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.

1.3. What is this guide for?
RESCUE Exchange utilizes a “Facility Management” section that allows organization administrators to manage their organization, such as adding/creating new members, editing/referencing organization information and editing organization and/or user privileges.
2. Getting Started

To get to the Facility Management section of the site, you must use the settings dropdown in the navbar located at the top of your browser window. Note that if you do not have organization administration privileges, then you cannot see this entry in the settings dropdown.
3. Navigating the Site

3.1. Organization Information

When you first navigate to the Facility Management section of RESCUE Exchange, you will first see the “Organization Information” page. This page shows the name of your organization, address, and a few other things.

3.2. Organization Privileges

Clicking the “Privileges” button at the top will bring you to the “Organization Privileges” page. This page allows you to change the privileges that a user will have by default. Changing these privileges would not affect any user who has these privileges at the user level (See 3.3.2).
3.3. Members

The members tab will bring you to the “Organization Members” page. Here you will see a list of all your organization members.

3.3.1 User Information

Clicking on a member on the “Organization Members” page will bring you to that user’s “User Information” page. Here you can see the user’s username, account state and name information. You can edit these.

3.3.2 User Privilege

Clicking on the Privileges tab will bring you to the “User Privileges” page. Here you can edit this user’s specific privileges. Remember that these override organization-wide privileges (See 3.2).

If you need to return to the organization section of the “Facility Management”, you can use the “Return to Organization Management” button.

3.4. Adding Members

The last tab in the organization side of the facility management section is where you can add new members to your organization. Upon clicking the “Add Members” tab, two new tabs will present themselves: “Search for Existing Accounts” and “Create New Account”

3.4.1 Search for Existing Accounts

Some users within your facility might have another account already associated with a different facility. If so, you can search for these users using the 3 fields provided: “Username/Email”, “Name”, and “License
Number”. If their account comes back in the search, you can then simply add that user to your organization.

3.4.2 Create New Account

If the user who needs an account has not had an account within the RESCUE system, you can then use this tab to create one for them.

Fill in the provided info, and simply click “Create Account”. The user should now be added. They should also receive an email at the email address provided that gives them further instructions on setting up an account. If they do not receive an email, however, they can use the “Change/Forgot password” functionality on the “Login” screen when they first navigate to the website.
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