

Frequent Hospital Hub questions & answers March 2022

Is the Hub the same as GEMSIS?

GEMSIS is a separate system from the Hub but linked to the Hub by the hospital facility code. It is a two way link that allows hospital Hub users access to the PCRs on GEMSIS for hospital use and also sends information from the hospital to EMS agencies when the hospital user completes the Hub Outcome form.

How do PCRs in GEMSIS get into the Georgia Hospital Hub?

All Georgia licensed EMS agencies must submit their patient care reports to the state EMS database GEMSIS (Georgia Emergency Medical Service Information System). Some EMS agencies use the GEMSIS system as their PCR system and so when they complete their PCR it automatically is in GEMSIS. You will be able to access their PCRs in almost real time.

Other EMS agencies use a third party EMS software vendor. After they have filled out their PCRs in that software then later a batch of PCRs are then imported into GEMSIS by a supervisor or other staff from that agency. This results in a delay before you can access the PCR. The delay may vary depending on several factors including software or staffing issues. Some EMS agencies require review of their PCRs for quality or billing purposes and that generally causes an additional delay before their PCRs are imported into GEMSIS. Also if they switch software vendors there could be as much as a month or more delay.

I see all the Georgia PCRs but can't find South Carolina's. Why?

The Georgia Emergency Medical Service Information System GEMSIS only contains patient care reports (PCR) from Georgia licensed EMS agencies. It does not have PCRs from out of state emergency medical service agencies.

I am having trouble getting on the Hub.

First be sure you have the correct site. The Georgia Hospital Hub is at <https://www.mygemsis.org/hub>. Don't forget the last 'hub'.

If you are still having trouble contact Angie Rios the Hospital Hub Coordinator at angelyn.rios@dph.ga.gov.

What is the Related box on the Hub for?

Very important question! When a patient was first transported to another hospital and then it was decided the patient needed to be transported to you the first PCR can be located by the Related button. First you need to highlight the PCR you see for your hospital and then select Related. The Hub will then open that first PCR for the patient regardless of the destination or the transporting EMS agency. You can then access the patient information from the first call.

I am having trouble finding the PCR's I need, what can I do?

It is advisable when you first log on the Hub to click the Reset button. This will clear any previous searches so that you can proceed. When you start a search also select Reset to avoid any previous searches.

Sometimes agencies may be slow to submit PCR's to GEMSIS because of staff or software issues. Generally these can be resolved in a relatively short time. Some hospitals will call the EMS agency directly to find out when the issue will be resolved and also to let them know that their PCR's are needed. If you don't see any PCR's from an EMS agency contact Angie Rios at angelyn.rios@dph.ga.gov.

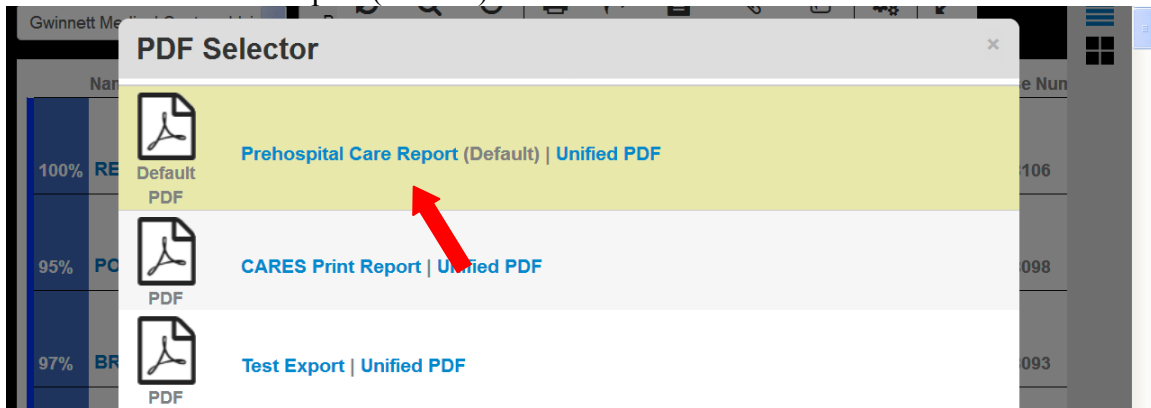
The Hub does not seem to be working right, what can I do?

If GEMSIS has gone down you will not be able to access PCR's. This happens only occasionally and you will see a message saying 'GEMSIS connection(s) is/are currently unavailable. Please try again later.' Usually try again in 5 or 10 minutes and it will be up and available. If a problem persists send an error message to support@imagnetrend.com and copy Angie Rios at angelyn.rios@dph.ga.gov.

Also ImageTrend our Hub vendor performs monthly server maintenance on the last Wednesday of every month, between 9:00 PM and 11:00 PM Central Time. During that time GEMSIS may not be available.

The Hub looks different what has changed?

The Georgia Hospital Hub has been upgraded. It still functions the same. When on the Hub select Hospital Hub to use the Hub and view PCR's. If you can't see the entire screen select the double arrow Maximize button in the upper right it will expand the view. For EMS agencies that have moved to Elite, the new version of ImageTrend software, the PCR will look different but contain the same information the old PCR's did. Use the Patient Care Report (Default).

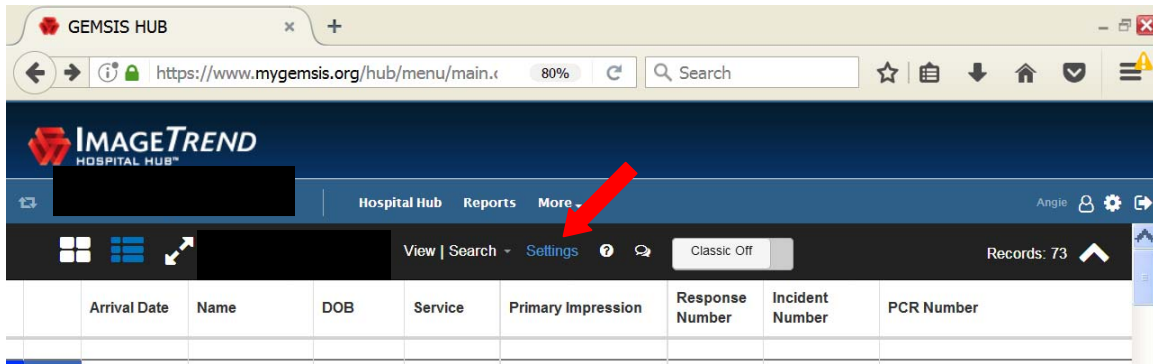


I can log on the Hub but cannot get to the PCR's nothing seems to work what is going on?

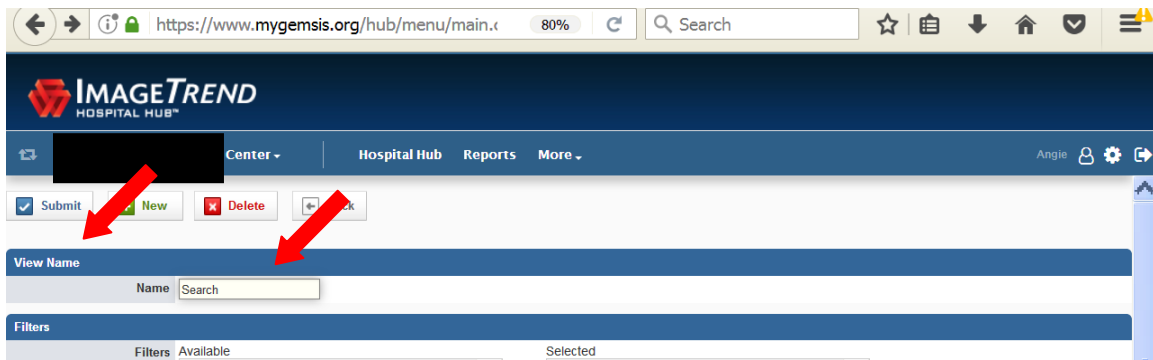
It is probably your Internet connection. For Internet Explorer: Get on the Internet and go to Tools then chose Compatible View Settings. Scroll down to My GEMSIS and remove the check. Now try and log on to the Hub. When on the Hub select Hospital Hub to use the Hub and view PCR's. Both Chrome and Mozilla Firefox are working fine. If this does not solve the problem contact Angie Rios at angelyn.rios@dph.ga.gov.

I am still having trouble finding a patient's PCR that wheel keeps turning, what can I do?
 Searching by the patients name alone may not help if the name has been misspelled and also the search will take a long time considering all the data the Hub must sort through. It is recommended that you start by setting the search for a few days before and a few days after the admission date – Date Arrived at Destination. Then add to the search the EMS agency that transported the patient – Service Name. When selecting the EMS agency from the alphabetical drop down you may see an agency that appears to be listed twice. This is because the agency may have both an EMS side and a Fire side both having the same name. Select the name with the smaller number for example Henry County Fire Department 194 is EMS and Henry County Fire Department 869 is their fire department and they do not transport. If you narrow down the search this way you avoid the system having to sort through hundreds of PCRs and save time. You can also see if that EMS agency is importing their PCRs in a timely fashion – if you don't see any PCRs for a month or more they are not. If you don't see any PCRs from an EMS agency contact Angie Rios at angelyn.rios@dph.ga.gov.

I don't see a column for Patient Name on the PCR list, how do I add it?
 You can create your own view and change the order of the columns by selecting the Settings box that is next to the Search button on the upper bar of options.



To create your own View enter a name and select Submit. Then you can change your search options under Filters or the order of the columns.



You can choose your search options by moving items from the Available list to the Selected list under Filters.

The screenshot shows a configuration interface with two main sections: 'Filters' and 'Columns'.
Under 'Filters', there are two lists: 'Available' and 'Selected'. The 'Available' list contains: Connection, Response / Call Number, Status, Unit Notified Date Range, and Validity. The 'Selected' list contains: Arrival Date Range, Primary Impression, Incident Number, PCR Number, Service Name, Date of Birth, and Last Name. A red arrow points to the 'Available' list. To the right of the 'Selected' list are 'up' and 'down' arrow buttons, with a red arrow pointing to the 'up' button.
Under 'Columns', there are also two lists: 'Available' and 'Selected'. The 'Available' list contains: Age, Age Units, Attachments, Base Hospital Contacted, Cause Of Injury, Chief Complaint, and Destination Name. The 'Selected' list contains: Arrival Date, Name, DOB, Service, Primary Impression, Response Number, and Incident Number. To the right of the 'Selected' list are 'up' and 'down' arrow buttons.

On the Columns Available list highlight the item you want to be added to the PCR. For example highlight Name and then use the up or down arrows to move it to the front of the list or where you want it positioned.

The screenshot shows the 'Search Display Columns Options' section. At the top, there is a 'Show Last In Day(s)' dropdown set to '2'. Below it is a text instruction: 'Set the number of previous days to show if no search filters are set. Maximum is 30 days for this setting.'
The 'Columns' section has two lists: 'Available' and 'Selected'. The 'Available' list contains: Age, Age Units, Has Attachments, Attachments, Base Hospital Contacted, Cause Of Injury, Chief Complaint, Is Base Hospital, Gender, and Incident Date. The 'Selected' list contains: Name, DOB, Service, Arrival Date, Response Number, Incident Number, PCR Number, Date Entered, Outcome, and PI. 'Name' is highlighted in the 'Selected' list. A red arrow points to 'Name'. To the right of the 'Selected' list are 'up' and 'down' arrow buttons, with a red arrow pointing to the 'up' button.
At the bottom, there is an 'Incoming Patients Columns Options' section with 'Show Last In Hour(s)' set to '99' and 'Refresh Time (Seconds)' set to '60'.
Footnote: 'If no column is selected, a default view with Response Number, Incident Number, PCR Number, Date Entered, Service, DOB, Arrival Date' will be used. *Note: The tile view uses the first 6 columns.'

You can set the number of days to search up to 30 by increasing Arrival Date. Be sure and hit Submit to save all changes.

Criteria

Arrival Date Last Default 30 Days

Unit Notified Date Last Default 30 Days

Hospital - Hospital -

Connection - Connection -

Service Name -All-

PCR Report Status -All-

Provider Primary Impression -All-

Submit Back

How do I search for patients on the new Hub?

Five search options are available to locate Patient Care Reports. In all cases after you select the View option you must also select the Records arrow at far right.

Select 'View' and then 'Search' to search by arrival date.

View | Search - Settings ? Classic Off Records: 77

Arrival Date	Name	DOB	Response Number	Incident Number	PCR Number
100% 04/23/2020 01:18		95			9610a040b3ed5c
100% 04/22/2020 23:32					..7c2c

Private Views -
★ Search
System Views -
System View Search
Built-In -
Deploy View
Incoming

Select Records arrow at far right at end of row to make your choices. Then enter the desired dates you wish to search by.

View | Search - Settings ? Classic Off Records: 77

Arrival Date Range: 2020-03-29 To Arrival To

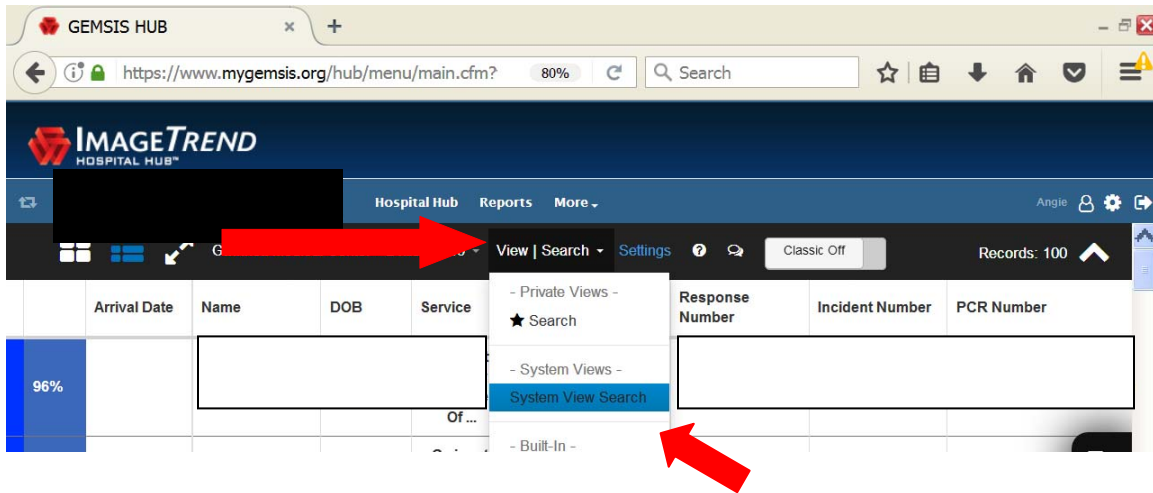
Arrival Date	Name	DOB	Service	Primary Impression	Response Number	Incident Number	PCR Number
100% 04/23/2020 01:18				General/Other-Syncope and coll...			44249610a0
100% 04/22/2020 23:32	HI			COVID-19 - Confirmed by testin...	2021		54b07ee0cc4cad877c2c

Records

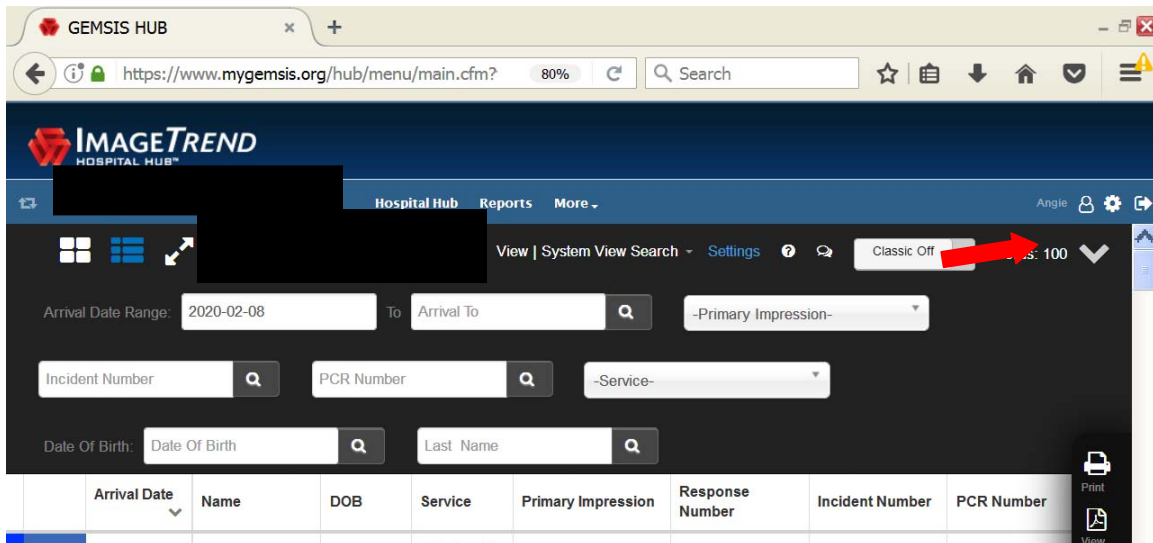
The second search option is the System View Search.

You can search by patient last name, DOB, primary impression, arrival date, EMS agency or identifying numbers.

After selecting View select System View Search.



Then select Records arrow at far right at end of row to view and make choices. Arrow will point down and show the number of records found.



To search by incoming patients as with other searches first select View and then Incoming. See below for the search options.

The screenshot shows the GEMISIS HUB search interface for Incoming patients. The browser address bar shows the URL <https://www.mygemsis.org/hub/menu/main.cfm?>. The page title is "GEMISIS HUB". The search options are as follows:

- View: Incoming
- Records: 10
- Arrival Date Range: 2020-04-21 To Arrival To
- Connection: -Connection-
- Date Of Birth: Date Of Birth, Incident Number, Last Name
- PCR Number, -Primary Impression-, Response / Call #
- Service-
- PCR Report Status-, Unit Notified Date Range: Unit Notified From To Unit Notified To
- Validity

On the right side, there are icons for Print, View, Attach, and Outcome.

To search by deploy as with other searches first select View and then Deploy. See below for the search options.

The screenshot shows the GEMISIS HUB search interface for Deploy patients. The browser address bar shows the URL <https://www.mygemsis.org/hub/menu/main.cfm?>. The page title is "GEMISIS HUB". The search options are as follows:

- View: Deploy View
- Records: 15
- Arrival Date Range: Arrival From To Arrival To
- Connection: -Connection-
- Date Of Birth: Date Of Birth, Incident Number, Last Name
- PCR Number, -Primary Impression-, Response / Call #
- Service-
- PCR Report Status-, Unit Notified Date Range: 2020-04-20 To Unit Notified To
- Validity

On the right side, there are icons for Print, View, Attach, and Outcome.

Response Number	Incident Number	PCR Number	Date Entered	Service	DOB	Arriva
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