



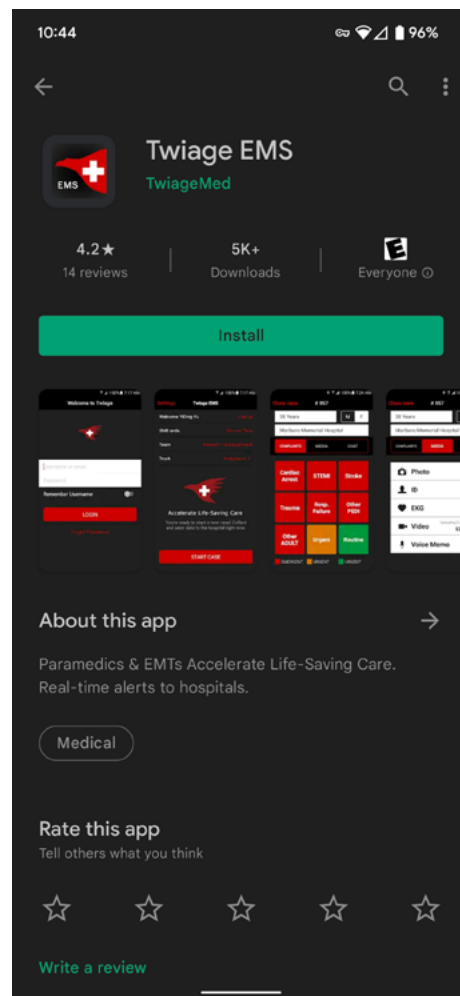
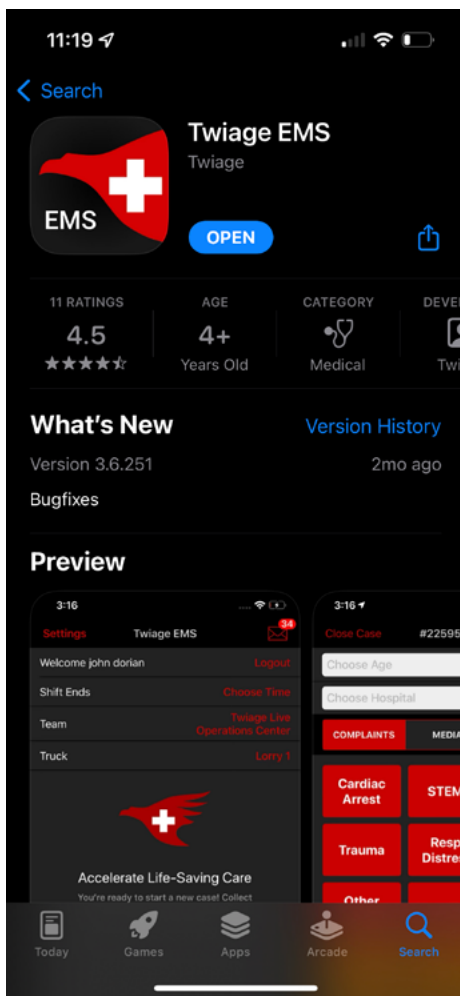
EMS App Training Guide

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App Store Download

1. Navigate to the Apple App Store or Google Play Store application on the device.
 2. Select the Search Option.
 3. Type "Twiage EMS" in the search bar and tap search.
 4. Select the "Get" or "Install" option next to the pictured application.
 5. Once downloaded, the application will appear on your home screen and will be ready for use.
- *Keep in mind you might see Twiage STAT, which is only for hospital users. Be sure to select **Twiage EMS** in the app store.



Device Permissions for the EMS App

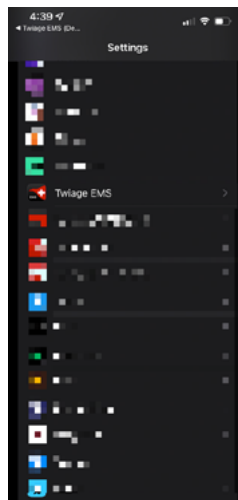
The Twiage EMS App requires certain permissions to be enabled to ensure full use of the media upload features and ETA calculation. **Note that the Twiage EMS App stores no data from reports permanently on your device, and location is only tracked when a Case is open.**

The following steps will help you enable these permissions on your personally owned device. For company owned devices, please consult your agency leadership or IT personnel before proceeding.

iOS:

Navigate to your iPhone Settings. Tap "Twiage EMS" in your list of apps. Verify that:

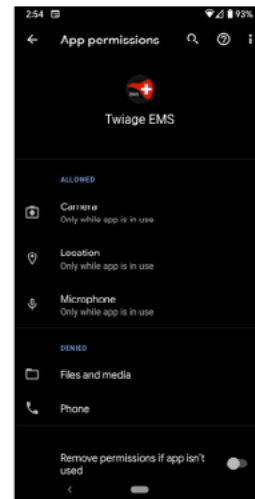
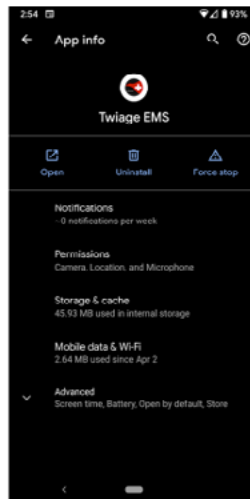
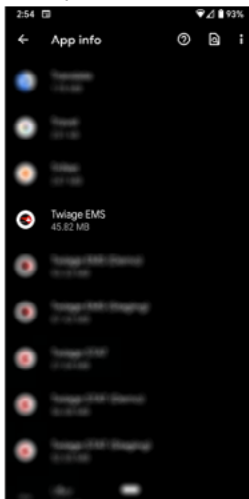
- Set location to "Always" or "While Using" to ensure accurate ETAs.
- Enable camera and microphone to ensure Media upload is available.
- Enable notifications to ensure messages are received from the Hospital.
- Enable Background App Refresh to ensure messages and updates are received when the App is running in the background.



Android:

Navigate to your Android Settings. Tap "Apps & notifications," then "See all apps." Tap "Twiage EMS" in your list of Apps. Verify that:

- Notifications are enabled to ensure messages are received from the Hospital.
- Permissions for Camera, Microphone, and Location are set to "Only while app is in use" to ensure accurate ETAs and ability to upload media.





Login Screen/Credentials

The screenshot shows the Twiage EMS (Demo) login interface. At the top, the status bar displays the time 11:27 and signal/battery icons. Below the status bar, the text "Welcome to Twiage EMS (Demo)" is centered. A large red bird icon with a white cross is prominently displayed. Below the icon, there are two input fields: "Username or Email" and "Password". To the right of these fields, red arrows point to them with the labels "Enter Username or Email" and "Enter Password" respectively. Below the input fields, there is a "Remember Username" toggle switch, which is currently turned on. A red arrow points to it with the label "Toggle to Remember Username". Below the toggle, there is a red "LOGIN" button. A red arrow points to it with the label "Tap to Login". Below the button, there is a link labeled "Forgot Password" in red text. A red arrow points to it with the label "Tap to Reset Password". At the bottom of the screen, there is contact information for Customer Support: "support@twiagemed.com" and "(888) 589-4243". The version number "v3.6.266-DEMO (1901)" is displayed at the very bottom.

11:27

Welcome to Twiage EMS (Demo)

Username or Email

Password

Remember Username

LOGIN

Forgot Password

Customer Support
support@twiagemed.com
(888) 589-4243

v3.6.266-DEMO (1901)

Enter Username or Email

Enter Password

Toggle to Remember Username

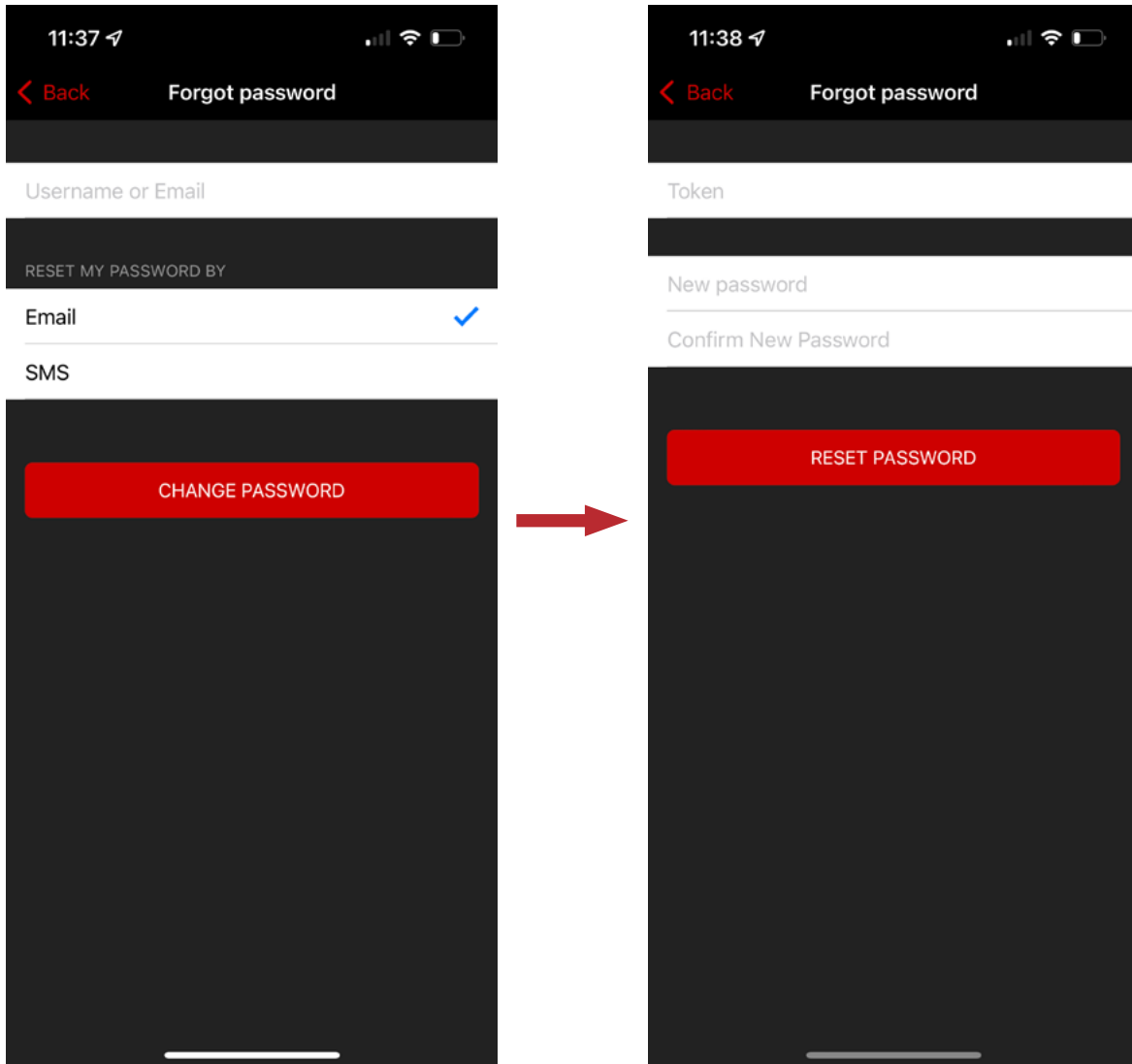
Tap to Login

Tap to Reset Password

Individual Users: You should have received a Welcome Email from support@twiagemed.com in your inbox with your username and a link to create your password.

Generic Users: If you are utilizing an agency account, please ask your supervisor for your credentials.

Forgot Password



The image displays two sequential mobile app screens for the 'Forgot Password' process. Both screens have a dark background and a white status bar at the top showing the time and battery level.

Left Screen (11:37):

- Header: '< Back' and 'Forgot password'.
- Input field: 'Username or Email'.
- Section: 'RESET MY PASSWORD BY'.
- Options: 'Email' (selected with a blue checkmark) and 'SMS'.
- Button: A red button labeled 'CHANGE PASSWORD'.

Right Screen (11:38):

- Header: '< Back' and 'Forgot password'.
- Input field: 'Token'.
- Input field: 'New password'.
- Input field: 'Confirm New Password'.
- Button: A red button labeled 'RESET PASSWORD'.

A red arrow points from the 'CHANGE PASSWORD' button on the left screen to the 'RESET PASSWORD' button on the right screen.

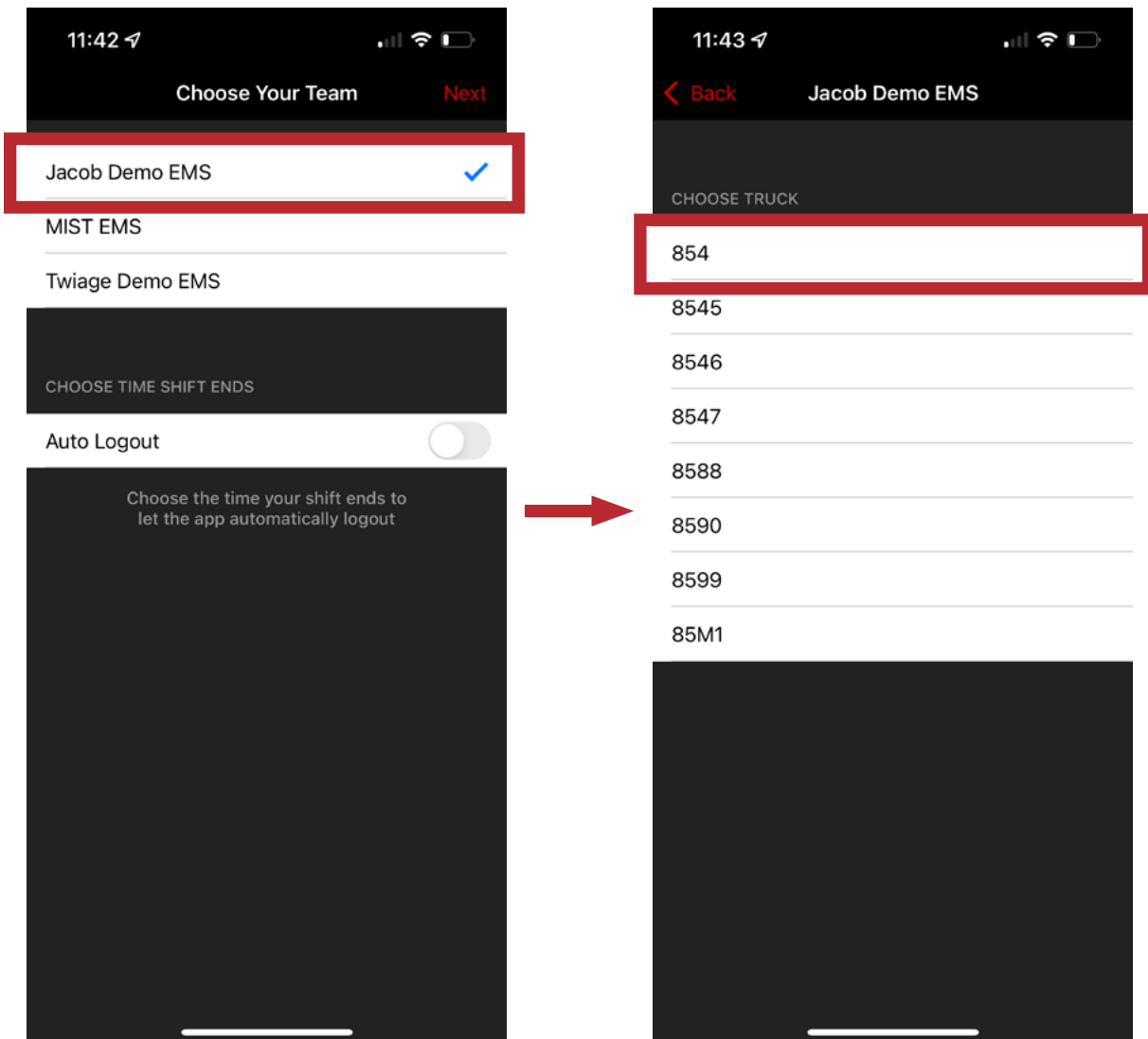
If you've forgotten your password:

1. After entering your Username or Email Address, select to reset password by either email or text message, then click the red "Change Password" button.
2. If you selected to reset your password by SMS or text message, you will receive a text message with a token that you can enter in the top box labeled "Token." You can then enter a new password and select the red "Reset Password" button to reset your password.

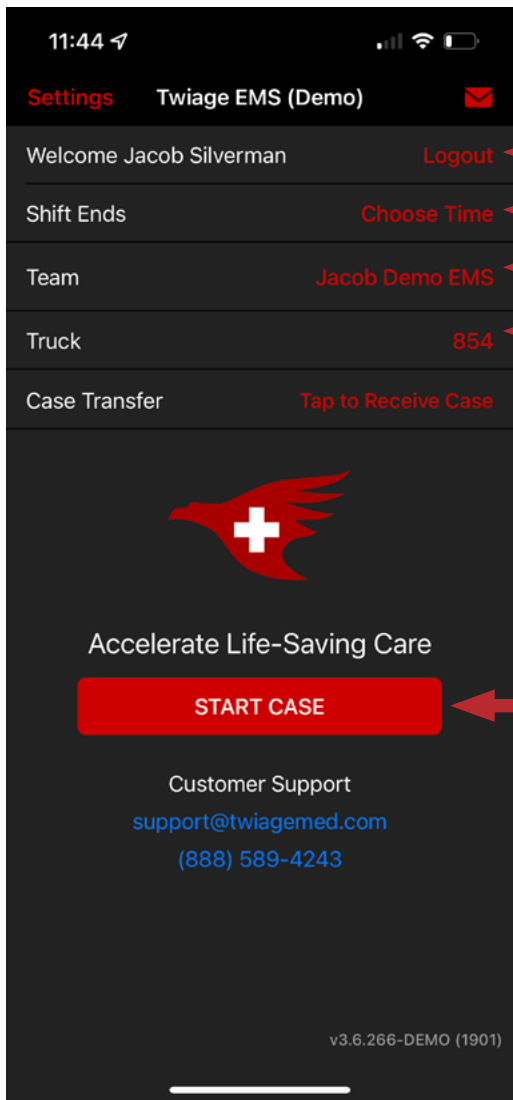
If you selected to reset your password by Email, you will receive an email with a link to reset your password on the twiagedmed.net site. After resetting, return to the Twiage EMS App to log in.

Navigating the App

1. Select your agency from the Choose Your Team page. Note that your Twiage EMS account can be linked with multiple agencies. To do so, please contact support@twiagemed.com.
2. Select your truck from the Choose Truck page.



Navigating the App

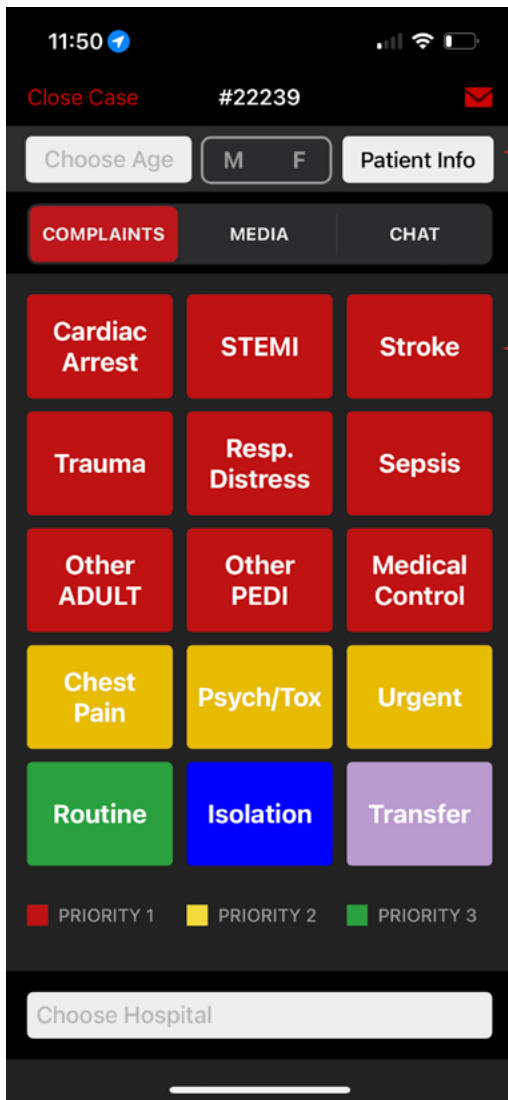


The screenshot shows the Twiage EMS (Demo) app interface. At the top, the status bar displays the time 11:44 and signal icons. The app header includes 'Settings', 'Twiage EMS (Demo)', and a red envelope icon. The main menu lists several options with red text labels and arrows pointing to them:

- Welcome Jacob Silverman** with a red **Logout** label and arrow: Tap to Log Out
- Shift Ends** with a red **Choose Time** label and arrow: Tap to Set Automatic Logout Time
- Team** with a red **Jacob Demo EMS** label and arrow: Tap to Return to **Choose Your Team** Screen
- Truck** with a red **854** label and arrow: Tap to Return to **Choose Truck** Screen
- Case Transfer** with a red **Tap to Receive Case** label and arrow: Tap to Start a New Twiage Case and begin entering patient data

Below the menu, there is a large red button labeled **START CASE**. Below this button, the text 'Accelerate Life-Saving Care' is displayed, followed by 'Customer Support', the email address support@twiagemed.com, and the phone number (888) 589-4243. At the bottom, the version number v3.6.266-DEMO (1901) is shown.

Starting a Case



The screenshot shows the twiage app interface for starting a case. At the top, the status bar shows 11:50, a location pin, and signal/battery icons. Below the status bar, there's a header with "Close Case" in red, the case number "#22239", and a red envelope icon. The main interface is divided into sections. The first section has three buttons: "Choose Age", "M" (Male), and "F" (Female). The second section has three buttons: "Patient Info", "COMPLAINTS", "MEDIA", and "CHAT". The third section is a grid of complaint buttons: "Cardiac Arrest", "STEMI", "Stroke", "Trauma", "Resp. Distress", "Sepsis", "Other ADULT", "Other PEDI", "Medical Control", "Chest Pain", "Psych/Tox", "Urgent", "Routine", "Isolation", and "Transfer". The fourth section shows a legend for priorities: "PRIORITY 1" (red), "PRIORITY 2" (yellow), and "PRIORITY 3" (green). The bottom section has a "Choose Hospital" button.

Tap to set Age, Sex, and Patient Info

Choose a Complaint to add tags for
vitals, interventions, and symptoms

Patient Info Feature



11:50

Close Case #22239

Choose Age M F Patient Info

COMPLAINTS MEDIA CHAT

Cardiac Arrest STEMI Stroke

Trauma Resp. Distress Sepsis

Other ADULT Other PEDI Medical Control

Chest Pain Psych/Tox Urgent

Routine Isolation Transfer

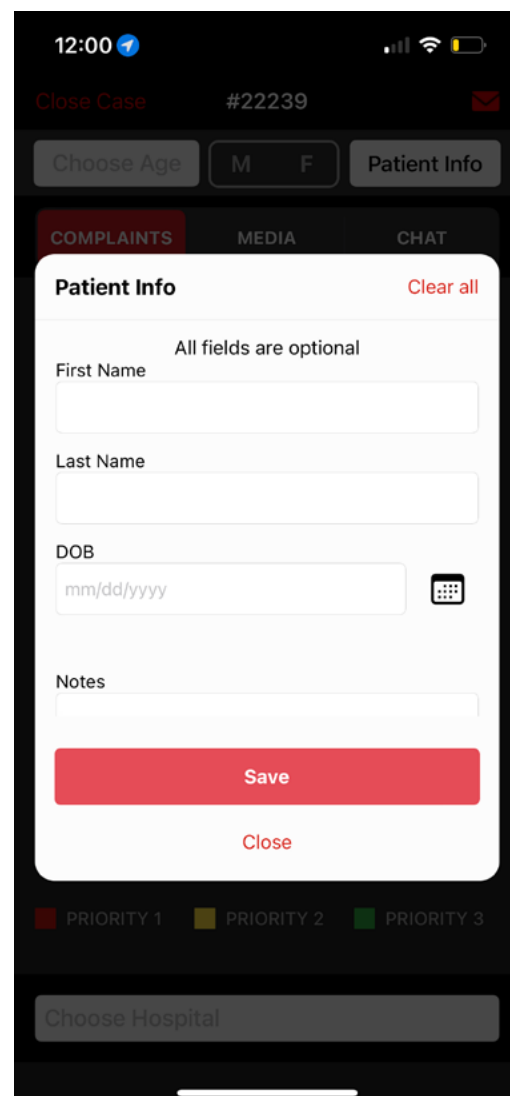
PRIORITY 1 PRIORITY 2 PRIORITY 3

Choose Hospital

Clicking on “Patient Info” brings up the optional patient information panel.

From here, you can enter the patient’s full name, date of birth, and any notes. Note that these fields are completely optional.

These fields are customizable; please feel free to reach out to support@twiagemed.com to have your Patient Info panel customized.



12:00

Close Case #22239

Choose Age M F Patient Info

COMPLAINTS MEDIA CHAT

Patient Info Clear all

All fields are optional

First Name

Last Name

DOB

mm/dd/yyyy

Notes

Save

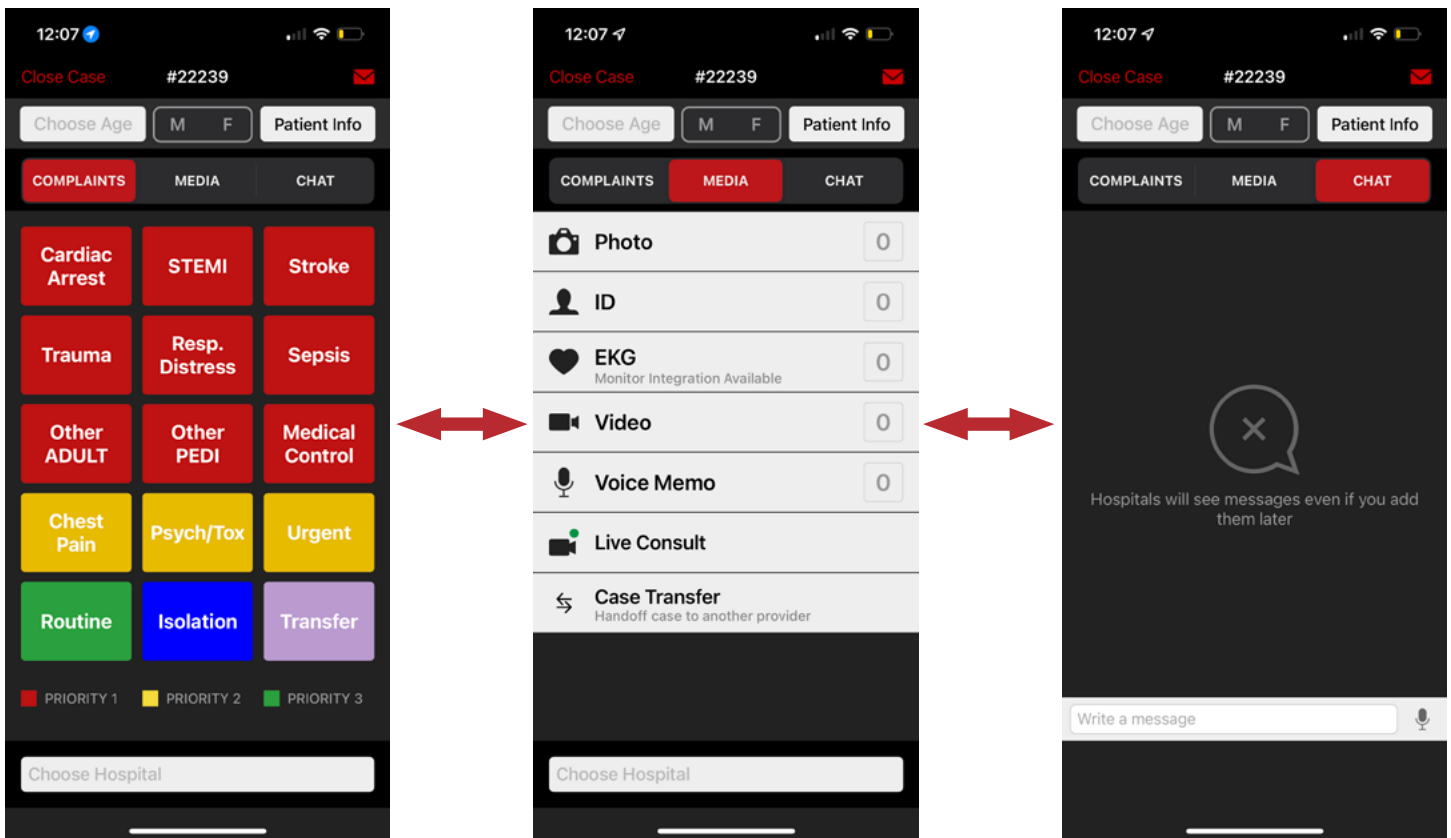
Close

PRIORITY 1 PRIORITY 2 PRIORITY 3

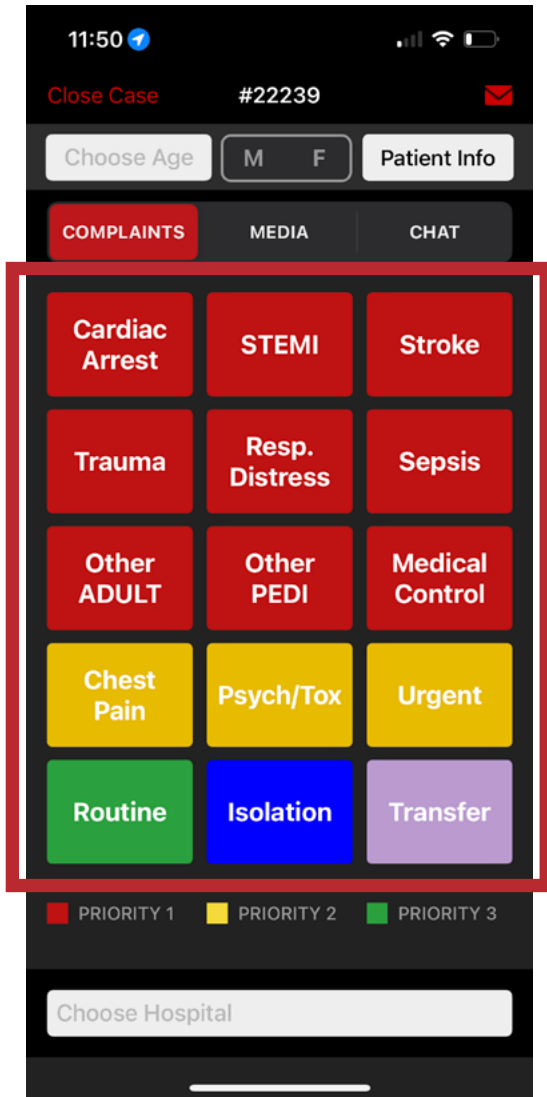
Choose Hospital

3 Basic Screens

Twiage has 3 basic screens: Complaints, Media, and Chat. Swipe left or right, or tap the name on the bar to navigate between the screens.



Complaints Screen



11:50

Close Case #22239

Choose Age M F Patient Info

COMPLAINTS MEDIA CHAT

Cardiac Arrest	STEMI	Stroke
Trauma	Resp. Distress	Sepsis
Other ADULT	Other PEDI	Medical Control
Chest Pain	Psych/Tox	Urgent
Routine	Isolation	Transfer

PRIORITY 1 PRIORITY 2 PRIORITY 3

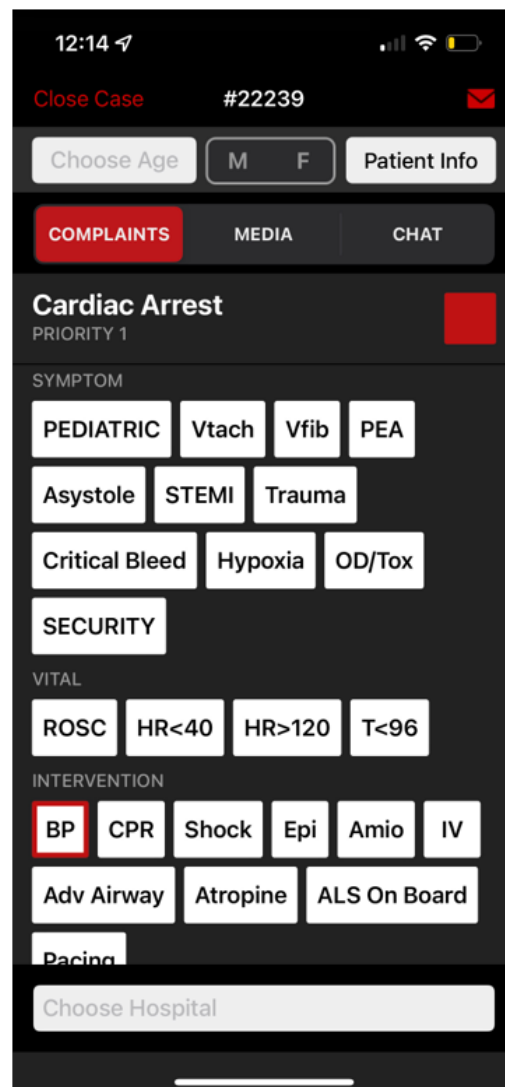
Choose Hospital

Tap on a colored square to select a Chief Complaint:

Red: Priority 1 = Emergent
Yellow: Priority 2 = Urgent
Green: Priority 3 = Routine
Blue = Isolation
Lavender = Transfer

Note that Complaints and Tags will vary based on local protocols and medical direction for your agency. Those shown here are for demonstration.

Change complaints by tapping on the Complaint Bar or Colored Square



12:14

Close Case #22239

Choose Age M F Patient Info

COMPLAINTS MEDIA CHAT

Cardiac Arrest

PRIORITY 1

SYMPTOM

PEDIATRIC Vtach Vfib PEA

Asystole STEMI Trauma

Critical Bleed Hypoxia OD/Tox

SECURITY

VITAL

ROSC HR<40 HR>120 T<96

INTERVENTION

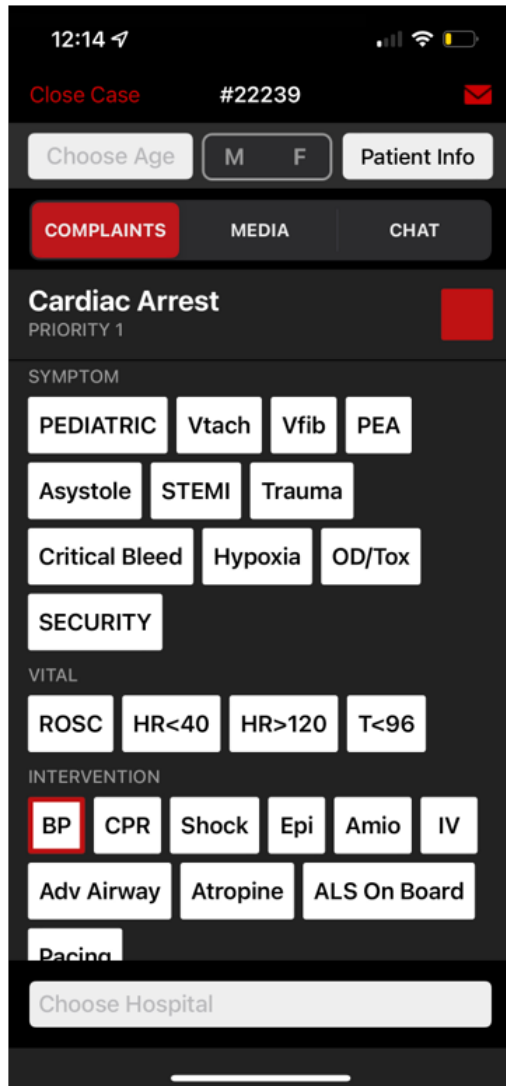
BP CPR Shock Epi Amio IV

Adv Airway Atropine ALS On Board

Pacing

Choose Hospital

Tags Screen



The screenshot shows the Twiage interface for a patient with a Chief Complaint of "Cardiac Arrest" (Priority 1). The screen is organized into sections for SYMPTOM, VITAL, and INTERVENTION. The "BP" tag under the INTERVENTION section is highlighted with a red border. At the bottom, there is a "Choose Hospital" input field.

12:14

Close Case #22239

Choose Age M F Patient Info

COMPLAINTS MEDIA CHAT

Cardiac Arrest
PRIORITY 1

SYMPTOM

PEDIATRIC Vtach Vfib PEA

Asystole STEMI Trauma

Critical Bleed Hypoxia OD/Tox

SECURITY

VITAL

ROSC HR<40 HR>120 T<96

INTERVENTION

BP CPR Shock Epi Amio IV

Adv Airway Atropine ALS On Board

Pacing

Choose Hospital

Tags allow you to add information about the Chief Complaint (symptoms, vitals, and interventions).

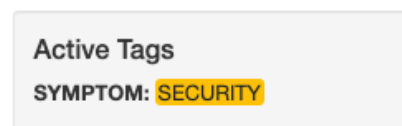
The tags screen is customized to each Chief Complaint.

Tap any tag to select and highlight.

To de-select a highlighted tag, tap again.

All actions are timestamped to show the hospital a timeline of events.

Note that the SECURITY tag appears under every complaint set. This is a discreet method of requesting hospital security. The tag will show up in highlighted yellow on the hospital dashboard.



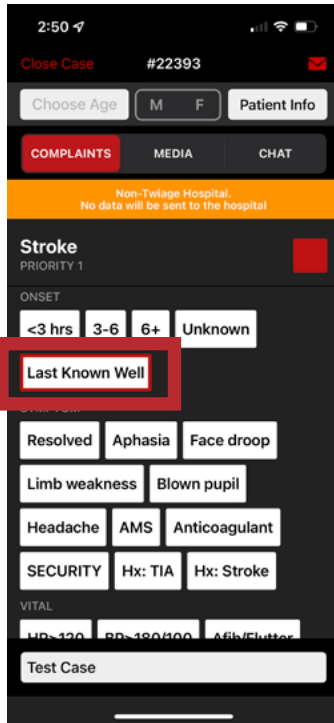
The screenshot shows a "Hospital Dashboard" with a section titled "Active Tags". Under this section, the text "SYMPTOM: SECURITY" is displayed, with the word "SECURITY" highlighted in yellow.

Active Tags

SYMPTOM: SECURITY

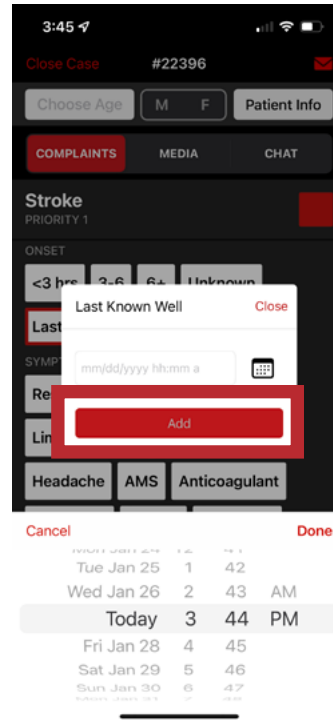
Hospital Dashboard

Data-Enabled Tags



Certain tags allow you to enter specific data.

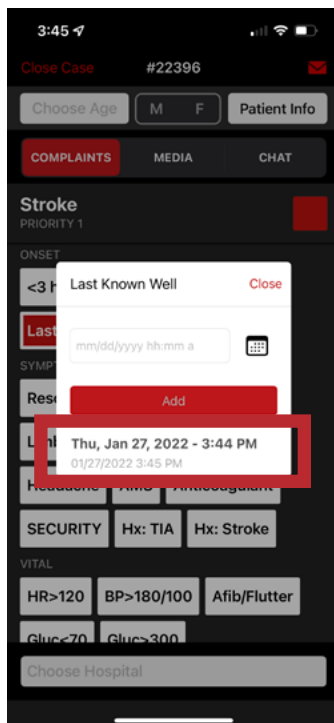
Data-enabled tags will be highlighted with a border the color of the selected complaint.



Click on the data-enabled tag and enter your data.

Tag types may include blood pressure, respiratory rate, heart rate, BGL, and Last Known Well.

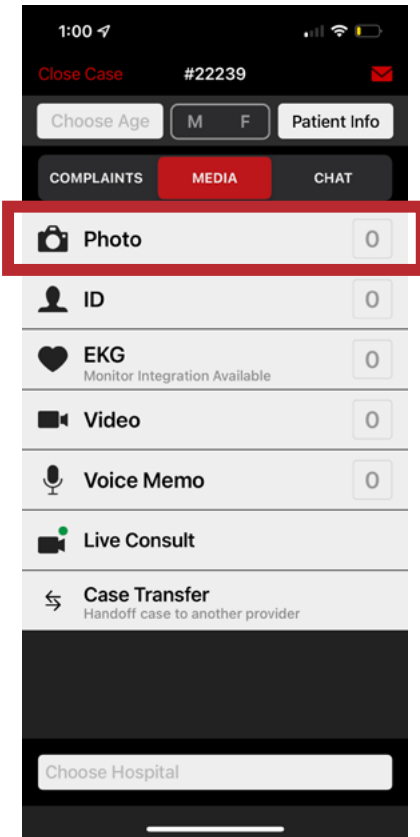
When done entering data, press "Add."



Data entered into a tag will be stored and can be reviewed by the EMS user at any point during the case by clicking on the tag again.

Users have the ability to continue to add data even after the initial entry.

Media: Photo

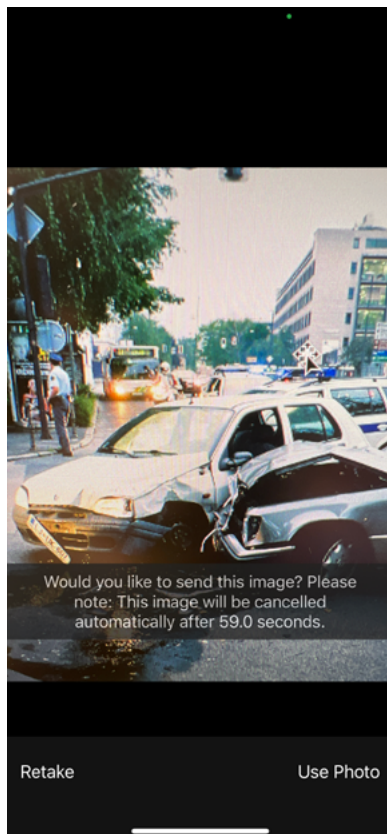


You have the ability to take an unlimited number of photos through the Twiage App.

Examples:

- Trauma Scenes
- Injuries
- Medication Lists
- Pill Bottles
- Home Living Environment
- Patient Signs & Symptoms

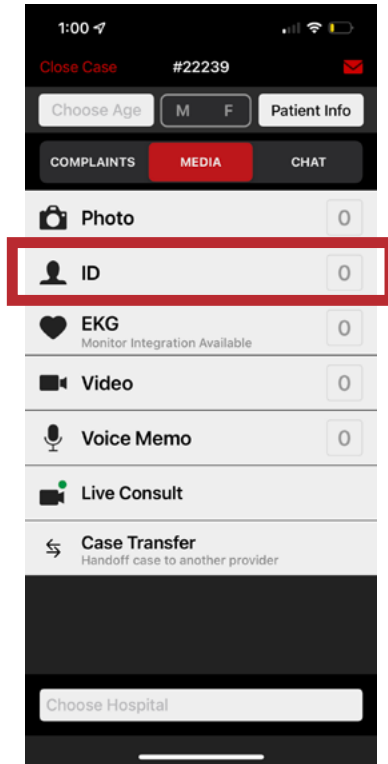
***Note that no photo, ID, video, EKG, or voice memo is ever saved to the device itself.**



After taking a picture, you have the ability to review the photo for a maximum of 60 seconds, after which it will be cancelled. If you would like to send this image to the hospital, press "Use Photo." If you would like to take a new photo, press "Retake."

Media: ID/EKG

ID:

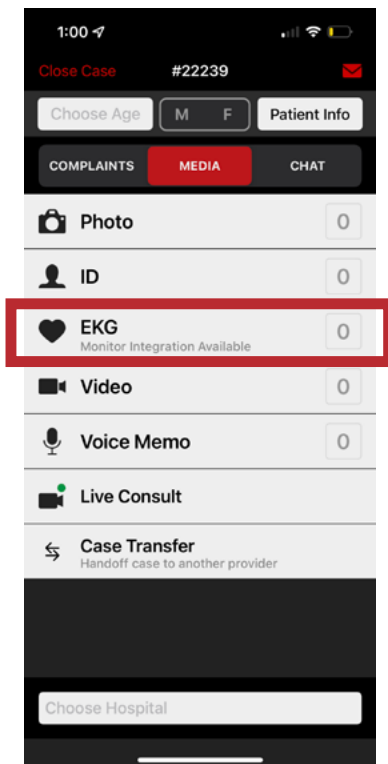


Examples:

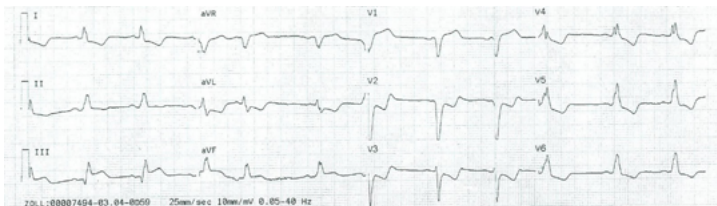
- Driver's License
- Photo ID
- License Plate
- Insurance Card

Hospitals may pre-register the patient using a patient ID.

EKG:



Tapping EKG allows you to either use the Monitor Integration feature (only with the Zoll X-Series Monitor) or take a picture of the EKG strip or monitor screen.



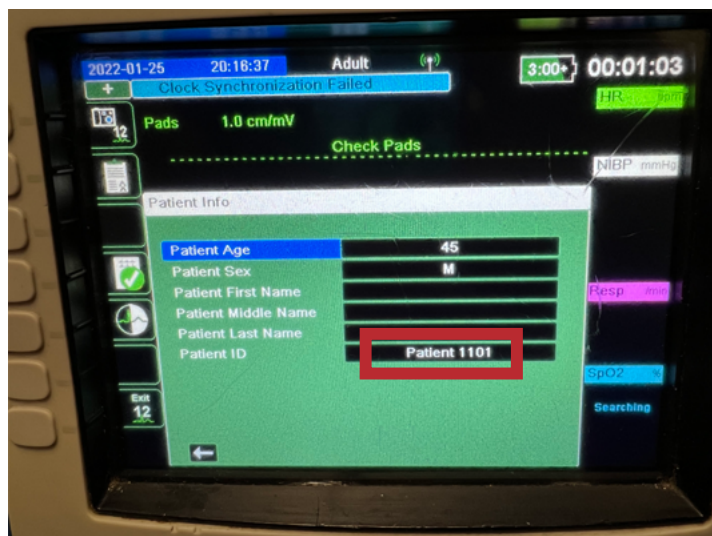
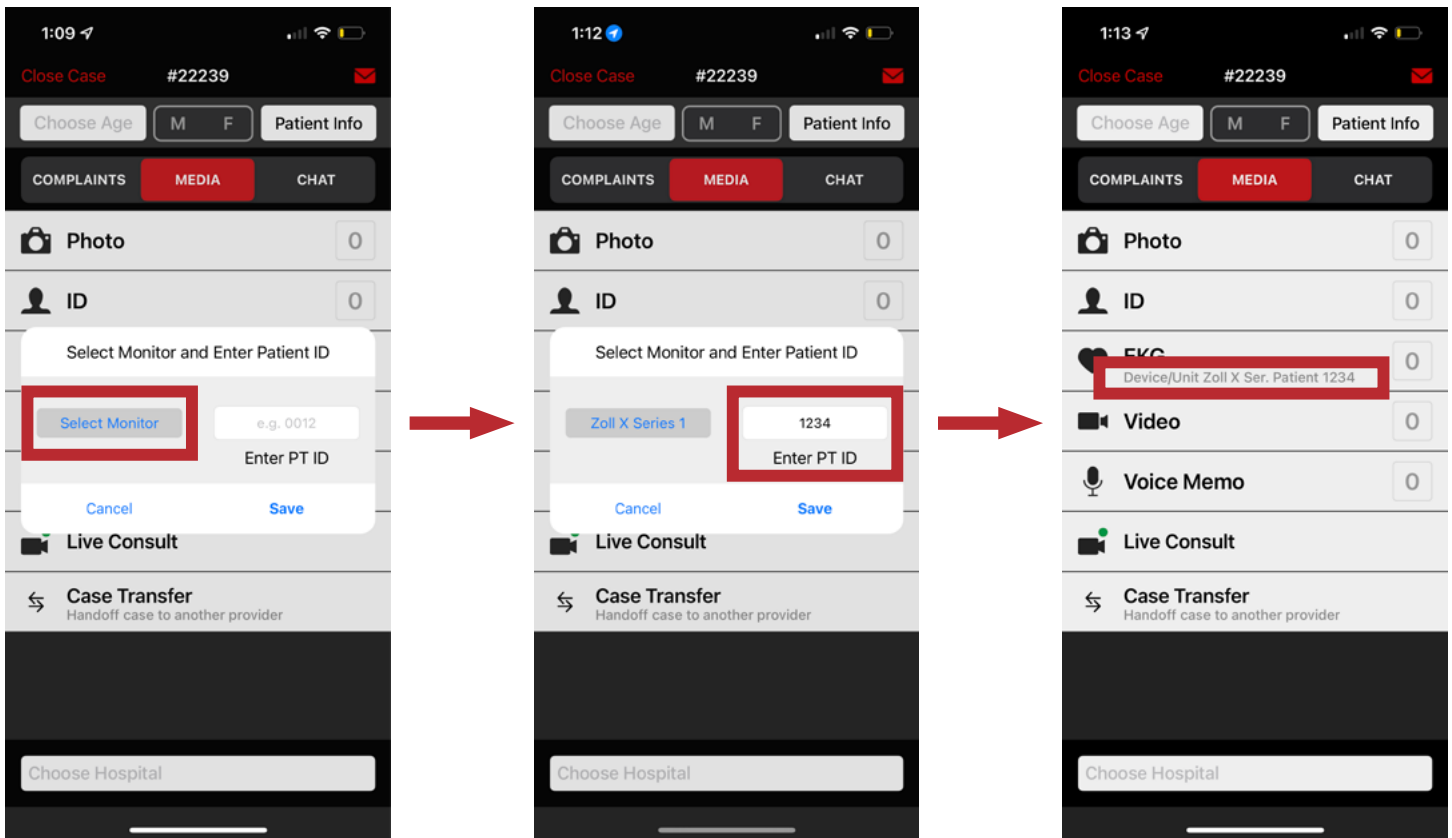
EKG: Zoll Monitor Integration

If your agency's Zoll X-Series Monitors have been configured for the Zoll Integration, tap "Monitor Integration."

On the popup, select the monitor name and enter the four digit Patient ID. The Patient ID is found on the EKG printout strip or on the screen that appears on the monitor before running the 12-lead when entering the patient's age and sex.

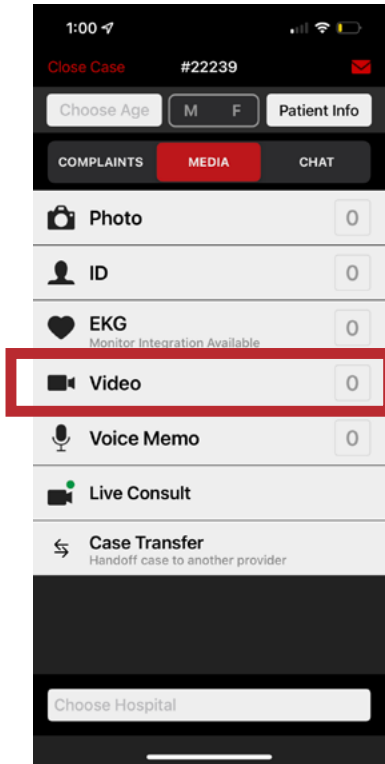
Tap "Save" to complete the integration on the Twiage EMS App. The selected monitor name and patient ID will be displayed in the EKG category.

After configuring the integration in the Twiage EMS App, transmit the 12-lead to the Hospital via the Zoll monitor using your standard procedure. After transmitting, a message in the Chat will confirm the 12-lead was attached.



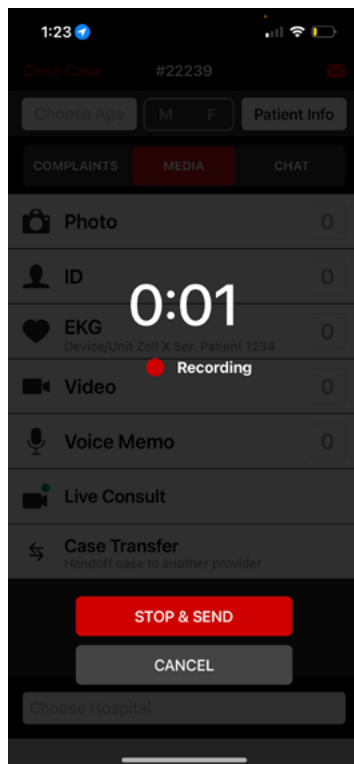
Media: Video/Voice Memo

Video:



You can upload an unlimited number of 30-second video clips to document mechanisms of injury, stroke/TIA symptoms, living conditions, patient refusals, and more.

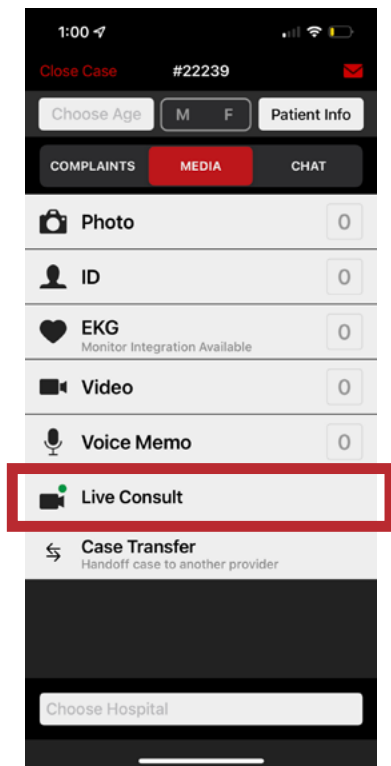
Voice Memo:



Tapping "Voice Memo" allows you to send a verbal update to the hospital. Press "Stop & Send" once you are done, or "Cancel" to stop recording.

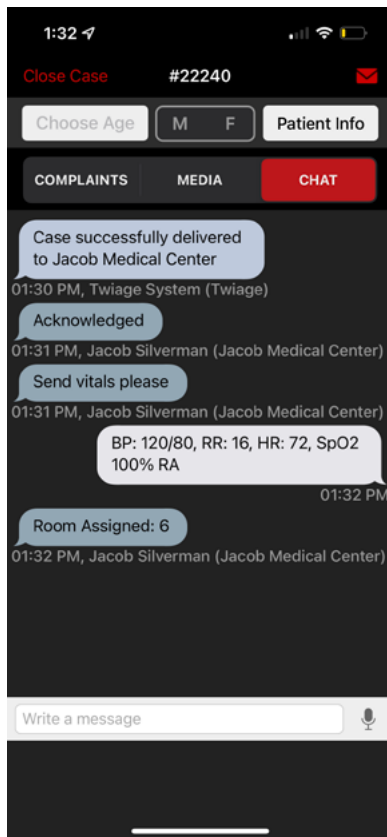
"BP 156/100. Patient showing right-sided facial droop."

Media: Live Consult



If the destination hospital has the workflow enabled, Live Consult can allow for direct communication to ED staff via real-time telemedicine.

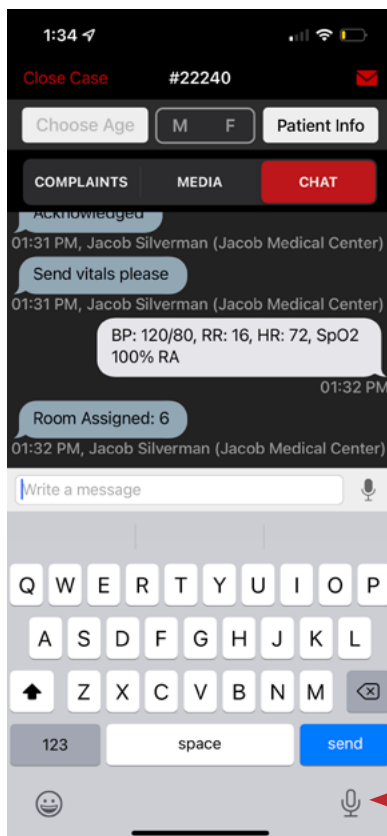
Chat: Text



Your chats appear in white bubbles. Chats from hospital personnel appear in blue bubbles.

You will be notified about:

1. Hospital acknowledgement of your case.
2. Room assignments.
3. Any other chat messages from the hospital.



To type and send a message:

1. Click on the white typing space. Your phone's keyboard will appear.
2. Enter your message and press the Send button.

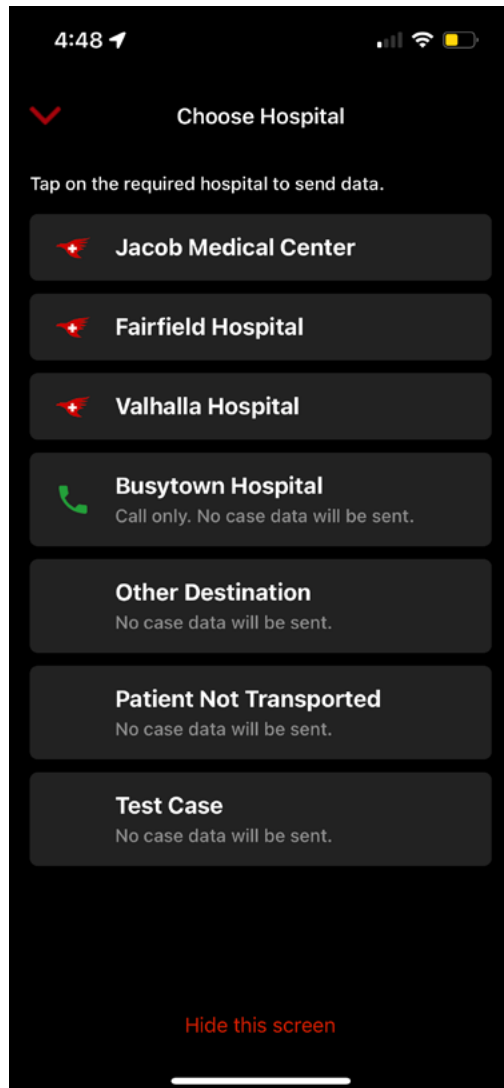
Alternatively, you can press the microphone icon at the bottom of your phone's keyboard to use your phone's voice-to-text feature.

To exit the keyboard, press anywhere in the chat window.

Voice-to-Text

Hospital Selection

Be sure to add as much information (complaint, tags, media) before sending to the hospital



Choose your hospital from the list of destinations.

Twiage-capable hospitals are noted with the red Twiage bird.

Non-Twiage hospitals available for Twiage Call are noted with the green phone icon.

Click **"Other Destination"** if you are transporting to a destination not on the list.

Click **"Patient Not Transported"** if the patient refuses transport.

Click **"Test Case"** for ANY test cases.

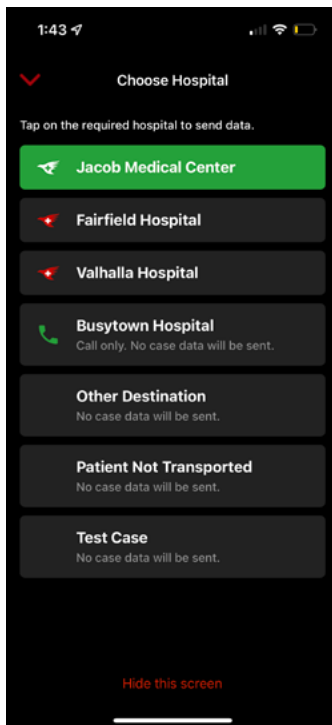
While information will not be transmitted to the hospital, it will be saved to the EMS Admin Dashboard.

To change destinations, tap on the destination selector at the bottom of the Complaints screen.

Twiage Call

Twiage offers the ability for EMS professionals in the field to place phone calls directly to their destination Hospital's Emergency Department, Medical Control, Service Lines, and more - even if the destination is not using Twiage for prehospital communication.

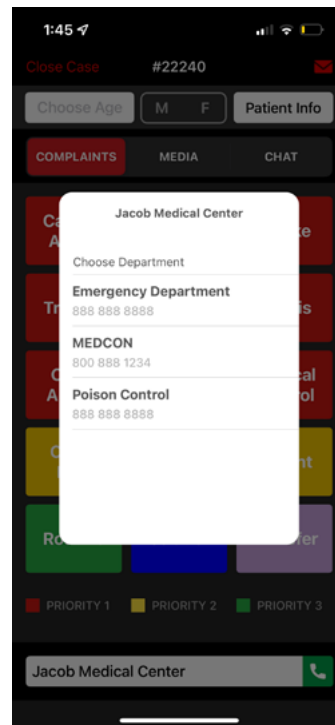
If the Hospital is not using Twiage, they will miss out on any photos, videos, voice memos, or chat messages you upload; but anything added to the Twiage Case can still be accessed by your Agency Administration for billing or QA purposes.



1. Hospitals with the ability to receive the full Twiage Case including Media and Chat will be marked with the red Twiage logo.

Hospitals with available phone lines but not yet using Twiage are marked with a green phone icon and words "Call only."

Select the Hospital you are transporting to.



2. To place a Twiage Call, tap the green phone icon to the right of the Choose Hospital selector. If multiple lines are available for the destination, select the number you wish to reach. The call will be placed directly through the Twiage EMS App.

When a Non-Twiage Hospital is selected, an orange bar will appear indicating data will not be sent to the hospital.

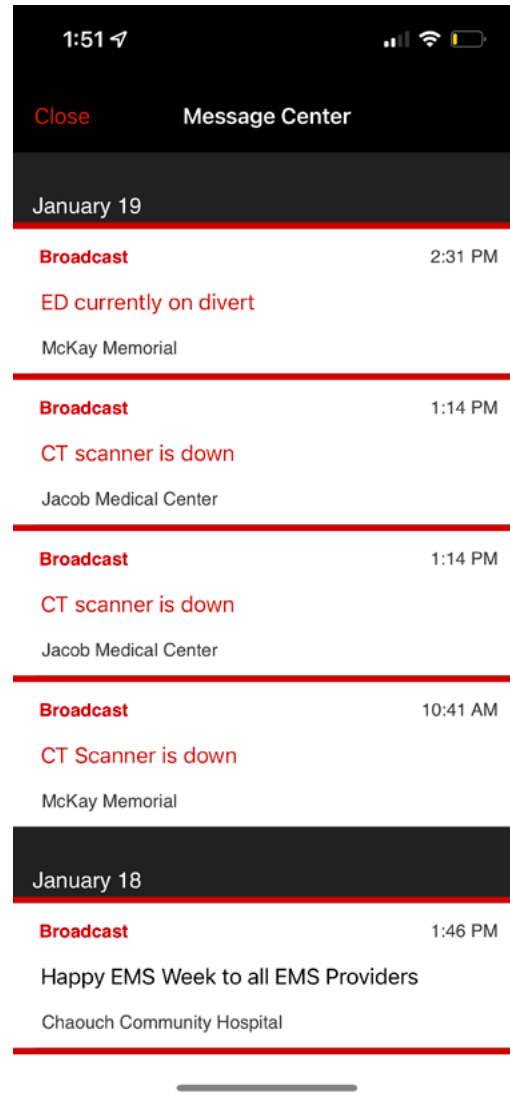
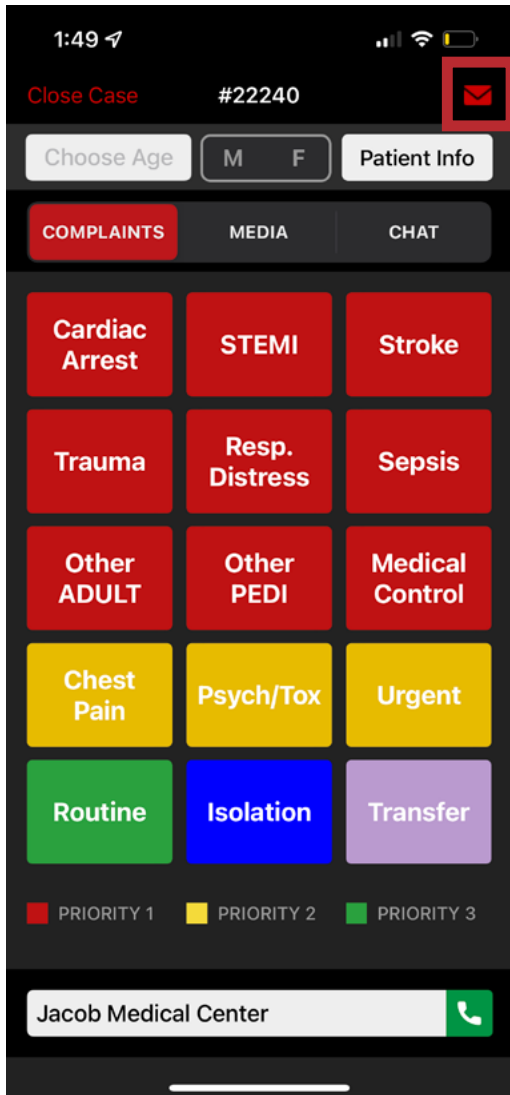


3. When a call is ongoing, the Choose Hospital selector will change to show the active call.

You have options to toggle Mute and Speakerphone, or End Call.

Note that while a call is ongoing, you must End Call before starting a Live Consult, Case Transfer, or Closing the Case.

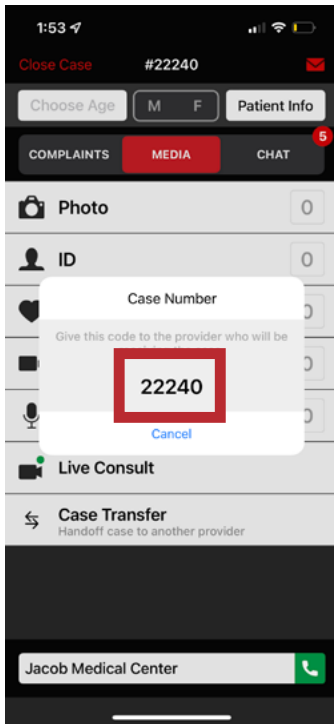
Broadcast Messaging



The hospital has the ability to send broadcast messages to update all agencies of urgent or general information in real time.

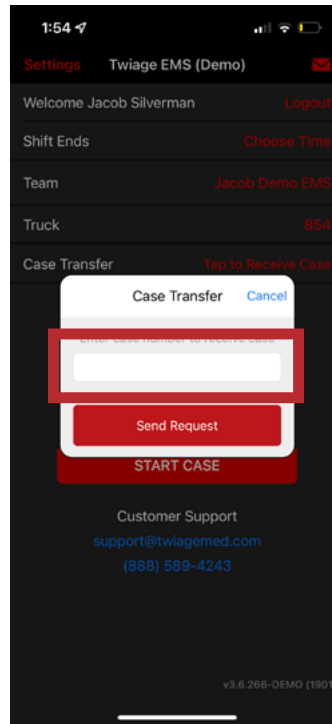
Urgent messages will appear in your inbox as red, while general information is seen in black.

Case Transfer

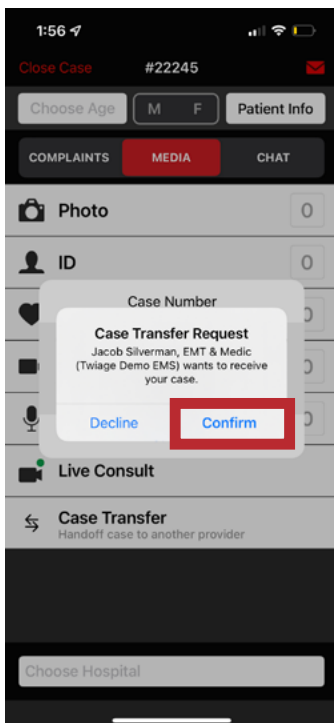


1. To transfer a case from one device to another, tap the Case Transfer button on the Media screen.

A case number will appear.



2. On the other device, press on "Tap to Receive Case" on the home screen, enter the case number, and tap "Send Request"



3. Press "Confirm" on the original device to transfer the case to the new device. All of the media and tags that you selected will be preserved and available on the other device.

Case Report

The hospital has the ability to print out a Case Report that includes information contained in your Twiage Case, including timestamps for all interactions with the app and attached pictures, ID photos, and EKGs.



Case #	Started	Company	Cellphone
22396	27 Jan 2022 15:44	Jacob Demo EMS	

Severity/Chief Complaint:
Priority 1: Stroke

Date/Time	Type	Data	Medic
27 Jan 2022 15:44	SEVERITY	Stroke	Jacob Silverman
27 Jan 2022 15:44	CASE OPENED		Jacob Silverman
27 Jan 2022 15:45	ADD LAST KNOWN WELL	Thu, Jan 4, 2022 - 8:44 pm	Jacob Silverman
27 Jan 2022 16:24	ADD VITAL	HR>120	Jacob Silverman
27 Jan 2022 16:24	ADD SYMPTOM	Anticoagulant	Jacob Silverman
27 Jan 2022 16:24	ADD SYMPTOM	Blown pupil	Jacob Silverman
27 Jan 2022 16:24	ADD SYMPTOM	Limb weakness	Jacob Silverman
27 Jan 2022 16:24	REMOVE SYMPTOM	Resolved	Jacob Silverman
27 Jan 2022 16:24	ADD SYMPTOM	Resolved	Jacob Silverman
27 Jan 2022 16:24	PHOTO UPLOADED	SEE BELOW	undefined undefined
27 Jan 2022 16:24	ID UPLOADED	SEE BELOW	undefined undefined
27 Jan 2022 16:25	ADD INTERVENTION	ALS On Board	Jacob Silverman
27 Jan 2022 16:25	ADD INTERVENTION	IV	Jacob Silverman
27 Jan 2022 16:25	ADD VITAL	BP>180/100	Jacob Silverman
28 Jan 2022 11:50	CASE CLOSED BY EMS	Fri Jan 28 2022 16:50:50 GMT+0000 (Coordinated Universal Time)	Jacob Silverman

PHOTO
27 Jan 2022 16:24
Jacob Silverman



Hospital Dashboard

The hospital will receive all of this rich clinical and situation data on a web-based dashboard, which they will utilize to pre-register patients, decrease handoff time, activate service lines, and improve overall clinical care for patients.

Hospital: Test Case

CLOSED BY EMS

CARDIAC ARREST RM: N/A

Mark as Arrived

Case #: 22244

Twiage Demo EMS A Demo truck **ALS** 212-555-1212

Tags: no tags Data: TEXT(1)

Last updated 2 minutes ago by Achraf Chaouch

Hospital: Chaouch Community Hospital

CLOSED BY EMS

STEMI RM: Cath I

Mark as Arrived

Pre-register

Case #: 22243

Twiage Demo EMS 66 YRS [M] : Chest Pain, HR>120, BP>180/100, ALS On Board, Nitro, HX: CAD 646-111-1234

Data: ID(1), EKG(1), TEXT(5)

Last updated 2 minutes ago by Achraf Chaouch

Hospital: Chaouch Community Hospital

CLOSED BY EMS

PSYCH/TOX RM:

Mark as Arrived

Pre-register

Case #: 22242

Twiage Demo EMS >89 YRS [F] : Opiate, **SECURITY**, Pinpoint Pupils, Non-Cooperative, HR<40, BP<90/60, Narcan, ALS On Board 646-111-1234

Data: TEXT(4)

Last updated 4 minutes ago by Achraf Chaouch

Hospital: Chaouch Community Hospital

CLOSED BY EMS

ISOLATION RM: Iso Tel

Mark as Arrived

Pre-register

Case #: 22241

Twiage Demo EMS >89 YRS [F] : COVID-19, Red Eyes, 646-111-1234

Data: TEXT(4)

Last updated 4 minutes ago by Achraf Chaouch

99 YRS [F] PSYCH/TOX Case #: 22242

Hospital Time: Not arrived yet EMS Time: 00:05:08 Started: 01:54 pm 01/20

Urgent Innaminson

Branch Pike

Map Data Terms of Use

Case Report

Active Tags

SYMPTOM: Opiate, **SECURITY**, Pinpoint Pupils, Non-Cooperative

VITAL: HR<40, BP<90/60

INTERVENTION: Narcan, ALS On Board

Team Activation **STEMI** **REGISTRATION** **TNK**

Timeline

Type your question or comment here. **Send** **Acknowledge**

CLOSED BY EMS by Achraf Chaouch 01:54 pm 01/20

GPS Data will no longer be received. Messages beyond this point will not be received by EMS.

120/80 01:54 pm 01/20 Achraf Chaouch, Twiage Demo EMS

send updated vitals 01:54 pm 01/20 Achraf Chaouch, Chaouch Community Hospital

Acknowledged