



PATIENT **T**RACKING **S**YSTEM

***EMS Service Administrator's Guide
for
Activation and Troubleshooting***

Revised 9/1/2012



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Rhode Island Patient Tracking System – EMS Service Administrator’s Guide

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The information in this document is for guidance purposes only. It is not a binding or contractual agreement on how to use the RI Patient Tracking System, but rather a guide to its use. The information contained in this document is subject to change without notice. The software described in this document is furnished under one or more Program/Product License Agreements and may only be used in strict compliance therewith. The information is provided “as is” and while we will endeavor to keep this information up-to-date and accurate, we make no representations or warranties of any kind, expressed or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the EMS Service Administrator’s Guide or the information, products, services, or related graphics contained within said document. Any reliance placed on such information is therefore strictly at your own risk. For the most current User Guide, please refer to the RI Department of Health, Division of Emergency Medical Services website.

Software Designer

Aetreos, LLC, PO Box 182, Barrington, RI 02806-0182

Equipment

The EMS equipment was purchased by Lifespan under the following funding sources:

- HHS – Healthcare Facilities Emergency Preparedness Partnership Grant (HFPEP 070016-01-00)
- HHS – Health Resources and Services Administration, “Healthcare and Other Facilities” Grant (HRSA C76HF19565)
- Rhode Island Department of Health “Patient Tracking System Grant” (Award # 3219704)

The hospital equipment was purchased by Hospital Association of Rhode Island under the Department of Homeland Security Grant- FY 07 Homeland Security Grant Program (40-605-FY07).

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Overview

This guide is intended for Administrators of EMS Services. It covers the necessary procedure to establish and troubleshoot connection problems for the Rhode Island Patient Tracking System. This guide does not cover troubleshooting for your Internet Service Provider’s connection or equipment (i.e. AT&T, Sprint, Verizon, etc.).

Computer Connection

The Patient Tracking System is totally internet based. There is no software to download and no updates are necessary on the user end. However, there are certain permission levels that require a specialized connection between a designated computer and the PTS server computers. This connection is completed by obtaining a unique number from the designated computer and registering it with the server. This unique number is called the Media Access Control address, or “MAC” Address.

Obtaining PTS Authorization

In order access the PTS website, the computer that you are using must be authorized by the Department of Health. To obtain PTS access authorization, if not already performed, contact the Department of Health Division of EMS. You will need to provide the MAC address of the computer you are activating to them so they can register it with the PTS.

For initial setup of a computer that has never been activated before on the patient Tracking System, please refer to the section titled “PTS Activation Troubleshooting”

Steps for retrieval of a MAC address

Note: The MAC address is also called the physical address. It is a 12 digit alphanumeric number. For example: 12-34-56-AB-78-C9

1. Click on START Menu, and choose “Programs”
2. Click on “Accessories” and choose “Command Prompt”
3. You are directed to a black screen in a popup window
4. At the Command Prompt screen type: **ipconfig/all**
5. Hit “ENTER” button
6. This brings you to another screen
7. The “**Physical Address**” listed is the MAC Address number.
8. There are probably multiple numbers listed. Please use the number listed under – “**Ethernet Adapter Local Area Connection**”
9. Forward the Physical address/MAC # to the HEALTH for activation purposes.



PTS Activation

If the user is ever prompted for a username and password, as shown below, it is an indication that the computer is in need of activation.

Note: Occasionally, temporary files maybe deleted and the activation may need to be repeated.



1. Go to the Favorites Tab in Internet Explorer and click on “PTS Activation”. If the link does not exist in your Favorites, then enter the following website into your browser:

<https://www.rimedicalresponse.org/phems/activate.aspx>

(Note the ‘S’ on the end of https. Without it, activation will not work)

You should see the following page:

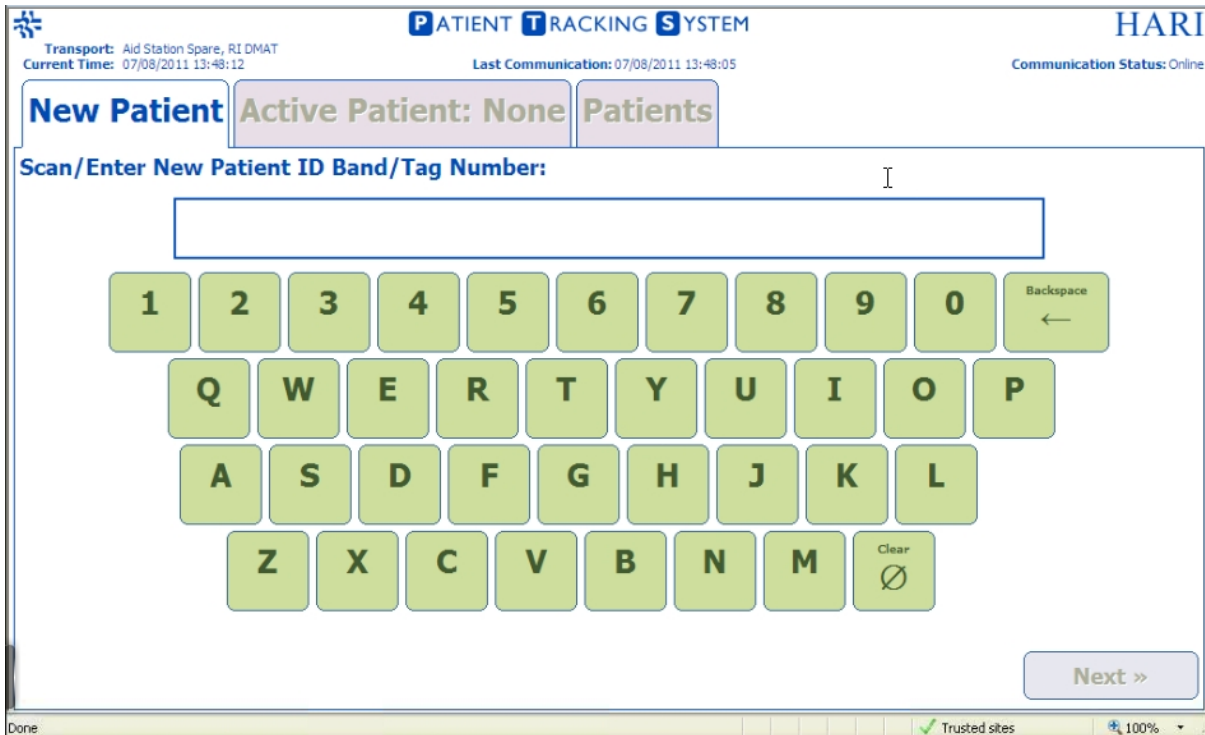




2. You should receive a prompt regarding an “ActiveX” control; click the “Yes” button to proceed.
3. This will bring you to the “Activation Complete” screen.

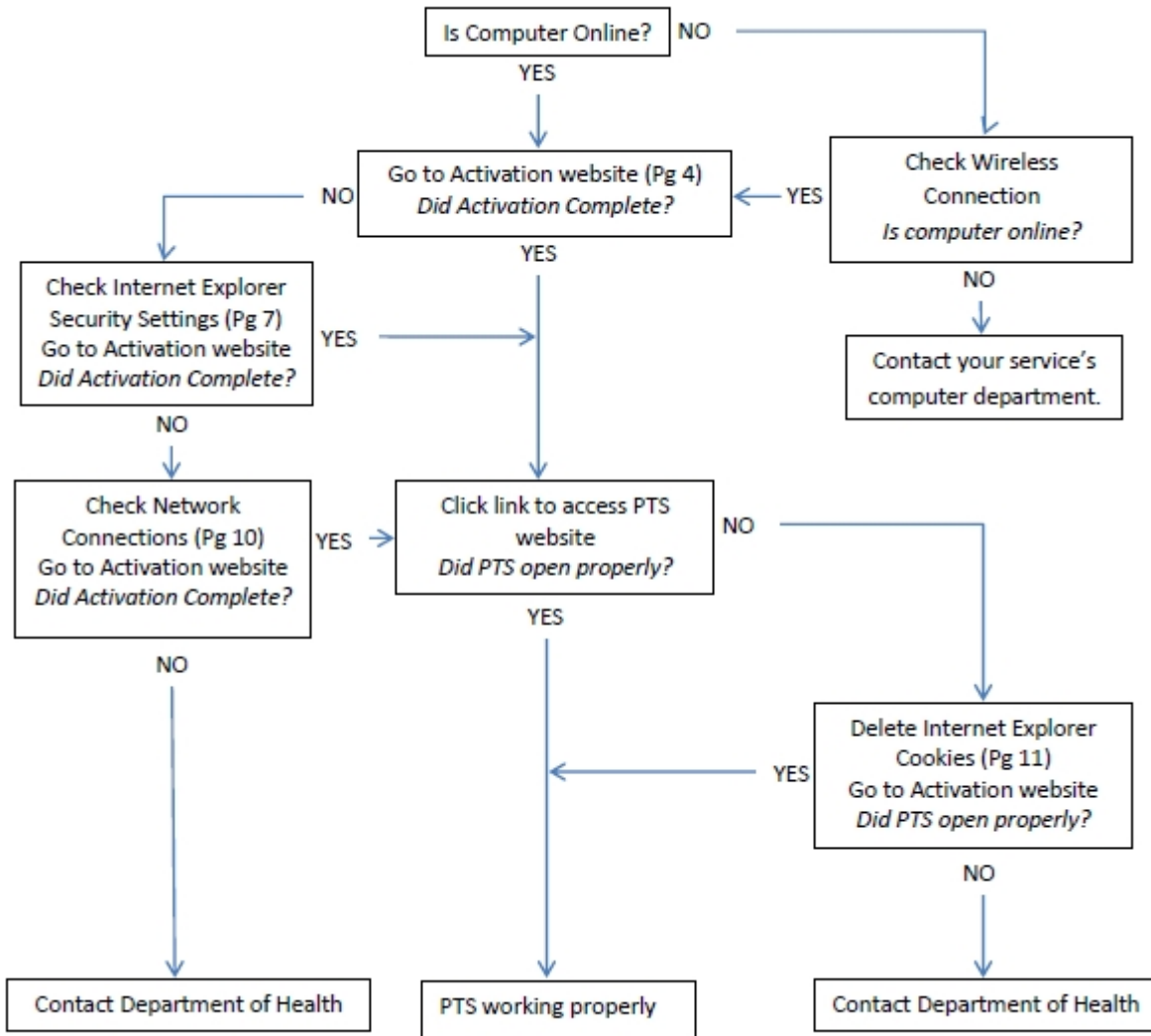


4. Click the link “Click here to access the PTS system” to access PTS System.
5. This will then open up the PTS Transport Interface page similar to the screen below:





PTS Troubleshooting Flow Chart





PTS Activation Troubleshooting

If your activation attempt was not successful, you see the follow screen:



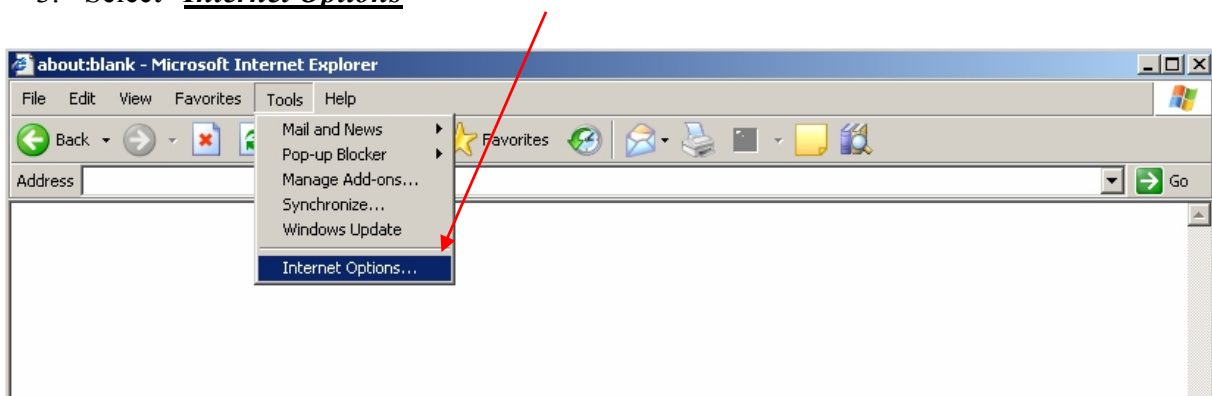
Check the following settings to make sure they are configured properly:

- Security Settings in Internet Explorer
- LAN and/or High Speed Internet Connection
- Clearing Browsing History / Cookies

Configuring Security Settings in Internet Explorer

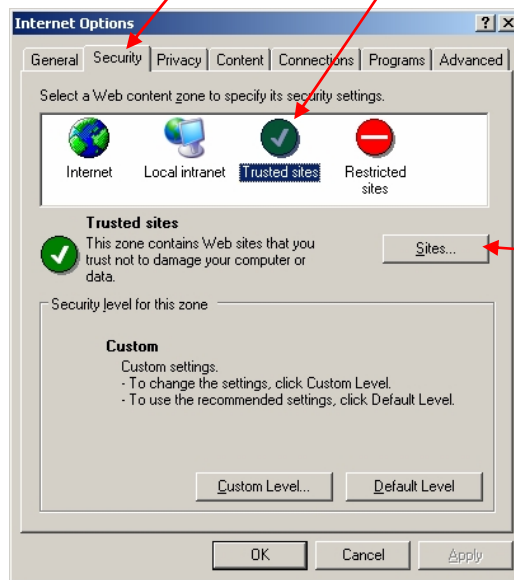
You must configure certain security settings in Microsoft® Internet Explorer for the laptop to be able to connect to PTS.

1. Open Internet Explorer
2. Click on the “**Tools**” menu.
3. Select “**Internet Options**”

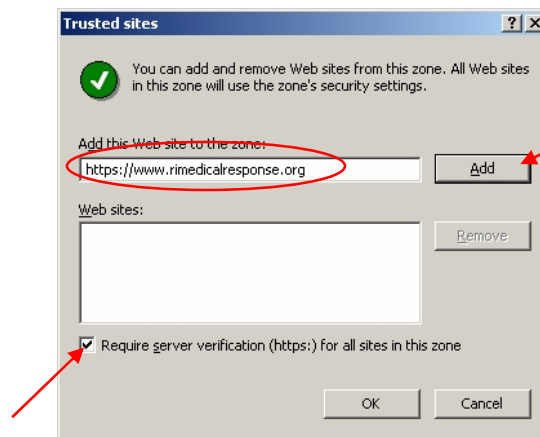




4. Click on the “**Security**” Tab
5. Under “Select a Web content zone to specify its security settings”, click on “**Trusted Sites**”
6. Click on the “**Sites**” button



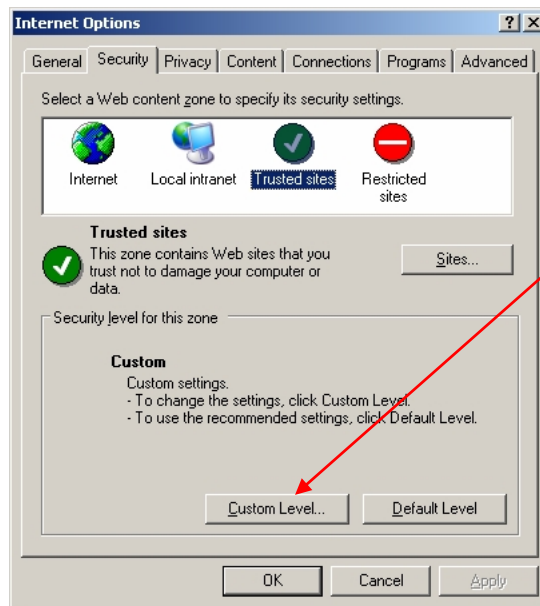
7. The “**Trusted Sites**” dialog window will appear:
8. Enter “https://www.rimedicalresponse.org” into the “**Add this Web site to the zone:**” box (Make sure to put the ‘S’ at the end of **https**)
9. Click the “**Add**” button (The site will appear in the “**Web sites**” box)
10. Make sure the “**Require server verification (https:)** for all sites in this zone” check box is checked.



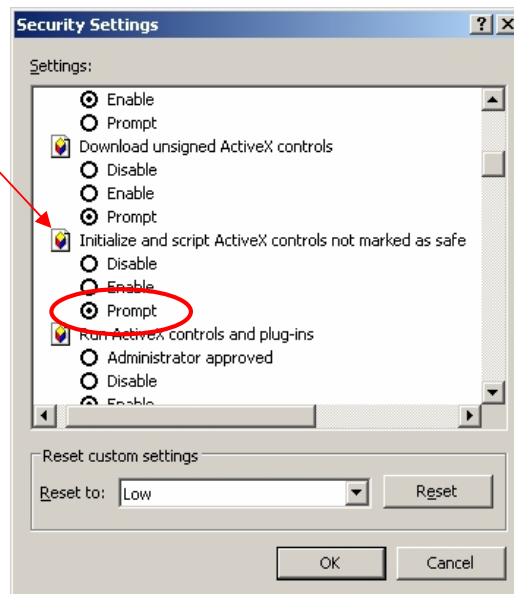
11. Click the “**OK**” button; the “**Trusted Sites**” dialog window will then close.



12. Back on the “*Internet Options*” dialog window, click on the “***Custom Level***” button under “*Security level for this zone*”



13. The “*Security Settings*” dialog window will appear.
 14. Using the scroll bar, scroll the “*Settings*” list and locate “***Initialize and script ActiveX controls not marked as safe***”. Select the “***Prompt***” option.

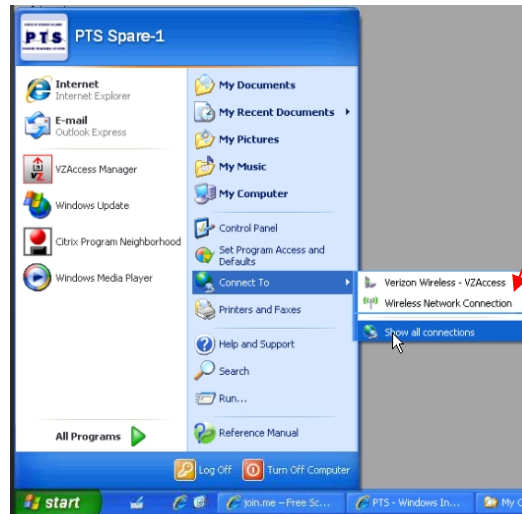


15. Click the “***OK***” button; the “*Security Settings*” dialog window will then close.
 16. Open Internet Explorer and go to PTS Activation website.

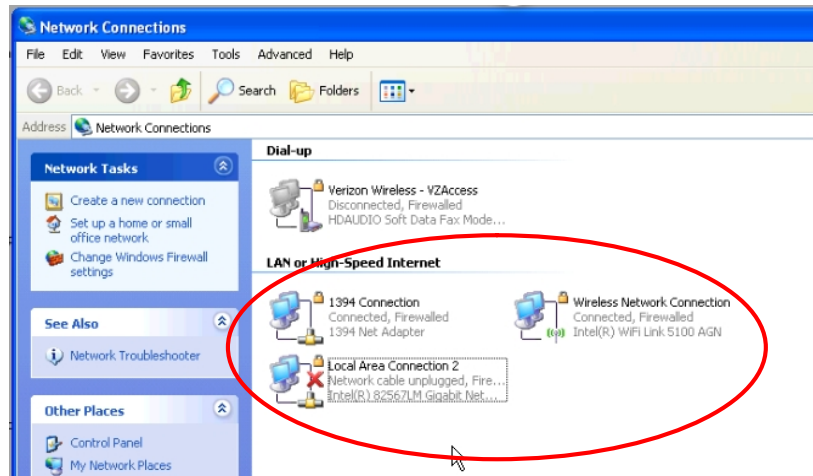


Checking LAN and/or High Speed Internet Connections

1. Click on “**Start**” then click “**Connect To**” and select “**Show All Connections**” as shown below.



2. Make sure that all your “LAN or High Speed Internet” connections are enabled.





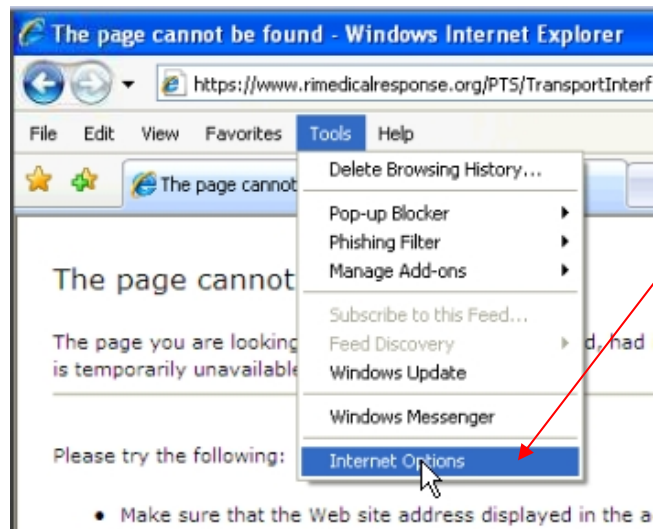
3. If you see that a connection is “Disabled”, right click on it and then click “***Enable***”.



4. Open Internet Explorer and go to PTS Activation website.

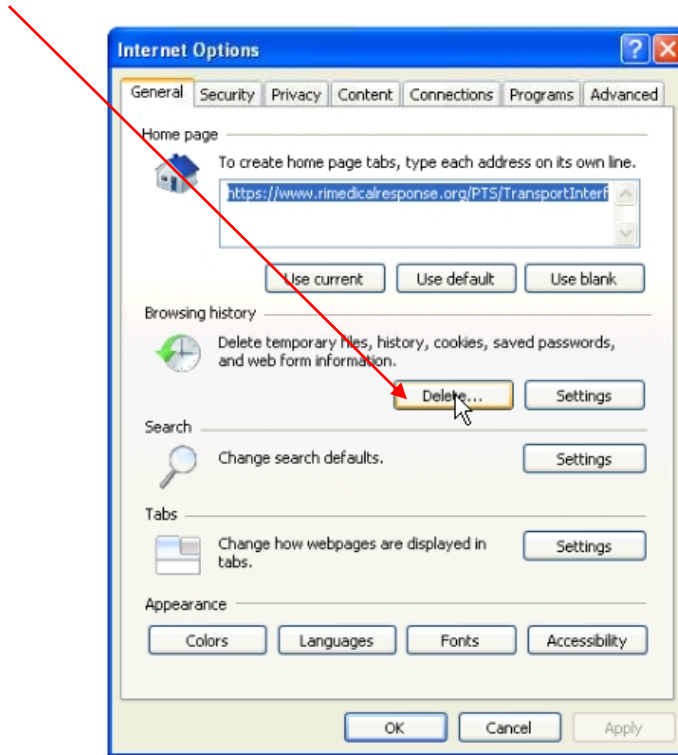
Clearing Browsing History/Cookies

1. If, after attempting a PTS activation, you are still prompted for a username and password, your browsing history/cookies may be corrupt and need to be cleaned.
2. Open Internet Explorer and go to “***Tools***”.
3. Click on “Internet Options”.





4. Click “Delete” in Browsing history.



5. At the bottom of the box, click on “Delete All”.



6. Open Internet Explorer and go to PTS Activation website.



Equipment Management & Troubleshooting

Computer

- Brand - Panasonic Toughbook CF-19 Tablet PC
 - Operating System – Windows XP Professional (SP2)
 - Intel ProSet Wireless LAN
 - Bluetooth
 - Touchscreen
 - Computrace (LoJack) enabled in BIOS and managed through HEALTH
- AC Power cords, manuals, screen wipes and Recovery Discs were issued to each department during installation
- Warranty – Full Warranty including accidental damage for 3 years from date of purchase. Contact HEALTH to confirm purchase date.
- For Support on Panasonic Toughbook, contact them by phone at **1-800-LAPTOP5**
- Report all lost or stolen Toughbooks to HEALTH as soon as possible so that recovery services may be instituted. Recovery services require police assistance, so a police report is should also be performed.
- Security Passwords (case sensitive)
 - BIOS Supervisor – **Lifespan34Admin** (necessary to keep Computrace enabled)
 - Windows Login (PTS icon) – rescue* (administrator account)
 - * signifies the number of the rescue that computer was assigned (i.e. rescue3)

Barcode Scanner

- Brand – Symbol MiniScan MS-4407
- Connected to Toughbook dock via USB
- For Support on Symbol (Motorola) scanners, contact them by phone at **1-800-653-5350**
- Warranty – 1 year parts and labor, already expired for most scanners

Computer Vehicle Dock

- Brand – Panasonic CF-WEB184AC – CF-19 Dock with Dual Antenna Pass-through
 - Charges Toughbook from DC Battery Power
 - Interfaces for Ethernet (via USB), USB, RS-232, VGA and Audio
- Warranty - 3 year parts and labor, from date of purchase
- For Support on Panasonic Vehicle Dock, contact them by phone at **1-800-LAPTOP5**



Front Remote Touchscreen (Optional)

- Brand – Hewett Packard L5006tm or L5009tm – 15” Surface Acoustic Wave (SAW) Touchscreen
 - Video connected to Toughbook dock via VGA Monitor Cable
 - Touch interface input connected to Toughbook dock via RS-232 Serial Cable on COM1 or through USB.
 - ELO touchscreen drivers
- Warranty – 3 year parts and labor, from purchase date
- For Support on HP Monitors, contact them by phone at **1-800-334-5144**
- For driver and software – download from HP Support Website, or contact HEALTH

Equipment Installation

- Equipment Installations were performed by TransCOR Information Technologies
- All equipment is powered through a custom installed in-vehicle power system
 - In-Vehicle power system in connected directly to batteries as separate 30A circuit
 - In-vehicle power system in located underneath the computer vehicle dock
 - Lind brand Shut-Down Timer is also installed, this provides
 - Automatic shutoff of all power to installed equipment when vehicle power system falls below 10 volts
 - Prevents power surges over 17 volts
- Gamber-Johnson mounting hardware installed for vehicle dock and touchscreen monitor.
- For Support on installed power system or installations, contact TransCOR at **1-800-RUGGED-3**