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1. Overview

1.1. What is RESCUE Exchange?

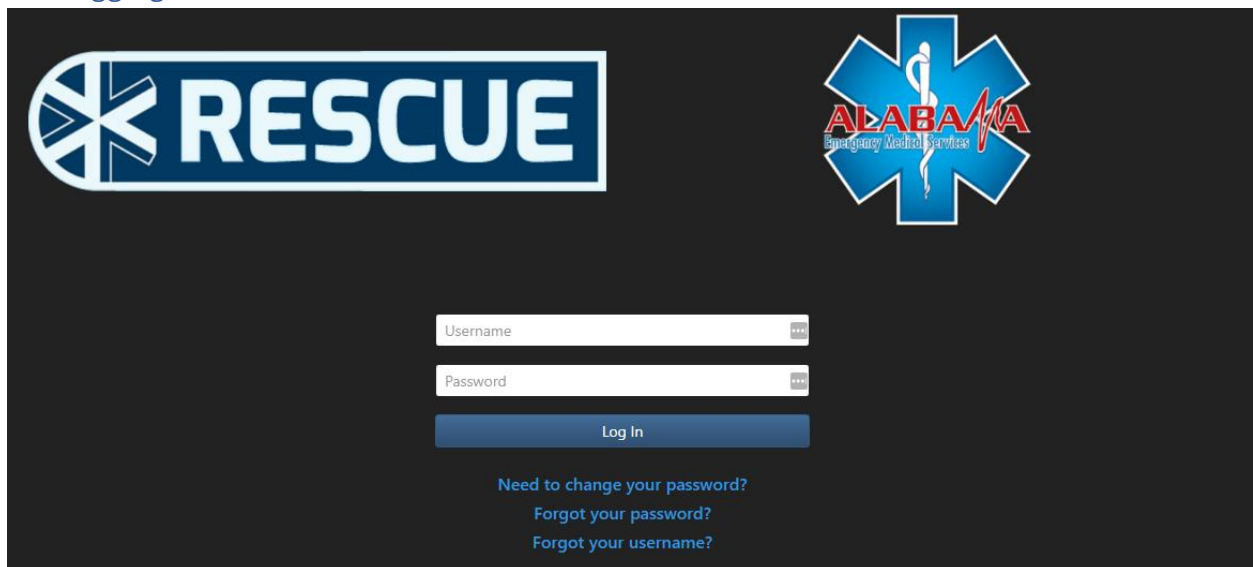
RESCUE exchange is the platform for hospitals to retrieve electronic Patient Care Reports (ePCR) for patients brought to their facility via emergency medical services (EMS). RESCUE Exchange allows authorized hospital staff to retrieve ePCRs using different search variables including, name, transport date, EMS transport agency, date of birth, etc.

1.2. How to access RESCUE Exchange

The RESCUE Exchange software can be found by navigating to <https://epcr-exchange.adph.state.al.us/#/> using your preferred web browser. You must have an internet connection to do this.

2. Getting Started

2.1 Logging In



The screenshot shows a login interface with a dark background. On the left is the 'RESCUE' logo, which consists of a white circle with a stylized 'R' and the word 'RESCUE' in white capital letters on a dark blue rectangular background. On the right is the 'ALABAMA Emergency Medical Services' logo, featuring a blue Star of Life with a white caduceus in the center and the text 'ALABAMA' in red and 'Emergency Medical Services' in white below it. In the center, there are two white input fields: the top one is labeled 'Username' and the bottom one is labeled 'Password', both with a small 'x' icon on the right. Below these fields is a blue button with the text 'Log In' in white. At the bottom of the screen, there are three links in blue text: 'Need to change your password?', 'Forgot your password?', and 'Forgot your username?'.

The log in screen is not only where you login, but you can also change your password if you forgot it or retrieve a forgotten username. Once you enter your username and password, you will be shown an organization dropdown. Simply choose your organization to proceed. Note that if you only have one facility that you are associated with, you will not see this screen. The system will instead automatically choose your facility for you.

2.1.1 Agreement Page

To access this site, you MUST READ AND AGREE to the following:

Computer and Information Usage Agreement 1 / 1

Computer and Information Usage Agreement:

The Alabama Department of Public Health (ADPH) considers maintaining the security and confidentiality of protected health information a matter of its highest priority. All those granted access to this information must agree to the standards set forth in this Computer and Information Usage Agreement. All those who cannot agree to these terms will be denied access to protected health information entrusted by our patients to this organization. Each person accessing Recording of Emergency Medical Services Calls and Urgent-care Environment (RESCUE) system, electronic Patient Care Reports (ePCR) data and resources holds a position of trust relative to this information and must recognize the responsibilities entrusted in preserving the security and confidentiality of this information. The following conditions apply to all those having access to protected health information.

I will:

- Respect the privacy and rules governing the use of any information accessible through the computer system or network and only utilize information necessary for performance of my job.
- Respect the procedures established to manage the use of the system.
- Prevent unauthorized use of any information in files maintained, stored or processed by ADPH.
- Not seek personal benefit or permit others to benefit personally by any confidential information or use of equipment available through my work assignment.
- Not exhibit or divulge the contents of any record or report except to fulfill a work assignment.
- Not knowingly include or cause to be included in any record or report, a false, inaccurate, or misleading entry.
- Report any violation of this code.

I understand that the information accessed through all ADPH information systems contains sensitive and confidential patient care and member care, business, financial and hospital employee information.

[I Agree](#)

Upon logging in, you will be greeted with a user agreement page. You MUST read and accept the terms provided. It ensures that you know that the data you are working with is sensitive.

3. Navigating the Site

3.1 Home Page

RESCUE DCH Regional Medical Center Log Out Settings ALADA/IA

Patient Care Reports

Patient Search

Showing 347 reports of 19929 total

New Viewed Downloaded Confirmed Transferred Hidden

EMS Agency	Patient	Date Received	Status	Action
HALE COUNTY EMS	[REDACTED]	07/14/2019 17:00	New	Hide
HALE COUNTY EMS	[REDACTED]	07/14/2019 15:12	New	Hide
HALE COUNTY EMS	[REDACTED]	07/14/2019 12:18	New	Hide
HALE COUNTY EMS	[REDACTED]	07/14/2019 10:40	New	Hide
HALE COUNTY EMS	[REDACTED]	07/14/2019 08:20	New	Hide
HALE COUNTY EMS	[REDACTED]	07/14/2019 05:18	New	Hide
HALE COUNTY EMS	[REDACTED]	07/13/2019 22:12	New	Hide
MARION COUNTY EMS	[REDACTED]	07/13/2019 19:40	New	Hide
FAYETTE COUNTY EMS	[REDACTED]	07/13/2019 15:00	New	Hide
HALE COUNTY EMS	[REDACTED]	07/13/2019 11:10	New	Hide

1 2 3 4 5 Next

Upon successful login, you will be taken to the Home Page. This page houses all reports associated with the facility you have logged in with. If another facility has designated a patient transferred to your facility, you will also be able to see it here.

In the table provided, you will see each reports EMS Agency that originally created the report, the patient’s name, what date the facility received the report, the status and an “Action” column.

Note: By default, you can only see patient reports from the past two weeks. This can be overridden by using the “Patient Search” feature (see 3.1.1).

The status represents one of 6 statuses:

1. New – Report has not been viewed yet
2. Viewed – A user has clicked into the report
3. Confirmed – A user has confirmed the data therein is correct
4. Transferred – A user has transferred the report to another facility
5. Downloaded – A user has requested a printed copy of the report.
6. Received – The report was transferred from another facility.
7. Hidden – The report is hidden

Showing 3 reports of 19929 total

New Viewed Downloaded Confirmed Transferred Hidden

EMS Agency	Patient	Date Received	Status	Action
FAYETTE COUNTY EMS	[REDACTED]	07/11/2019 19:30	Viewed	Hide
FAYETTE COUNTY EMS	[REDACTED]	07/10/2019 19:00	Viewed	Hide
GREENE COUNTY EMS	[REDACTED]	07/09/2019 11:40	Confirmed	Hide

1

Showing 3 reports of 19929 total

New Viewed Downloaded Confirmed Transferred Hidden

EMS Agency	Patient	Date Received	Status	Action
FAYETTE COUNTY EMS	[REDACTED]	07/11/2019 19:30	Viewed (Hidden)	Unhide
FAYETTE COUNTY EMS	[REDACTED]	07/10/2019 19:00	Viewed	Hide
GREENE COUNTY EMS	[REDACTED]	07/09/2019 11:40	Confirmed (Hidden)	Unhide

1

The top right of the table has each status listed as a button. These are toggleable. By default, all of them except “Hidden” is on. You can toggle each one you don’t want to see to the “off” position by clicking it. Clicking it again will toggle it back to the “on” position. Turning on “Hidden” allows you to see reports you or others within your facility have chosen to hide by click the “Hide” button in the “Action” column.

3.1.1 Patient Search

Patient Search ▲

Clear All Fields

EMS Agency
Search EMS Agencies

Patient First Name Patient Middle Name Patient Last Name Patient DOB
Search Patient First Name Search Patient Middle Name Search Patient Last Name Search Patient DOE X

Date Received From Date Received To ATCC System ATCC Value
Search Date Received From X Search Date Received To X Systems X Value

Search

Near the top of the Home Page you will notice a “Patient Search” box. Clicking this opens it up and allows you to search for patients via the many fields within. Use the “Clear All Fields” button to reset all fields. Use the “Search” button to search reports.

3.2 Viewing Reports

Patient [REDACTED]	EMS Agency FAYETTE COUNTY EMS	Patient Transfer Time 07/11/2019 19:30	Patient DOB [REDACTED]
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ATCC Information

ATCC System NO SYSTEM SELECTED	ATCC Value NO VALUE ENTERED
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Edit

Is the above information correct?

Confirm Transfer Return to Home Page

Clicking into a report will bring you to the report details page. Here you can review the ATCC information for the patient. Once inside a report, you can confirm the ATCC system information within is correct. You can also correct the ATCC information if it is not correct by clicking the “Edit” button and editing the information within. When you click “Confirm”, every other person in your facility will be able to see and reference those changes. Note that editing ATCC information does NOT affect the original patient care report. This is specifically for your reference.

Once confirmed, you can then “Download” the full report if you need it for reference. Note that if you or anyone else changed the ATCC information to something that is not in the report, you will not see this change reflected in the downloaded report.

There is also a “Transfer” feature on this page. Click “Transfer” and designate a facility to transfer this patient, and that facility will be able to see and reference the patient.

Patient	EMS Agency	Patient Transfer Time	Patient DOB
[REDACTED]	FAYETTE COUNTY EMS	07/11/2019 19:30	[REDACTED]

ATCC Information

ATCC System	ATCC Value
NO SYSTEM SELECTED	NO VALUE ENTERED

[Edit](#)

Facilities

Facilities eligible for transfer x ▾

[Confirm Transfer](#) [Cancel](#)

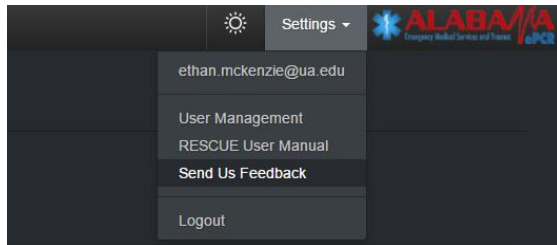
4. Additional information

4.1. Providing feedback

If you wish to help us further improve RESCUE, you can email any information about bugs you find or suggestions you may have to rescuecapssupport@ua.edu.

Alternatively, you can use the 'Send Us Feedback' feature from within RESCUE. It is located in the 'Settings' dropdown in the top right corner of the website.

'Send Us Feedback' Feature



When you select the option to send us feedback, a new window will appear asking you for your email (if it is not automatically filled for you) and will provide plenty of free text space for you to describe to us your suggestion and/or issue. That message will then be sent to the rescuecapssupport@ua.edu email.

4.2. Frequently Asked Questions

Questions asked frequently will be placed here in the future.

5. Changelogs
