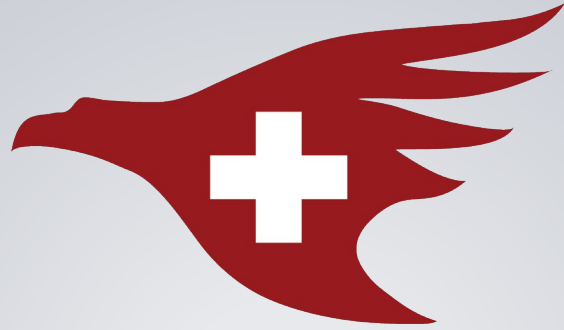




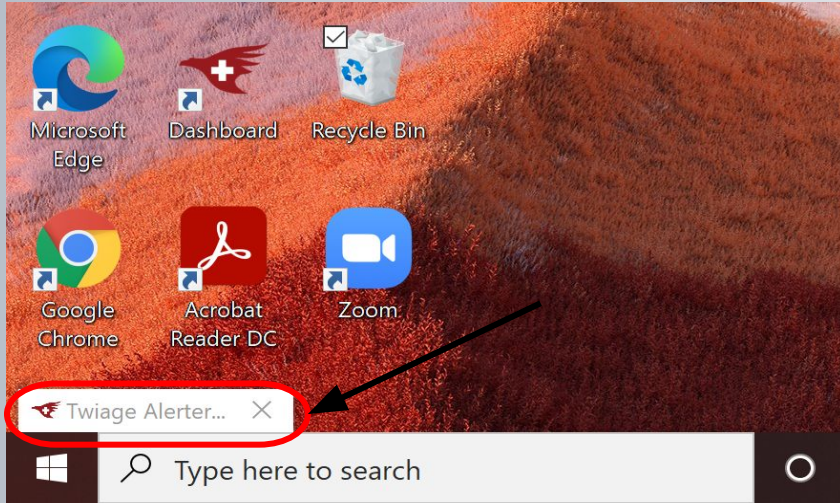
twiage

Hospital Dashboard & Alerter Training Presentation

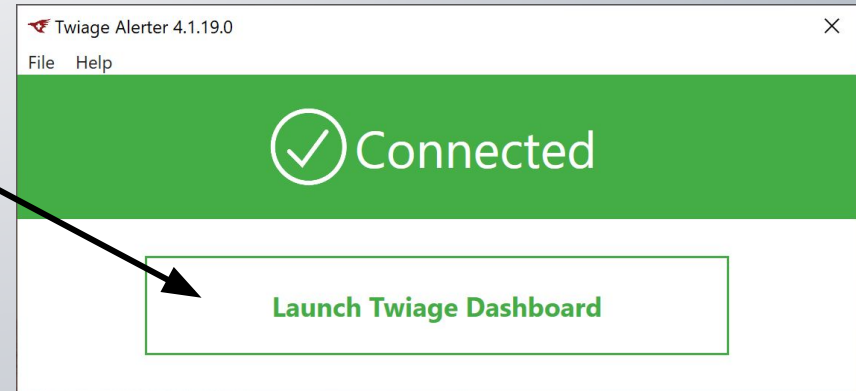
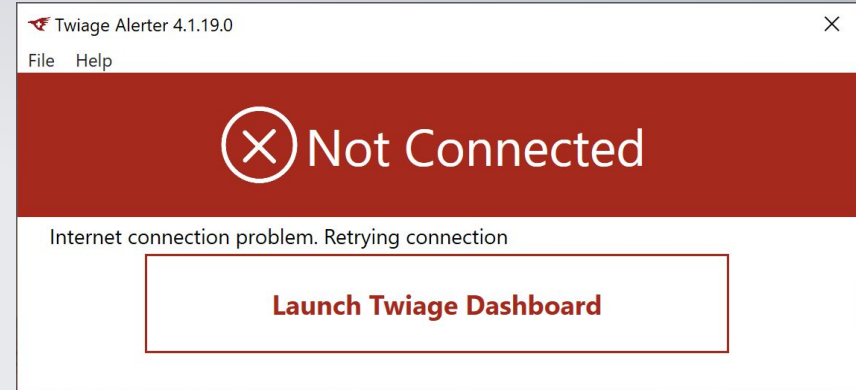
Twiage Alerter

- The Twiage Alerter program should be running in the background pushing incoming EMS case alerts on your workstation.
- You don't need to sign into alerter at any point. As long as there's an internet connection, it should be running in background as expected. If you like to configure the alerter please reach out to ED leadership or support.
- If you have any questions at any point please reach out to our support email: Support@twiagemed.com or call our help line at **(888)-589-4243**.

Twiage Alerter Program



- The alerter is a software program that will always be running in the background. It should be located on the bottom left of your screen. Click “Restore” to make sure the alerter is connected.
- You can click “Launch Twiage Dashboard”, and the Hospital dashboard will pop up in your browser.



Alert Notification

This alert will pop up whenever a new case comes in or new piece of clinical information is added to the case.

1. Shows which agency and truck number/name.
2. Each case has its own case number to access at a later time by admin user.
3. Patient's gender and age.
4. Tags are any signs, symptoms, or interventions seen by EMS.
5. Data associated with the case i.e.(photos, EKGs, videos, or voice memos)
6. Select silence alarm button to stop alerter sound.
7. Select show details button to pull up the Twiage hospital dashboard.
8. if the dashboard is already open then select close to avoid creating a new tab

 Alert ×

Routine: Incoming Patient

EMS Agency:	Patient:	Tags:	5 Data:
1 Heatherwood EMS	3 Female	4 Syncope, Fall, Gen.	PHOTO (1)
5-33-15	65 years	Weakness, O2, VSS, ALS	ID (1)
		On Board, Dizzy, SOB, Hx:	EKG (1)
2 Case #16662		Diabetes	VOICE (1)
			TEXT (5)

 **6**  Silence alarm

7  Show details

8 Close

Hospital Dashboard

- As a user, you have the ability to view incoming EMS cases triaged by each case's acuity level or GPS-tracked real-time ETAs, and communicate with EMS through multiple channels, allowing you to better prepare for the patient prior to arrival.
- You have the ability to send two way messages, view patient status through pictures and videos sent by EMS, and view ambulance locations all in real-time.
- The Hospital Dashboard is a website accessible on any browser from any computer in the ED.
 - <https://live.twiagemed.net/auth/signin>
- Each user should log in prior to their shift and log out after their shift has ended.
- If you require admin access at any point please reach out to our support email: Support@twiagemed.com or call our help line at **(888)-589-4243**.

Hospital Dashboard Guide



Login

🕒 10:48 am

Sign in using your e-mail address and password

**Enter Email or
Username**

Username

Username

Enter Password

Password

.....

[Reset password](#)

Click to Sign in

Sign in

Click link to reset Password

- Each case is colored according to their acuity. These cases will appear on the dashboard in realtime and in the order that they are received.

- If your user account is affiliated with multiple hospitals, you can view incoming cases from each hospital.

- Click each case to open a split screen view with more details.

- **Priority 1 = Emergency**
- **Priority 2 = Urgent**
- **Priority 3 = Routine**
- **Isolation = COVID and other precautions**

The screenshot displays the Twiage dashboard interface. At the top, there's a header with the Twiage logo, a 'Cases' dropdown, and user information: 'Hospital User' and '11:07 am'. Below the header, a navigation bar includes filters for 'View: All Recent Cases', 'Group by: None', 'Sort by: Newest', 'Hospitals: All', 'EMS Agencies: All', 'Complaints: All', and a 'Filters' button. The main content area shows three case cards, each for a different hospital: Chaouch Community Hospital, Chaouch Community Hospital, and Valhalla Hospital. Each card displays the case status (e.g., '16 min ETA', 'ARRIVED', 'CLOSED BY EMS'), a colored bar indicating the case type (e.g., 'PSYCH/TOX', 'ISOLATION', 'ROUTINE'), and a 'RM' value in a box. Below the bar, there's a 'Mark as Arrived' button, a 'Pre-register' button, and case details including the EMS name, medic number, phone number, and patient information (age, gender, medical history, etc.). The last updated time and user for each case are also shown at the bottom right of the card.

Hospital	Status	Case Type	RM	EMS	Medic	Phone	Patient Info	Last Updated	Updated By
Chaouch Community Hospital	16 min ETA ETA updated 24 minutes ago	PSYCH/TOX	10	Twiage Demo EMS	Medic 51 BLS	770-317-7124	66 YRS [M] : SECURITY Data: TEXT(3)	23 minutes ago	Achraf Chaouch
Chaouch Community Hospital	ARRIVED at 10:31 am 09/23	ISOLATION	Amb E	Twiage Demo EMS	Medic 51 BLS	770-317-7124	68 YRS [M] : COVID-19, Red Eyes, Runny Nose, SOB, Sore Throat, Recent Exposure Data: VOICEMEMO(1), ID(1), TEXT(4)	37 minutes ago	Achraf Chaouch
Valhalla Hospital	CLOSED BY EMS	ROUTINE	6	Heatherwood EMS	5-33-15 ALS		65 YRS [M] : SECURITY, Fall, Diarrhea, VSS, IV Data: EKG(1), TEXT(3)	an hour ago	Joshua Wolber

Hospital: Valhalla Hospital

1 ⌚ 22 min ETA

ROUTINE

3 RM: 7

2 Mark as Arrived

Case #: 16662

Heatherwood EMS

5-33-15 **ALS**

65 YRS [F] : Syncope, Fall, Gen.

Weakness, O2, VSS, ALS On Board

Data: EKG(1), PHOTO(1),

VOICEMEMO(1), ID(1) , TEXT(1)

Last updated a few seconds ago by Hospital User

1. Each case will show a real-time ETA of the patient, case number, Agency & Truck, as well as other pertinent information about the patient's condition.
2. You have the ability to select the marked as arrived button as soon as the patient enters the ER to timestamp that event.
3. By entering in a room number in the top left and selecting the green check mark, you can notify EMS of which room to bring the patient before they even get to the ER.

twiage Cases Hospital User 11:07 am

View: All Recent Cases Group by: None Sort by: Newest Hospitals: All EMS Agencies: All Complaints: All Filters

Hospital: Chaouch Community Hospital

16 min ETA PSYCH/TOX RM: 10
ETA updated 30 minutes ago
Mark as Arrived
Pre-register
Twilage Demo EMS 66 YRS [M] : SECURITY
Medic 51 BLS Data: TEXT(3)
770-317-7124
Case #: 16661
Last updated 23 minutes ago by Achraf Chaouch

Hospital: Chaouch Community Hospital

ARRIVED at 10:31 am 09/23 ISOLATION RM: Amb E
Mark as Arrived
Pre-register
Twilage Demo EMS 68 YRS [M] : COVID-19, Red Eyes, Runny Nose, SOB, Sore Throat, Recent Exposure
Medic 51 BLS Data: VOICEMEMO(1), ID(1), TEXT(4)
770-317-7124
Case #: 16660
Last updated 37 minutes ago by Achraf Chaouch

Hospital: Valhalla Hospital

CLOSED BY EMS ROUTINE RM: 6
Mark as Arrived
Heatherwood EMS 65 YRS [M] : SECURITY, Fall, Diarrhea, VSS, IV
5-33-15 ALS Data: EKG(1), TEXT(3)
Last updated an hour ago by Joana Wobler

- As you click on each case, they will highlight blue and move into our split screen view.
- In splitscreen, you have the ability to acknowledge cases and have a two way text chat throughout the duration of the case.

twiage Cases Hospital User 11:37 am

View: All Recent Cases Group by: None Sort by: Newest Hospitals: All EMS Agencies: All Complaints: All Filters

Hospital: Chaouch Community Hospital

16 min ETA PSYCH/TOX RM: 10
ETA updated an hour ago
Mark as Arrived
Pre-register
Twilage Demo EMS 66 YRS [M] : SECURITY
Medic 51 BLS Data: TEXT(3)
770-317-7124
Case #: 16661
Last updated an hour ago by Achraf Chaouch

Hospital: Chaouch Community Hospital

ARRIVED at 10:31 am 09/23 ISOLATION RM: Amb E
Mark as Arrived
Pre-register
Twilage Demo EMS 68 YRS [M] : COVID-19, Red Eyes, Runny Nose, SOB, Sore Throat, Recent Exposure
Medic 51 BLS Data: VOICEMEMO(1), ID(1), TEXT(4)
770-317-7124
Case #: 16660
Last updated an hour ago by Achraf Chaouch

Hospital: Valhalla Hospital

CLOSED BY EMS ROUTINE RM: 6
Mark as Arrived
Heatherwood EMS 65 YRS [M] : SECURITY, Fall, Diarrhea, VSS, IV
5-33-15 ALS Data: EKG(1), TEXT(3)
Last updated an hour ago by Joana Wobler

66 YRS [M] PSYCH/TOX Case #: 16661

Hospital Time: EMS Time:
Not arrived yet 00:55:43
Started: 10:41 am 09/23

Active Tags
SYMPTOM: SECURITY

Team Activation
STEMI REGISTRATION TNK

Timeline
Type your question or comment here. Send Acknowledge

Room assigned: 10
10:45 am 09/23 Achraf Chaouch, Chaouch Community Hospital

65 YRS [F] ROUTINE

Case #: 16662

Hospital Time:

Not arrived yet

EMS Time:

00:04:11

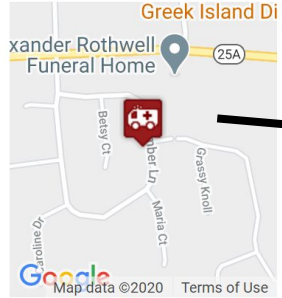
Started: 12:25 pm 09/23

Active Tags

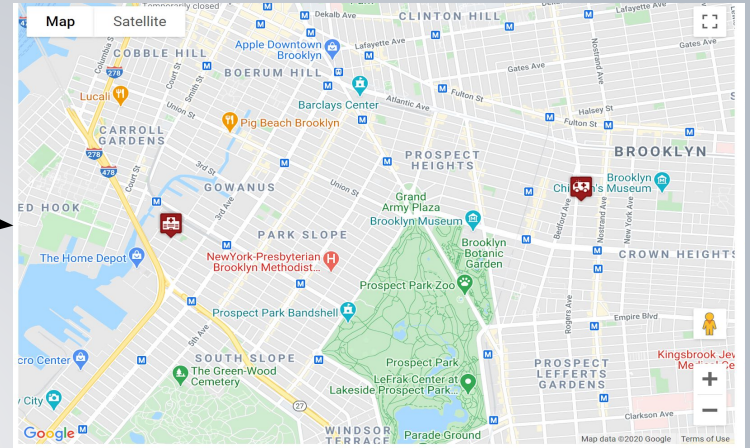
SYMPTOM: Syncope, Fall, Gen. Weakness

INTERVENTION: O2, ALS On Board

VITAL: VSS



Case Report



Timeline

Type your question or comment here.

Send

Acknowledge

Thank you!

🕒 12:28 pm 09/23 Joshua Wolber , Heatherwood EMS

Room Assigned: 7b

🕒 12:28 pm 09/23 Hospital User , Valhalla Hospital

send pic of patient

🕒 12:28 pm 09/23 Hospital User , Valhalla Hospital

- In split screen we can see the time the EMS began the case on the right and as soon as we mark them as arrived the EMS Time will stop.
- The Hospital Time clock will then begin on the left to mark the time the patient has been in the ED.
- By clicking on the map, you can zoom in and out to see exactly where the ambulance is in relation to your hospital.

65 YRS [F] ROUTINE

Case #: 16662

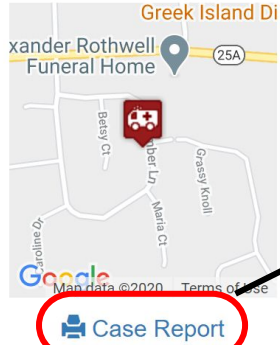
Hospital Time:

EMS Time:

Not arrived yet

00:04:11

Started: 12:25 pm 09/23



Active Tags

SYMPTOM: Syncope, Fall, Gen. Weakness

INTERVENTION: O2, ALS On Board

VITAL: VSS

Timeline

Type your question or comment here.

Send

Acknowledge

Thank you!

🕒 12:28 pm 09/23 Joshua Wolber , Heatherwood EMS

Room Assigned: 7b

🕒 12:28 pm 09/23 Hospital User , Valhalla Hospital

send pic of patient

🕒 12:28 pm 09/23 Hospital User , Valhalla Hospital



Case #	Started	Company	Cellphone
16662	23 Sep 2020 12:25	Heatherwood EMS	
Severity/Chief Complaint:			
Priority 3: Routine			
Date/Time	Type	Data	Medic
23 Sep 2020 12:25	CASE OPENED		Joshua Wolber
23 Sep 2020 12:25	SET AGE	65 Years Old	Joshua Wolber
23 Sep 2020 12:25	SET GENDER	Female	Joshua Wolber
23 Sep 2020 12:25	SEVERITY	Routine	Joshua Wolber
23 Sep 2020 12:25	ADD SYMPTOM	Syncope	Joshua Wolber
23 Sep 2020 12:25	ADD SYMPTOM	Fall	Joshua Wolber
23 Sep 2020 12:25	ADD SYMPTOM	Gen. Weakness	Joshua Wolber
23 Sep 2020 12:25	ADD INTERVENTION	O2	Joshua Wolber
23 Sep 2020 12:25	ADD VITAL	VSS	Joshua Wolber
23 Sep 2020 12:25	ADD INTERVENTION	ALS On Board	Joshua Wolber
23 Sep 2020 12:25	SELECT DESTINATION	Valhalla Hospital	Joshua Wolber
23 Sep 2020 12:25	PREVIOUS HOSPITALS	Valhalla Hospital	Joshua Wolber
23 Sep 2020 12:25	ROOM ASSIGNED	7	Hospital User
23 Sep 2020 12:25	HOSPITAL MESSAGE	Case successfully delivered to Valhalla Hospital	Twiage System
23 Sep 2020 12:26	EKG UPLOADED	SEE BELOW	undefined undefined
23 Sep 2020 12:26	PHOTO UPLOADED	SEE BELOW	undefined undefined
23 Sep 2020 12:26	VOICEMEMO UPLOADED		undefined undefined
23 Sep 2020 12:26	ID UPLOADED	SEE BELOW	undefined undefined
23 Sep 2020 12:27	ACKNOWLEDGED	Valhalla Hospital	Hospital User
23 Sep 2020 12:28	ROOM ASSIGNED	7b	Hospital User
23 Sep 2020 12:28	HOSPITAL MESSAGE	send pic of patient	Hospital User
23 Sep 2020 12:28	EMS MESSAGE	Thank you!	Joshua Wolber

- By selecting “Case Report” you can give EMS a timestamped report of the case showing all tags, pictures, and messages seen on the timeline.
- **Be sure to always click the blue ‘Acknowledge’ button after silencing the alerter.**
- You can also send messages to EMS by typing in the timeline and clicking the green ‘Send’ when done.

- Each message sent between the hospital user and EMS provider will be documented and time stamped on the timeline itself.

1. You have the ability to play voice memos sent by EMS as many times as needed.

2. You also have the ability to download the voice message as well.

3. Be sure to select the “Send” button or hit the “Enter” key after inputting your question or comment.

The screenshot displays a medical communication interface. At the top, under 'Active Tags', it lists: SYMPTOM: Chest Pain, VITAL: BP>180/100, and INTERVENTION: Nitro. To the right is a Google map showing a location near Carolina Ct and Maria Ct, with a 'Case Report' button below it. The main section is titled 'Timeline' and contains a text input field with the placeholder 'Type your question or comment here.' To the right of the input field are two buttons: a green 'Send' button and a blue 'Acknowledge' button. Below the input field, a notification states: '10/4 we received your voice memo!' with a timestamp of '12:44 pm 10/13' and the user 'Hospital User, Valhalla Hospital'. Below this is a voice memo entry: 'VOICEMEMO from Joshua Wolber' with a timestamp of '12:43 pm 10/13'. The voice memo player shows a progress bar at '0:00 / 0:08' and includes a play button, a volume icon, and a three-dot menu icon. Below the voice memo is an 'Acknowledged' notification with a timestamp of '12:43 pm 10/13' and the user 'Hospital User, Valhalla Hospital'. Below that is a 'SET DESTINATION' entry by Joshua Wolber at '12:42 pm 10/13', with the destination set to 'Valhalla Hospital'. At the bottom, a final notification states: 'Case successfully delivered to Valhalla Hospital' with a timestamp of '12:42 pm 10/13' and the user 'Twiage System, Twiage'.

Active Tags

SYMPTOM: Chest Pain
VITAL: BP>180/100
INTERVENTION: Nitro

Timeline

Type your question or comment here.

Send Acknowledge

10/4 we received your voice memo!
12:44 pm 10/13 Hospital User, Valhalla Hospital

VOICEMEMO from Joshua Wolber 12:43 pm 10/13

1 0:00 / 0:08 2

Acknowledged
12:43 pm 10/13 Hospital User, Valhalla Hospital

SET DESTINATION by Joshua Wolber 12:42 pm 10/13
Valhalla Hospital

Case successfully delivered to Valhalla Hospital
12:42 pm 10/13 Twiage System, Twiage

Timeline

Type your question or comment here.

Send

Acknowledge

ID from Joshua Wolber 04:08 pm 10/06



Rotate Left Rotate Right

Send patient ID

04:07 pm 10/06 Joshua Wolber, Valhalla Hospital

Print



Zoom controls: +, -, H, C, S, R

- By clicking on photos in the timeline you can print, zoom in or out, and rotate the photos to view them from multiple perspectives.

twiage Cases ▾ Hospital User

View: All Recent Cases ▾ Group by: None ▾ Sort by: Newest ▾ Hospitals: All ▾ EMS Agencies: All ▾ Complaints: All ▾

Hospital: McKay Me

⌚ 17 min ETA
ETA updated 12 minutes ago

Mark as Arrived

All Recent Cases
Next Arriving
Arrived
Archived

RM: 2

54 YRS [M] TRAUMA

Hospital Time: EMS Time:

- Cases that appear on the hospital dashboard can be filtered depending on their arrival status.
- You also have the ability to filter the cases from newest to oldest, from a specific hospital or EMS agency, or you can filter them by complaint.
- All cases will be saved on the dashboard for up to 5 days via the archived filter.

Thank you for using Twiage!

support@twiagemed.com

Twiage Help Line: (888)-589-4243