Patient Unified Lookup System for Emergencies (PULSE)
User Guide

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Overview

The California Patient Unified Lookup System for Emergencies (PULSE) allows selected health care professionals, while volunteering during a disaster, the ability to search and return personal health information pertaining to patients they are treating. PULSE improves medical care during a disaster as well as support for clinical decision-making during emergency medical situations by disaster healthcare professionals. The intent is for specified registered Disaster Healthcare Volunteers to be able to access the Patient Lookup System for Emergencies, (PULSE), during a declared emergency. The PULSE web portal on the California Disaster Healthcare Volunteers (DHV) site will be activated by the Emergency Medical Services Authority (EMSA), and the PULSE system will connect multiple local data sources (health information organizations and health systems) during a disaster. Once activated, specified Disaster Healthcare Volunteers will be able to connect to the PULSE system in order to check patient records for allergies, problem lists, and medications in order to allow the health care providers in DHV to make better clinical decisions.

PULSE will allow specified Disaster Healthcare Volunteers registered and logged into California Disaster Healthcare Volunteers (DHV) system to access PULSE, once they have been assigned to a declared disaster, and are preparing to treat disaster patients. California’s DHV system routinely verifies credentials of registered healthcare volunteers to ensure that patients will receive care from adequately credentialed healthcare personnel. Currently PULSE is accessible when activated for the following DHV Occupations: Physician, Registered Nurse, Nurse Practitioner, Physician Assistant, Pharmacist, Paramedic, and Emergency Medical Technician (EMT).
User Guide

Logging In of PULSE

Logging In
PULSE conducts authentication using your Disaster Healthcare Volunteers (DHV) log-in information.

1. Please use your DHV username and password to log-in on:
   https://healthcarevolunteers.ca.gov

2. If you have forgotten your username or password, you may also click ‘Forgot Username or Password?’ A screen will pop up asking you to indicate your username or email, depending on if you would like to retrieve your password or username, respectively.

3. Once you have completed the password or username request, you will see a green banner on top of the screen indicating that an email was sent with instructions on resetting your password.
4. Once you have logged in to DHV, you will see a section called ‘PULSE’. If PULSE has been activated, you will see a red button to log in to PULSE. Click ‘Log In to PULSE’

5. After you click ‘Log In to PULSE’ a second screen will pop-up. Re-enter your DHV username and password to complete logging in to PULSE. By clicking the ‘Log In to PULSE’ button on this page, you are agreeing to the displayed disclaimer that, while viewing patient information in PULSE, you are subject to abide by HIPAA regulations.
Selecting an ACF

1. Once you have logged into PULSE, the screen will direct you to select an ACF. You will need to know the County that your ACF is located in, as well as the suffix (i.e., the # 1-25).

2. Use the dropdown menus to enter in the appropriate information, and then hit ‘Submit’.

3. To select a new ACF or to move to a different ACF, you will need to log out of PULSE. Once you have logged in again, you will be able to repeat this process and select a new ACF.
Patient Search and Staging

1. Once you have selected an ACF, you will immediately be directed to the Search screen. If at any time you need to return to the search screen, navigate to the top right corner of any page on PULSE and click the icon. A dropdown menu will appear. Click ‘Search’.

   Alternatively, if you are on either the ‘Search’ or ‘Review’ pages, you may click the ‘Search’ button at the top of the page to navigate back to the main Search page.

2. Use the ‘Patient Query’ form on the left-hand side of the page to enter in search terms for your patient. Red asterisks indicate that the field is required.
   The following fields are required to search for a patient:
   a. First Name
   b. Last Name
   c. Gender
   d. Date of Birth
   e. Address and/or SSN#

   You may also enter a telephone number.

   Once you have completed your patient query, hit ‘Search’ to generate results.
3. All of your search queries will appear in the right-hand side section of your screen. You can view the progress as PULSE scans the organizations for records of your patients. To collapse or expand the list of organizations that PULSE is scanning, click on the progress bar (e.g. the blue bar that says ‘4 organizations pending’).

4. If search results are found for any patient at any of the HIOs, you will see a green “+” button. Click the “+” to view search results.
5. You will see search results from all HIOs in the Patient Staging window. Look at the patient demographics to see if they match the patient you queried; you can see additional demographics by clicking the green magnifying glass for each search result. Click the checkbox, in the Select column, for each search result that matches the patient you queried.

6. In the Combined PULSE Patient Section, you can edit the patient information that will appear on the Review Page. You can add a Friendly Name (e.g., a nickname), but no information is required to be entered in this section.

7. When you are finished, click “Save,” and Patient Staging is complete. The patient will be moved to the Review page.
**Reviewing Patients**

1. To review the patients at your ACF, navigate to the top right corner of any page on PULSE and click the icon. A dropdown menu will appear. Click ‘Review’.

2. All patients that have been *staged* from the Search page appear.
3. Click the green magnifying glass to see what documents are available for each patient.
4. You may see an **orange download button** indicating that the document(s) need to be downloaded from the HIO. Click this button to download the document to PULSE.

5. Once the document is downloaded to PULSE, you will see a **green eye** button. Click this button to view the document.
Summarization Of Episode

Patient: ALLISON DODGE
Language: (en)
Date of birth: September 1, 1958, 00:00:00, MST
Sex: Female
Race: White
Ethnicity: NOT HISPANIC OR LATINO
Contact info:
700 SEAL DR
SANTA CRUZ, CA 95060, US
Tel: +1-831-465-7793

Patient IDs: 328711

Confidentiality: Normal
Document Id: aLwXCIQlete/KO9/Sa-
Document Created: July 7, 2017, 16:24:53, MST

Author: Santa Cruz HIE
Contact info: 100 Enterprise Way
Logging Out of PULSE

Logging Out

1. To discharge a patient and remove them from the Review page, click the “Discharge” button. To go back to the Review patient list, click the “Return to Patient List” button.

2. Navigate to the top right corner of any page on PULSE and click the icon (see screen shot below).

3. A dropdown menu will appear. To log out, click the blue ‘Log Out’ button at the bottom of the dropdown menu.

Logout of the system (which logs you out of PULSE and DHV).

Logging off PULSE will clear all patient health information searched and reviewed.

Clear Internet browser used to log on to DHV PULSE site.