be able to use the spell checker tool for the field, and whether there is any default value selected for this field.

1. Open the Layout Editor.
   The *Layout Editor* page appears.
2. For the template you want to edit, click the *View Tabs* button.
   A list of tabs for the run form appears.
3. Click the name of the tab containing the panel.
4. If necessary, to expand the panel containing the field you want to edit, click the *Expand* icon.



5. Place your mouse above the field you want to edit.
   The *Edit* button appears in the upper right corner of the field.



6. Click the *Edit* button for the field.
   The *Edit Control* dialog box appears.

7. To change the field's positioning, in the *Grid Row* and *Grid Column*, select the desired column and row number.
8. To change the number of columns or rows tall or wide a field covers, in the *Row Span* and *Column Span* sections, select the desired number of columns wide or tall the field should be.
9. To set a margin around the field, in the *Margin* text box, type the number of pixels that should surround the field on each side.
   HINT: If you enter one number, that number of pixels will be applied on all sides of the field. If you enter two numbers, the first number will be applied to the left and right of the label and the second number will be applied to the top and bottom of the label. If you enter four numbers, the numbers will be applied in order as top, right, bottom, left.
10. To set a height for the field (in pixels), in the *Control Height* text box, type the desired number of pixels tall the field should be.
11. To set a maximum number of pixels wide that a field can be, in the *Control Max Width* text box, type the maximum number of pixels wide the field can be.
    NOTE: If the field is not this wide, it will take up as much space as it needs, and will not stretch to fit this number.
12. To change the text labeling the field, in the *Label Properties* section, in the *Label* text box, type the new desired text.

13. To change the amount of space that should be allowed for the label, in the *Label Width* text box, type the number of pixels wide the label should appear to be.
14. To change the amount of space surrounding the label, in the *Label Margin* text box, type the number of pixels that should be used as a margin.

    HINT: If you enter one number, that number of pixels will be applied on all sides of the field. If you enter two numbers, the first number will be applied to the left and right of the label and the second number will be applied to the top and bottom of the label. If you enter four numbers, the numbers will be applied in order as top, right, bottom, left.
15. To change the alignment of the label's text within the space for the label, from the *Label Text Alignment* drop down menu, select the desired alignment.
16. To change the alignment of the space allowed for the label within the space for the field, from the *Label Vertical Alignment* and the *Label Horizontal Alignment* drop down menus, select the alignment of the label within the grid.
17. To select whether the label should be positioned to the left of the field or on top of the field, from the *Label Position* drop down menu, select the desired position.
18. To set this field as active and currently available in the run form, in the *Other Properties* section, select the *Active Status* checkbox.

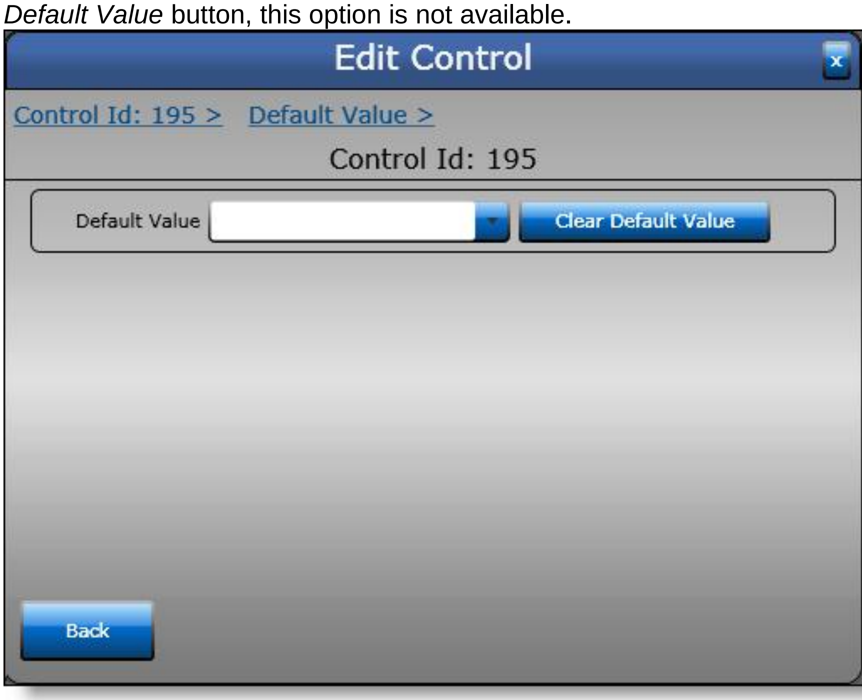
    OR

    To set this field as inactive and not visible on the run form, in the *Other Properties* section, deselect the *Active Status* checkbox.
19. To add content to a field with non-editable content (e.g., the text on a button or a single checkbox), in the *Content* text box, type the content.

    HINT: Be careful about which field you add content to, as you may accidently add text over a field and prevent the user from seeing the area in which they should respond.
20. To add a value that should be selected by default, click *Add Default Value.*

    The *Edit Control* dialog box appears.

    NOTE: Not all fields will allow you to select a default value. If you do not see the *Add Default Value* button, this option is not available.



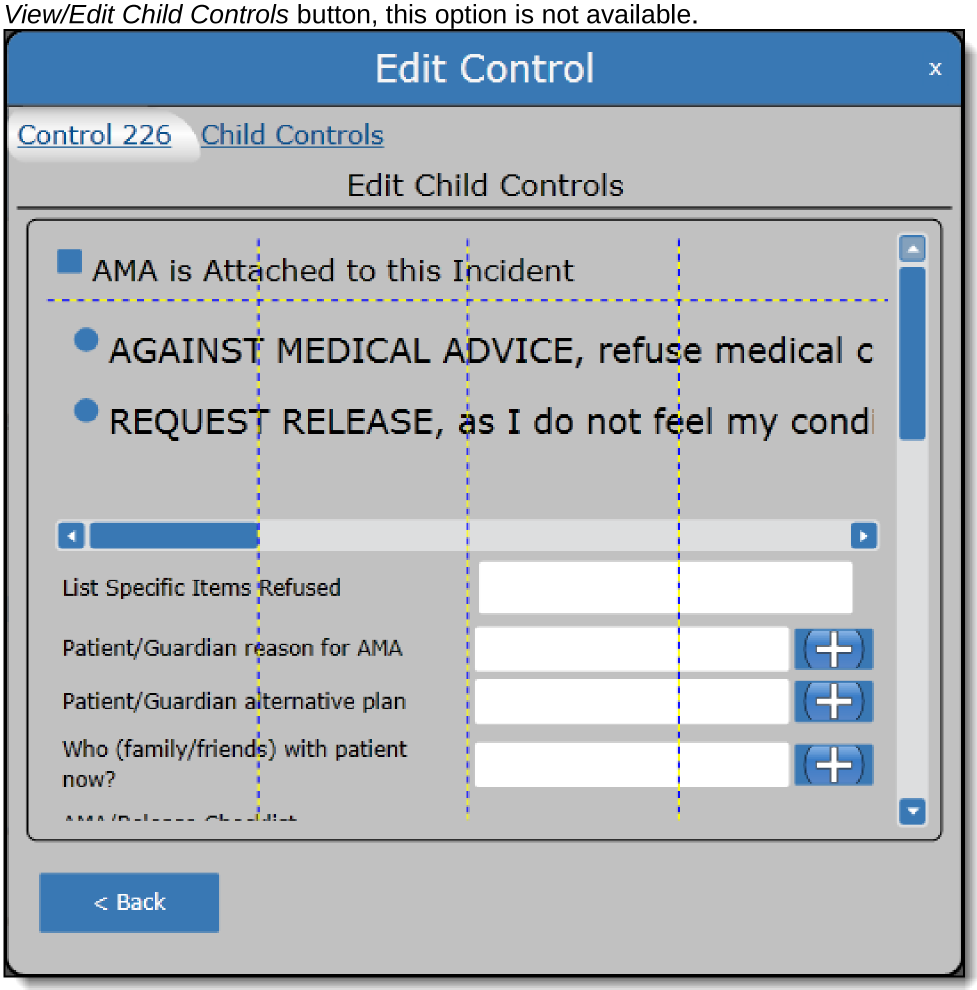
21. From the *Default Value* drop down menu, select the desired value.
22. Click *Back.*
23. To enable a spell check feature for this field, in the *Other Properties* section, select *Spell Check On.*

NOTE: Not all fields will allow you to enable spell check. If you do not see the *Spell Check On* checkbox, this option is not available.

24. To change the number of rows or columns within this field, in the *Other Properties* section, use the *Row Count* and *Column Count* fields to select the desired number of rows or columns in the field.

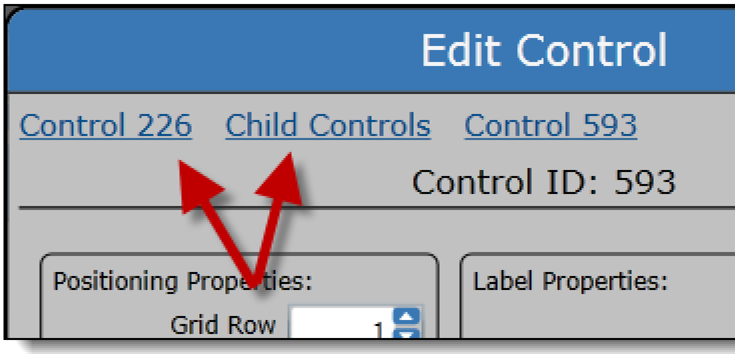
    NOTE: Not all fields contain multiple columns. If you do not see the *Row Count* and *Column Count* text boxes within the *Other Properties* section, this option is not available.

25. If this field contains another control that you would like to work with,
    a. Click *View/Edit Child Controls.*
       The panel is previewed in the *Edit Control* dialog box.
       NOTE: Not all fields have additional fields within them. If you do not see the *View/Edit Child Controls* button, this option is not available.



    b. Hover your mouse over the control you want to edit until the *Edit* button appears.
    c. Click the *Edit* button for that field.
       Information for the selected field appears.
    d. Repeat steps 9–27 until this field is configured as desired.
    e. When finished, click *Save & Back.*
       OR
       To move back to the previous pages without saving, click the appropriate page from the top of the dialog box.
       HINT: As you continue to click through the fields without going back, the pages and controls you see will be displayed in order in a "breadcrumb trail" at the top of the dialog box. You can click a link here to jump back to a previous

page at any time. When you do this, all links listed after the one you click will be cleared.

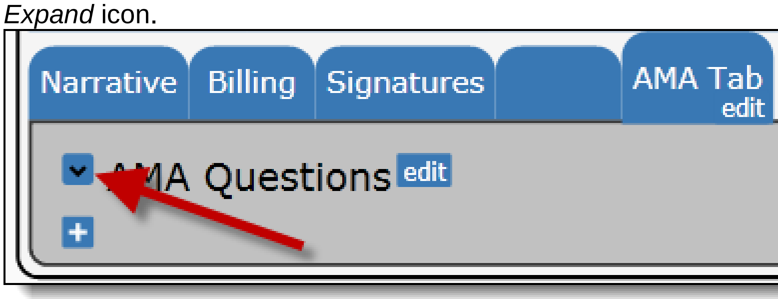


26. When finished with all editing, click *Save & Close.*

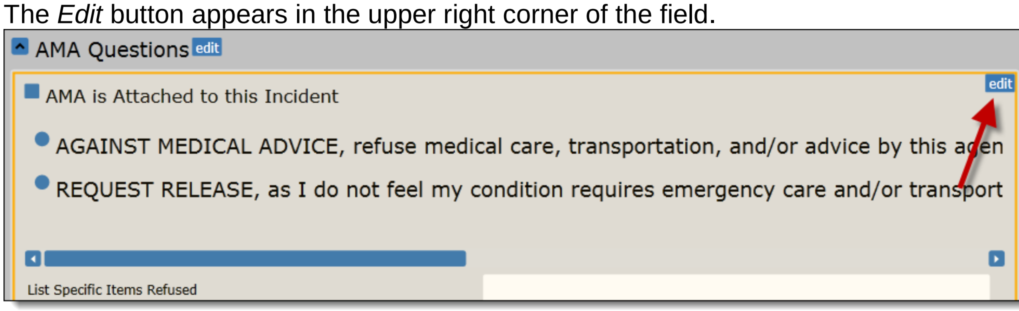
Deleting a Field

At times, you may need to delete a field in order to replace it with a different one. Be sure to pay attention to validation rules related to any fields you delete, as providers will not be able to complete a run form to 100% if you delete a required field.

1. Open the Layout Editor.
   The *Layout Editor* page appears.
2. For the template you want to edit, click the *View Tabs* button.
   A list of tabs for the run form appears.
3. Click the name of the tab containing the panel.
4. If necessary, to expand the panel containing the field you want to remove, click the *Expand* icon.



5. Place your mouse above the field you want to remove.
   The *Edit* button appears in the upper right corner of the field.



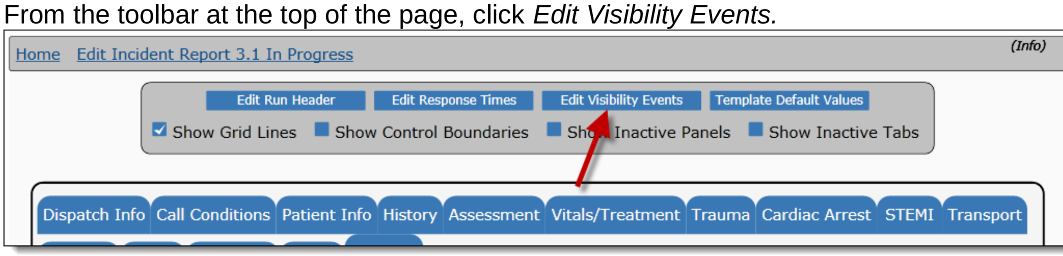
6. Click the *Edit* button for the field.
   The *Edit Control* dialog box appears.
7. Click *Delete.*
   A confirmation dialog box appears.
8. Click *OK.*
   The control is removed.

Adding a Visibility Event for a Template

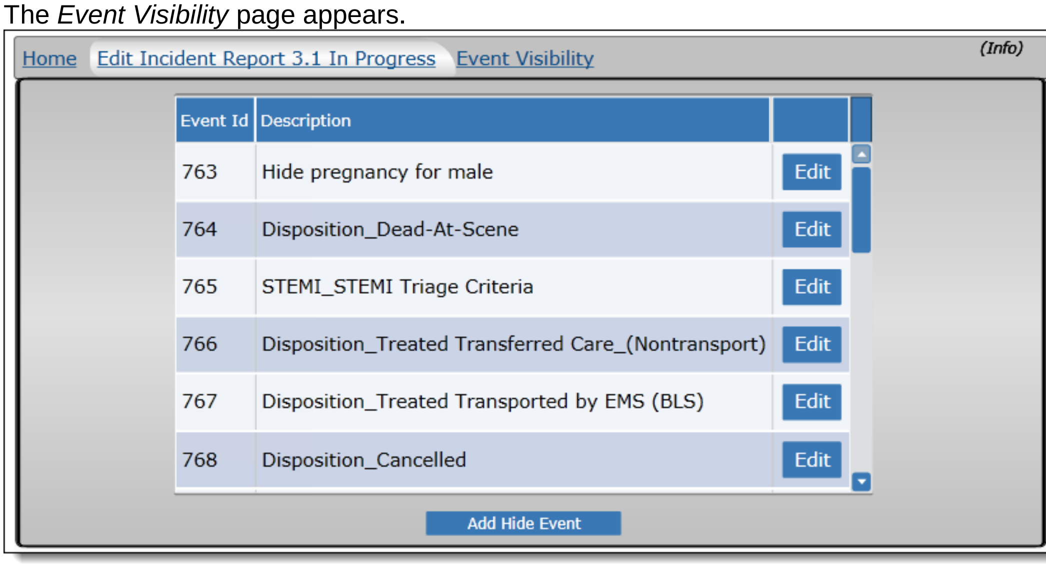
Visibility events allow you to show or hide specific parts of the run form template based on data entered into a run form. This reduces the number of unnecessary fields; for example, you could set a visibility event up to hide the *Pregnancy* field if the patient is male. Visibility events can be set up differently for each run form.

When setting up visibility events, you'll want to be aware of any validity rules based around fields that are being hidden. If you hide a required field, providers will not be able to finish a run form to 100% completion.

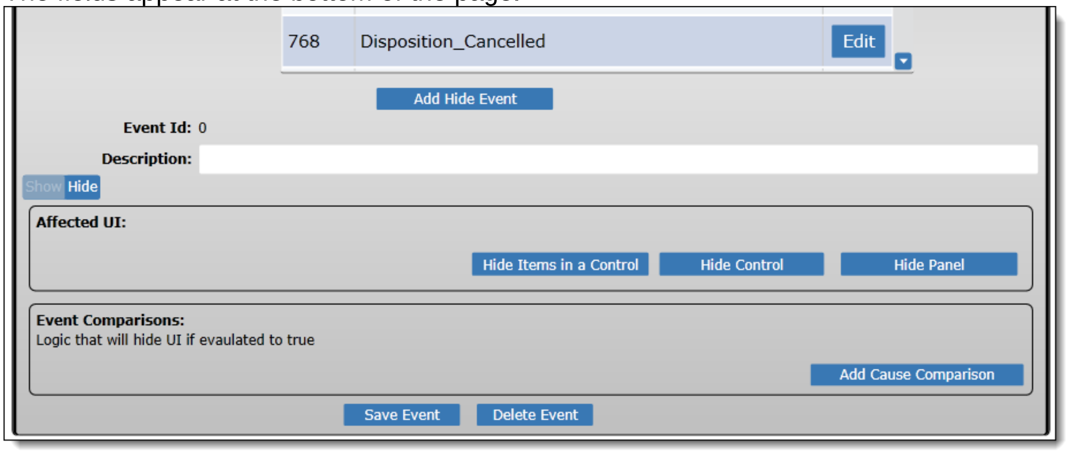
1. Open the Layout Editor.
   The *Layout Editor* page appears.
2. For the template you want to edit, click the *View Tabs* button.
   A list of tabs for the run form appears.
3. From the toolbar at the top of the page, click *Edit Visibility Events.*



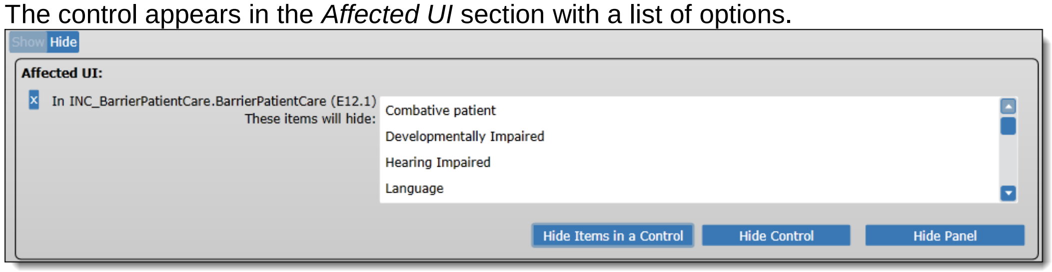
The *Event Visibility* page appears.



4. Click *Add Hide Event.*
   The fields appear at the bottom of the page.

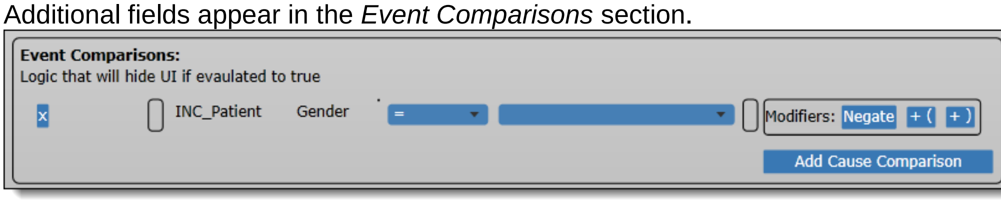


5. In the *Description* text box, type a descriptive name for this event.
   HINT: Providers will never see this name, but it can be a very helpful way to keep track of which visibility event is which in case you need to make changes later. Since the criteria set up with visibility events can become quite complex, it is easiest to create a descriptive name to help you organize your visibility events.
6. To select whether you are going to show fields when specific criteria are met, or hide them, click the *Show/Hide* icon.
   HINT: If the *Hide* option is highlighted, you will be selecting items to hide when criteria are met. If the *Show* option is highlighted, you will be selecting items that will only be displayed if the criteria are met. The text in the rest of the panel will not change based on whether you have selected to show or hide fields.
7. In the *Affected UI* section, click the appropriate button for the item you want to show or hide (e.g., a specific control, options available from a control or an entire panel).
8. For items in a control,
   a. From the *Find Control for Event* dialog box, search for the control containing the items you want to show or hide.
   b. Select the desired control.
   c. Click *View Selected Control.*
      A preview of the control appears.
   d. Click *Add Control.*
      The control appears in the *Affected UI* section with a list of options.



   e. Select all options to show or hide according to this visibility event.
      HINT: To select an item, click it once. To deselect the item, click it again.
9. For controls,
   a. From the *Find Control for Event* dialog box, search for the control to show or hide.
   b. Select the desired control.
   c. Click *View Selected Control.*
      A preview of the field appears.

   d. Click *Add Control.*
      The field is added to the *Affected UI* section.
10. For panels,
   a. From the *Select a Panel* dialog box, select the panel to be hidden or displayed.
   b. Click *OK.*
      The panel is added to the *Affected UI* section.
11. To add the criteria which will determine whether the items are displayed or hidden,
   a. In the *Event Comparisons* section, click *Add Cause Comparison.*
   b. In the *Select a control as a cause to the event* section, click *Select Control.*
      The *Find Control for Event* section appears.
   c. Use the search criteria to locate the field that will contain the values determining whether items are displayed or hidden.
      EXAMPLE: If you are creating a rule to hide the *Pregnancy* field when the patient is male, you will search for the *Gender* field in this step.
   d. Select the desired field.
   e. Click *View Selected Control.*
      A preview of the field appears.
   f. Click *Add Control.*
      Additional fields appear in the *Event Comparisons* section.



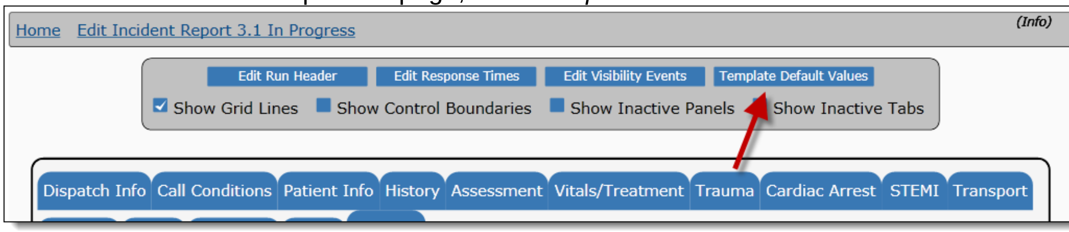
   g. From the first drop down menu after the control name, select the desired operator (e.g., equals)
   h. If necessary, to make the criteria negative (e.g., if the sections should be hidden only if a specific value is NOT selected), in the *Modifiers* section, click *Negate.*
   i. From the second drop down menu, select the desired value that should trigger the visibility event to hide or display the selected items.
   j. To add additional criteria, repeat steps a–i.
   k. **OPTIONAL:** To relate this criterion to a previous criterion, from the first drop down menu, select whether both criteria must be met (*And*) or only one of them (*Or*).
      NOTE: If both *And* and *Or* are used within one set of criteria, you will need to use the parentheses from the *Modifiers* section to group criteria together.
   l. When finished, click *Save Event.*
      The visibility event is saved.

Setting Default Values for a Template

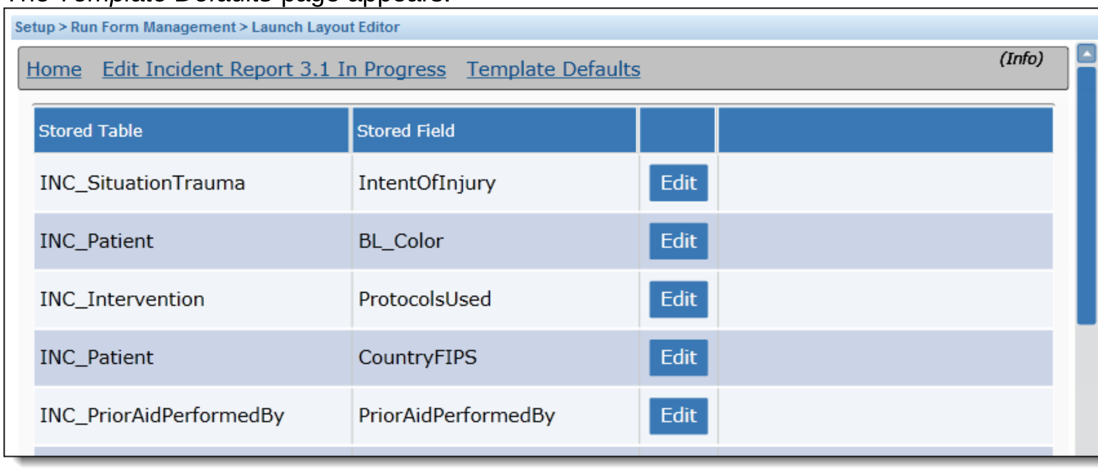
Default values will be automatically selected on run forms using the template that the value was set up in. You can assign default values individually by editing specific fields, or you can set defaults from a list of all fields that can contain default values. This section will examine how to set default values from a list of fields.

1. Open the Layout Editor.
   The *Layout Editor* page appears.
2. For the template you want to edit, click the *View Tabs* button.
   A list of tabs for the run form appears.

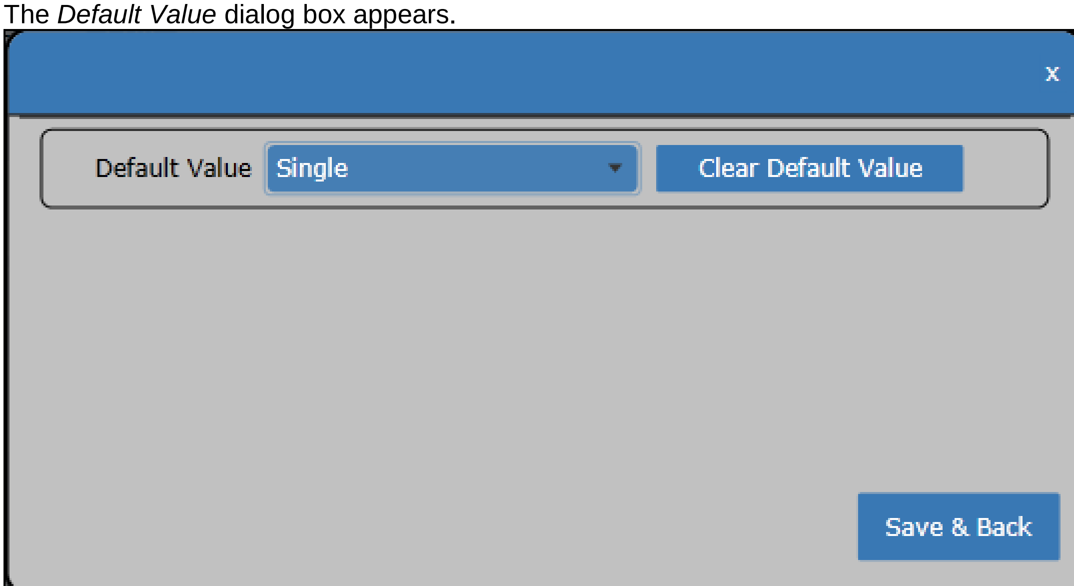
3. From the toolbar at the top of the page, click *Template Default Values.*



The *Template Defaults* page appears.



4. For the field you want to change default values for, click *Edit.*
   The *Default Value* dialog box appears.

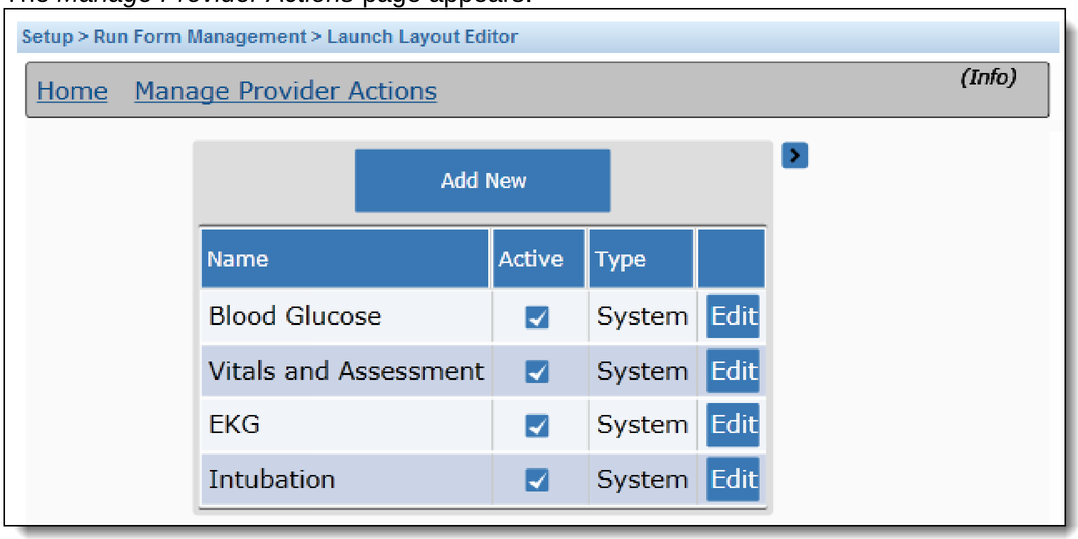


5. Select the desired default value.
   OR
   To remove a default value that is currently assigned, click *Clear Default Value.*
6. When finished, click *Save & Back.*
   The changes are saved.

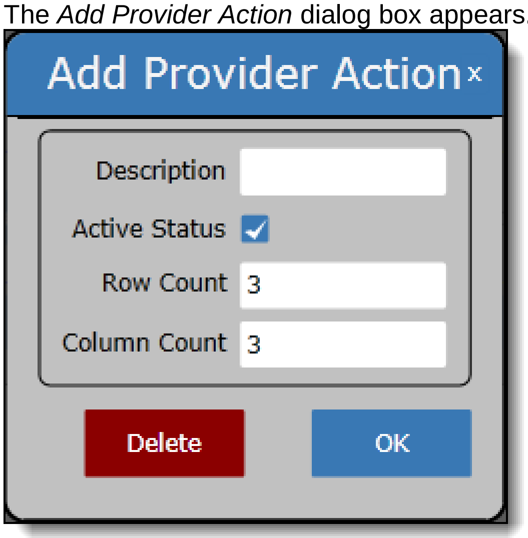
Setting Up Provider Actions

Provider actions allow you to group together procedure and vitals fields to quickly document important information for a specific action. You can create multiple provider actions, each of which will apply to all templates that collect provider actions.

1. Open the Layout Editor.
   The *Layout Editor* page appears.
2. From the *Template Actions* toolbar at the top of the page, click *Manage Provider Actions.*
   The *Manage Provider Actions* page appears.

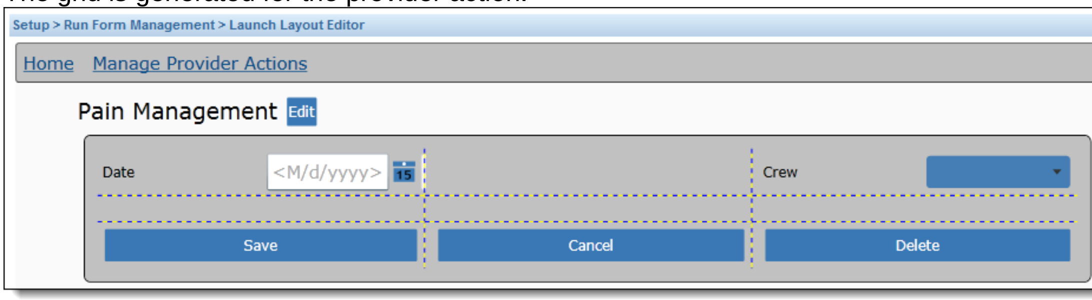


3. Click *Add New.*
   The *Add Provider Action* dialog box appears.



4. In the *Description* text box, type a name for this provider action.
   HINT: This will be the name that providers see when filling out a run form, so make sure that it is a descriptive name that will help them know when to document using this provider action.
5. To mark this provider action as available for use on run forms, select the *Active Status* checkbox.
   OR
   To mark this provider action as not available for use on run forms but available for reference by administrators, deselect the *Active Status* checkbox.

6. In the *Row Count* and *Column Count* text boxes, type the number of rows and columns that should be available to place fields in.
7. Click *OK.*
   The grid is generated for the provider action.



8. Add and remove fields to the provider action in the same way that you would add them to any panel in the dynamic run form.
   As you add and change the provider action it is automatically saved.
   HINTS:
   For more information about adding fields, please refer to the *Adding a Field* section.
   For information about removing any of the fields that are currently in the provider action, please refer to the *Deleting a Field* section.

Chapter 5

EMS FIELD BRIDGE

General Application Setup

5.1 Chapter Overview

Administrators can configure the Field Bridge application to interact with EKG devices, track data about how the Field Bridge is used, upload or change reports and narratives, upload logos for printed reports, add documents for reference to the Field Bridge or change some automatic actions for run forms.

5.2 Setting Up Field Bridge Integration Options

Within your Web-based system, you can set information to flow between the Web-based system and your Field Bridge. This allows any changes that are made to run forms or staff lists to be sent to the run forms in the Field Bridge and any data collected with the Field Bridge to be automatically uploaded to the Web-based system database for central access. Administrators can set these options for information sharing.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab.
   The *Service Setup* page appears.
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
   The *Manage Field Bridge Options* page appears.

4. To ensure that your service is using the Field Bridge with this Web-based system, in the *Do you use the EMS Field Bridge for field data collection?* section, select *Yes.*
5. To set the incident number to be automatically the same as the call number, in the *Incident Number Same as Call Number* section, select *Yes.*
   HINT: This option can also be set up on each individual Field Bridge system. By setting this option up here, you will be able to ensure that all Field Bridge systems have the same settings.

6. To set new users to synchronize to the Field Bridge by default, in the *Default to Synchronize Staff* section, select *Yes.*
7. To enable active protocols and synchronize all active protocols set up on the Web-based system to your Field Bridge systems, in the *Active Protocol* section, select *On.*
8. To enable CAD integrations, in the *CAD Download* section, select *Yes.*

   NOTE: This option is only available if the CAD module has been integrated.
9. If you have the CAD module and want to warn users if they are entering data that will overwrite CAD data, in the *Prompt User if overwriting CAD data* section, select *Yes.*
10. To display a warning message to any user who is posting and will be overwriting an existing call in the system, in the *Prompt User if overwriting a call when posting* section, select *Yes.*

    NOTE: Run forms can be overwritten if they have the same incident number, call number and PCR number.
11. To automatically lock calls on the Field Bridge after they have been posted, in the *Lock Calls Upon Post* section, select *Yes.*

    HINT: In order for this option to work, your Field Bridge must be updated to at least version 4.
12. To copy repeat patient data to the Field Bridge during syncing, in the *Sync Repeat Patients to the EMS Field Bridge* section, select *Yes.*

    HINT: In order for this option to work, your Field Bridge must be updated to at least version 4.
13. To copy documents available on the Web-based system to the Field Bridge, in the *Allow documents to be synced down to each Field Bridge* section, select *Yes.*

    HINT: In order for this option to work, your Field Bridge must be updated to at least version 4.
14. To automatically fill in odometer fields with the value that was entered into the previous odometer field, in the *Auto Populate Odometer Fields* section, select *Yes.*

    HINT: In order for this option to work, your Field Bridge must be updated to at least version 4.5.2.
15. When finished, click *Submit.*
    The information to be copied to the Field Bridge on syncing is set.

5.3 Working with Automatic Actions for Run Reports

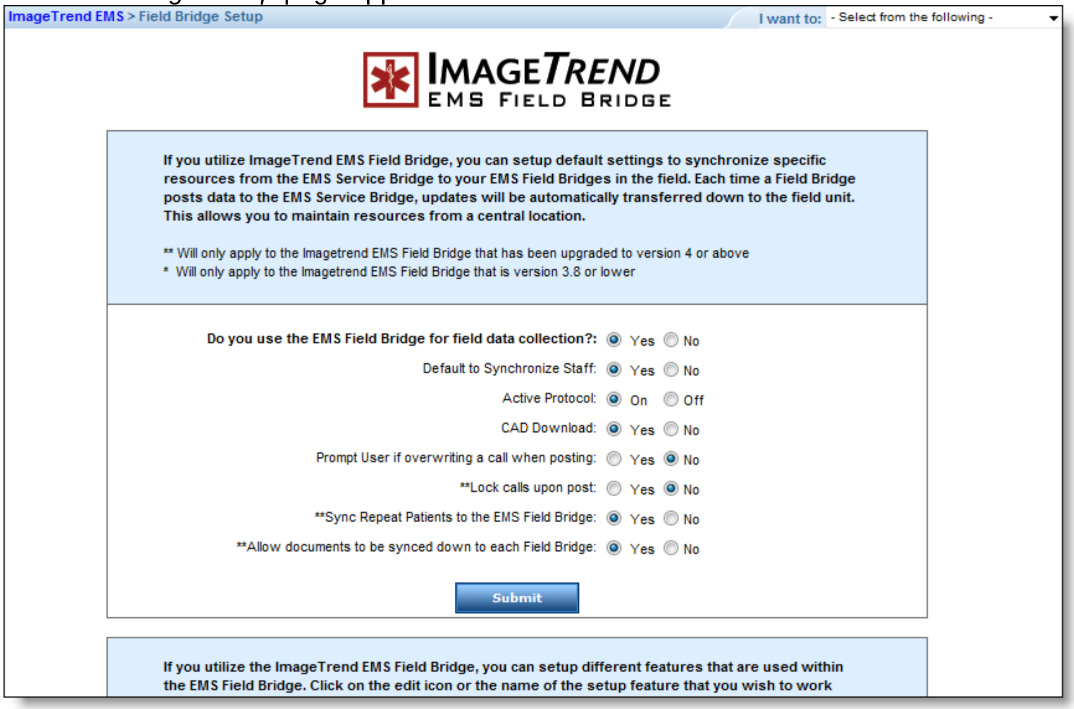
You can use the Web-based system to set up certain automatic actions that can be taken for run forms, including deleting run records from the Field Bridge records after a certain number of days or automatically locking calls once they have been posted.

Locking Calls on Posting

You can use the Web-based system to set the Field Bridge to automatically lock calls after posting, preventing further changes.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab.
   The *Service Setup* page appears.

3. From the *I want to* drop down menu, select *Manage Field Bridge Options.* The *Field Bridge Setup* page appears.



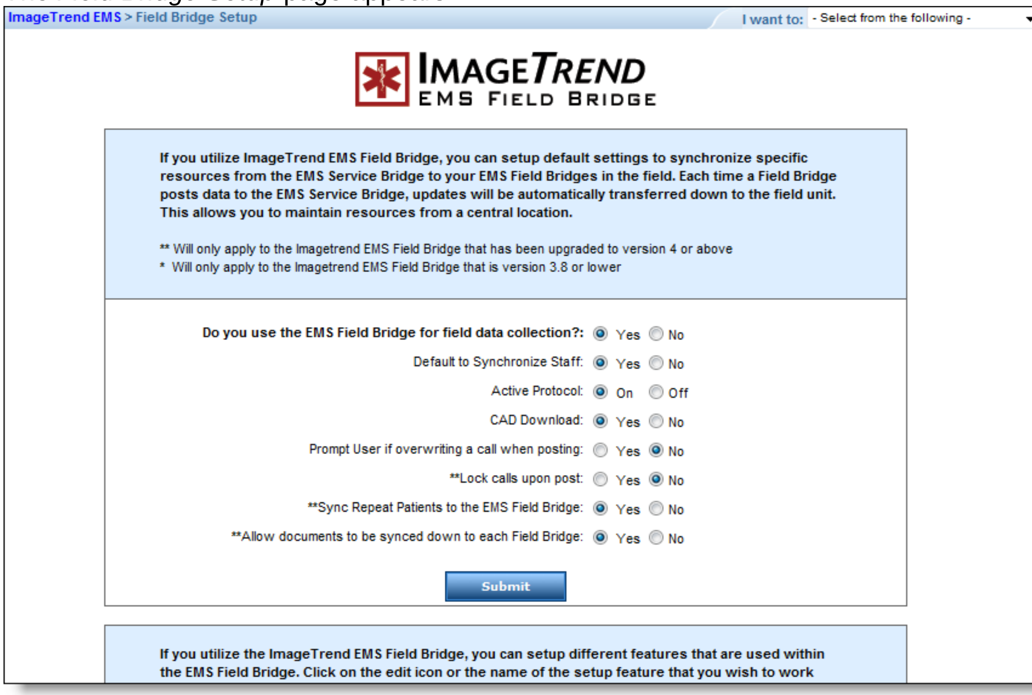
4. From the top section, in the *Lock calls upon post* section, select *Yes.*
5. Click *Submit.* The changes are applied.

Automatically Deleting Old Incidents

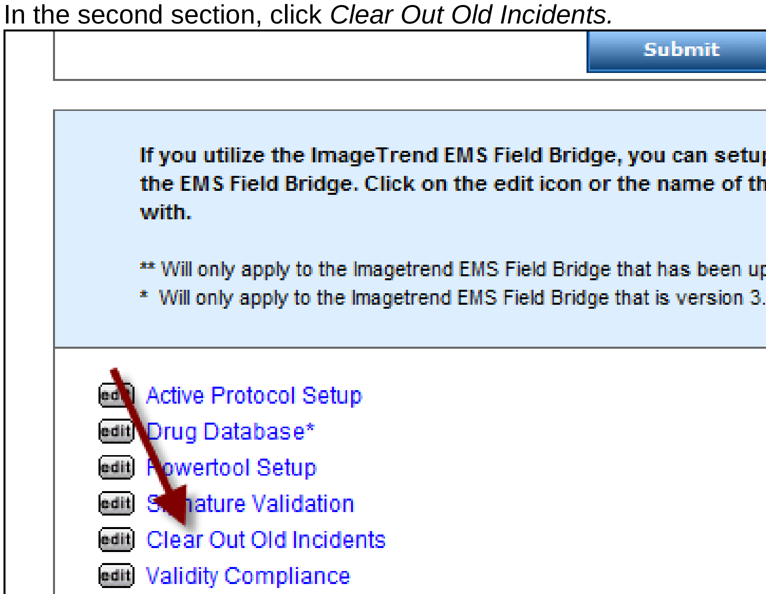
You can use your Web-based system to set the Field Bridge to automatically delete run reports from the system after they have been posted and after a particular amount of time. Runs will still be saved on the Web-based system.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab. The *Service Setup* page appears.

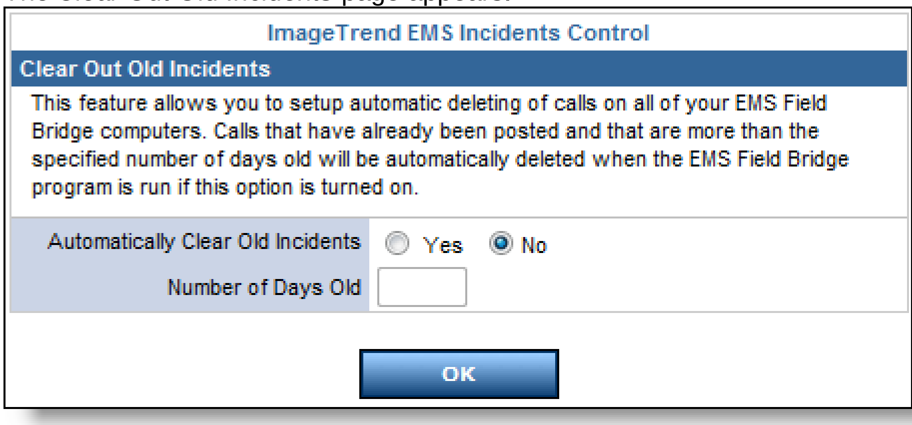
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.* The *Field Bridge Setup* page appears.



4. In the second section, click *Clear Out Old Incidents.*



The *Clear Out Old Incidents* page appears.



5. To automatically delete old incidents, in the *Automatically Clear Old Incidents* section, select *Yes.*
6. To select the number of days an incident report should be saved before deleting it from the system, in the *Number of Days Old* section, type the desired number of days.
7. Click *OK.*
   The changes are saved.

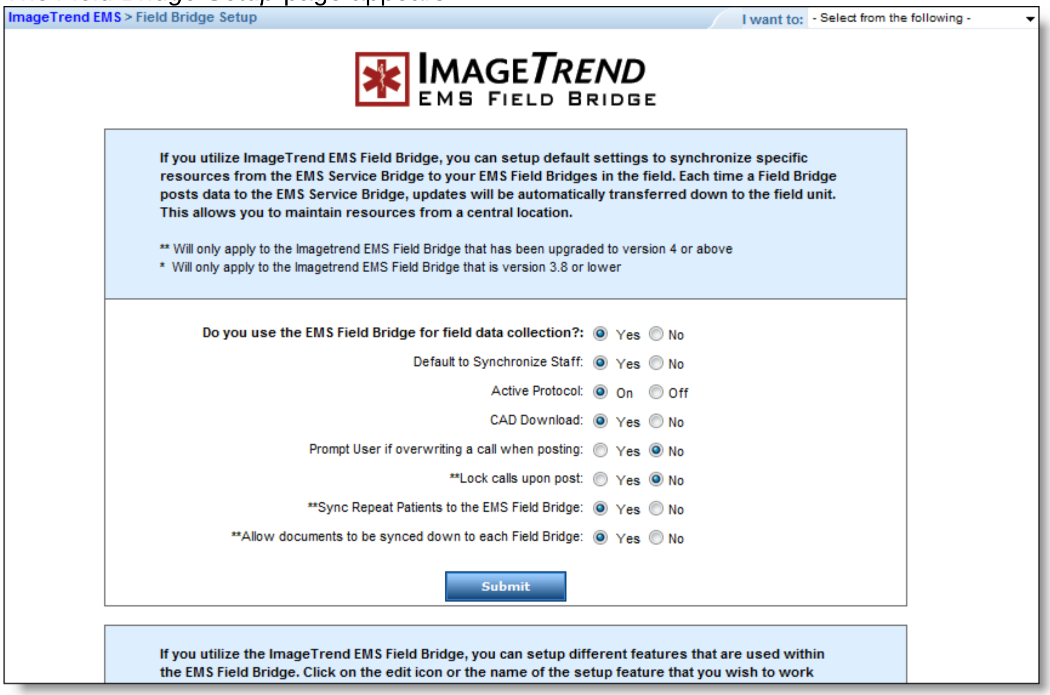
5.4 Setting Up Quick Launch Links

Using the Service Bridge, administrators can set up links to applications or websites that will open from the *Quick Launch* button in the Field Bridge. In order for this option to work with applications, the applications must be located in the same location on each computer with the Field Bridge and the administrator must know the path to that application (e.g., C:\Program Files\Microsoft Office\Office12\Word.exe).

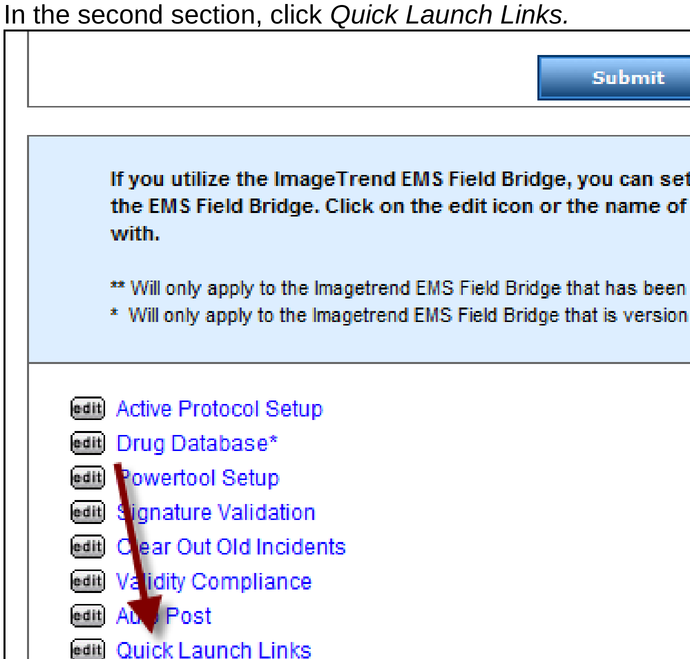
NOTE: Quick launch links may not work correctly if using Internet Explorer 7 or higher.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab.
   The *Service Setup* page appears.

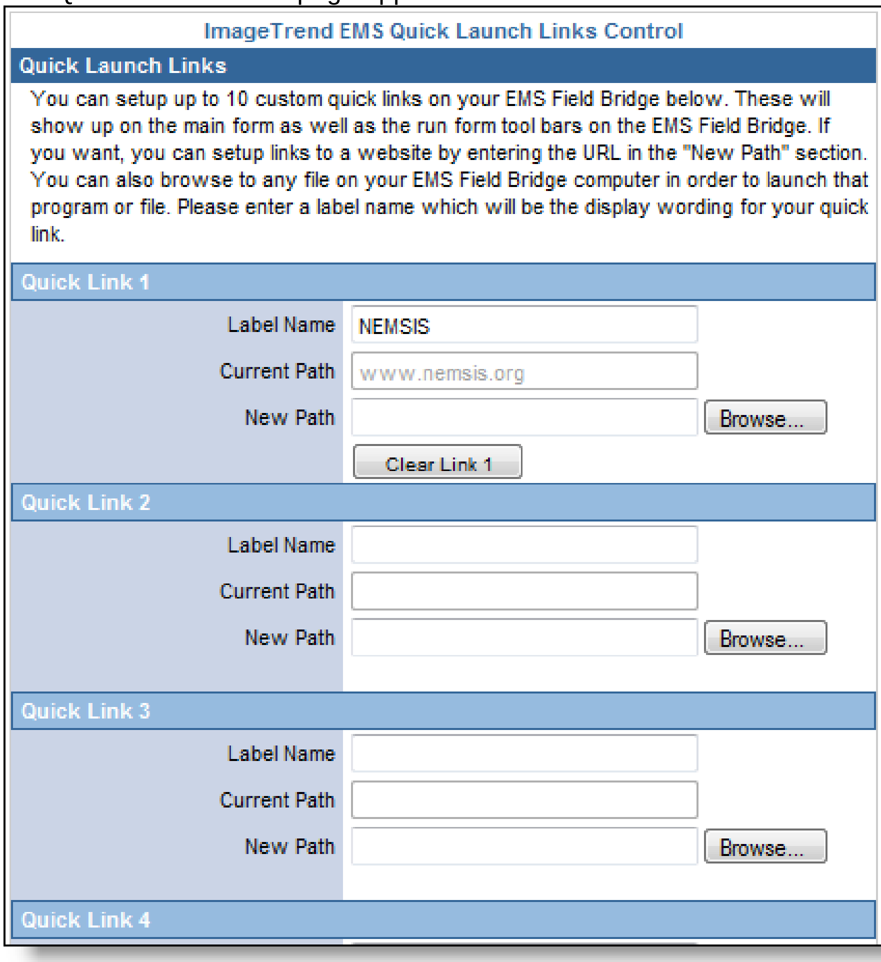
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.* The *Field Bridge Setup* page appears.



4. In the second section, click *Quick Launch Links.*



The *Quick Launch Links* page appears.



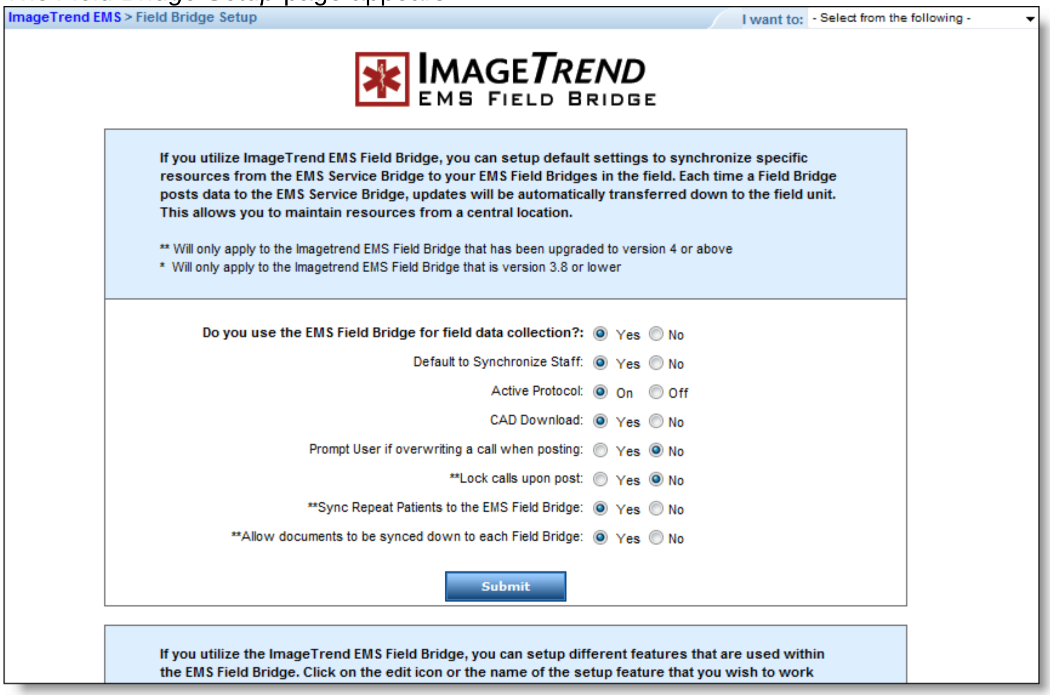
5. For the next blank link, or for a link to be replaced, in the *Label Name* text box, type the text that will appear in the *Quick Launch* menu for this application or website.
6. In the *New Path* text box, type the link or click *Browse…* to navigate to a location on your computer.
   HINT: It may be most effective to copy the path from a computer running the Field Bridge to avoid errors.

5.5 Uploading Logos for Reports

You can upload your service's logo to be printed on any reports from the Field Bridge systems.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab.
   The *Service Setup* page appears.

3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
   The *Field Bridge Setup* page appears.



4. In the second section, click *Upload Report Logo.*
   The *Upload Logo* page appears.

5. In the *New Logo* section, click *Browse…*
   The *Choose file* dialog box appears.
6. Navigate to and select the desired logo document.
7. Click *Open.*
   The *Choose file* dialog box closes.
8. Click *Upload.*
   The file is uploaded and will be sent to each Field Bridge when it syncs.

5.6 Working with Custom Reports and Narratives

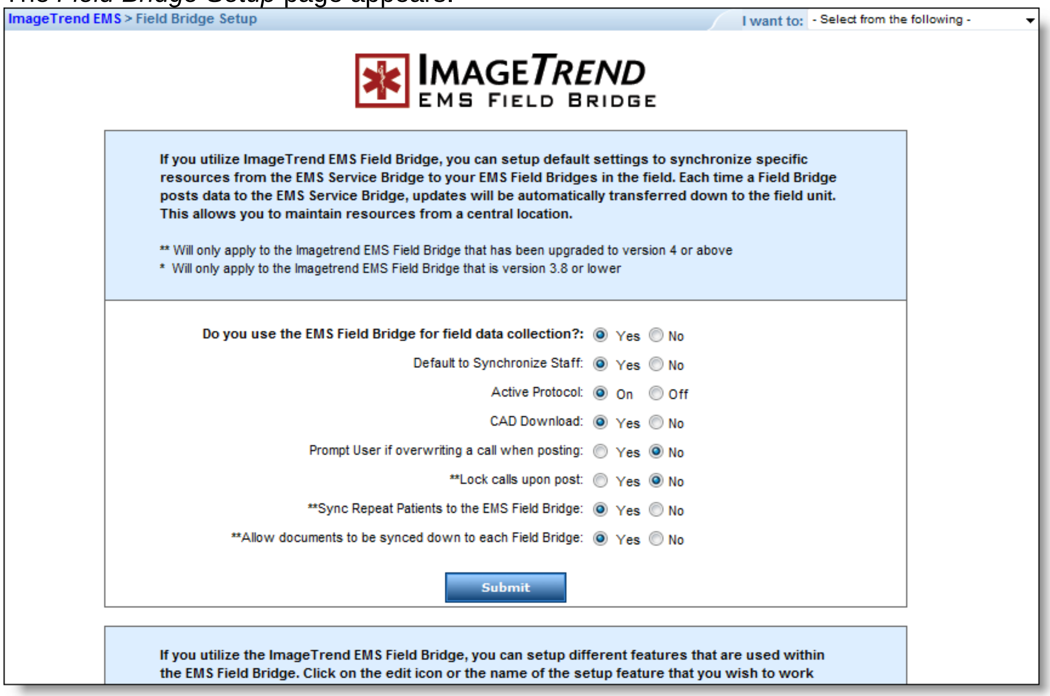
Administrators have the option to deactivate certain reports or narratives if they are not used, or for advanced users, to edit or upload customized reports or narratives.

The Web-based system controls the reports and narratives that are available for both the Web-based system and the Field Bridge system. The reports and narratives available for the Web-based system are by default applied to the Field Bridge list, although that list can be changed so that different reports and narratives are available from the Field Bridge or the Web-based system.

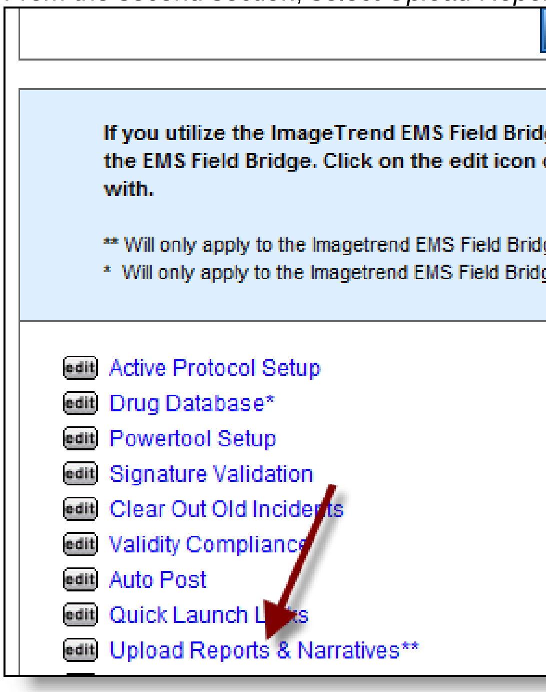
Deactivating Specific Reports or Narratives

If there are certain reports or narratives that your service does not use or that you would like to be unavailable from the Field Bridge, you can deactivate them using the Web-based system.

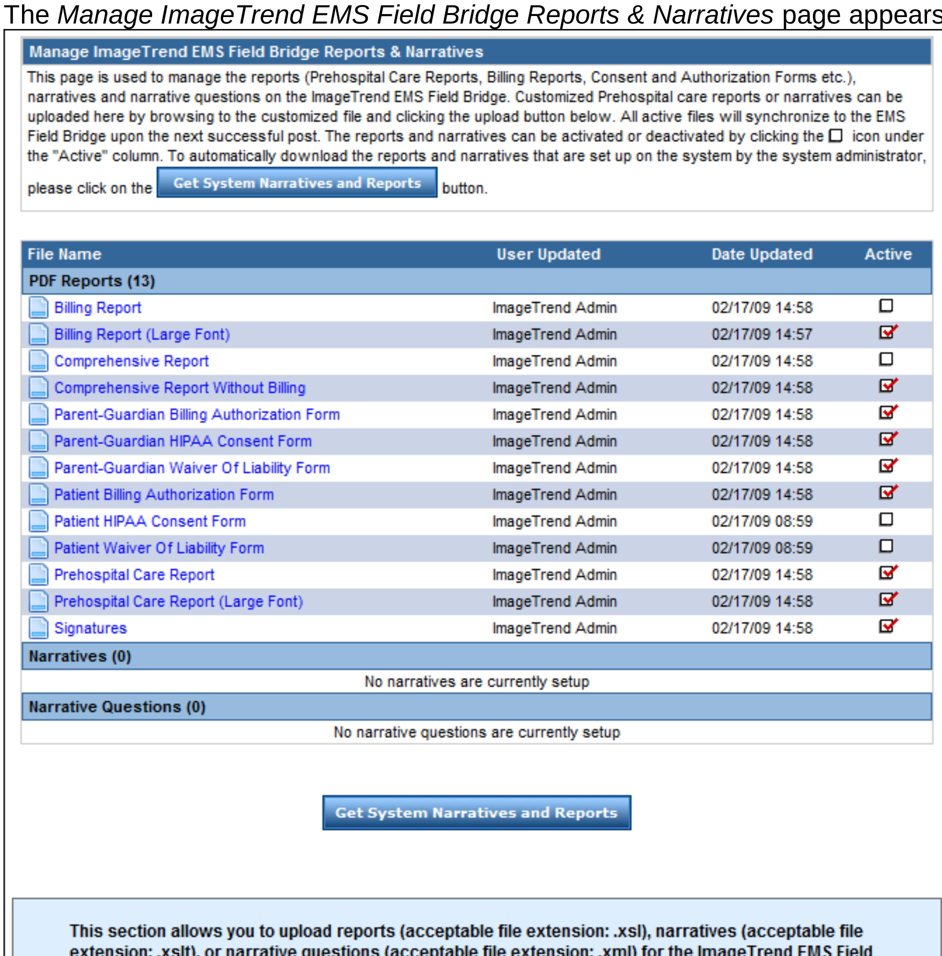
1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab.
   The *Service Setup* page appears.
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
   The *Field Bridge Setup* page appears.



4. From the second section, select *Upload Reports & Narratives.*



The *Manage ImageTrend EMS Field Bridge Reports & Narratives* page appears.



Manage ImageTrend EMS Field Bridge Reports & Narratives

This page is used to manage the reports (Prehospital Care Reports, Billing Reports, Consent and Authorization Forms etc.), narratives and narrative questions on the ImageTrend EMS Field Bridge. Customized Prehospital care reports or narratives can be uploaded here by browsing to the customized file and clicking the upload button below. All active files will synchronize to the EMS Field Bridge upon the next successful post. The reports and narratives can be activated or deactivated by clicking the ☐ icon under the "Active" column. To automatically download the reports and narratives that are set up on the system by the system administrator, please click on the Get System Narratives and Reports button.

File Name	User Updated	Date Updated	Active
PDF Reports (13)			
Billing Report	ImageTrend Admin	02/17/09 14:58	☐
Billing Report (Large Font)	ImageTrend Admin	02/17/09 14:57	☑
Comprehensive Report	ImageTrend Admin	02/17/09 14:58	☐
Comprehensive Report Without Billing	ImageTrend Admin	02/17/09 14:58	☑
Parent-Guardian Billing Authorization Form	ImageTrend Admin	02/17/09 14:58	☑
Parent-Guardian HIPAA Consent Form	ImageTrend Admin	02/17/09 14:58	☑
Parent-Guardian Waiver Of Liability Form	ImageTrend Admin	02/17/09 14:58	☑
Patient Billing Authorization Form	ImageTrend Admin	02/17/09 14:58	☑
Patient HIPAA Consent Form	ImageTrend Admin	02/17/09 08:59	☐
Patient Waiver Of Liability Form	ImageTrend Admin	02/17/09 08:59	☐
Prehospital Care Report	ImageTrend Admin	02/17/09 14:58	☑
Prehospital Care Report (Large Font)	ImageTrend Admin	02/17/09 14:58	☑
Signatures	ImageTrend Admin	02/17/09 14:58	☑
Narratives (0)			
No narratives are currently setup			
Narrative Questions (0)			
No narrative questions are currently setup			

Get System Narratives and Reports

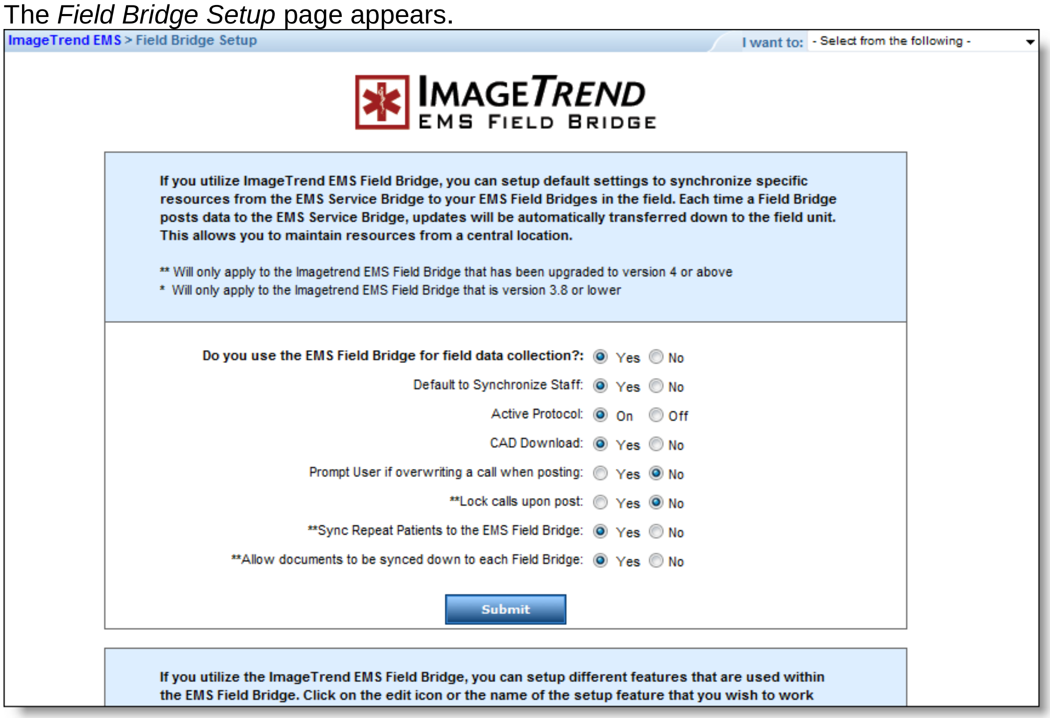
This section allows you to upload reports (acceptable file extension: .xsl), narratives (acceptable file extension: .xslt), or narrative questions (acceptable file extension: .xml) for the ImageTrend EMS Field

5. For the report(s) or narrative(s) to deactivate, deselect the *Active* checkbox.
   The report(s) or narrative(s) are deactivated and will not be available for use from the Field Bridge.
   NOTE: If these reports or narratives were previously available for use, they will not be removed until each Field Bridge system syncs.

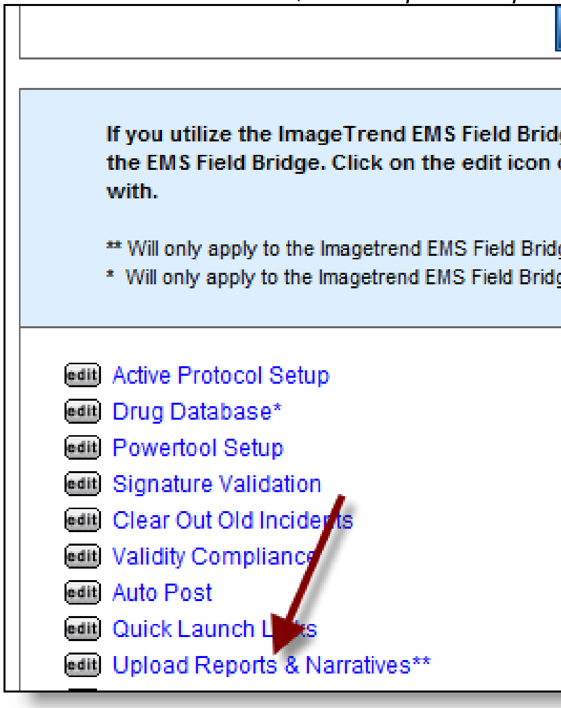
Enabling Default Reports and Narratives

If you have set up different reports and narratives to be available from the Field Bridge as from the Web-based system, you have the option of resetting the available reports and narratives to be the same as those set up for the Web-based system.

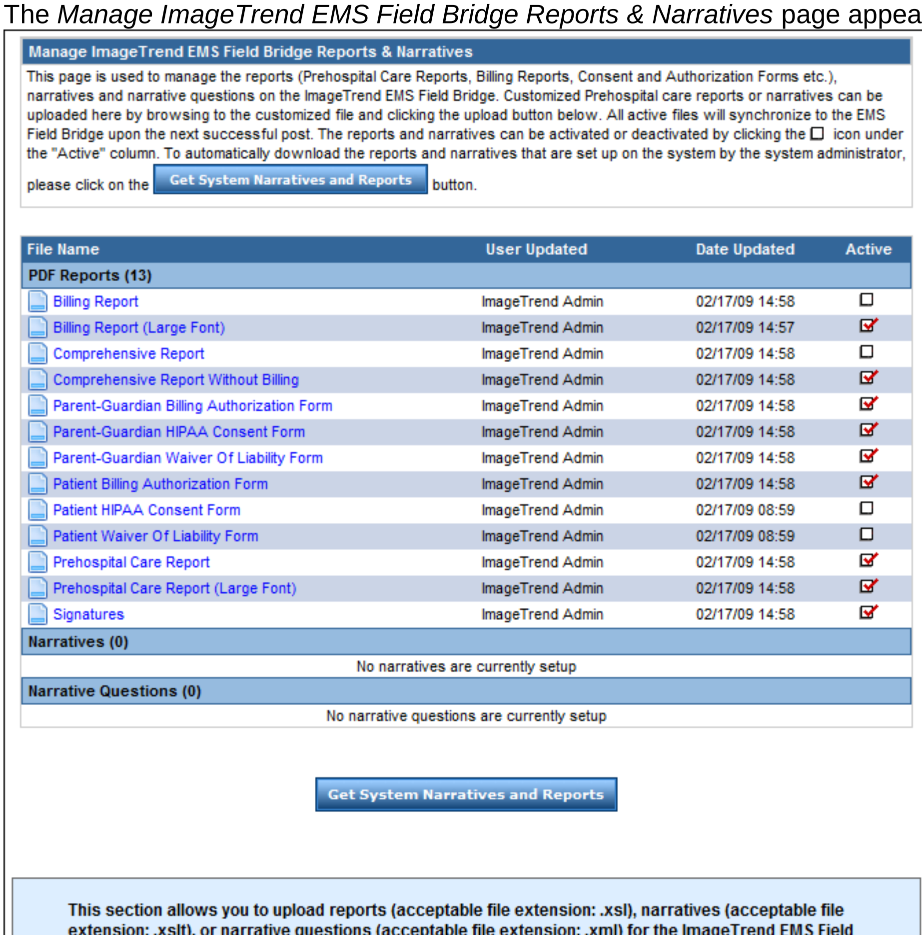
1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab.
   The *Service Setup* page appears.
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
   The *Field Bridge Setup* page appears.



6. From the second section, select *Upload Reports & Narratives.*



The *Manage ImageTrend EMS Field Bridge Reports & Narratives* page appears.



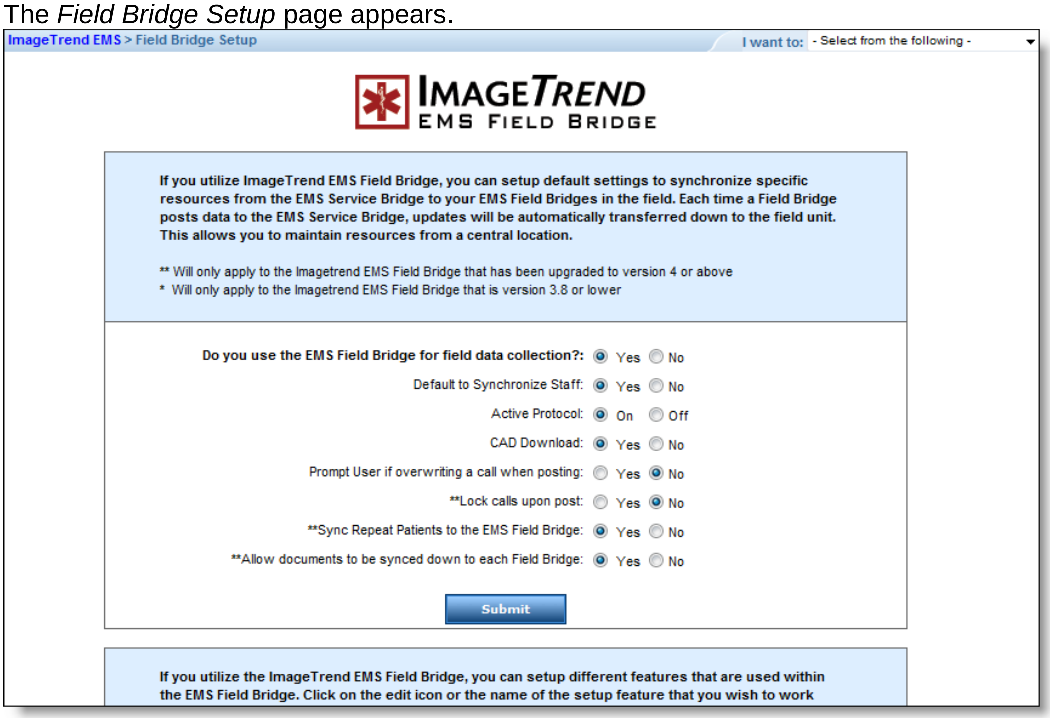
4. Click *Get System Narratives and Reports.*
   A confirmation dialog box appears.
5. Click *Yes.*
   The reports and narratives are reset to be the same as those set up for the Service Bridge.

Uploading New Reports and Narratives

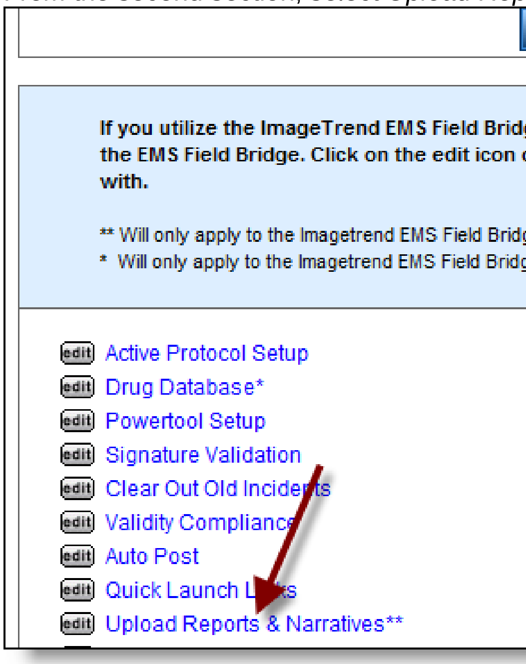
People who have knowledge of XML, XSL, XSLT and ImageTrend's reports and narratives can create custom reports, narratives and narrative questions. ImageTrend recommends not creating new reports and narratives unless you are extremely familiar with the data structure and reports and narratives used for the Web-based system and Field Bridge. Once these files have been created, you can upload them to the Web-based system to be distributed to the Field Bridge. After uploading a new report, narrative or narrative question, be sure to select whether this file should be active or inactive.

This option is useful for uploading reports, narrative or narrative questions that will only be available for the Field Bridge. Please keep in mind that if you enable the default reports and narratives, this will delete any custom reports or narratives uploaded in this way.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab.
   The *Service Setup* page appears.
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
   The *Field Bridge Setup* page appears.



4. From the second section, select *Upload Reports & Narratives.*



The *Manage ImageTrend EMS Field Bridge Reports & Narratives* page appears.

Manage ImageTrend EMS Field Bridge Reports & Narratives

This page is used to manage the reports (Prehospital Care Reports, Billing Reports, Consent and Authorization Forms etc.), narratives and narrative questions on the ImageTrend EMS Field Bridge. Customized Prehospital care reports or narratives can be uploaded here by browsing to the customized file and clicking the upload button below. All active files will synchronize to the EMS Field Bridge upon the next successful post. The reports and narratives can be activated or deactivated by clicking the ☐ icon under the "Active" column. To automatically download the reports and narratives that are set up on the system by the system administrator, please click on the Get System Narratives and Reports button.

File Name	User Updated	Date Updated	Active
PDF Reports (13)			
Billing Report	ImageTrend Admin	02/17/09 14:58	☐
Billing Report (Large Font)	ImageTrend Admin	02/17/09 14:57	☑
Comprehensive Report	ImageTrend Admin	02/17/09 14:58	☐
Comprehensive Report Without Billing	ImageTrend Admin	02/17/09 14:58	☑
Parent-Guardian Billing Authorization Form	ImageTrend Admin	02/17/09 14:58	☑
Parent-Guardian HIPAA Consent Form	ImageTrend Admin	02/17/09 14:58	☑
Parent-Guardian Waiver Of Liability Form	ImageTrend Admin	02/17/09 14:58	☑
Patient Billing Authorization Form	ImageTrend Admin	02/17/09 14:58	☑
Patient HIPAA Consent Form	ImageTrend Admin	02/17/09 08:59	☐
Patient Waiver Of Liability Form	ImageTrend Admin	02/17/09 08:59	☐
Prehospital Care Report	ImageTrend Admin	02/17/09 14:58	☑
Prehospital Care Report (Large Font)	ImageTrend Admin	02/17/09 14:58	☑
Signatures	ImageTrend Admin	02/17/09 14:58	☑
Narratives (0)			
No narratives are currently setup			
Narrative Questions (0)			
No narrative questions are currently setup			

Get System Narratives and Reports

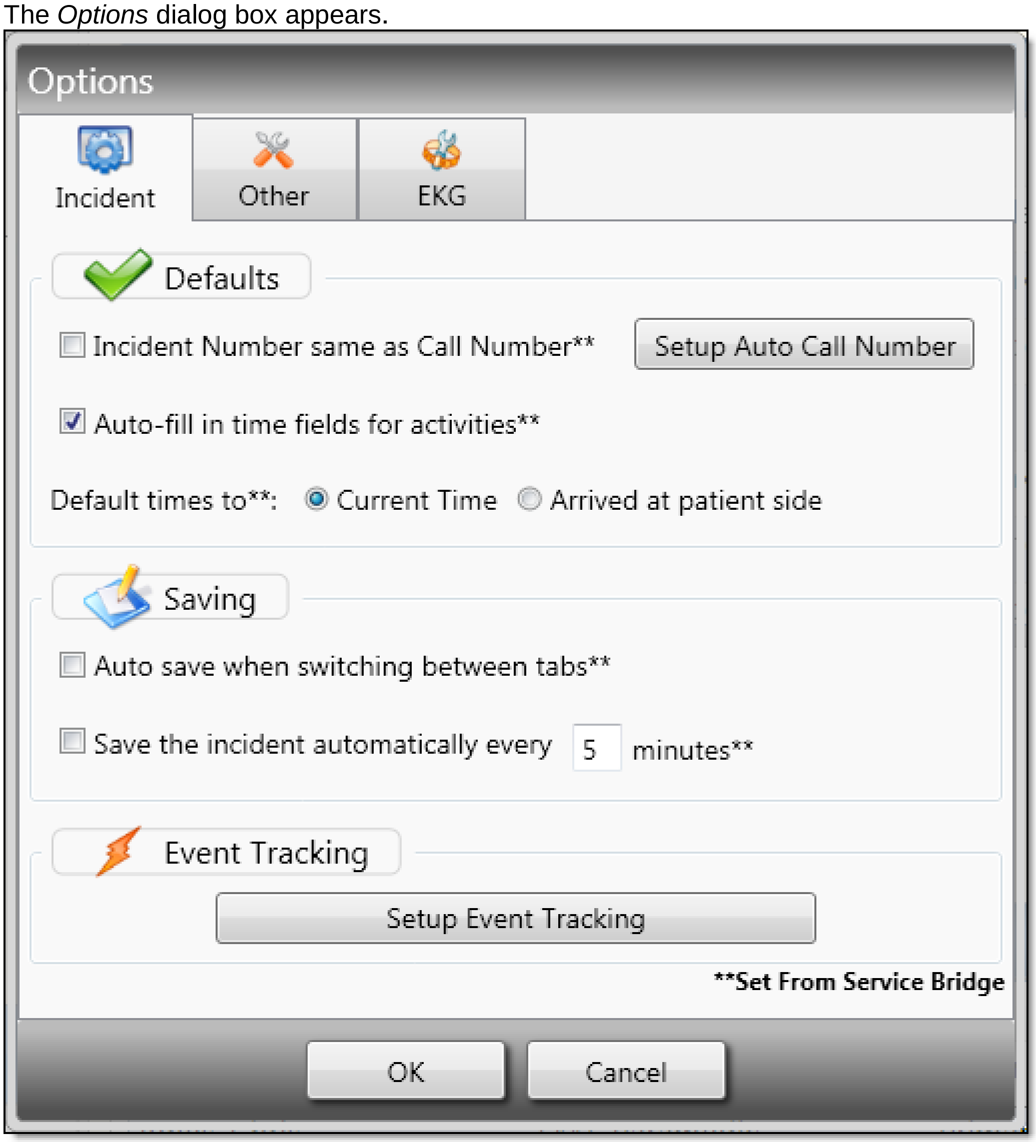
This section allows you to upload reports (acceptable file extension: .xsl), narratives (acceptable file extension: .xslt), or narrative questions (acceptable file extension: .xml) for the ImageTrend EMS Field

5. In the last section on the pace, in the *New file* section, click *Browse…*
   The *Choose File* dialog box appears.
6. Navigate to and select the desired file.
7. Click *Open.*
   The *Choose File* dialog box closes.
8. Click *Upload.*
   The file is added to the list of reports, narratives or narrative questions.

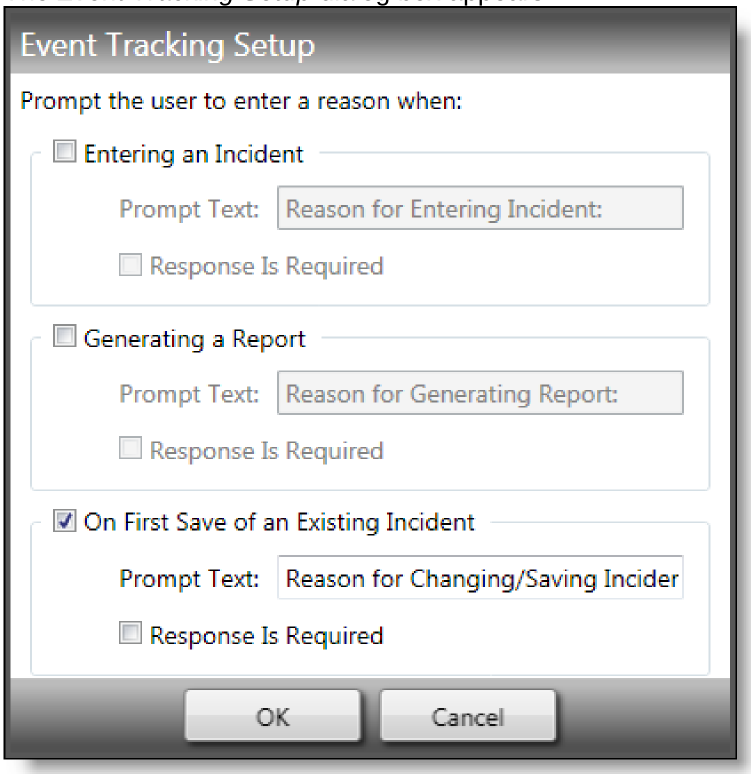
5.7 Setting Up Event Tracking

As the administrator, you have the ability to select which events are tracked for auditing in each Field Bridge. These settings must be set up individually for each Field Bridge.

1. In the Field Bridge, from the left menu of the dashboard, click *Administrative Options.*
   The *Options* dialog box appears.



2. In the *Event Tracking* section, click *Setup Event Tracking.*
   The *Event Tracking Setup* dialog box appears.



3. For each section, to track the event and/or request a reason for the event, select the checkbox.
   OR
   To allow users to perform this action without tracking or requiring a reason, deselect the checkbox.
4. To change or enter text requesting the user performing this action for their reason, in the appropriate *Prompt Text* text box(es), type the desired message.
5. To require a user to enter a reason before moving on, select the appropriate *Response Is Required* checkbox(es).
6. When finished, click *OK.*

5.8 Setting Up an EKG

The Field Bridge can work with several types of EKG monitors, including Philips, LIFEPAK, Zoll, Welch-Allyn and (something else). Before you are able to import EKG data, you must set up the EKG monitor type that you will be using on the system. Certain types of EKG monitors require additional software from the EKG to be installed on the computer before you can configure them.

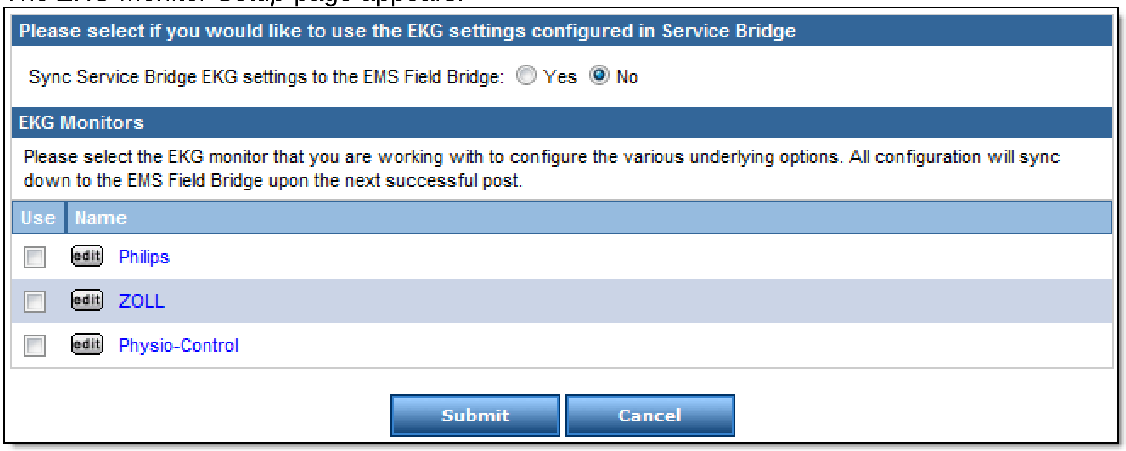
For each type of EKG monitor, you can configure certain settings either on the Field Bridge or in the Web-based system. For additional information about setting up each type of monitor, please refer to the appropriate setup guide.

Controlling EKG Monitor Setup on the Web-based System

If your service uses EKG monitors with the Field Bridge, you can control some setup options on the Web-based system. These options will then be set up in the same way for all Field Bridge systems.

All settings specific to connecting to the monitor will still need to be set up per computer on the Field Bridge.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab.
   The *Service Setup* page appears.
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
   The *Field Bridge Setup* page appears.
4. In the second section, click *Manage EKG Monitor Setup.*
   The *EKG Monitor Setup* page appears.



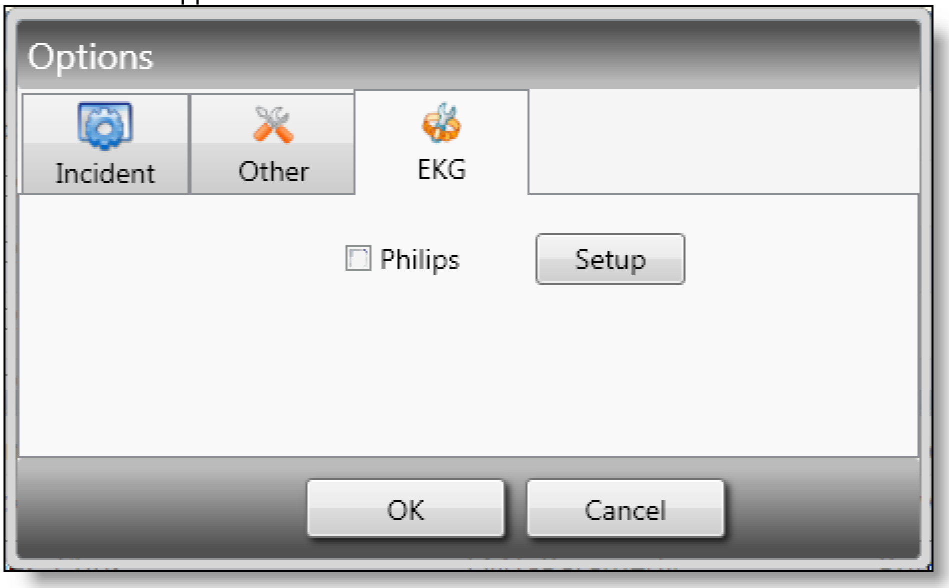
5. Click the name of the type of monitor you want to set up.
6. Configure the settings you want to be applied to all Field Bridge systems.
   NOTE: For more information about these settings, please refer to the setup guide for that type of EKG monitor and the Field Bridge.
7. When finished, click *Submit.*
   The settings are saved.
8. To return to the list of EKG monitors, click *Cancel.*
9. Select the checkbox for the type of monitor you just set up.
10. Click *Submit.*
11. From the top of the page, in the *Sync Service Bridge EKG settings to the Field Bridge* section, select *Yes.*
12. Click *Submit.*
    The settings will be copied to all Field Bridge systems when they sync.

Setting Up a Philips EKG Monitor in the Field Bridge

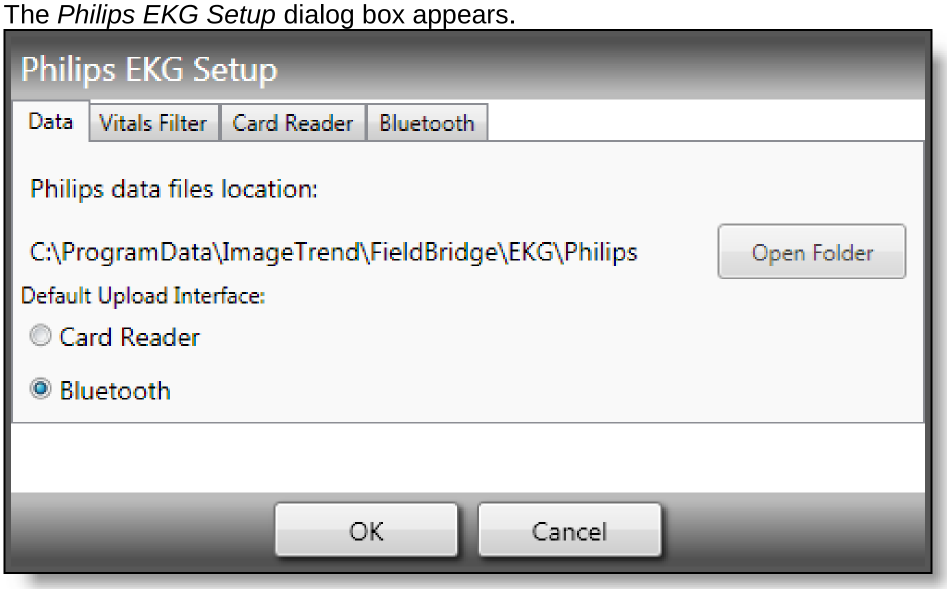
Administrators can configure a Philips EKG monitor on the Field Bridge system.

1. In the Field Bridge, from the left menu of the dashboard, click *Administrative Options.*
   The *Options* page appears.

2. Select the *EKG* tab.
   The *EKG* tab appears.

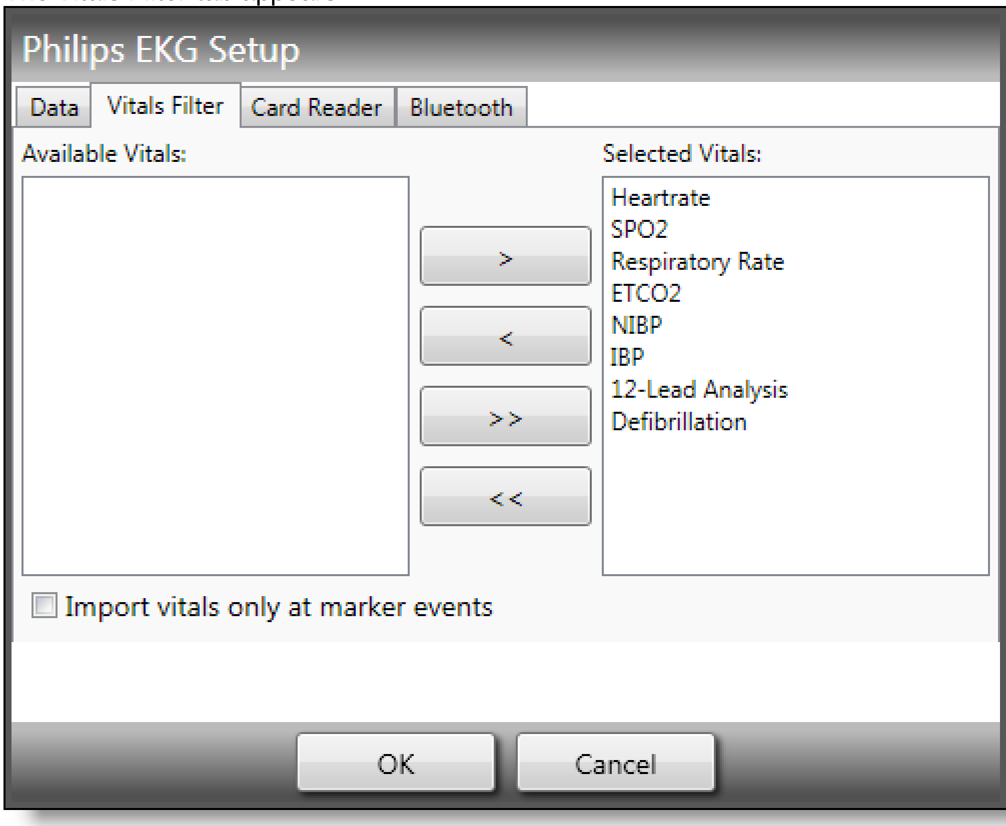


3. For the *Philips* options, select *Setup.*
   The *Philips EKG Setup* dialog box appears.



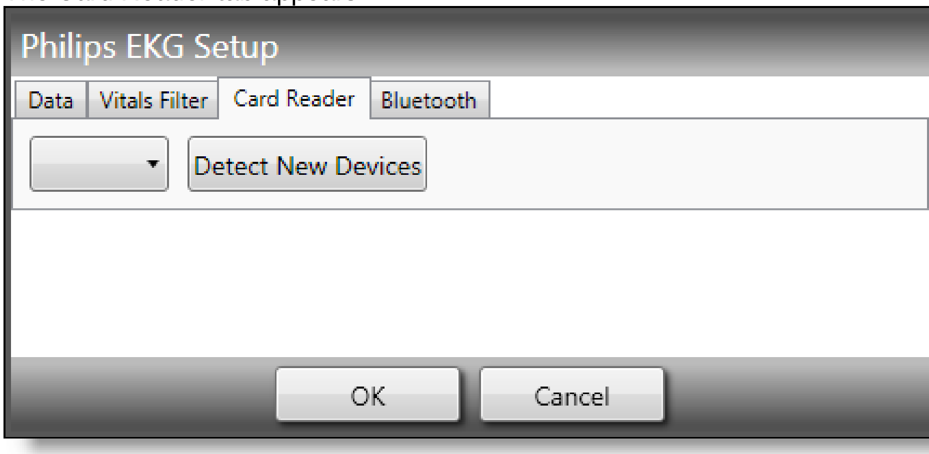
4. **OPTIONAL**: To view the folder in which your files will be stored, click *Open Folder.*
5. In the *Default Upload Interface* section, select the way that files will most often be uploaded.

6. Select the *Vitals Filter* tab.
   The *Vitals Filter* tab appears.



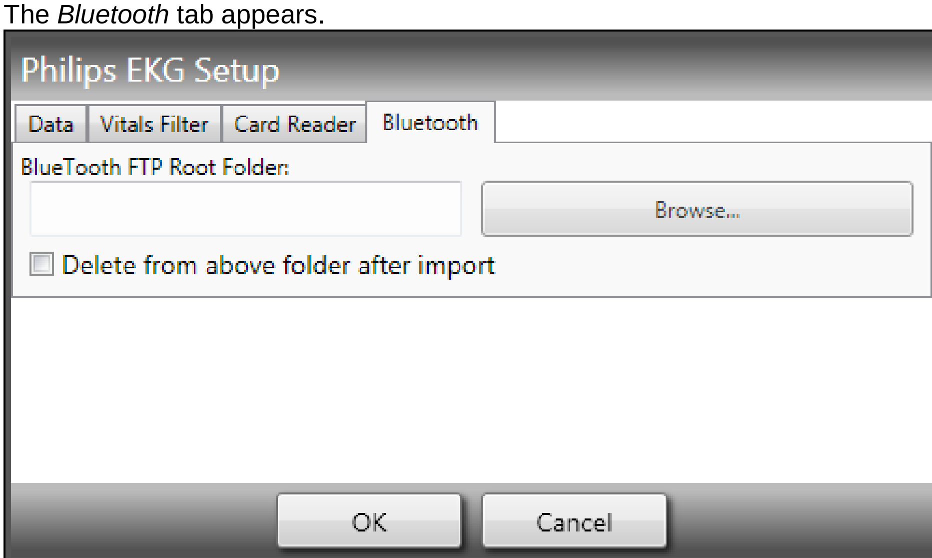
7. To select vitals that should be imported, from the *Available Vitals* section, select the desired vitals.
8. Click *Add* .
9. To select vitals that should not be imported, from the *Selected Vitals* section, select the undesired vitals.
10. Click *Remove* .
11. To choose to import vitals only at marker events, select the *Import vitals only at marker events* checkbox.
12. If you will be using a card reader for data import,

   a. Select the *Card Reader* tab.
      The *Card Reader* tab appears.



   b. Make sure the card reader is currently plugged in to the computer.
   c. Click *Detect New Devices.*
      OR
      From the drop down menu, select the drive to which the card reader is assigned.

13. If you will be using Bluetooth for data import,
   a. Select the *Bluetooth* tab.
      The *Bluetooth* tab appears.

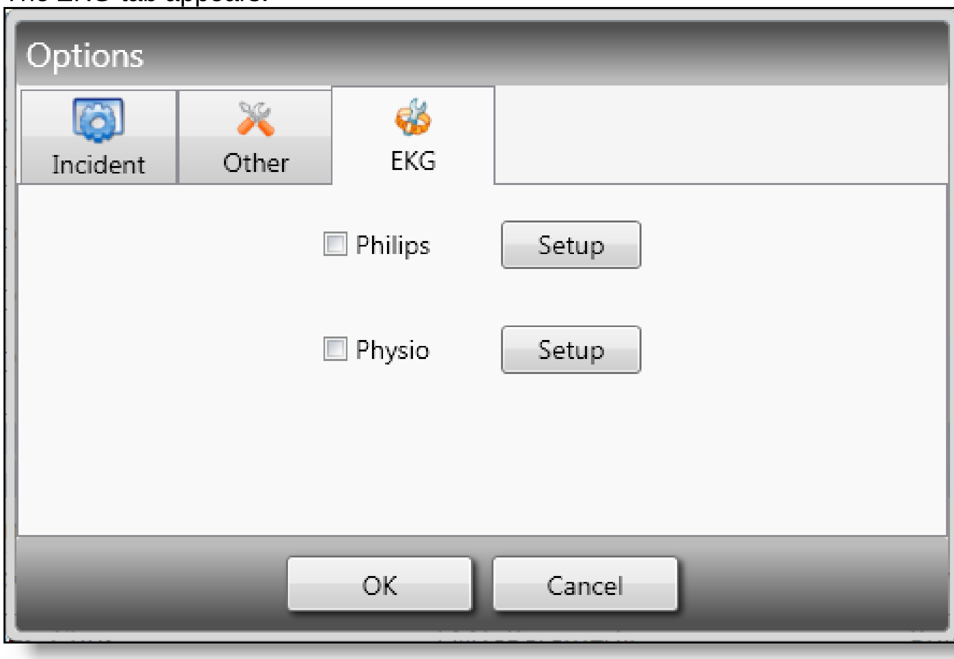


   b. To locate the folder into which files will be imported,
      i. Click *Browse…*
         The *Choose File* dialog box appears.
      ii. Navigate to and select the desired folder (e.g., *My Documents* > *Bluetooth*).
      iii. Click *Open.*
         The *Choose File* dialog box closes.
   c. To remove the Bluetooth files from the selected folder after they are imported to the Field Bridge, select the *Delete from above folder after import* checkbox.
14. When finished, with setup, click *OK.*
15. To begin using this EKG device, select the *Philips* checkbox.
16. When finished, click *OK.*

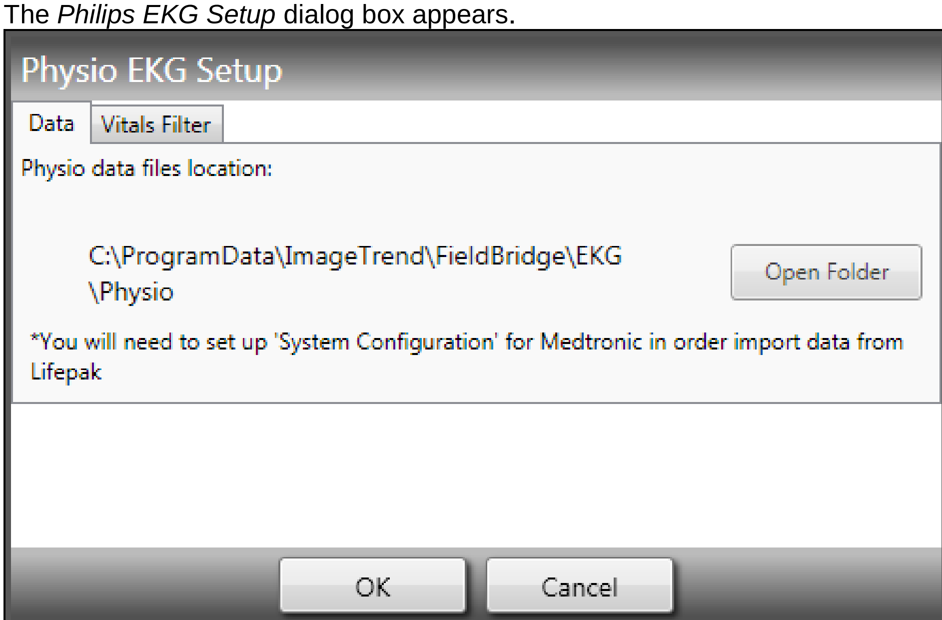
Setting Up a Physio EKG Monitor on the Field Bridge

Once the CODE-STAT Suite for Physio EKGs is installed on your computer, you will have the option to begin setup of the Physio EKG on the Field Bridge. Additional steps will be required using Physio's software after completing the Field Bridge setup. For additional information, please refer to the Field Bridge/Physio EKG Setup Guide.

1. In the Field Bridge, from the left menu of the dashboard, click *Administrative Options.* The *Options* page appears.
2. Select the *EKG* tab. The *EKG* tab appears.

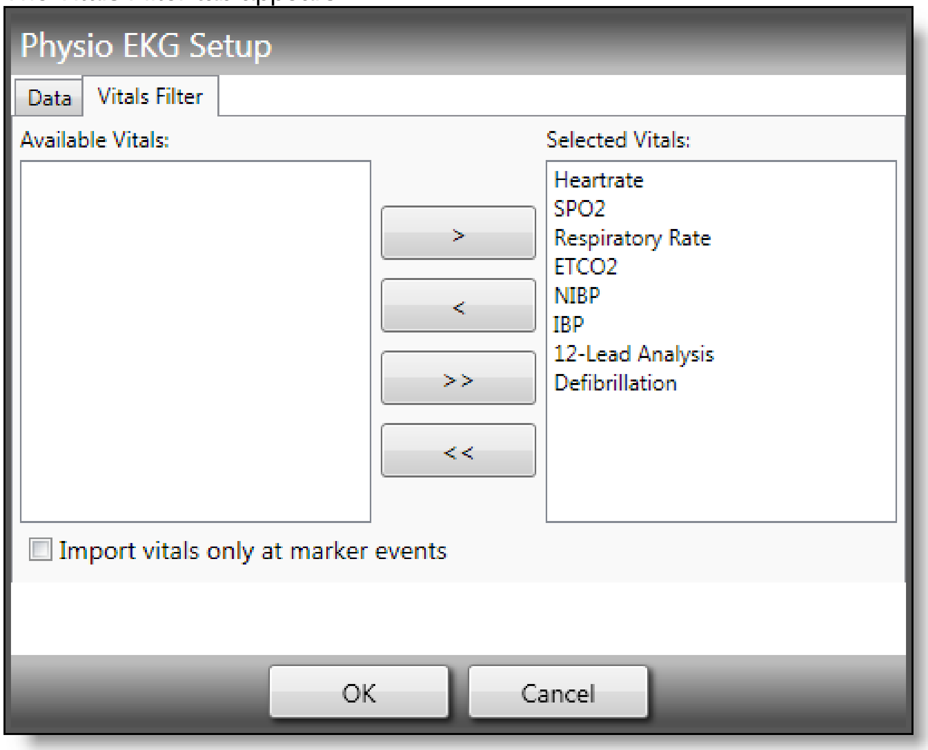


3. For the *Physio* options, select *Setup.* The *Philips EKG Setup* dialog box appears.

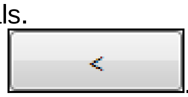


4. **OPTIONAL**: To view the folder in which your files will be stored, click *Open Folder.*

5. Select the *Vitals Filter* tab.
   The *Vitals Filter* tab appears.



6. To select vitals that should be imported, from the *Available Vitals* section, select the desired vitals.
7. Click *Add* .

8. To select vitals that should not be imported, from the *Selected Vitals* section, select the undesired vitals.
9. Click *Remove* .

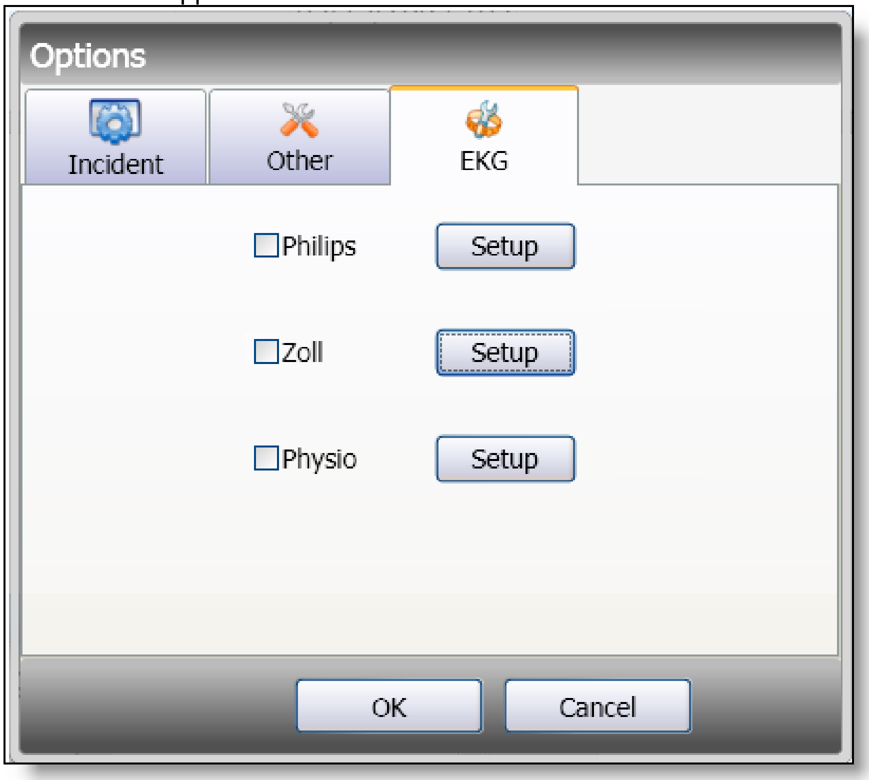
10. To choose to import vitals only at marker events, select the *Import vitals only at marker events* checkbox.
11. When finished, click *OK.*

Setting Up a ZOLL EKG Monitor on the Field Bridge

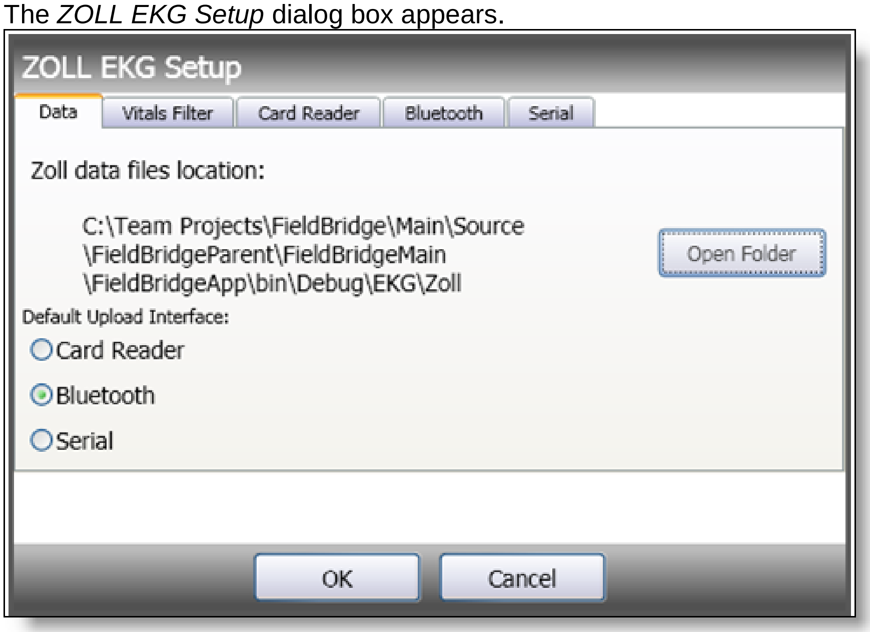
Once the code511.exe file for the ZOLL EKG monitor is installed, you will have the option to begin setup of the ZOLL EKG on the Field Bridge. Additional steps will be required using the ZOLL monitor in order to find the correct values for the Field Bridge setup. For additional information, please refer to the Field Bridge/ZOLL EKG Setup Guide.

1. In the Field Bridge, from the left menu of the dashboard, click *Administrative Options.*
   The *Options* page appears.

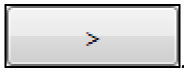
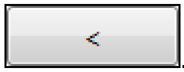
2. Select the *EKG* tab.
   The *EKG* tab appears.

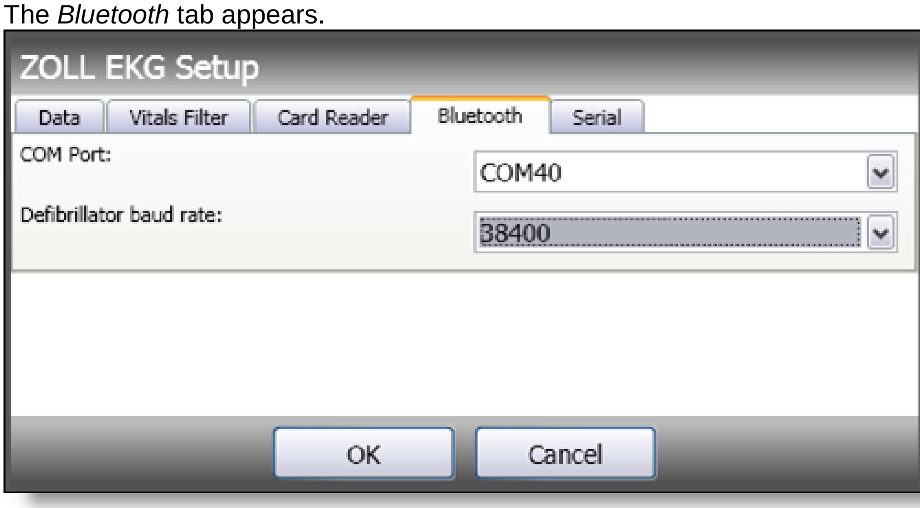


3. For the *Zoll* option, click *Setup.*
   The *ZOLL EKG Setup* dialog box appears.

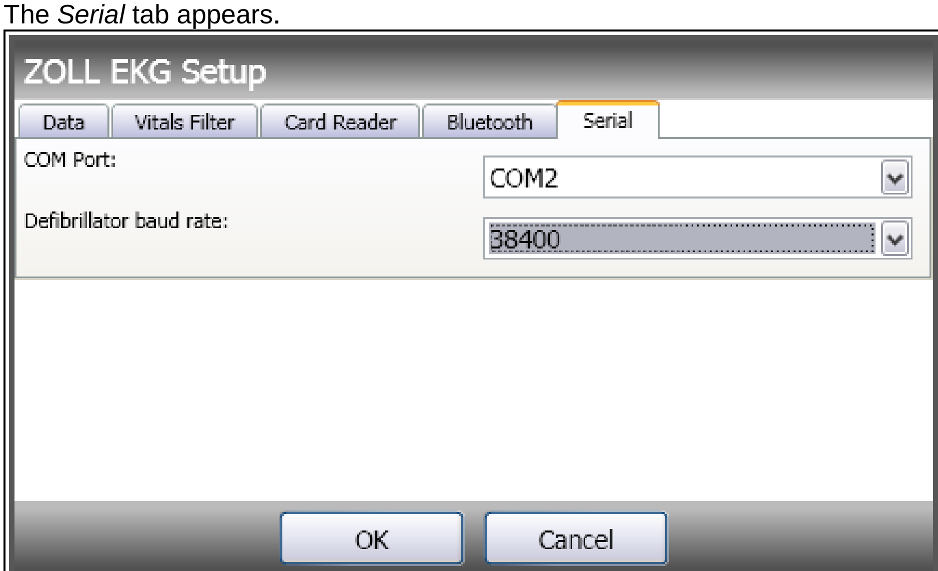


4. In the *Default Upload Interface* section, select the way that data will be uploaded most often.
5. Select the *Vitals Filter* tab.
   The *Vitals Filter* tab appears.
6. To select vitals that should be imported, from the *Available Vitals* section, select the desired vitals.

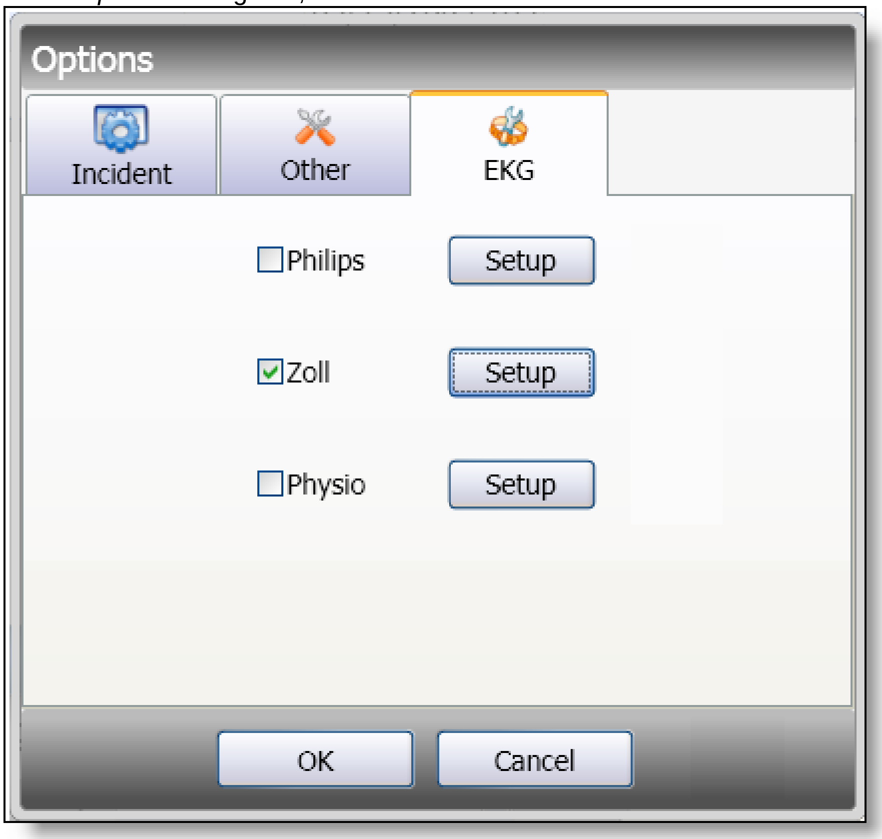
7. Click *Add* 
.
8. To select vitals that should not be imported, from the *Selected Vitals* section, select the undesired vitals.
9. Click *Remove* 
.
10. To choose to import vitals only at marker events, select the *Import vitals only at marker events* checkbox.
11. To configure card reader settings,
    a. Select the *Card Reader* tab.
    b. Select the *Internal* or *External* option, as appropriate.
    c. Ensure that all settings are correct.
12. To configure Bluetooth settings,
    a. Select the *Bluetooth* tab.
    The *Bluetooth* tab appears.



    b. From the *COM Port* and *Defibrillator baud rate* drop down menus, select the appropriate information.
13. To configure serial settings,
    a. Select the *Serial* tab.
    The *Serial* tab appears.



   b. From the *Com Port* drop down menu, select the COM port for this monitor.
      HINT: This is most likely COM1 or COM2.
   c. From the *Defibrillator baud rate* drop down menu, select the baud rate.
      HINT: This was found while getting settings from the monitor.
14. When finished configuring all desired import methods, click *OK.*
15. In the *Options* dialog box, select the *Zoll* checkbox.



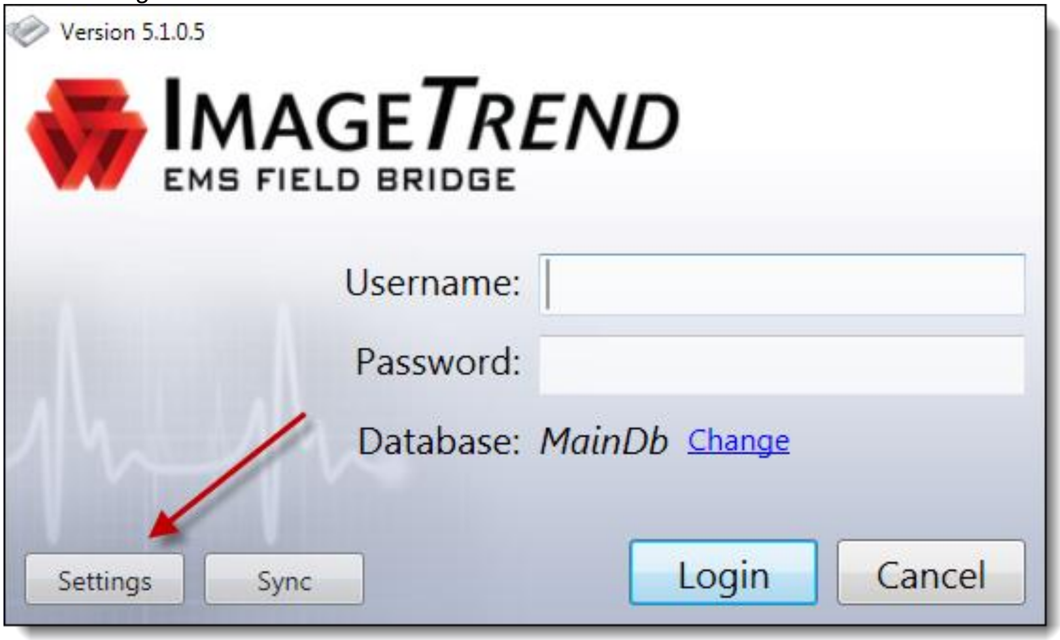
16. Click *OK.*
    The *Options* dialog box closes.

5.10 Setting Up a Database Connection

Before logging in, Field Bridge users with the correct permissions may send information from the Field Bridge to another database in addition to the standard database used with the application. This can be used to create a backup or to send information to another user.

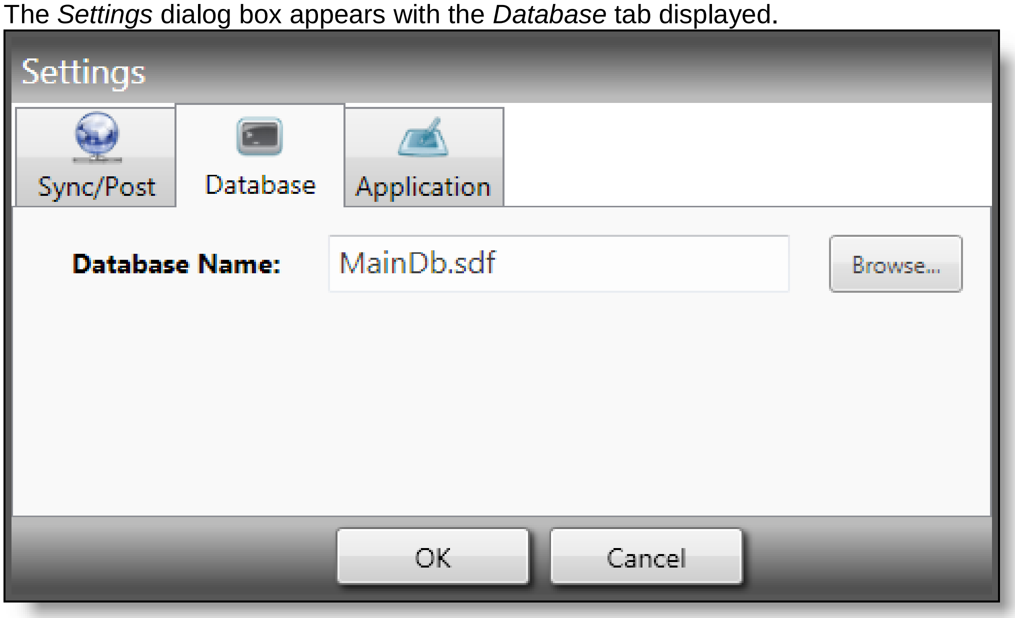
1. Before logging in to the Field Bridge, from the *Login* screen, from the *Database* section, click *Change.*
   OR

a. Click *Settings.*



The *Settings* page appears.

b. Select the *Database* tab.
The *Settings* dialog box appears with the *Database* tab displayed.



2. In the *Database Name* section, click *Browse…*
   The *Choose file* dialog box appears.
3. Navigate to and select the desired database.
4. Click *Open.*
   The *Choose file* dialog box closes.
5. Click *Upload.*
   The database is selected

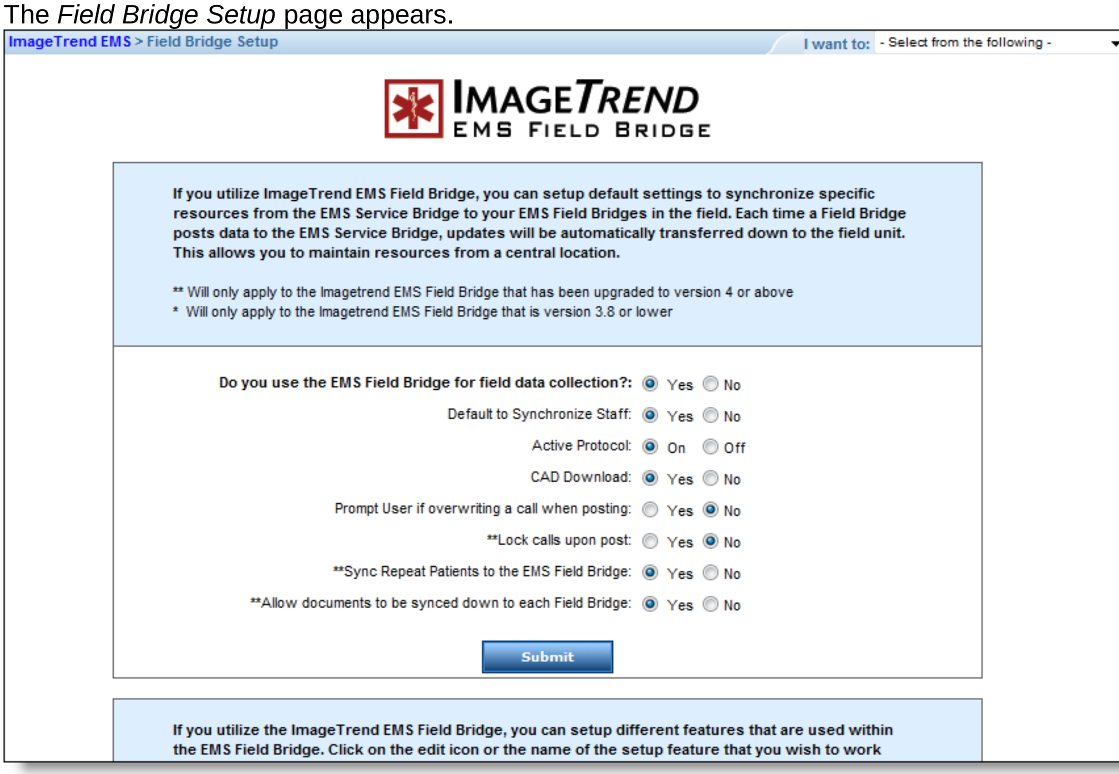
5.11 Adding a Document to the Field Bridge Resources

Administrators can add documents to the Field Bridge resources available to users using the Web-based system. Before documents will be synced to the Field Bridge, you must have document syncing turned on. All documents that have been uploaded to the Web-based system in the *Documents* section will then be synced to the Field Bridge systems.

Allowing Document Syncing

You can set up document syncing when setting up options to sync to the Field Bridge.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*
2. Select the *Setup* tab.
   The *Service Setup* page appears.
3. From the *I want to* drop down menu, select *Manage Field Bridge Options.*
   The *Field Bridge Setup* page appears.



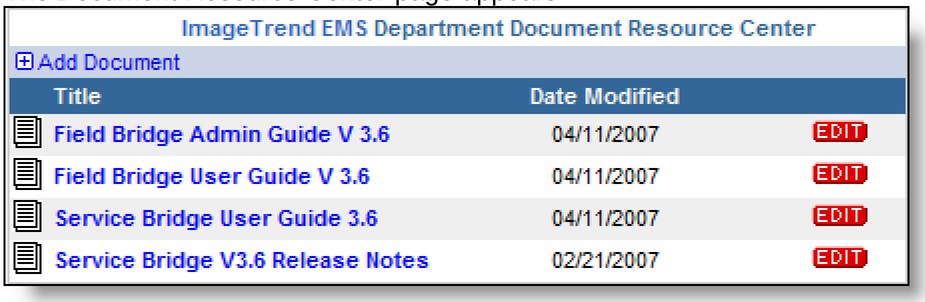
4. To copy documents available on the Web-based system to the Field Bridge, in the *Allow documents to be synced down to each Field Bridge* section, select *Yes.*
5. When finished, click *Submit.*
   The information to be copied to the Field Bridge on syncing is set.

Uploading Documents to Sync to the Field Bridge

Any document that is uploaded to the Web-based system will be synced to the Field Bridge if document syncing is enabled. Type-in or URL documents will not be synced. Documents in this section can include protocols, reference guides or reports that all system users should be able to access.

1. In the Web-based system, from the top left, click *My Service* or *My Fire Department.*

2. Under the *Modules* tab, click *Documents.*
   The *Document Resource Center* page appears.



3. From the *(Service Name) Document Resource Center* table, click *Add Document.*
4. In the *Choose Document Type* table, select *Upload*.
5. Click *Submit.*
6. In the *Short Description* text box, type a title for the document.
7. In the *Hover Help* text box, type any additional information to appear when a user hovers his or her mouse over the title.
8. In the *Path* section, click *Browse…*
   The *Choose File* dialog box appears.
9. Navigate to and select the desired document.
10. Click *Open.*
    The *Choose File* dialog box closes.
11. Click *OK.*
    The new document is added to the *Documents* list.

Chapter 6

IMAGETREND
EMS FIELD BRIDGE

Field Bridge Maintenance Tasks

6.1 Chapter Overview

The Field Bridge system may periodically require administrators to do some maintenance, from checking for updated to syncing with the Web-based system for new information. This chapter explains how to perform various maintenance tasks, including syncing, viewing and uploading error logs and checking for updates.

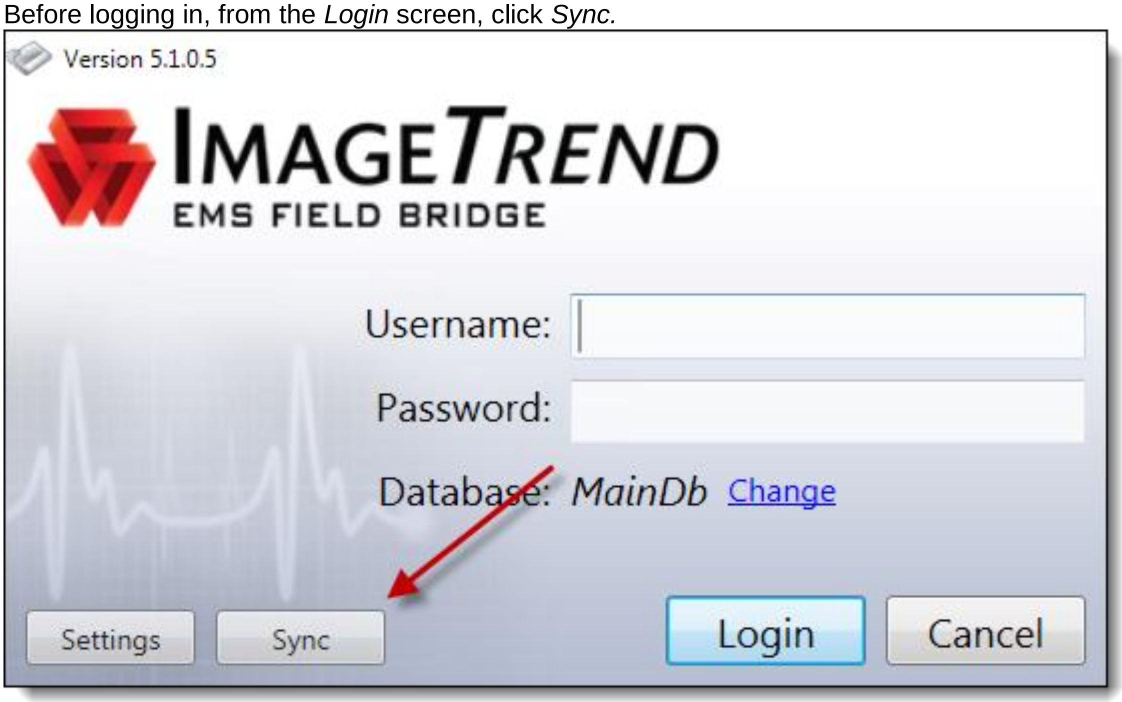
6.2 Syncing the Field Bridge

When any updates are done for Field Bridge data on the Web-based system (including new staff members, password changes or updated active protocols or powertool setup), you can sync your Field Bridge systems with the Web-based system to receive the updated information. You can sync either before or after logging in to the Field Bridge.

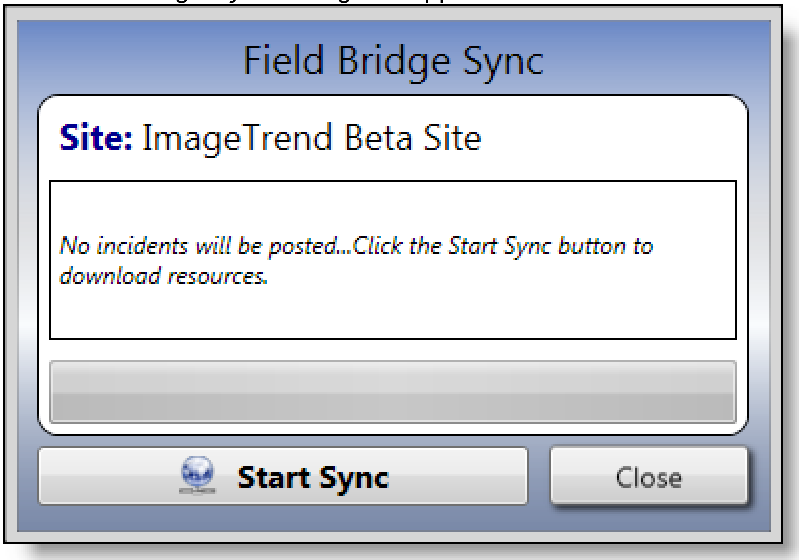
Syncing Before Logging In

Syncing before logging in to the Field Bridge is useful for when you have changed your password or are logging on as a new staff member. As long as your information is available in the Web-based system, you will be able to enter your new password or your login credentials to validate the sync (if necessary), even if the new information has not yet been synced to the Field Bridge.

1. Before logging in, from the *Login* screen, click *Sync.*



The *Field Bridge Sync* dialog box appears.

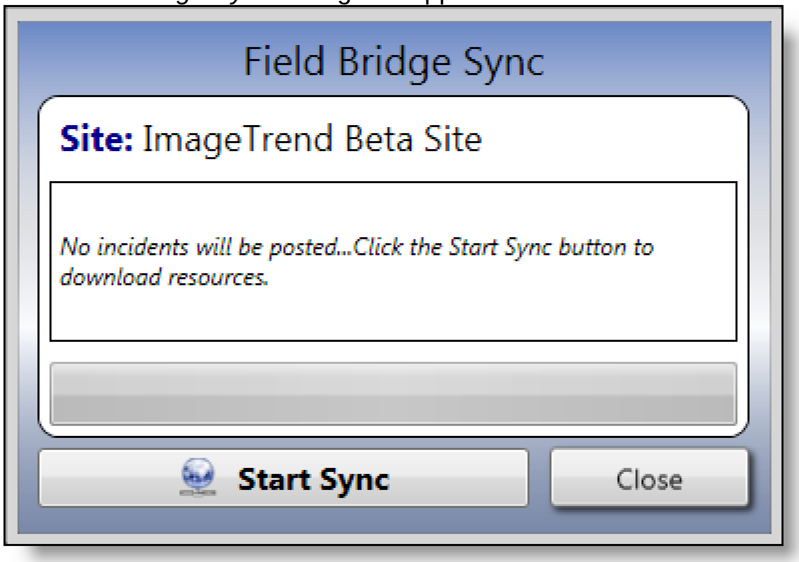


2. Click *Start Sync.*
   The sync is completed.
3. When the *Sync successfully finished* message is displayed, click *Close.*

Syncing After Logging In

You can also sync the system after logging in.

1. Once logged in to the Field Bridge, from the dashboard, from the left menu, click *Sync.*
   The *Field Bridge Sync* dialog box appears.

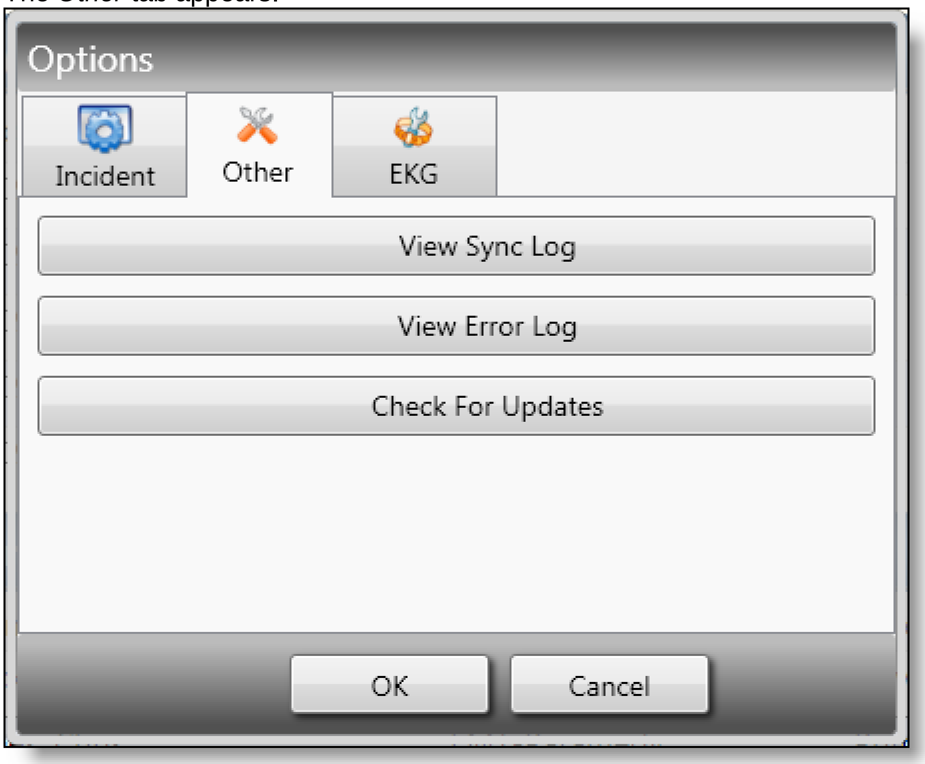


2. Click *Start Sync.*
   The system syncs.
3. When the *Sync successfully finished* message is displayed, click *Close.*

6.3 Viewing the Sync Log

The Field Bridge keeps a log of the date, time, success of sync and items synced for each time it is synced to the Service Bridge. Administrators can view this log, if necessary.

1. In the Field Bridge, from the left menu of the dashboard, click *Administrative Options.*
   The *Options* dialog box appears.
2. Select the *Other* tab.
   The *Other* tab appears.



3. Click *View Sync Log.*
   The *Sync Log* dialog box appears.
4. To view information about a particular sync, for that record, click *Open.*
5. When finished with the sync record, click *Close.*
6. When finished with the sync log, click *Close.*

6.4 Working with the Error Log

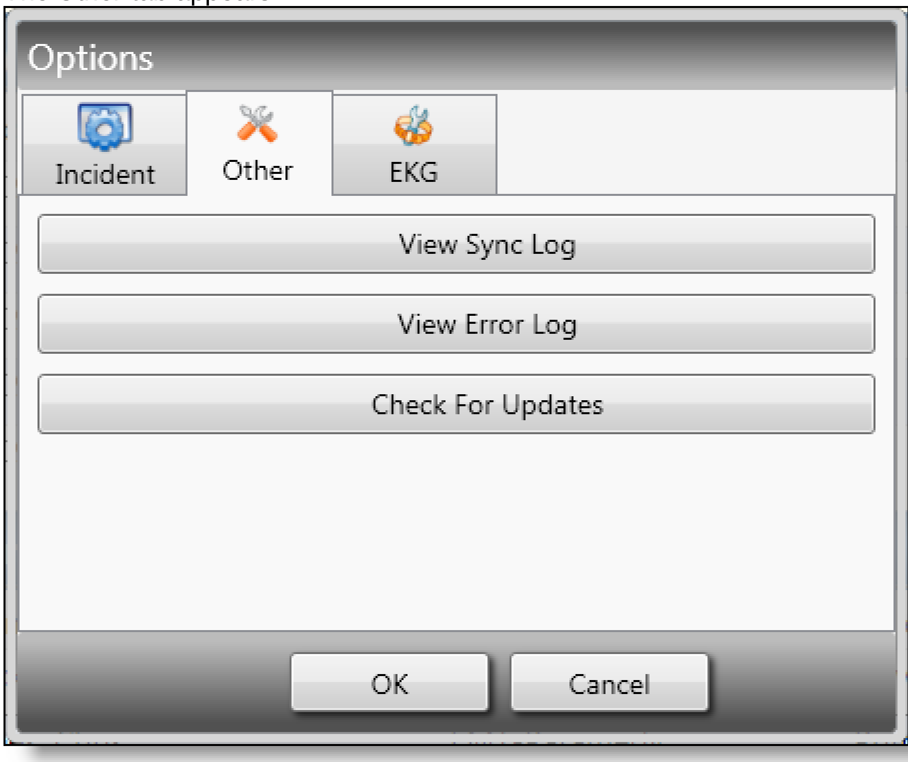
Any error that is generated while working with the Field Bridge will be saved in the error log. Administrators can view the error log for a particular Field Bridge on that Field Bridge system, upload an error log to the Web-based system or view submitted error logs from the Web-based system.

Viewing the Error Log: From the Field Bridge

When viewing the error log from a Field Bridge system, you will see errors generated on only that Field Bridge.

1. In the Field Bridge, from the left menu of the dashboard, click *Administrative Options.*
   The *Options* dialog box appears.

2. Select the *Other* tab.
   The *Other* tab appears.



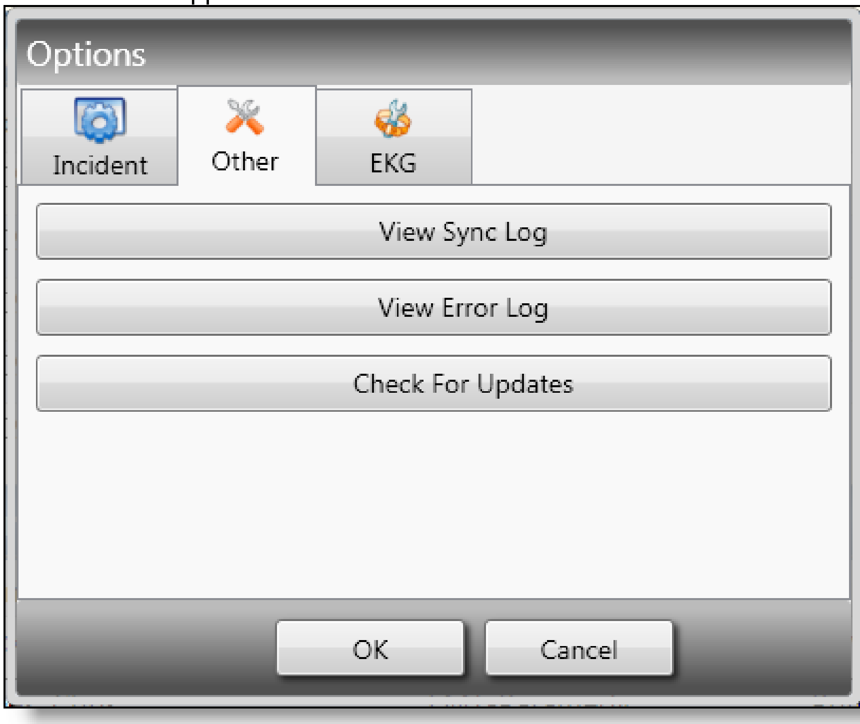
3. Click *View Error Log.*
   The *Error List* page appears.
4. To view a particular error, for that record, click *Open.*
5. When finished, to close the error window, click *Close.*
6. When finished viewing the error log, click *Close.*

Posting the Error Log

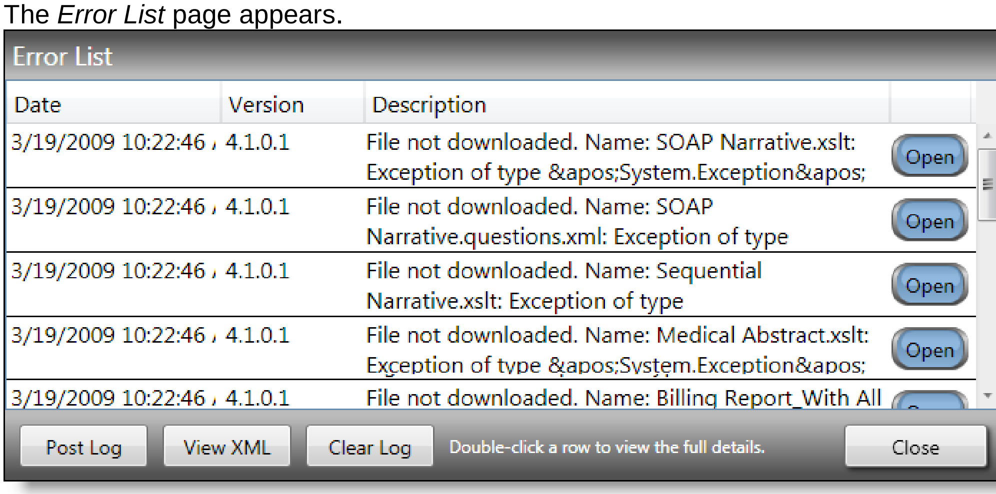
Each Field Bridge can post its error log to the Web-based system, allowing your service to keep a central repository of any error messages for support purposes.

1. In the Field Bridge, from the left menu of the dashboard, click *Administrative Options.*
   The *Options* dialog box appears.

2. Select the *Other* tab.
   The *Other* tab appears.



3. Click *View Error Log.*
   The *Error List* page appears.



4. Click *Post Log.*
   A confirmation dialog box appears.
5. Click *OK.*
6. When finished with the error log, click *Close.*

Viewing the Error Log: From the Web-Based System

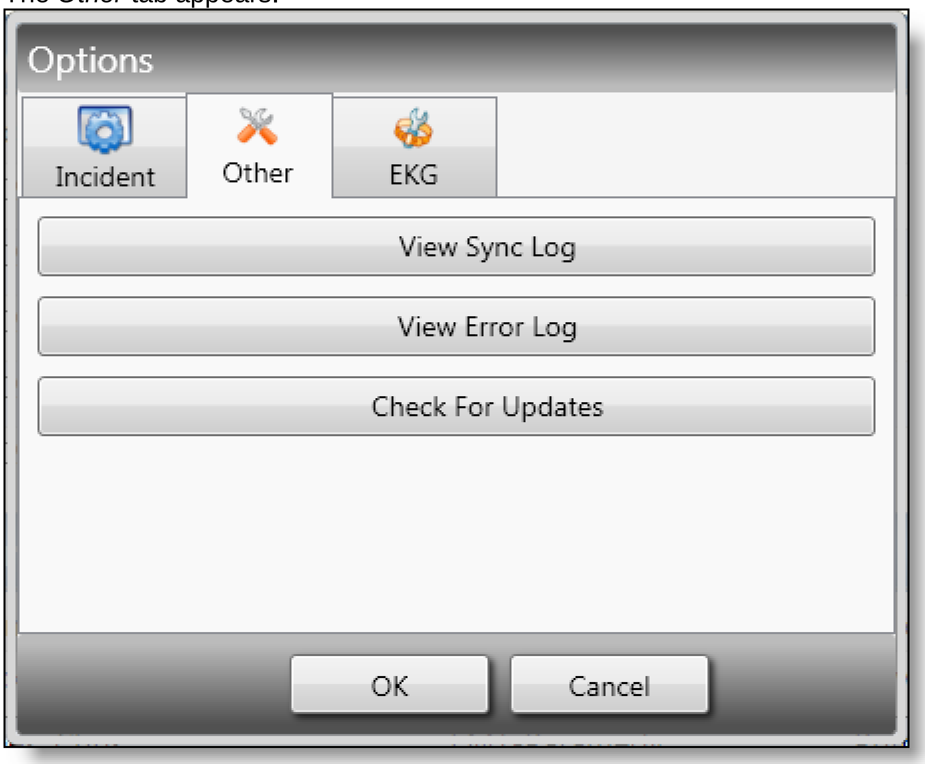
Once error logs have been posted to the Web-based system, you can view error logs from all Field Bridge systems in the Web-based. You must have system administrative access to view error logs.

1. In the Web-based system, from the top right, click *Admin*.
   The *Administration* page appears.
2. Under *Administration Reports,* click *Errors.*
   A sub-menu appears.
3. Under *Errors,* click *Field Bridge Exceptions.*
   A list appears, with each record containing a full submission of the error log from a Field Bridge.
4. To view a particular error log submission, for that record, click *Show List.*

6.5 Checking for Field Bridge Updates

If at any time you would like to check for additional Field Bridge updates that may be available, you can do so.

1. In the Field Bridge, from the left menu of the dashboard, click *Administrative Options.*
   The *Options* dialog box appears.
2. Select the *Other* tab.
   The *Other* tab appears.



3. Click *Check For Updates.*
   A dialog box appears, updating you on the status of any updates,
4. As necessary, close the dialog box or download the updates.

Chapter 7

ImageTrend EMS Field Bridge

Help and Support

Help and Product Support

Before Contacting ImageTrend

Please have the following information accessible when calling ImageTrend:

- A description of your computer system.
- The name of your operating system and service pack version (if applicable).
- A description of what happened and what you were doing when the problem occurred.
- The exact wording of any error messages you see.
- Your company name and contact information.

Contacting ImageTrend

If you are unable to find the information needed to use Field Bridge effectively, please consult ImageTrend in any of the following ways:

- Phone (952) 469.1589
- Toll-Free (888) 469.7789
- Fax (952) 985.5671
- Email support@imagetrend.com
- Web http://support.imagetrend.com

ImageTrend support services are available:

Monday – Friday
8:30 a.m. to 5:00 p.m. central time

Technical Support

For 24-hour technical support, ImageTrend provides online assistance through their website and email services:

- Email support@imagetrend.com
- Web http://support.imagetrend.com