

VHHA-MCI Emergency Communications Network

User Manual

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1 Overview

1.1 Description

VHHA is working with its members and others to trial a model approach and system to provide modern, interoperable, integrated, secure communications and information management systems for all-hazards response. It will serve all hospitals in the state which choose to participate. The system will allow authorized parties to exchange data with one or more parties, with nothing more than internet access.

1.2 Access Permissions

Users must have the following Emergency Operations Authorization to access WebEOC.

- Emergency Operations Read
- Emergency Operations Read/Write

1.3 Managing User Accounts

- You must be an organization contact or alternate to add users to WebEOC.
- Logon to www.vhha-mci.org and select (Edit Organization Information)



- Continue until you reach the Emergency Operations Section Access Authorization page.

« Logout » VHHA Website » Contact VHHA Sep. 6, 2006
 Developed by SiteVision, Inc

VHHA-MCI.org
 Virginia Hospital & Healthcare Association

[Edit Hospital Information](#)

Emergency Operations Section Access Authorization

The fields below authorize individual access to the Emergency Operations section of the website.

- If marked "None", user cannot access any of the Emergency Operations section information.
- If marked "Diversion Read", user can view all regional emergency operations information.
- If marked "Diversion Read/Write", user can view all regional emergency operations information and insert/update emergency operations information for their organization.
- If marked "Emer.Ops. Read", user can view only the diversion status of the region.
- If marked "Emer.Ops. Read/Write", user can view only the diversion status of the region and update the diversion status for their organization.

After setting authorization levels, please click Continue >>

User	None	Diversion Read	Diversion Read/Write	Emer. Ops. Read	Emer. Ops. Read/Write
Shannon Carr, Developer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Patrick Maddox, VHHA-MCI Web Developer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

- Select either Emergency Operations Read or Emergency Operations Read/Write.
 - Emergency Operations Read: user may view WebEOC content.
 - Emergency Ops. Read/Write: user may view and edit WebEOC content.
- Continue until organization update is complete.
- Remove user from WebEOC by choosing None, Diversion Read, or Diversion Read/Write.
- Deleting a user from VHHA-MCI will also delete user from WebEOC.

1.4 Accessing WebEOC

- Go to www.vhha-mci.org
- Enter user name and password.
- You may select (Login directly to Emergency Operations Page) yellow button. This will take you directly to the Emergency operations page. If you select (Login to VHHA-MCI Home Page), you will need to select (Emergency Operations) from the left menu.

Member Login

User Name

Password

[Forgot your password?](#)

[Instructions for Registering on this Site](#)

- From the Emergency Operations page, choose incident and select (Login to WebEOC). A new window will open and you will be logged into WebEOC.
- If for some reason you cannot login to WebEOC via the VHHA-MCI web site, use the following URL: <http://eoc.vhha-mci.org>

2 WebEOC

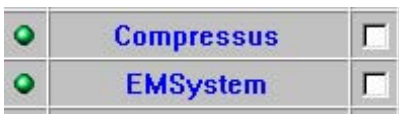
2.1 WebEOC Control Panel

After logging in, you will be brought to the main menu of WebEOC. From here all the other web pages and applications can be accessed.



2.2 Accessing Hospital Bed Tracking/Diversion Systems

To access the bed tracking/diversion system that your hospital uses, from the main menu, click in the white box next to either the “Compressus” or the “EMSystem” label (depending on which your hospital uses) so that a check mark appears. This will open a page that links directly into either system. Log into the system as you normally would. In these systems, update your bed availability and diversion status as you normally would.



2.3 Message Boards

2.3.1 Region Messaging – Internal Message Board



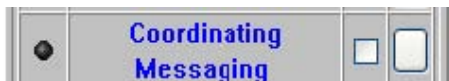
The region messaging board is used for sending alert messages internally within your hospital region.



To view messages posted on the messaging board, from the main menu click in the white box next to the region messaging label (in this example "Northwest Messaging") so that a check mark appears.

Here you can view all of the messages that have been posted within your region. This list can also be filtered and sorted based on a number of criteria.

2.3.2 Coordinating Messaging – Regional Coordinating Hospitals



The Coordinating Messaging board is used by the seven regional hospitals to coordinate with each other and with the state. Only those hospitals, along with the state, have access to and can post messages on this board.

2.3.3 State Announcements – VHHA and VDH Notices



The State Announcements messaging board is accessible by all agencies on the system. It is a means for the state to post general messages to all regions at one time.

2.4 Using the Message Boards

2.4.1 Posting a Message

To post a message on the message board, click on the gray box to the right of label region messaging on the main menu. This will bring up the message creation screen.

A screenshot of a web-based message creation interface. At the top, there are five tabs: "Add/Update", "Sort", "Filter", "Print", and "Data Link". Below the tabs are three buttons: "Save", "Cancel", and "Update". A section titled "Data Links:" contains several input fields: "Event Type" is a dropdown menu with "Alert" selected; "Date" is a text box containing "10/6/2003"; "Time" is a text box containing "19:44"; "Location" is an empty text box; and "Description" is a large text area with a vertical scrollbar on the right side.

To create a message, first select the type of event that your message is regarding. The pull-down menu next to the label "Event type" has a list of options.

The "Date" and "Time" fields should automatically be populated with the current time and date.

Next, fill in the "Location" field to identify the agency that is posting the message.

Finally, in the "Description" field, enter the body of the message.

To post the message, press the "Save" button at the upper left-hand side of the page. When the fields clear back to their default positions, the message has been sent.

2.4.2 Message Filters

To filter the types of messages displayed on your messaging board, click on the "Filter" tab at the top of the screen:



On this page, fill in the desired fields, to select what kind of messages you want displayed.

A form titled "Data Links:" with the following fields:

- Event Type: Alert (dropdown menu)
- Date: 5/4/2004
- Time: 12:57
- Location: (empty text box)
- Description: (empty text box with scrollbars)

Buttons: Save, Cancel, Update.

The top field, labeled "Event Type", will do the same depending on the type of event that the message was designated as. After filling the fields as desired, apply the filter by clicking on the "Apply Filter" button at the top of the page.

2.4.3 Sorting Messages

To sort the messages being displayed on the internal message board, click on the "Sort" button at the top of the page. The difference between sorting and filtering is that sorting messages will display all the messages in an order decided by the user. Filtering messages will only display those messages that fit the criteria decided by the user.

A "Sorting" control panel with the following elements:

- Field: entvdate (dropdown menu)
- Dir: Descending (dropdown menu)
- Sort: (button)

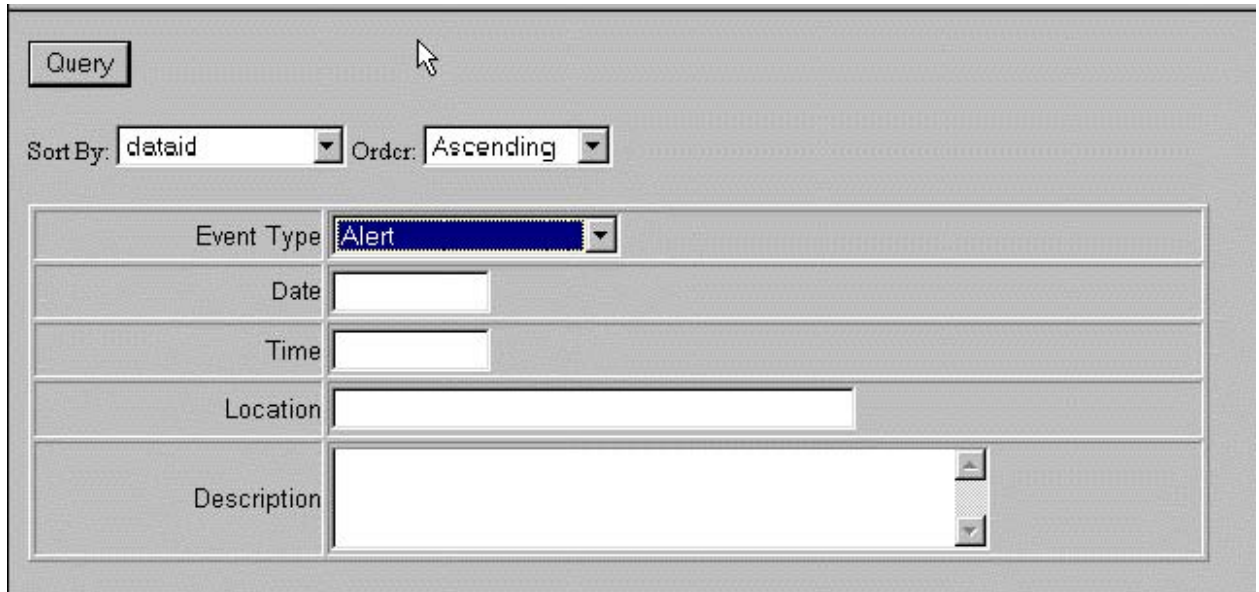
Below it is a "Message Count" section with:

- All (dropdown menu)
- Apply (button)
- <<< (button)
- << (button)
- >> (button)
- >>> (button)

Sorting can be done based on any of the fields used when creating a message. To sort by field use the pull-down menu next to the "Field" label. It can also be done in either descending or ascending order and be applied to different numbers of messages. To finish sorting press the "Sort" button at the upper right-hand side of the screen.

2.4.4 Printing Messages

To print a set of messages, begin by pressing the "Print" tab at the top of the page.



The screenshot shows a web-based query interface. At the top left is a button labeled "Query". Below it are two dropdown menus: "Sort By:" with "dataid" selected and "Order:" with "Ascending" selected. Below these are five input fields: "Event Type" with a dropdown menu showing "Alert", "Date", "Time", "Location", and "Description". The "Description" field is a large text area with scrollbars.

Filter the types of messages that are to be printed by filling out the fields shown above. Once the criteria have been entered, press the "Query" button and a new page should appear with the queried messages listed. Press the "Print" button on this page to print the selected messages.

2.5 Personnel Tracking



To view the Staff Status page, go to the main menu and click on the white box to the right of the "Staff Status" label so that a check mark appears.

Northwest @

Northern Staff Status

Hospital Name	ED MD	ED RN	ED Other	Hosp MD	Hosp RN	Hosp Other	Date	Time
	Total: 1	Total: 1	Total: 1	Total: 1	Total: 1	Total: 1		
Winchester Medical Center	1	1	1	1	1	1	10/7/2003	13:02
Winchester Medical Center	0	0	0	0	0	0	10/7/2003	13:00

<<< << >> >>>

Here you can view the updated staff status of each hospital in your region.

To update your hospital's staff status, go to the main menu and click on the gray box to the right of the "Staff Status" label.

Save Cancel Update

Data Links:

Staff Status Update Form

EDMD:	<input type="text"/>
EDRN:	<input type="text"/>
EDOther:	<input type="text"/>
HospMD:	<input type="text"/>
HospRN:	<input type="text"/>
HospOther:	<input type="text"/>
SurgeMode:	Normal <input type="button" value="v"/>
TriageMD:	<input type="text"/>
TriageRN:	<input type="text"/>

On this page, update each field with the correct number of staff for your hospital. Press the "Save" button at the top to update the numbers on the "Staff Status" board. The information will be posted according to the hospital you have logged in as.

2.6 Resource Tracking



In addition to staff tracking, hospital resource tracking is also available. To view the Inventory page, go to the main menu and click on the white box to the left of the “Inventory” label so that a check mark appears.

Northwest @

Inventory

Hospital Name	Ventilators	Drug: Doxycycline	Comments	ID
	Total: 14	Total: 2		
Warren Memorial Hospital	2 left	no doxycycline	drugs expected here at 2 pm	<u>0000010</u>
Near Southwest	3	2	more drug stocks tomorrow	<u>0000002</u>
Winchester Medical Center	11	0		<u>0000006</u>

<<< << >> >>>

Here you can view the current inventory status of the hospitals in your region.

To update your hospital's inventory status, go to the main menu and click on the gray box to the right of the “Inventory” label.

Save Cancel Update

Data Links:

Inventory Update Form

Ventilators:	<input type="text"/>
DrugDoxycycline:	<input type="text"/>
Drug1:	<input type="text"/>
Drug2:	<input type="text"/>
DrugOther:	<input type="text"/>
Comments:	<input type="text"/>

On this page, update each field with the correct amount of resources for your hospital. Press the “Save” button at the top to update the numbers on the inventory board. Your entry will then appear on the chart as the hospital name you have logged in under.