Hospital Dashboard Quick Reference Guide: For Users

This guide is available for individuals working at hospitals who will be accessing the Hospital Dashboard to view information about incoming patients.

This document provides a quick overview of the most common tasks that Hospital Dashboard users will need to do in the Hospital Dashboard.

Overview of the Hospital Dashboard

The Hospital Dashboard is a Web-based application that allows your hospital to view the information for patients who are being brought in by EMS agencies. Once an agency has filled in enough information, their run form information will appear on your Hospital Dashboard to help you prepare for incoming patients.

The Hospital Dashboard is primarily divided into two sections: the Search tab and the Recent Arrivals tab. The Recent Arrivals tab allows you to display runs arriving at your hospital for a specific span of time (e.g., in the last 12 hours) while the Search tab displays a longer list of runs and allows you to view more information.

Accessing the Hospital Dashboard

The Hospital Dashboard is accessed through the EMS agency's Service Bridge website or through the state's State Bridge website. You will need to acquire this website URL from the EMS agency or the state. Once you have a profile set up within that system, you will have the ability to log in and view incoming and past runs from the EMS agency that are coming to your hospital.

1. In your Web browser (e.g., Internet Explorer, Firefox, Chrome), go to the website URL for the Service Bridge, State Bridge or Rescue Bridge. The System Login page appears.

2. In the Username text box, type your username.
3. In the Password text box, type your password.
   🍩 HINT: You should be provided this information by the EMS agency, the state or the administrator for the Hospital Dashboard from your hospital.
4. When finished, click Submit.
   A data privacy statement appears.
5. Read the statement and click Yes.
The Service Bridge system is opened.

6. From the top toolbar, click Hospital Dashboard.
The Hospital Dashboard opens in a new window, with the Search tab displayed.
Viewing the Recent Arrivals

The Recent Arrivals tab allows you to view a list of all patients who have arrived at your hospital within a certain time period.

1. From the Hospital Dashboard, select the Recent Arrivals tab. The list of recent arrivals appears.

2. To view specific information about a particular incident, click the corresponding PDF icon. The report appears in a new window.

3. To view a different report, from the Report drop down menu, select the desired report.

4. To view any additional information about this run report (i.e., attachments, addendums, history or QA/QI notes), click the appropriate link.
5. To view the history of the run, click the corresponding History icon [image]. The Incident History window appears.