

PULSE

Just In Time Training and User Guide

March 18, 2020



For Questions:

Please email HIE.EMS@emsa.ca.gov

Or

Call Leslie Witten-Rood at 916-296-2236
from 0700-1900 During deployment

**Emergency Medical Services
Authority**

10901 Gold Center Drive, Suite 400
Rancho Cordova, CA 95670

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Patient Unified Lookup System for Emergencies (PULSE)

- 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 to make data driven decisions to improve patient centric care, and overall clinical care.
- The PULSE web portal on the California Disaster Healthcare Volunteers (DHV) site will be activated by EMSA, and the PULSE system will connect multiple local data sources (health information organizations and health systems) during a disaster. Once activated, disaster medical 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 healthcare providers in DHV to make better clinical decisions. PULSE is a view only system. Patient care reports are to be taken separately.

Who Can Access PULSE?

Registered Disaster Healthcare Volunteers (**DHV**) from the following licensed professions:

- Physicians (MD, DO), including medical students
- Pharmacists
- Dentists
- Nurse Practitioners
- Physician Assistants
- Nurses (RN, LVN, CNA), including nursing students
- Behavioral Health Professionals (psychiatrist, psychologist, psychiatric nurse practitioner, LCSW, LMFT, LPCC)
- Respiratory Therapists
- Paramedics
- Medical Assistants
- Emergency Medical Technicians

The PULSE Systems Current Connections to Health Information Organizations:

- Dignity Health
- Santa Cruz HIO
- OCPRHIO-Orange County Partnership Regional Health Information Organization
- SacValley Medshare (Covers N. CA)
- Sutter Health
- UC Davis Health Systems
- Redwood MedNet
- San Mateo County Connected Care
- LANES-Los Angeles Network for Enhanced Services
- San Diego Health Connect

What is needed to access the PULSE System:

Access to the Internet!

Via:

- Computer
- Laptop
- Tablet
- Cell Phone



Staff have found that a strong WiFi connection & Google Chrome browser work very well with the PULSE System

California Governor
Gavin Newsom
 Visit Governor's Website

EMSA Director
Dr. Howard Backer
 Visit his Webpage

Quick Links

EMSA Home

Healthcare Volunteer Resources Page

DHV Journal

Welcome to the Disaster Healthcare Volunteers Site

Username:

Password:

[Forgot Username or Password?](#)

[Not Registered?](#)

[Log In](#)

If you have already completed the registration process or wish to return to a registration which you've started but not completed, you can log in and update your profile.



Here you'll find the online registration system for medical and healthcare volunteers.

If you're a healthcare provider with an active license, a public health professional, or a member of a medical disaster response team in California who would like to volunteer for disaster service, you've come to the right place!

What does it take to register for disaster service?

1. During the on-line registration process, you will be asked to enter information regarding your license (if applicable).
2. Enter information about the best way to contact you, and other relevant background information.
3. Once you've registered, your credentials will be validated - before an emergency - so that you can be deployed quickly and efficiently. Your information will only be viewed by authorized system managers.

Once I'm registered, what happens next?

1. During a State or national disaster, (e.g., an earthquake severe weather event, or public health emergency), this system will be accessed by authorized medical/health officials at the State Emergency Operations Center or your county.
2. If a decision is made to request your service, you will be contacted using the information you enter on the site. If you agree to deploy, your information will be forwarded to the appropriate field operational officials.

Thank you for Volunteering!

REGISTER NOW



WHO CAN VOLUNTEER?



FAQ'S

1. Go to:
<https://healthcarevolunteers.ca.gov>

1a. Log in using your DHV Username and Password

Home



Your profile is:

90 % Complete

PULSE Administr...

Account Status: Active

[Edit Account Status](#)

Organizations:

EMSA

Last Logged In:

10/9/2019

PULSE

Pulse is currently ACTIVE! **Log In To PULSE**



Updates

You don't have any updates.

Recent Messages

Quarterly DHV Drill for Sacramento County

10/2/2019 11:24 AM

Did you know?

Help Resources

You can get help with DHV of California! Try one of the following:

- Search for your question in online help. Just click **Help** in the upper right corner of the page.
- Send a message to your administrator. Just use the **Contact Us** link at the bottom of the page.

2. Click on the “Log In To PULSE” button

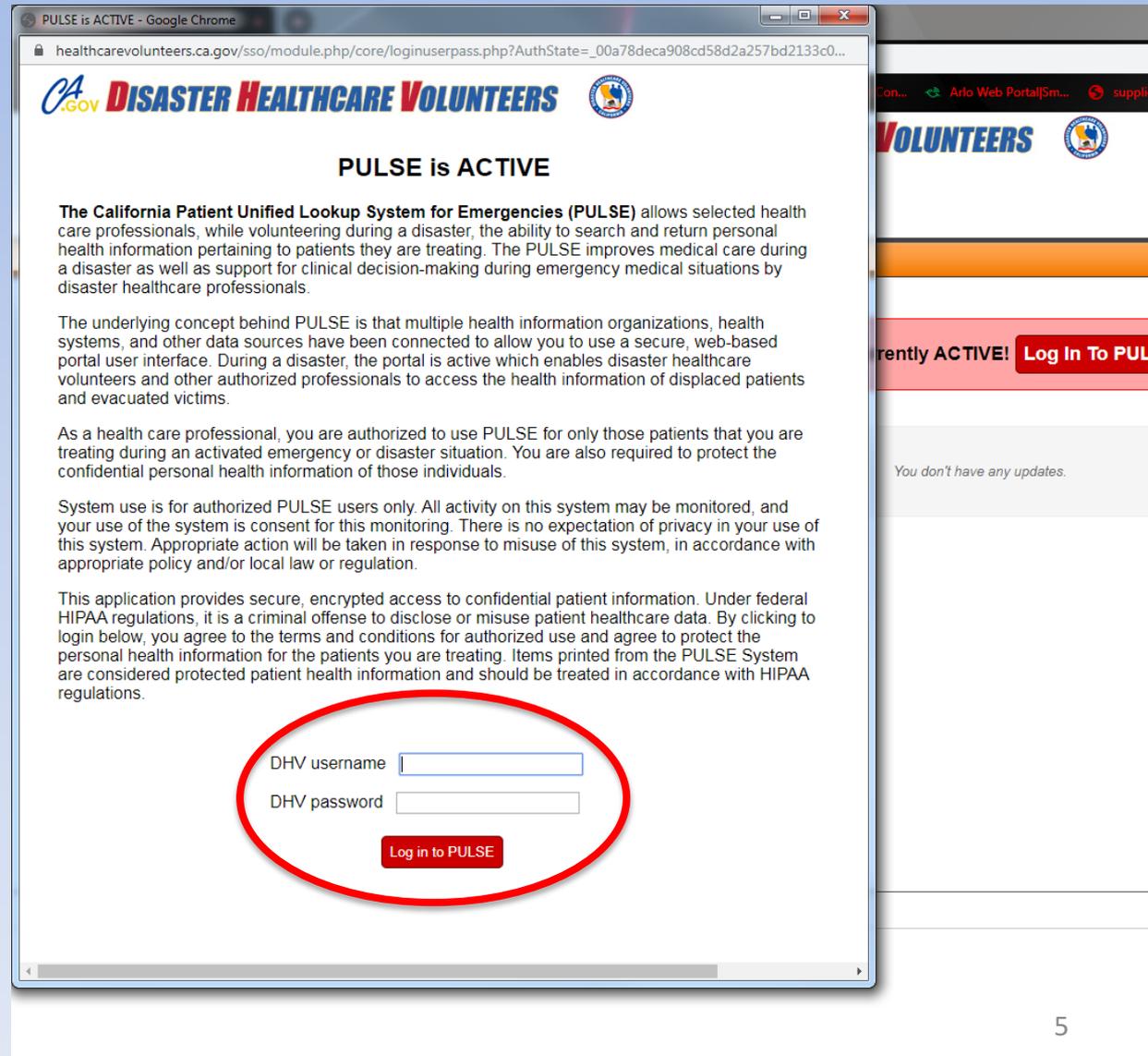
*** You will only see the RED bar when the PULSE System is activate ***

*** A second browser window will open ***

3. Log into the PULSE System using your DHV Username and Password

*** Be Aware ***

Everything in the PULSE System is case sensitive



The screenshot shows a Google Chrome browser window titled "PULSE is ACTIVE - Google Chrome". The address bar contains the URL: `healthcarevolunteers.ca.gov/sso/module.php/core/loginuserpass.php?AuthState=_00a78deca908cd58d2a257bd2133c0...`. The page header features the "CA .GOV DISASTER HEALTHCARE VOLUNTEERS" logo and a circular seal. The main heading is "PULSE is ACTIVE".

The page contains several paragraphs of text:

- 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. The PULSE improves medical care during a disaster as well as support for clinical decision-making during emergency medical situations by disaster healthcare professionals.
- The underlying concept behind PULSE is that multiple health information organizations, health systems, and other data sources have been connected to allow you to use a secure, web-based portal user interface. During a disaster, the portal is active which enables disaster healthcare volunteers and other authorized professionals to access the health information of displaced patients and evacuated victims.
- As a health care professional, you are authorized to use PULSE for only those patients that you are treating during an activated emergency or disaster situation. You are also required to protect the confidential personal health information of those individuals.
- System use is for authorized PULSE users only. All activity on this system may be monitored, and your use of the system is consent for this monitoring. There is no expectation of privacy in your use of this system. Appropriate action will be taken in response to misuse of this system, in accordance with appropriate policy and/or local law or regulation.
- This application provides secure, encrypted access to confidential patient information. Under federal HIPAA regulations, it is a criminal offense to disclose or misuse patient healthcare data. By clicking to login below, you agree to the terms and conditions for authorized use and agree to protect the personal health information for the patients you are treating. Items printed from the PULSE System are considered protected patient health information and should be treated in accordance with HIPAA regulations.

At the bottom of the page, there is a login form with two input fields: "DHV username" and "DHV password". A red oval highlights these fields and the "Log in to PULSE" button below them. To the right of the main content, there is a sidebar with a "VOLUNTEERS" header and a "Log In To PULSE" button. Below the sidebar, there is a message: "You don't have any updates."

If you enter your DHV Username and Password incorrectly or if you are not authorized to use the PULSE System you will see this message.

 **DISASTER HEALTHCARE VOLUNTEERS**



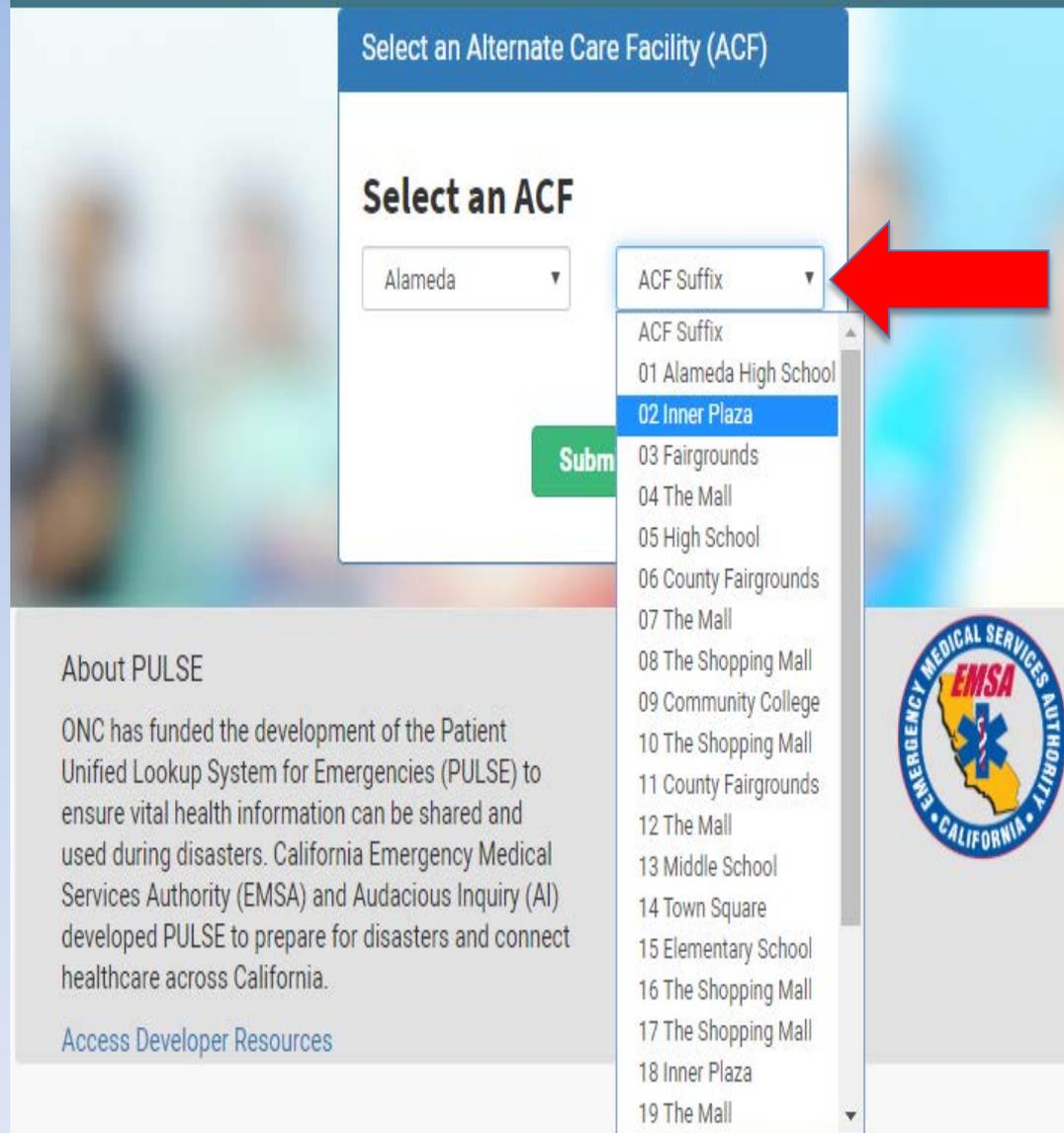
You entered your user name and/or password incorrectly or you are not authorized to access PULSE. Verify your credentials and try again or refer to the **EMSA Health Information Exchange site** to learn more about PULSE.

PULSE is ACTIVE

4. Using the Alternative Care Facility (ACF) County drop down menu: Select your County location that you are physically located.

The screenshot displays the PULSE (Patient Unified Lookup System for Emergencies) web application. At the top left is the PULSE logo with the tagline 'Patient Unified Lookup System for Emergencies'. In the top right corner, there is a user profile for 'George Meyer' and a 'Model Contract Lan...' button. Below the header, a blue box contains the title 'Select an Alternate Care Facility (ACF)'. Inside this box is a form titled 'Select an ACF' with two dropdown menus: 'ACF County' and 'ACF Suffix'. A red arrow points to the 'ACF County' dropdown. Below the dropdowns is a green 'Submit' button. To the right of the main content area, there is a sidebar with a 'VOLUNTEERS' section and a 'Log In To' button. At the bottom of the page, there is an 'About PULSE' section with text explaining the system's purpose and logos for the Office of the National Coordinator for Health Information Technology and the California Emergency Medical Services Authority (EMSA). A footer message states 'You don't have any updates.'

4a. Using the Alternative Care Facility (ACF) Suffix drop down menu: Select your Suffix location that you are physically working.



Select an Alternate Care Facility (ACF)

Select an ACF

Alameda ▼

ACF Suffix ▼

ACF Suffix

01 Alameda High School

02 Inner Plaza

03 Fairgrounds

04 The Mall

05 High School

06 County Fairgrounds

07 The Mall

08 The Shopping Mall

09 Community College

10 The Shopping Mall

11 County Fairgrounds

12 The Mall

13 Middle School

14 Town Square

15 Elementary School

16 The Shopping Mall

17 The Shopping Mall

18 Inner Plaza

19 The Mall

Submit

About PULSE

ONC has funded the development of the Patient Unified Lookup System for Emergencies (PULSE) to ensure vital health information can be shared and used during disasters. California Emergency Medical Services Authority (EMSA) and Audacious Inquiry (AI) developed PULSE to prepare for disasters and connect healthcare across California.

[Access Developer Resources](#)



4b. Once you have selected the County and the suffix, click the submit button.

Select an Alternate Care Facility (ACF)

Select an ACF

Alameda ▼ 01 Alameda High ▼

Submit

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[Access Developer Resources](#)

Search

Review

Patient Query

First Name *

First Name

Field is required

Last Name *

Last Name

Field is required

Gender *

Choose from the selection

Field is required

Date of Birth *

Month

Day

yyyy

Field is required

Field is required

Field is required

SSN

XXX-XX-XXXX

Street Address

City

State

Zipcode

Telephone

Search Q

Queries (1)

Queried Patient Information

Name	Date of Birth	Gender	Last Updated	Status	Action
Daisy ZZTEST GM	11/10/1935	F	Apr 5, 2018 12:37:04 PM	1 record found	+ ↻

5. To SEARCH for a Patient; Fill in the required fields: Name, Gender, DOB, (SS# or Address) telephone is not required.

Search

Review

Patient Query

First Name *

Last Name *

Gender *
Female

Date of Birth *
September 14 1988

SSN

Street Address

City **State** **Zipcode**
san francisco California 94115

Telephone

Queries (2)

Queried Patient Information

Name	Date of Birth	Gender	Last Updated	Status	Action
daisy zztest gm	09/14/1988	F	Oct 10, 2019 11:56:21 AM	3 organizations pending	<input type="button" value=""/>
daisy zztest	09/14/1988	F	Oct 10, 2019 11:55:52 AM	0 records found	<input type="button" value=""/> <input type="button" value="REFRESH"/>

*** Helpful Tip ***

If the search comes back with **ZERO** records found.

Click on the **“REFRESH”** button to repopulate that patients data in the search fields.



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[Access Developer Resources](#)



Search

Review

Patient Query

First Name *

First Name

Field is required

Last Name *

Last Name

Field is required

Gender *

Choose from the selection

Field is required

Date of Birth *

Month

Day

yyyy

Field is required

Field is required

Field is required

SSN

XXX-XX-XXXX

Street Address

City

State

Zipcode

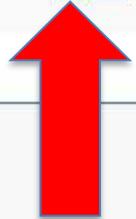
Telephone

Search Q

Queries (1)

Queried Patient Information

Name	Date of Birth	Gender	▼ Last Updated	Status	Action
Daisy ZZTEST GM	11/10/1935	F	Apr 5, 2018 12:37:04 PM	1 record found	+ ↻



6. Once found click the “+” button

Return of Patient Match

Patient Staging

7. Check the "Select" box to confirm patient selection

Queried Patient Information

Name	Gender	Date of Birth
Daisy ZZTEST GM	F	11/10/1935

Possible Patient Records

Location	Name	Gender	Date of Birth	SSN	View Details	Select
Sutter Health	Daisy Zztest Gm	Female	11/10/1935			<input type="checkbox"/>

Verbally verify patient information with Patient

Combined PULSE Patient

Full Name *	<input type="text" value="Daisy ZZTEST GM"/>	Friendly Name	<input type="text"/>
Gender *	<input type="text" value="Female"/>	SSN	<input type="text"/>
Date of Birth *	<input type="text" value="November"/>	<input type="text" value="10"/>	<input type="text" value="1935"/>

8. Then click "Save"

 Dismiss

Save 

Return of Multiple Patients

Patient Staging

Queried Patient Information

Name	Gender
Daisy ZZTEST GM	F

Possible Patient Records

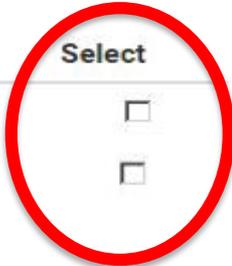
Location	Name	Gender	Date of Birth	SSN	View Details	Select
Sutter Health	Daisy Zztest Gm	Female	11/10/1935			<input type="checkbox"/>
Sutter Health	Daisy Zztest Gm	Female	11/10/1935			<input type="checkbox"/>

Combined PULSE Patient

Full Name *	<input type="text" value="Daisy ZZTEST GM"/>	Friendly Name	<input type="text"/>
Gender *	<input type="text" value="Female"/>	SSN	<input type="text"/>
Date of Birth *	<input type="text" value="November"/>	<input type="text" value="10"/>	<input type="text" value="1935"/>

*** Helpful Tip ***

If multiple patients return on SEARCH; Select all that are relevant.



Dismiss

Then "Save"



Save

Search

Review

Patient Query

First Name *

Last Name *

Gender *

Date of Birth *

SSN

Street Address

City

State

Zipcode

Telephone

Search Q

Queries (0)

Queried Patient Information

No current queries

9. Click the “Review”
button

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[Access Developer Resources](#)

10. Click the “Magnifying Glass” button

The screenshot shows the PULSE interface with two buttons at the top: a blue 'Search' button and a green 'Review' button. Below the buttons is a blue header bar that reads '1 Active Patient at Alameda-01'. Underneath, a search result for 'test18 pulsedrill' is displayed. A red arrow points to a magnifying glass icon next to the patient name. Below the name, it says '1 document available' and 'Last accessed: Oct 10, 2019 12:09:35 PM'.

The “Review” page is a staging area and can hold multiple patients from the same ACF

The screenshot shows the PULSE interface with two buttons at the top: a blue 'Search' button and a green 'Review' button. The 'Review' button is circled in red. Below the buttons is a blue header bar that reads '2 Active Patients at Yolo-01'. Underneath, two search results are displayed. The first result is for 'Allison Dodge' with a magnifying glass icon circled in red. Below the name, it says '1 document available' and 'Last accessed: Jul 7, 2017 8:06:04 PM'. The second result is for 'Julie Xxtestpulse' with a magnifying glass icon. Below the name, it says '3 / 3 documents cached' and 'Last accessed: Jul 7, 2017 8:04:22 PM'.

11. Click the “Download” button for:

Summarization Of Episode Documents
or
Continuity Of Care Documents

*** Helpful Tip ***
Click on the “Title” to
alphabetize the returned
documents list.

Status	Title	Class Name	Confidentiality	Creation Date	Size
	Summarization Of Episode	Summarization Of Episode	* Informational *	Oct 10, 2019	351.6 kB

The “Creation Date” of the returned documents will all be the same as the date of the search date. NOT THE DATE OF MEDICAL EPISODE.

12. Click the “Status” button then scroll down to view the document.

SSN

Status	Title	Class Name	Confidentiality
	Summarization Of Episode	Summarization Of Episode	Normal

Document Review

No document currently loaded

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The Office of the
Health Inform

Verbally verify the patient information!

Clinical Summary

Patient	Daisy Zztest Gm
Language	(JPN)
Date of birth	November 10, 1935
Sex	Female
Race	
Ethnicity	Not Hispanic or Latino
Contact info	Primary Home: 55555 west county Road SAN FRANCISCO, CA 94115, USA Tel: +1-999-888-8888
Patient IDs	SUF9819508 13238505
Confidentiality	Normal
Document Id	
Document Created:	April 5, 2018, 12:44:20, MST
Author	Epic - Version 8.3
Contact info	
Emergency contact (Mother)	zztest, Mom
Contact info	Tel: +1-999-888-9099
Emergency contact (Father)	zztest, Father
Contact info	Tel: +1 999 777 8765

Source Comments

This information has been disclosed to you from records protected by Federal confidentiality rules (42 CFR part 2). The Federal rules prohibit you from making any further disclosure of this information unless further the written consent of the person to whom it pertains or as otherwise permitted by 42 CFR part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The Federal information to criminally investigate or prosecute any alcohol or drug abuse patient. Sutter Health Affiliates and Community Connect Practices - DEV

Allergies

Active Allergy	Reactions	Severity	Noted Date	Comments
2-Ethoxyethanol			01/09/2018	
A & D	Anaphylaxis	High	01/09/2018	
Bilberry	Cough	High	11/17/2017	
Latex			01/09/2018	
Hydrocodone-Acetaminophen			01/09/2018	
Peanut-Containing Drug Products	Anaphylaxis	High	04/18/2017	

Current Medications

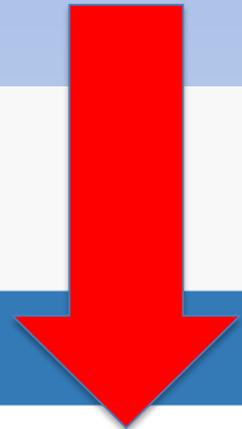
Prescription	Sig.	Disp.	Refills	Start Date	End Date	Status
PROAIR HFA 108 (90 Base) MCG/ACT Oral Inhaler	Inhale 2 Puffs	1 Inhaler	0	03/19/2018		Active
Indications: Asthma, unspecified asthma severity, unspecified whether complicated, unspecified whether persistent	by mouth every 4 to 6 hours as needed Shake well.					
furosemide (LASIX) 80mg Tab	Take 1 Tab by mouth daily	30 Tab	0	03/19/2018	04/18/2018	Active
Indications: Asthma, unspecified asthma severity, unspecified whether						

Review pertinent medical information

When you are done with the patient:
Click “**Discharge**” button to clear out
patient information and data.

Search

Review



[Edit](#) [Discharge](#) [Return to patient list](#)

F

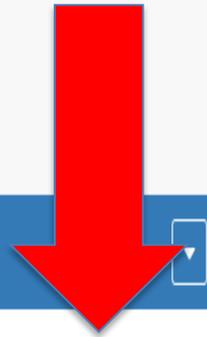
03/01/1995

	Class Name	Confidentiality	▼ Creation Date	Size	Organization
ation Of Episode	Summarization Of Episode	Normal	Oct 10, 2019	351.6 kB	OCPRHIO and Santa Cruz HIO

If you are not done with the patient: Click the **Return to Patient List** button and the patient and data will close and remain in the patient staging area.

Search

Review



Edit Discharge Return to patient list

F

03/01/1995

	Class Name	Confidentiality	▼ Creation Date	Size	Organization
ation Of Episode	Summarization Of Episode	Normal	Oct 10, 2019	351.6 kB	OCPRHIO and Santa Cruz HIO

The “Edit” button: The PULSE System will not save notes or edits. PULSE is a view only system. Patient care reports are to be taken separately.

Search

Review

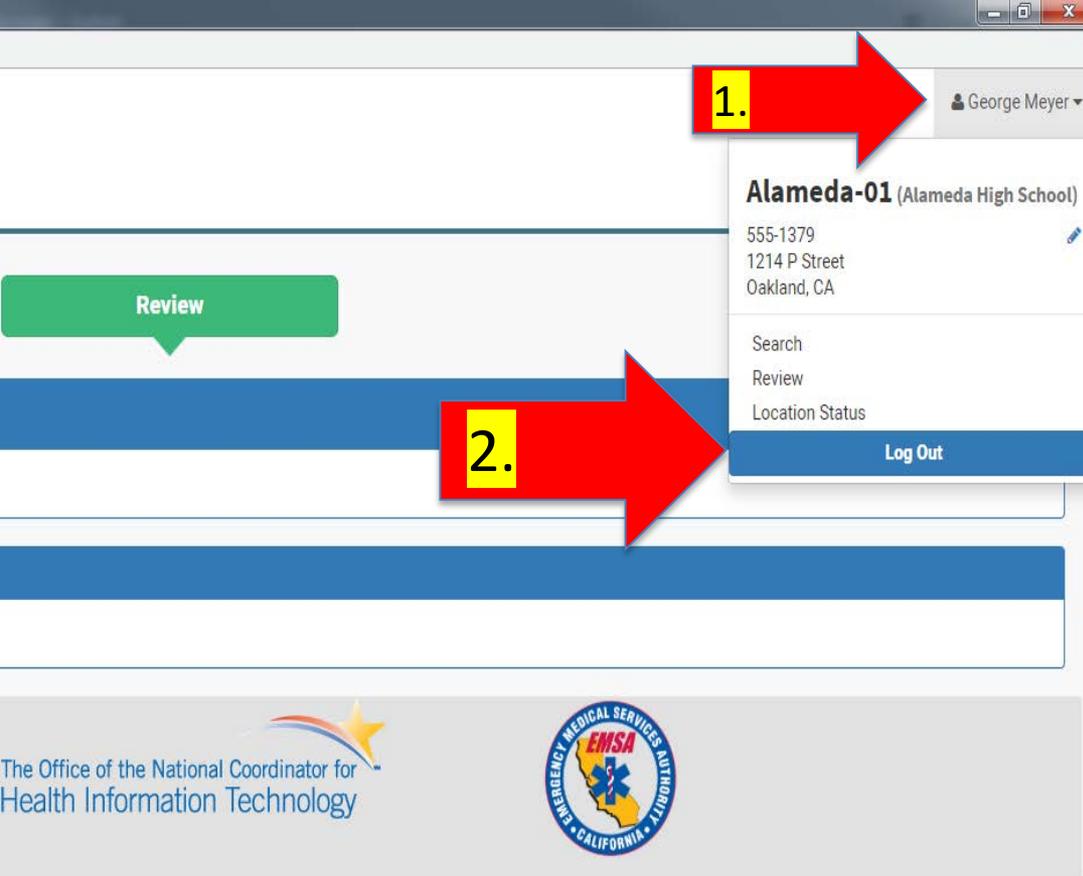


[Edit](#) [Discharge](#) [Return to patient list](#)

F

03/01/1995

	Class Name	Confidentiality	▼ Creation Date	Size	Organization
ation Of Episode	Summarization Of Episode	Normal	Oct 10, 2019	351.6 kB	OCPRHIO and Santa Cruz HIO



To Log Out:

1. Click on your name in the top right corner of the page
2. Click **“Log Out”**
3. Close your browser window
4. Go to the open DHV browser page and **“Log Out”** of DHV
5. Click on your internet settings: **“History”**
6. Clear your browser history for as long as you were utilizing the PULSE System
7. Again..... Clear your browser history !!!!!

For More Information or Help

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