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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 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.
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

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
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

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
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.
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

![Settings dropdown menu with Send Us Feedback option highlighted](image)

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