

# EMERGENCY MEDICAL SERVICES AND TRAUMA REGISTRIES **ONLINE SUBMISSION GUIDE**



**TEXAS**  
Health and Human  
Services

Texas Department of State  
Health Services

# Emergency Medical Services and Trauma Registries (EMSTR)

Online Submission File Upload Guide for:

Emergency Medical Services (EMS) Providers

Hospitals

Justices of the Peace (JPs)

Medical Examiners (MEs)

Rehabilitation Facilities

Long Term Acute Care (LTAC) Facilities

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## 1. Introduction

The Texas Department of State Health Services (DSHS) Emergency Medical Services and Trauma Registries (EMSTR) is a statewide passive surveillance system that collects reportable events data from Emergency Medical Services (EMS) providers, hospitals, justices of the peace (JPs), medical examiners (MEs), and long-term acute care (LTAC) and rehabilitation facilities. EMSTR includes four registries:

- The EMS Registry;
- The Acute Traumatic Injury Registry;
- The Traumatic Brain Injury (TBI) Registry and Spinal Cord Injury (SCI) Registry; and
- The Submersion Registry.

You will access all Texas Health and Human Services (HHS) applications, including EMSTR, through the Identity and Access Management Online (IAMOnline) platform. IAMOnline provides single sign-on, multifactor authentication, and password reset self-service capabilities. The authorization feature enables request management processes, automated access management workflows, certification, and reporting.

## 2. Overview

The EMSTR program prepared training materials for all providers who report data to the registries. This online submission user guide is to provide step-by-step instructions for EMS, hospitals, JPs, MEs, LTAC facilities, and rehabilitation facilities to submit data to the EMSTR application using the free state online submission process. Providers should review the following:

- Activate your new account by following the instructions in the IAMOnline registration email sent to your inbox, or, if you did not have access to the registry prior to November 2023, by requesting access to EMSTR in IAMOnline;
- Secure your new account with a password and multifactor authentication;
- Sign in to access the My Apps dashboard and sign the Acceptable Use Agreement (AUA);
- Access the EMSTR application from the My Apps dashboard;
- Submit data into the EMSTR application;
- Run reports; and
- Manage account access through self-service functions.

### 3. Data Format Requirements

#### Hospital Providers:

The new EMSTR application includes the [National Trauma Data Standard](#) (NTDS) 2023 data dictionary definitions and the [International Trauma Data Exchange](#) (ITDX) 2023 data formats for all hospital patient records. The EMSTR application will continue to accept the 2020 ITDX format.

Note – After 11/09/2023, the new EMSTR application will not accept the NTDS 2017 format.

#### EMS Providers:

By 11/20/2023, the new EMSTR application will upgrade to the [National EMS Information System](#) (NEMSIS) version 3.5.

Note – After 11/09/2023, EMSTR will not accept NEMSIS version 3.3.4.

## 4. IAMOnline Account

### Request an IAMOnline Account

If you have not accessed your EMSTR account in the past year, DSHS did not migrate your account to the new system.

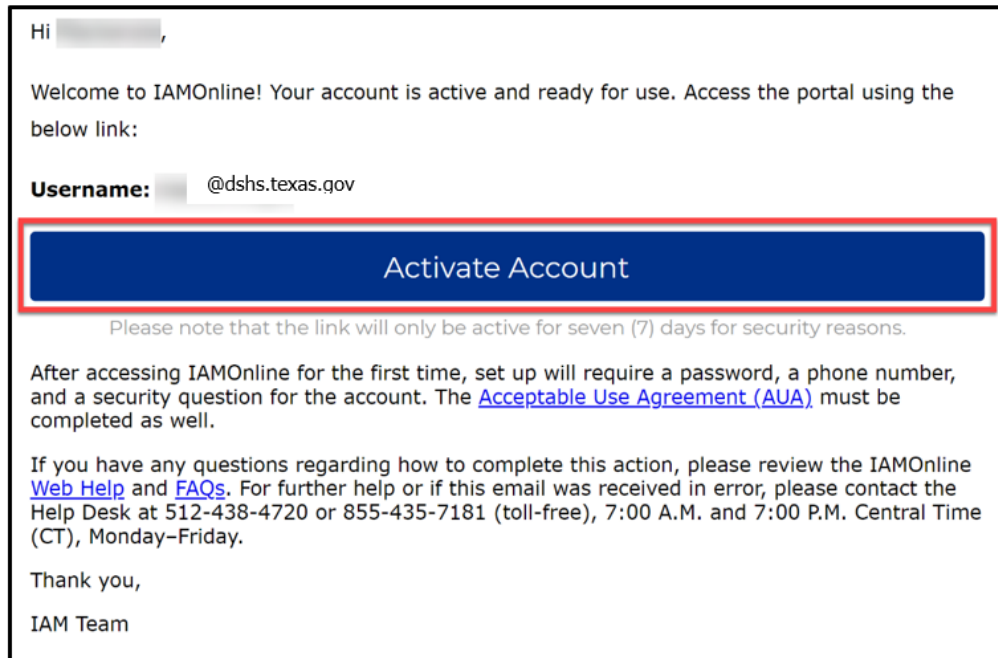
To begin, contact [injury.web@dshs.texas.gov](mailto:injury.web@dshs.texas.gov). Once you request an IAMOnline account, the HHS system will send you an activation email and you can continue with the [Activate New Account](#) section of this guide.

If you are a migrated user, meaning you reported data to the registry prior to 11/10/2022, continue to [Activate New Account](#) within this guide.

### Activate New Account

The HHS system will send migrated users who reported to the EMSTR application since 11/10/2022 an activation email to their organization's employee email address.

To access your account, find the email from [noreply@okta.com](mailto:noreply@okta.com) in your email inbox. Check your junk folder if you do not see it in your inbox. Click the **"Activate Account"** button.



**Note** – This link will only be active for **seven (7) days** from receipt of the email for security purposes. If it has been more than seven days since you received your activation email, request access to EMSTR by following the **Add EMSTR Access steps** under the [Manage Account Access](#) section of this guide.

## 5. Set up security methods

After selecting “**Activate Account**”, the HHS system will immediately prompt you to set up your security methods to protect your account with a **Password**, your **Phone**, and a **Security Question**. This is known as multifactor authentication.

Set up security methods  
@dshs.texas.gov

Security methods help protect your IAMOnline account by ensuring only you have access.

Set up required

- Password**  
Choose a password for your account  
Used for access  
[Set up](#)
- Phone**  
Verify with a code sent to your phone  
Used for access or recovery  
[Set up](#)
- Security Question**  
Choose a security question and answer that will be used for signing in  
Used for recovery  
[Set up](#)

[Back to sign in](#)

[Create a new account as a citizen](#)

[Request account as non-HHS employee or register organization](#)

[Sign Acceptable Use Agreement](#)

### Password

You need a password to access the account as the system provides a single sign-on to all HHS applications.

To set up a **Password**, click the “**Set up**” button.

Set up required

**Password**  
Choose a password for your account  
Used for access  
[Set up](#)



You must create a password that meets all the HHS organization's requirements listed below:

- At least eight (8) characters in length;
- A lowercase letter;
- An uppercase letter;
- A number;
- A symbol;
- Does not include any parts of the user's username;
- Does not include the user's first name;
- Does not include the user's last name;
- The password cannot be any of the user's previous six (6) passwords; and
- At least one (1) day must have passed since you last changed your password.

The screenshot shows a 'Set up password' interface. At the top, there is a blue circular icon with a lock and four asterisks. Below it, the text 'Set up password' is displayed, followed by a greyed-out email address field containing '@dshs.texas.gov'. Underneath, the section 'Password requirements:' lists the following criteria:

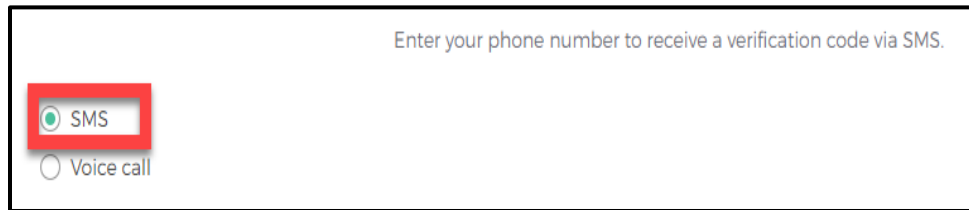
- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 24 passwords

Below the requirements are two text input fields. The first is labeled 'Enter password' and the second is labeled 'Re-enter password'. Both fields have a red border and a password reveal icon on the right. At the bottom of the form is a blue button labeled 'Next', which is also highlighted with a red border.

- Create a new password by typing it in the **“Enter password”** text box and re-entering it in the **“Re-enter password”** text box.
- Click the **“Next”** button.
  - **Tip** – Click the password reveal icon to see the typed text. ⓘ
  - **Tip** – If an error message appears, re-read the password requirements, and create a different password.

## Phone

To set up your phone number, select the **“SMS”** (short messaging service) or **“Voice call”** option. The **SMS** option will send a text message to your phone and the **Voice call** option will send an automated call. The phone number must be a valid U.S. number.



Enter your phone number to receive a verification code via SMS.

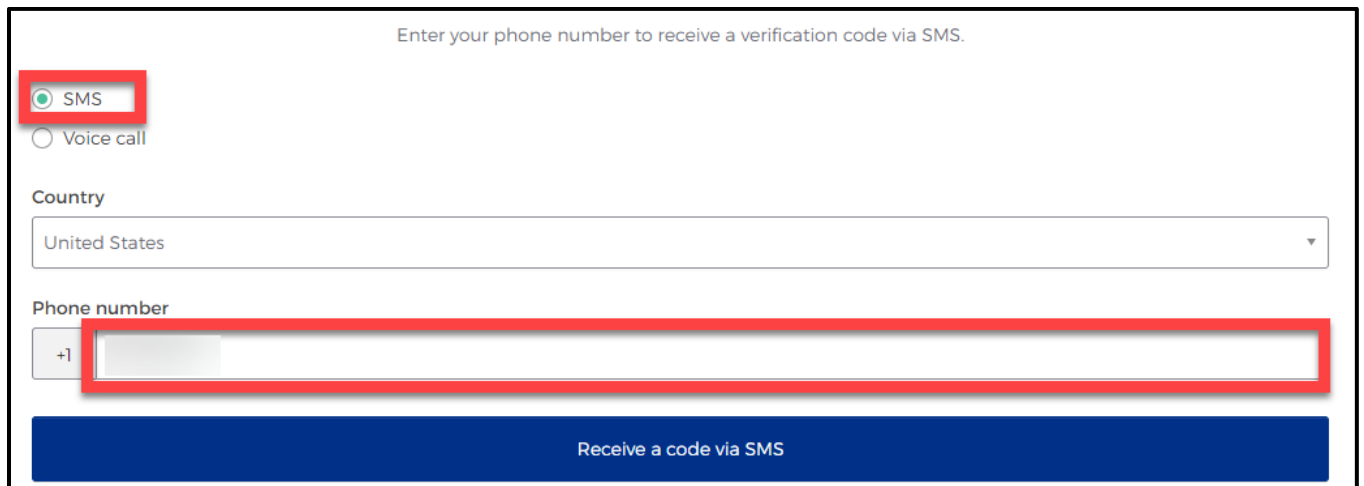
SMS  
 Voice call

*Example of SMS option selected.*

## Short Messaging Service (SMS)

You can use your phone number to verify the account. The automated HHS system will send a verification code to your phone number via **SMS** (text).

- The **Country** must be the United States (+1).
- Type your ten-digit phone number in the **Phone number** text box. This phone number must be able to receive an SMS. *Carrier messaging charges may apply.*
- Click the **“Receive a code via SMS”** button.



Enter your phone number to receive a verification code via SMS.

SMS  
 Voice call

Country  
United States

Phone number  
+1

Receive a code via SMS

- The HHS system will send an automated code to the listed phone number via SMS (text message).

Set up phone authentication

@dshs.texas.gov

A code was sent to your phone. Enter the code below to verify.  
Carrier messaging charges may apply

Enter Code

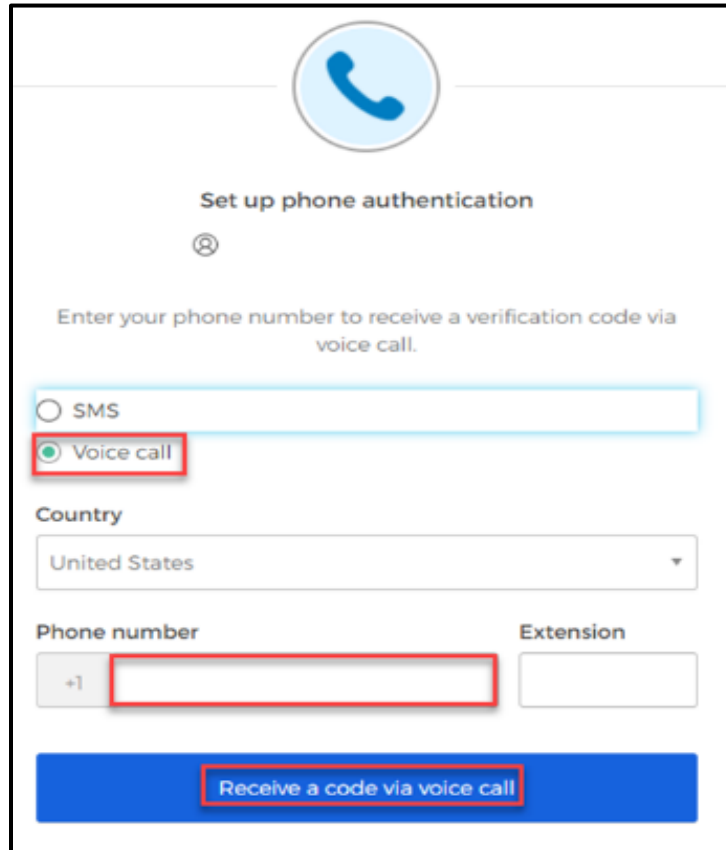
Verify

- Type the code you receive in the text box and click the **“Verify”** button.

## Voice Call

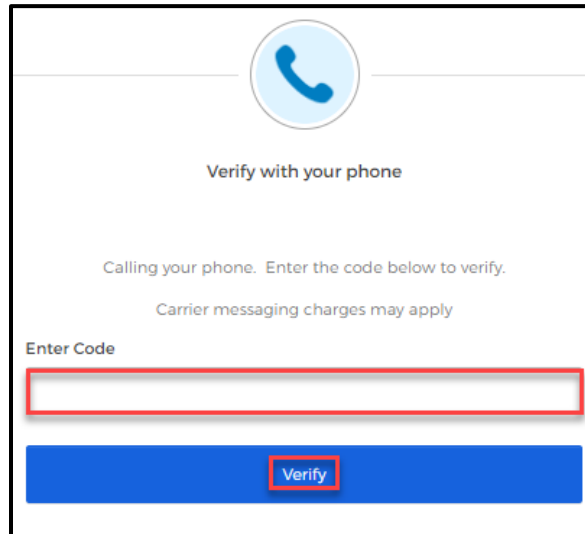
The second option to verify the account is a voice call. The system can provide an automated **verification code** via **Voice call**.

- The **Country** code must be for the United States (+1).
- Type the **Phone number** in the text box to receive a code by voice call.
- Click the **“Receive a code via voice call”** button.



The screenshot shows a mobile application interface for setting up phone authentication. At the top, there is a blue telephone icon in a circle. Below it, the text reads "Set up phone authentication" followed by an email icon. The instruction "Enter your phone number to receive a verification code via voice call." is displayed. There are two radio button options: "SMS" (unselected) and "Voice call" (selected and highlighted with a red box). Below this is a "Country" dropdown menu set to "United States". The "Phone number" field has a "+1" prefix and a red box around the input area. The "Extension" field is empty. At the bottom, a blue button labeled "Receive a code via voice call" is highlighted with a red box.

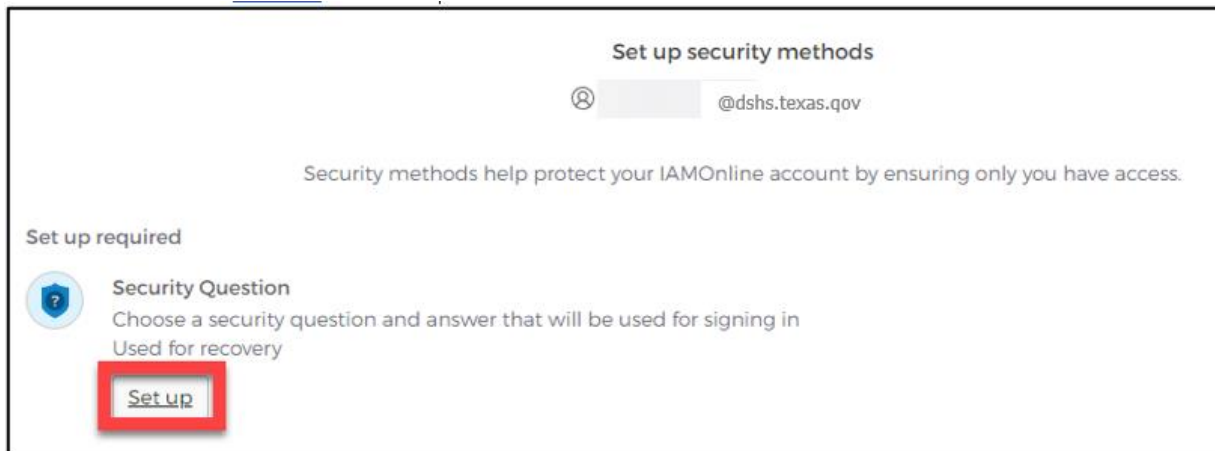
- Type the code provided by the voice call in the **Enter Code** text box and click the **“Verify”** button.



## Security Question


Set up a security question to protect the account.

- Click the **“Set up”** button.



You can either **Choose a security question** or **Create your own security question**.

- If creating a security question, create one that cannot be guessed by others, even those who know you well, for security purposes.

  
Set up security question

@ [redacted] @dshs.texas.gov

Choose a security question  
 Create my own security question

Choose a security question


What is the food you least liked as a child? ▾

Answer

[Empty text input field]

Verify

- To choose a security question, select the **“Choose a security question”** option.
- Select the drop-down icon ▾ and scroll to select a security question.
- Type your answer in the **Answer** box and click the **“Verify”** button.

  
Set up security question

@ [redacted] @dshs.texas.gov

Choose a security question  
 Create my own security question

Choose a security question

What is the food you least liked as a child? ▾

Answer

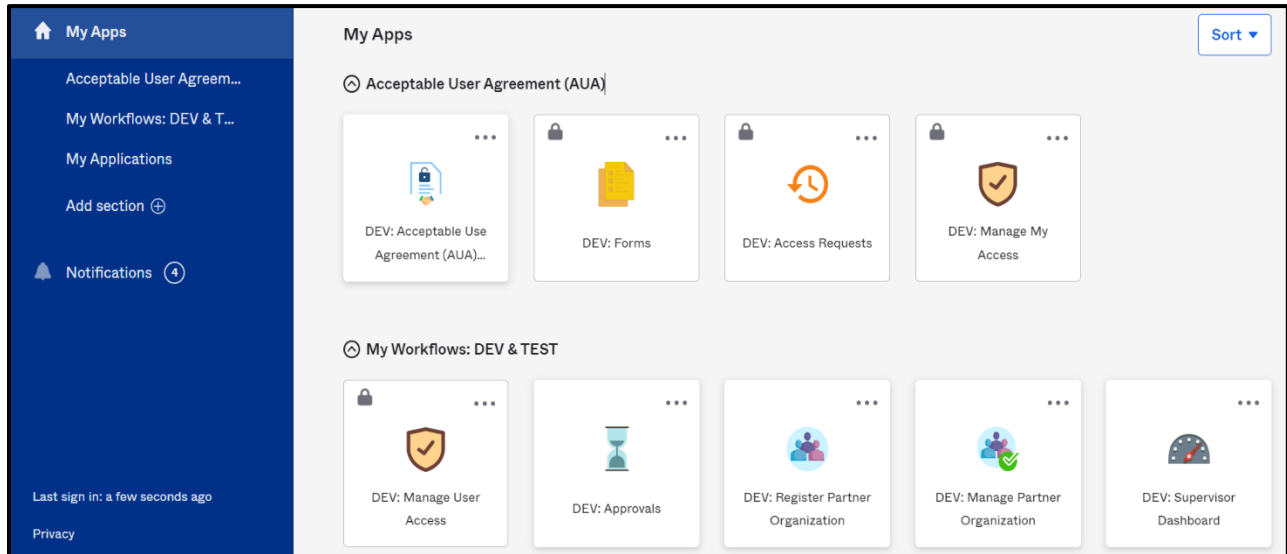
[Empty text input field]

Verify

## 6. Welcome to the MyApps Dashboard

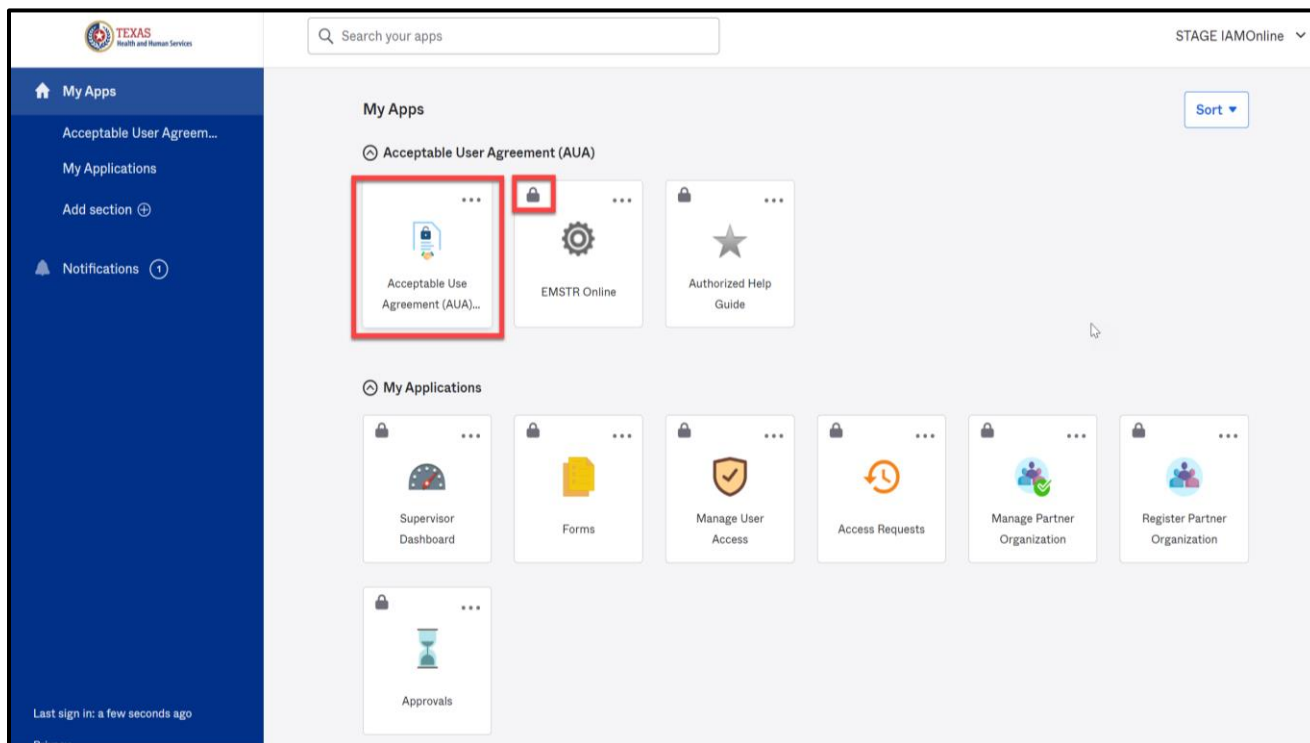
Your account set up is now complete and you can access your **MyApps** dashboard.

- This centralized dashboard will hold all HHS applications, systems, and software within one place for you to easily access and use.
- IAMOnline will also allow you to request and easily manage EMSTR application access.



## 7. Acceptable Use Agreement (AUA)

All application access tiles are locked with a lock icon until you complete the **Acceptable Use Agreement** form (AUA). To review and sign the AUA form, click the “**Acceptable Use Agreement**” tile located on the dashboard.



### Review and Sign the AUA Form

The **AUA** tile on the **My Apps** dashboard will take you directly to the AUA form for review and completion.

- You must sign this form once a year, every year.
- The automated HHS system will send email reminders in the following frequency to remind you to complete the form:
  - A first warning is provided fifteen (15) days before your AUA form expires;
  - A second warning is provided ten (10) days before your AUA form expires;
  - A third warning is provided five (5) days before your AUA form expires;
  - A fourth warning is provided each day until your AUA form reaches the expiration date; and
  - A fifth and final warning is provided on the expiration date, 365 days following its last review and signature.
- If you forget to sign the form, all application access tiles will lock until the form is reviewed and signed.



- Once you sign the form, the HHS system will unlock and renew your application access.

The screenshot shows a web form titled "Form" with a back arrow icon. The main content is the "Health and Human Services Acceptable Use Agreement (AUA)". Below the title, it states "Information Security Acceptable Use Policy - Please read the following agreement carefully and completely before signing." and "Version: 2.0". The form is divided into three sections: "1. Purpose", "2. Scope", and "3. Audience".

**Health and Human Services Acceptable Use Agreement (AUA)**

Information Security Acceptable Use Policy - Please read the following agreement carefully and completely before signing.  
Version: 2.0

**1. Purpose**  
This policy establishes requirements for using and protecting HHS information resources. Information resources include HHS data, information systems, and equipment. This policy also ensures that you are informed of and agree to your responsibilities concerning the use and protection of HHS information resources. This policy supports requirements in the HHS Information Security Policy, Circular-021: HHS Information Security/Cybersecurity Policy, Texas Administrative Code, Chapter 202, and all other relevant HHS, state, and federal policies and regulations.

**2. Scope**  
This policy applies to all HHS desktop computers, laptops, servers, software, data, mobile devices, and any other HHS information resources that are connected to the HHS network or that process HHS data. The scope of this policy includes equipment not owned by HHS, if it is used to access HHS data or information systems to perform HHS business.

**3. Audience**  
This policy applies to you, if you are authorized to access HHS information resources; that is, if: You are an HHS workforce member, defined for the purposes of this policy as an HHS employee, intern, trainee, or volunteer. You are a staff augmentation contractor. You or your employer or contracting entity are contracted to provide services to HHS or are an external entity that has an agreement with HHS to access HHS information resources. This policy applies when you work in a state office or in another location, such as your home. This policy excludes members of the public who use an HHS information resource to receive services from HHS.

## AUA Form Acknowledgement

After you carefully read the AUA form, you must acknowledge and sign the agreement.

- **Check** the box located next to the statement, **“I acknowledge that I read and understood the agreement, and I agree to comply with its terms.”**
- Input your **“First Name”** and **“Last Name”** into the respective text boxes located at the bottom of the use agreement.
- Select and identify your role as an employee, contractor, or intern with your associated organization.

- Click the **“Submit”** button once you have carefully read the AUA form and complete all required entry fields.

**Acknowledgement**

I have read, understand, and will comply with the requirements in the Information Security Acceptable Use Policy.

**First Name**

**First Name \***

**Last Name**

**Last Name \***

**Your Work Email \***

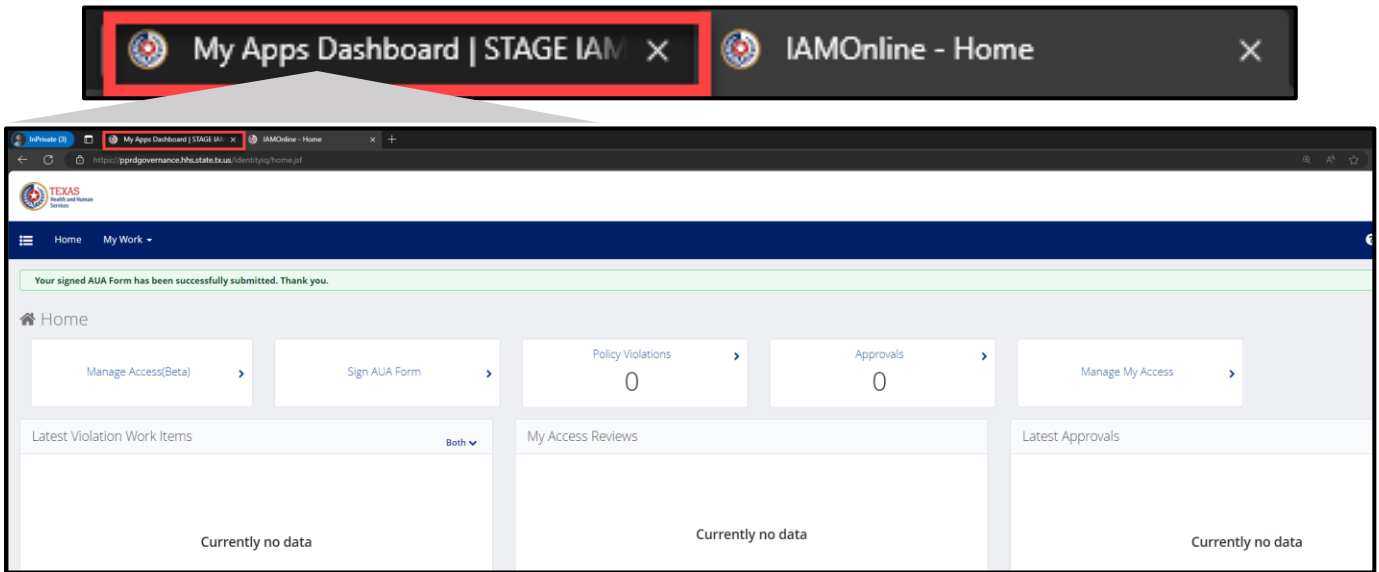
**Your Work Phone**

I am (choose one and explain below): \*

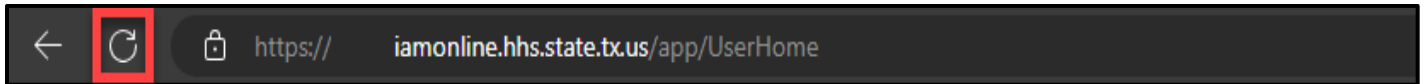
- An employee of HHSC (specify department and division)
- An employee of DSHS (specify department and division)
- An employee of another agency (specify agency, department, and division)
- A contractor (specify employer or non-state agency name)
- An intern or volunteer (specify agency, department, and division)
- Other (specify below if you are an advisory council member or an employee of a private provider)

**Date Agreement Signed \***

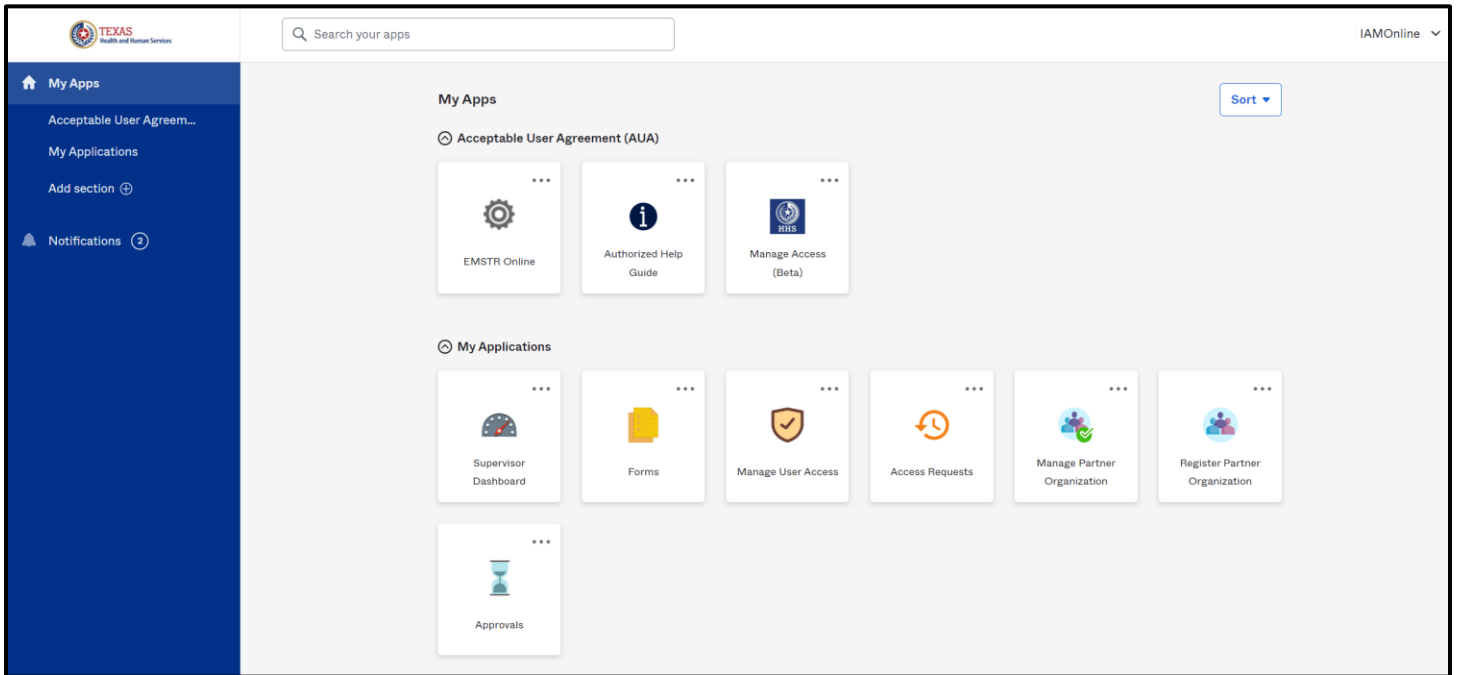
After submitting your AUA form, toggle back to your **MyApps** dashboard webpage.



Refresh your browser by clicking the refresh button.



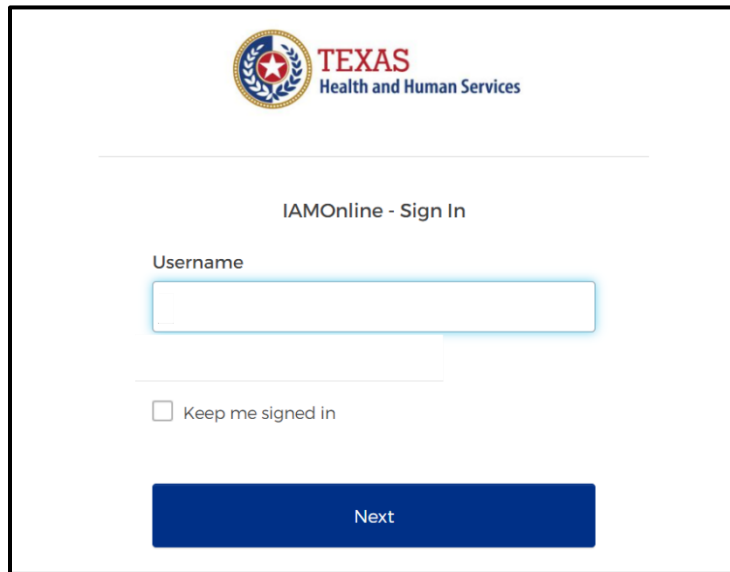
After refreshing your browser, your IAMOnline **MyApps** dashboard tiles will unlock.



## 8. Subsequent Sign in

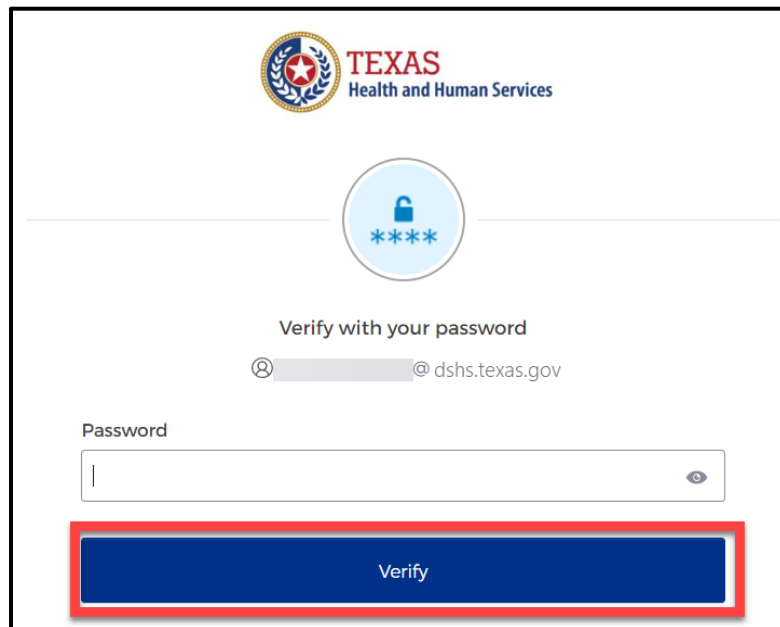
Once you successfully set up your account and access the **MyApps** dashboard, the sign-in process is simplified.

- Access the IAMOnline sign-in page.
- Sign in with your **username** (email).
- Enter your username in the text box and click the **“Next”** button.



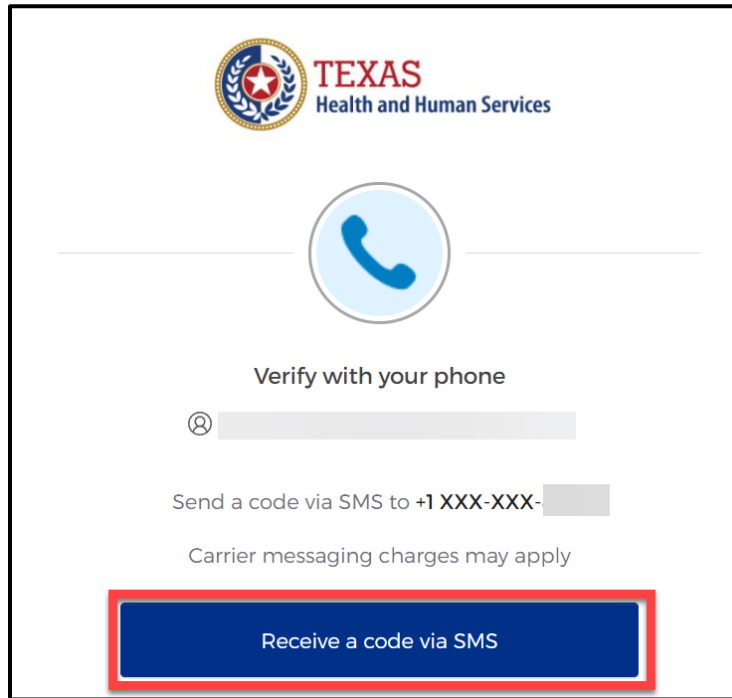
The screenshot shows the IAMOnline Sign In page for Texas Health and Human Services. At the top left is the Texas state seal, followed by the text "TEXAS Health and Human Services". Below this is a horizontal line and the text "IAMOnline - Sign In". Underneath is a "Username" label and a text input field. Below the input field is a checkbox labeled "Keep me signed in". At the bottom is a blue button labeled "Next".

- The HHS system will prompt you to enter the password associated with your username.
- Enter your password into the text box and click the **“Verify”** button.



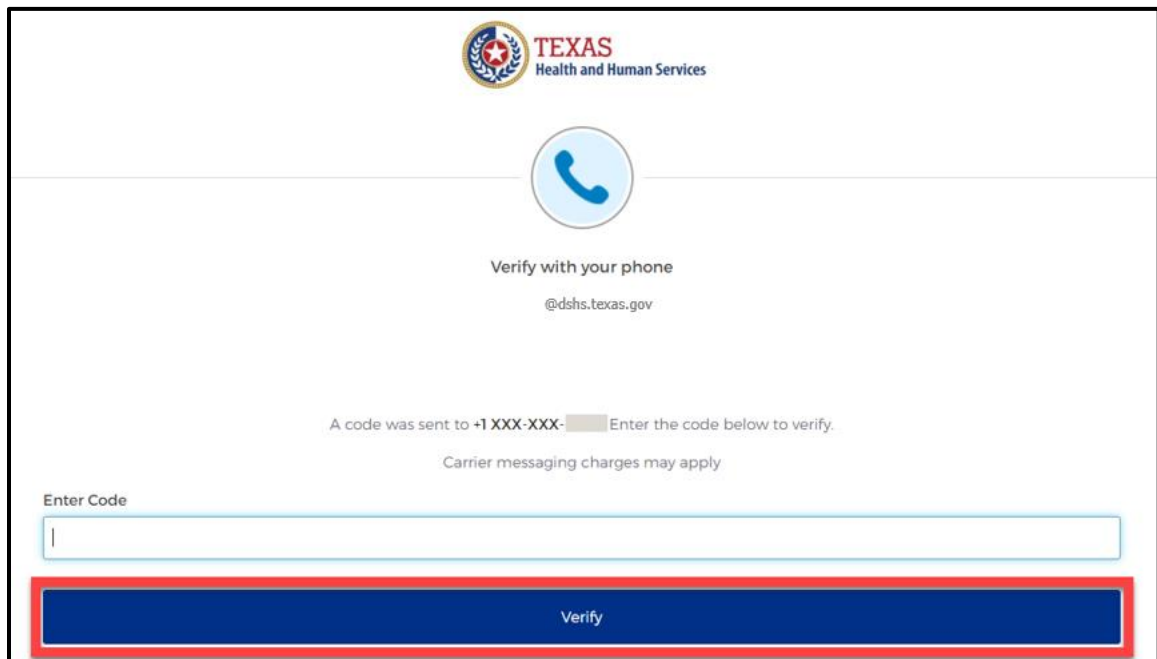
The screenshot shows the password verification step. At the top left is the Texas state seal, followed by the text "TEXAS Health and Human Services". Below this is a horizontal line and a circular icon containing a padlock and the text "\*\*\*\*". Underneath is the text "Verify with your password". Below this is a text input field containing a masked email address "\*\*\*\*\*@dshs.texas.gov". Underneath is a "Password" label and a text input field with a visibility toggle icon. At the bottom is a blue button labeled "Verify", which is highlighted with a red border.

- The HHS system will prompt you to verify your account using the registered phone number entered during the account creation process. Select the **“Receive a code via SMS.”**

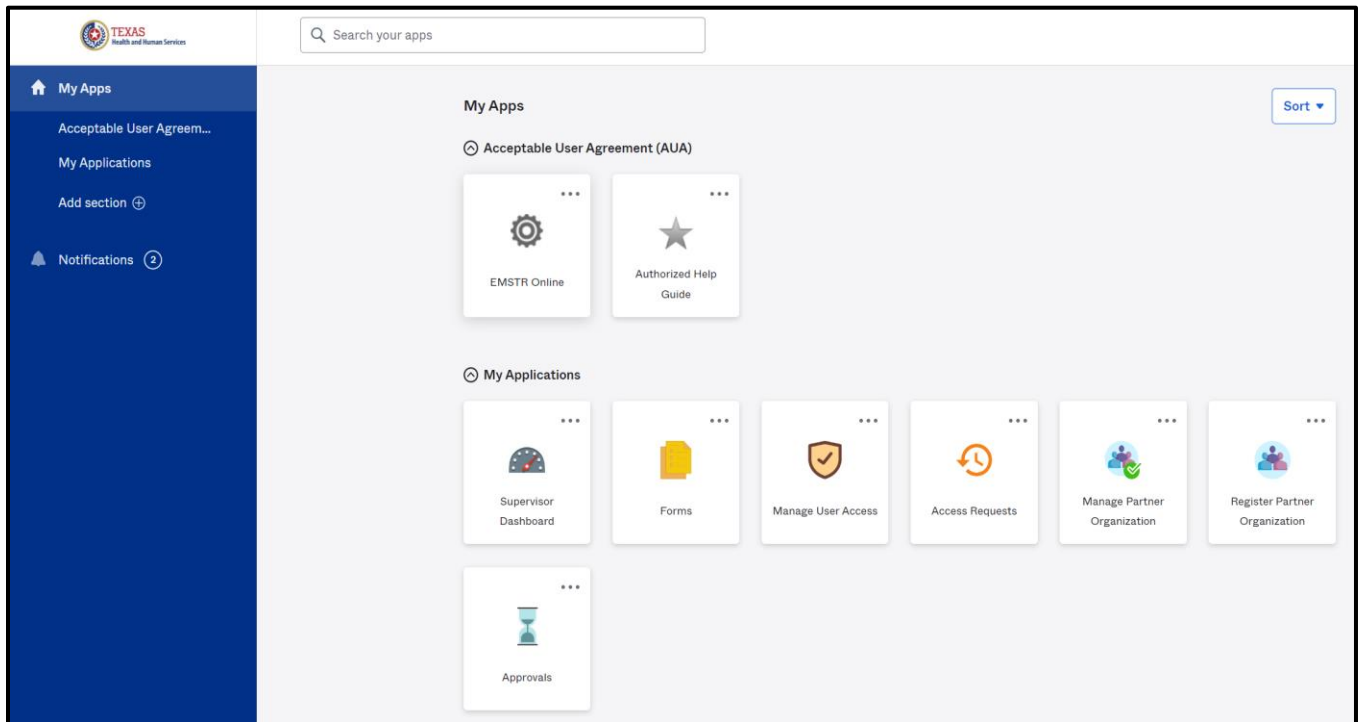


*Example of SMS process.*

- Enter the code sent via SMS into the text box. Click the **“Verify”** button to continue.



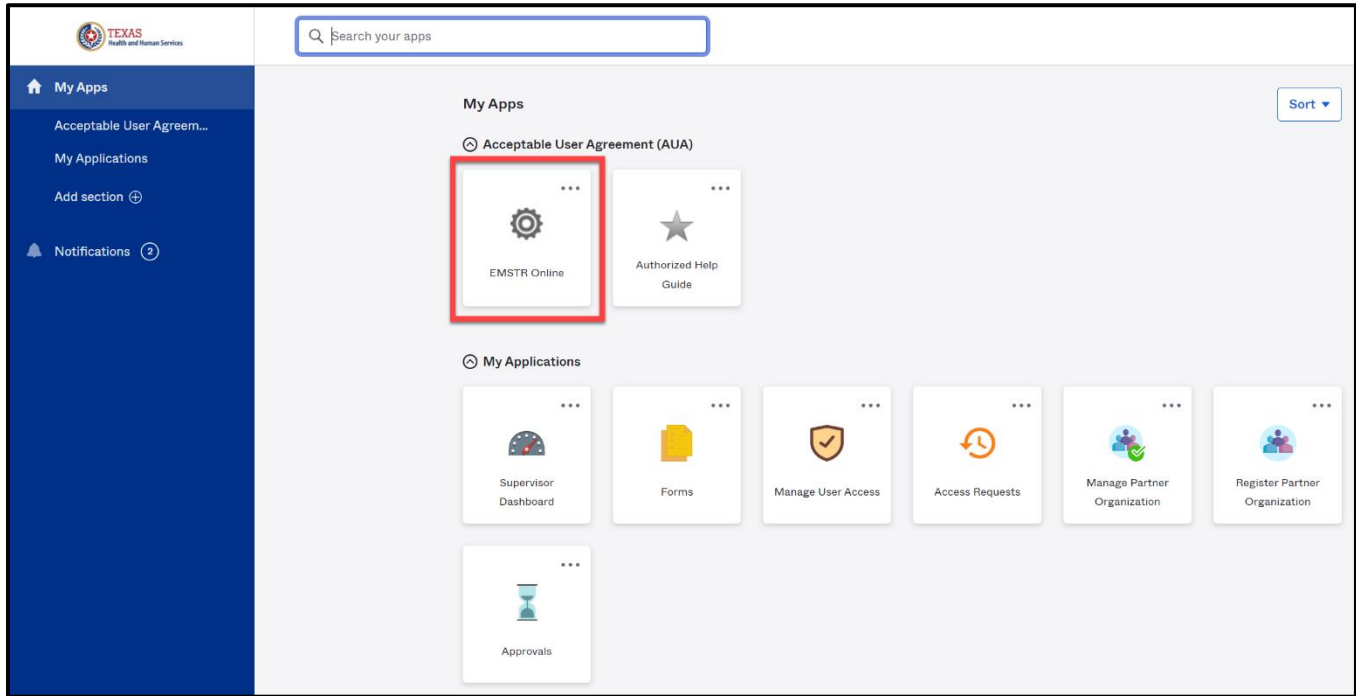
- The HHS system will redirect you to the IAMOnline **MyApps** dashboard. Select the application tile you need to access.



- Additional account management information is in the [Manage Account Access](#) section.

## 9. Accessing EMSTR

- To access the EMSTR Online application, select the “EMSTR Online” tile from the MyApps dashboard.



- After selecting the **EMSTR Online** tile from the **MyApps** dashboard, the HHS system will direct you to the EMSTR application.

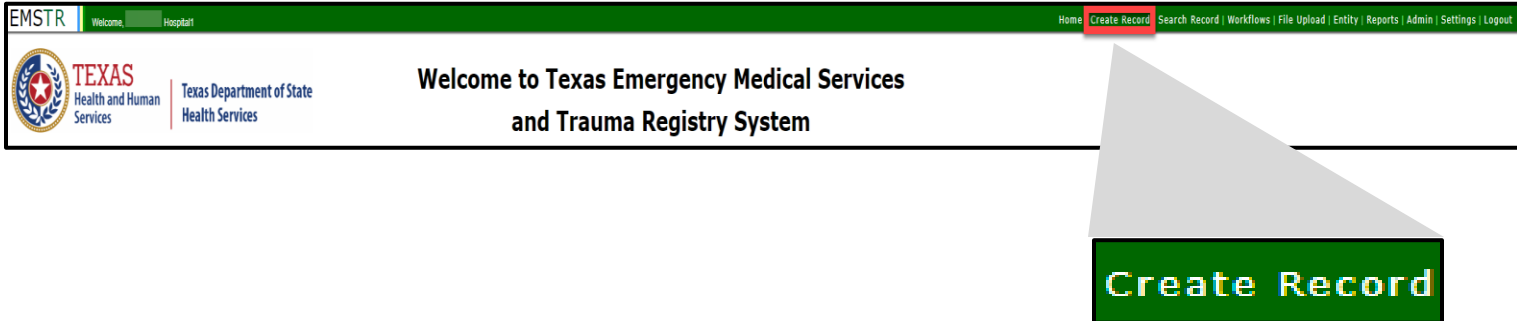
The screenshot shows the EMSTR application interface. At the top, there is a green header with the EMSTR logo and navigation links: Home | Create Record | Search Record | Workflows | File Upload | Entity | Reports | Admin | Settings | Logout. Below the header, the Texas Department of State Health Services logo is displayed on the left, and the main heading reads 'Welcome to Texas Emergency Medical Services and Trauma Registry System'. The interface is divided into several sections:

- Workflows:** A section with a 'Workflow Queue' and 'Events' table.
- Recently Accessed Records:** A table with columns for Record Id, Name, and Record Type. One record is shown: Record Id 1000002276, Name Michael Test, Record Type Patient Record - Hospital. A 'More...' link is visible at the bottom right of the table.
- Resources:** A table with three columns of links: TX EMS/Trauma Home DSHS, TX EMS Trauma Systems DSHS, NHTSA.gov - Fundamental Components of Trauma Care, National EMS Information System, Glossary, NEMSIS Data Dictionary, NTDS Data Dictionary, ITDX/NTDB Data Dictionary, JP Submersion Data Dictionary, JP TBI SCI Data Dictionary, Rehab LTAC TBI SCI Data Dictionary, NEMSIS Webservices User Guide.
- Feedback/Tutorial:** A section with three links: Review User Training Slides, Review Group Administrator Training Slides, and Contact/Provider Feedback.

## 10. Online Submission Process

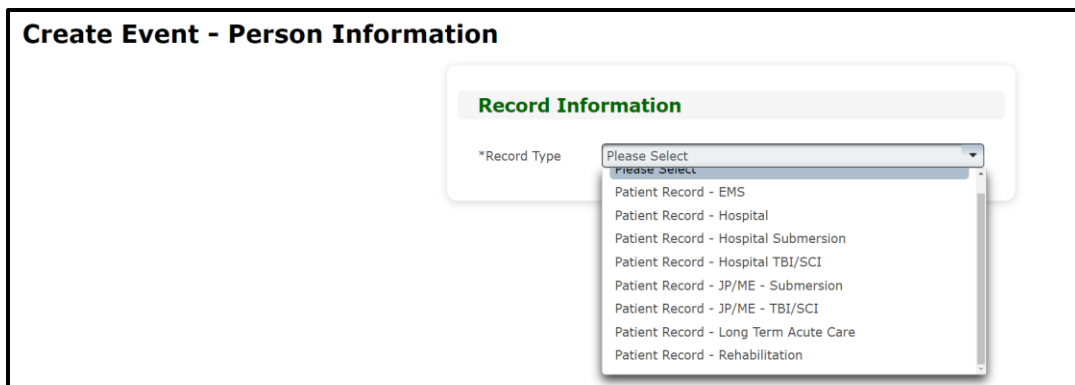
### Navigate to the Create Record link from the Home Page

- To begin the online submission process, navigate to the EMSTR toolbar and select the “Create Record” link.



### Create a Record

- After selecting the **Create Record** link, select the correct record type.
- Note – the record types you are able to view in the drop-down menu will vary based on your access.



- The available record types include the following:
  - **Patient Record- EMS** – This record type is for all EMS patient records;
  - **Patient Record- Hospital** – This record type is for all trauma hospital patient records;
  - **Patient Record- JP/ME- Submersion** – This record type is for justices of the peace (JPs) and medical examiners (MEs) to submit submersion records;
  - **Patient Record- JP/ME- TBI/SCI** – This record type is for JPs and MEs to submit traumatic brain injury (TBI) and spinal cord injury (SCI) case records;



- **Patient Record- Long Term Acute Care** – This record type is for all long-term acute care (LTAC) facility patient records;
- **Patient Record- Rehabilitation** – This record type is for all rehabilitation patient records;
- **Patient Record- Hospital Submersion** – This record type is for all hospital submersion records; and
- **Patient Record- Hospital TBI/SCI** – This record type is for all hospital TBI and SCI records.

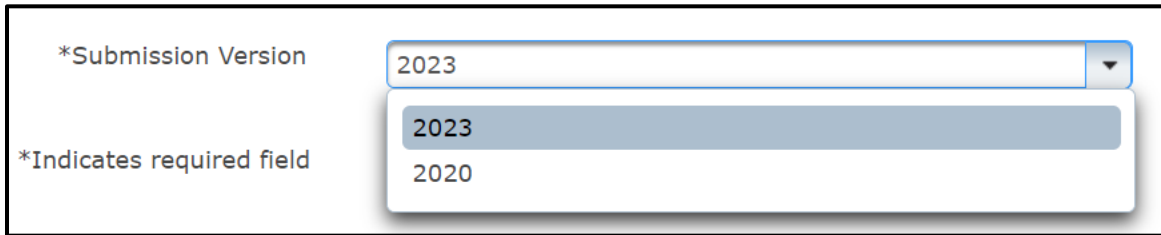
## Complete the Record Type

- Once you select the record type you want to enter, the EMSTR application will prompt you to complete the corresponding information.
- The information is sectioned in three categories:
  - **Record Information;**
  - **Add Person;** and
  - **Contact Information.**
- To complete the patient record, fill in the required fields indicated by asterisks (\*).

*The photo below is a Patient Record-Hospital Record Summary page screenshot:*

The screenshot displays a web form for creating a patient record. It is divided into three main sections: Record Information, Add Person, and Contact Information. The Record Information section includes a dropdown menu for Record Type, currently set to 'Patient Record - Hospital'. The Add Person section contains fields for First Name, Middle Name, Last Name, Birth Date (with a date picker), and Gender (with a dropdown menu). The Contact Information section includes fields for Street, City, State (set to Texas), Zip Code, County, Country (set to USA), and Submission Version (set to 2023). A legend at the bottom left indicates that asterisks (\*) denote required fields. At the bottom of the form, there are buttons for Save, Cancel, Clear, and Help.

- Important note on the **Submission Version** text field:
  - **Please Note** – The new EMSTR application is compliant with the National Trauma Data Standard (NTDS) 2023 and the International Trauma Data Exchange (ITDX) 2023 data formats.
  - **For Hospitals** – The new EMSTR application will continue to accept the 2020 NTDS/ITDX formats.
  - **For EMS** – The new EMSTR application is compliant with National EMS Information System (NEMIS) version 3.5 data format.



\*Submission Version

2023

\*Indicates required field

2023

2020

The image shows a screenshot of a web form. On the left, there is a label '\*Submission Version' and a note '\*Indicates required field'. To the right is a dropdown menu. The current selection in the dropdown is '2023'. The dropdown menu is open, showing two options: '2023' and '2020'. The '2023' option is highlighted with a blue background.

- Once you complete the required fields, select the **“Save”** button on the bottom right of the **Patient Record** Page.

The photo below is a Patient Record- Hospital with example data screenshot:

**Record Information**

\*Record Type: Patient Record - Hospital

**Add Person**

\*First Name: Mike Middle Name: Last Name: Test

\*Birth Date: 09/02/1980

\*Gender: Male

**Contact Information**

\*Street: 1234 Main Street

\*City: Austin

\*State: Texas

\*Zip Code: 78701

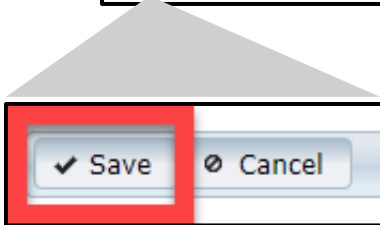
\*County: Travis

\*Country: USA

\*Submission Version: 2023

\*Indicates required field

Save Cancel Clear Help



- If you need to delete the patient record, select the **“Cancel”** button.

## Patient Records Completion

- Upon successful record completion, the EMSTR application will direct you to the **Record Summary Page**.

The example shown below is for the Hospital Patient Record Summary:

Question Package	Last Update	Updated By	Status
<a href="#">Outcome Information</a>			Incomplete
<a href="#">Administrative</a>			Incomplete
<a href="#">ITDX Record Control Information</a>			Incomplete
<a href="#">Agency/Responder</a>			Incomplete
<a href="#">Demographic Information</a>	10/02/2023	Hospital1	Complete
<a href="#">Hospital Procedure</a>			Incomplete
<a href="#">Diagnosis Information</a>			Incomplete
<a href="#">Injury Severity Information</a>	10/03/2023	STGTesting SmithaAnup	Complete
<a href="#">Pre-Hospital Information</a>			Incomplete

## Question Packages

- **Question Packages** are groups of questions specific to a topic that users must fill out. Packages will differ depending on **Record Type** selection.
- From here, you will complete each **Question Package** by clicking on the name of each question package.

Question Package	Last Update
<a href="#">Outcome Information</a>	
<a href="#">Administrative</a>	
<a href="#">ITDX Record Control Information</a>	
<a href="#">Agency/Responder</a>	
<a href="#">Demographic Information</a>	10/02/2023
<a href="#">Hospital Procedure</a>	
<a href="#">Diagnosis Information</a>	
<a href="#">Injury Severity Information</a>	10/03/2023
<a href="#">Pre-Hospital Information</a>	
<a href="#">Emergency Department Information</a>	
<a href="#">Financial Information</a>	
<a href="#">Trauma Quality Improvement</a>	
<a href="#">Injury Information</a>	
<a href="#">Hospital Complications</a>	
<a href="#">Surgeon Specific Reporting</a>	

- This example shows the question packages for the **Patient Record - Hospital** record type.
- **Note** – question packages will change based on the type of record you select.

*An enlarged photo of the Patient Record-Hospital question packages is shown below:*

Question Package
<u>Outcome Information</u>
<u>Administrative</u>
<u>ITDX Record Control Information</u>
<u>Agency/Responder</u>
<u>Demographic Information</u>
<u>Hospital Procedure</u>
<u>Diagnosis Information</u>
<u>Injury Severity Information</u>
<u>Pre-Hospital Information</u>
<u>Emergency Department Information</u>
<u>Financial Information</u>
<u>Trauma Quality Improvement</u>
<u>Injury Information</u>
<u>Hospital Complications</u>
<u>Surgeon Specific Reporting</u>

- Once you select a **Question Package**, you will see some information is auto populated based on your patient record information entry.

- You must complete the fields indicated with an asterisk \* to save the question package to the patient record. The system will not allow you to save until all fields are complete. Example – The data in the **Age** text field is automatically calculated from the date of birth entered in the patient record.

**Demographic Information - Ashley - Patient Record - Hospital**

*Patient's First Name	<input type="text" value="Ashley"/>	Patient's Middle Name/Initial	<input type="text"/>	*Patient's Last Name	<input type="text" value="Test"/>
*Patient's Home Address	<input type="text" value="1234 Main Street"/>	*Patient's Home Zip/Postal Code	<input type="text" value="78701"/>		
*Alternate Home Residence (Null Values)	<input type="text" value="Not applicable"/>				
*Patient's Home Country	<input type="text" value="USA"/>				
*Patient's Home State	<input type="text" value="Texas"/>				
*Patient's Home County	<input type="text" value="Travis"/>				
*City	<input type="text" value="Austin"/>	Social Security Number	<input type="text"/>		
*Date of Birth	<input type="text" value="06/17/1976"/>				
*Age	<input type="text" value="47"/>	*Age Units	<input type="text" value="Years"/>		
*Race	<input type="text"/>	*Ethnicity	<input type="text" value="Please Select"/>		
*Sex	<input type="text" value="Female"/>	Medical Record Number	<input type="text"/>		

\*Indicates required field

### Non-Applicable Information

- As you complete the question packages, there might be required fields that are **Not Applicable** to your record.
- For example, the **Outcome Information** question package in the **Patient Record - Hospital** record type requires you to complete the **Total ICU (intensive care unit) Length of Stay** and **Total Ventilator Days** text fields.
- As noted in the question package, the provider must enter **'Not Applicable'** if the patient did not enter the ICU or spend time on a ventilator.

**Outcome Information - Mike Test - Patient Record - Hospital**

Please enter both Total ICU length of Stay and Total Ventilator Days in whole numbers for the entire stay. You may utilize the optional fields for both Total ICU Length of Stay and Total Ventilator Days to record additional information, such as ICU Admission and Discharge dates. If the patient did not enter the ICU or spend time on ventilator, please enter 'Not Applicable' into the appropriate null value fields rather than entering '0'.

* Total ICU Length of Stay	<input type="text"/>	* Total ICU Length of Stay (Null Values)	<input type="text" value="Please Select"/>
* Total Ventilator Days	<input type="text"/>	* Total Ventilator Days (Null Values)	<input type="text" value="Please Select"/>
* Hospital Discharge Orders Written Date	<input type="text" value="MM/dd/yyyy hh:mm aa"/>	* Hospital Discharge Orders Written Date (Null Values)	<input type="text" value="Please Select"/>
* Hospital Discharge Physical Date	<input type="text" value="MM/dd/yyyy hh:mm aa"/>	* Hospital Discharge Physical Date (Null Values)	<input type="text" value="Please Select"/>
* Hospital Discharge Disposition	<input type="text" value="Please Select"/>	* Hospital Discharge Disposition (Null Values)	<input type="text" value="Please Select"/>

\*Indicates required field

- The required fields with the drop-down menu feature will also include **Not applicable** as an option.
- If you select **Not applicable**, the corresponding fields will disappear from the question package.

- For example, when you select “**Not applicable**” from the **Total Ventilator Days (Null Values)** field, the **Total Ventilator Days** field will automatically populate to **Not applicable**.

**Not applicable selected for the Total Ventilator Days (Null Values) field example:**

**Outcome Information - Michael Test - Patient Record - Hospital**

Please enter both Total ICU length of Stay and Total Ventilator Days in whole numbers for the entire stay. You may utilize the optional fields for both Total ICU Length of Stay and Total Ventilator Days to record additional information, such as ICU Admission and Discharge dates. If the patient did not enter the ICU or spend time on ventilator, please enter 'Not Applicable' into the appropriate null value fields rather than entering '0'.

* Total ICU Length of Stay (Null Values)	<input type="text" value="Not applicable"/>	* Total Ventilator Days	<input type="text"/>	* Total Ventilator Days (Null Values)	<input type="text" value="Please Select"/>
* Hospital Discharge Orders Written Date	<input type="text" value="MM/dd/yyyy hh:mm aa"/>	* Hospital Discharge Orders Written Date (Null Values)	<input type="text" value="Please Select"/>	* Hospital Discharge Physical Date (Null Values)	<input type="text" value="Please Select"/>
* Hospital Discharge Physical Date	<input type="text" value="MM/dd/yyyy hh:mm aa"/>	* Hospital Discharge Disposition	<input type="text" value="Please Select"/>	* Hospital Discharge Disposition (Null Values)	<input type="text" value="Please Select"/>

\*Indicates required field

**Total Ventilator Days field disappearing from the question package example:**

**Outcome Information - Michael Test - Patient Record - Hospital**

Please enter both Total ICU length of Stay and Total Ventilator Days in whole numbers for the entire stay. You may utilize the optional fields for both Total ICU Length of Stay and Total Ventilator Days to record additional information, such as ICU Admission and Discharge dates. If the patient did not enter the ICU or spend time on ventilator, please enter 'Not Applicable' into the appropriate null value fields rather than entering '0'.

* Total ICU Length of Stay (Null Values)	<input type="text" value="Not applicable"/>	* Total Ventilator Days (Null Values)	<input type="text" value="Not applicable"/>	* Hospital Discharge Orders Written Date (Null Values)	<input type="text" value="Please Select"/>
* Hospital Discharge Orders Written Date	<input type="text" value="MM/dd/yyyy hh:mm aa"/>	* Hospital Discharge Physical Date (Null Values)	<input type="text" value="Please Select"/>	* Hospital Discharge Disposition (Null Values)	<input type="text" value="Please Select"/>
* Hospital Discharge Physical Date	<input type="text" value="MM/dd/yyyy hh:mm aa"/>	* Hospital Discharge Disposition	<input type="text" value="Please Select"/>	* Hospital Discharge Disposition (Null Values)	<input type="text" value="Please Select"/>

\*Indicates required field

## Example Question Package

Below is a **Demographic Information** question package example:

**Demographic Information - Michael - Patient Record - Hospital**

\*Patient's First Name: Michael  
 Patient's Middle Name/Initial:   
 \*Patient's Last Name: Test

\*Patient's Home Address: 1234 Main Street  
 \*Patient's Home Zip/Postal Code: 78701

\*Patient's Home Country: US  
 \*Patient's Home State: Texas  
 \*Patient's Home County: Travis  
 \*Patient's Home City: Austin  
 Social Security Number:   
 \*Date of Birth: 02/24/1981  
 \*Age: 42  
 \*Age Units: Years  
 \*Race: White  
 \*Ethnicity: Please Select  
 \*Sex (Null Values): Not applicable  
 Medical Record Number:   
 \*Indicates required field

✓ Save    ✕ Cancel    ? Help

- Once you complete the required information, select the **“Save”** button at the bottom of the screen.



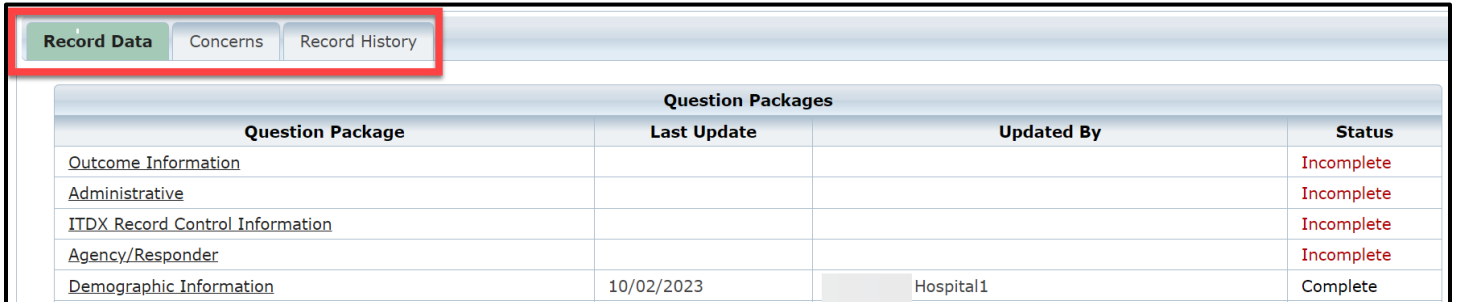
- As you complete each question package, the EMSTR application will redirect you to the **Record Data** tab of the **Record Summary Page**.
- The example below shows the **Last Update** made on the **Question Package**, who it was **Updated By**, and the **Status**.

Question Packages			
Question Package	Last Update	Updated By	Status
Outcome Information			Incomplete
Administrative			Incomplete
ITDX Record Control Information			Incomplete
Agency/Responder			Incomplete
<b>Demographic Information</b>	10/02/2023	Hospital1	<b>Complete</b>
Hospital Procedure			Incomplete
Diagnosis Information			Incomplete
Injury Severity Information			Incomplete
Pre-Hospital Information			Incomplete
Emergency Department Information			Incomplete
Financial Information			Incomplete
Trauma Quality Improvement			Incomplete
Injury Information			Incomplete
Hospital Complications			Incomplete
Surgeon Specific Reporting			Incomplete



## Record Summary Page

- The Record Summary Page includes three tabs:
  - **Record Data;**
  - **Concerns;** and
  - **Record History.**

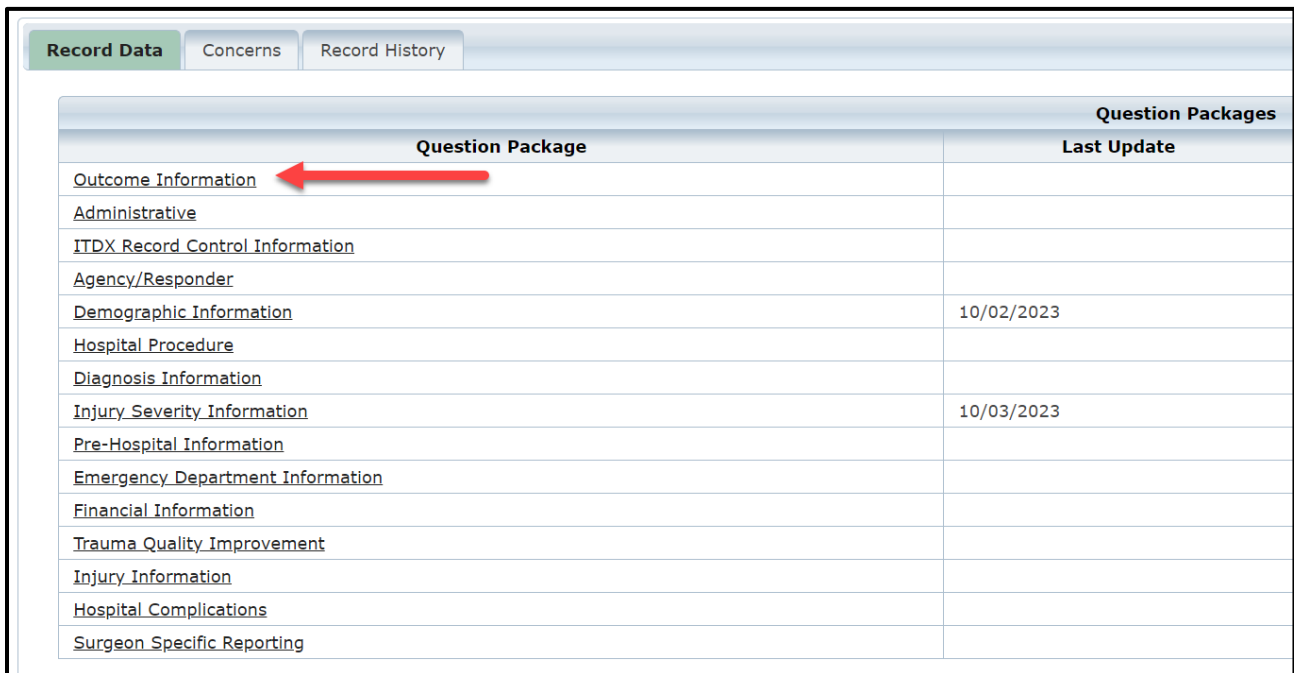


The screenshot shows the 'Record Data' tab selected in the Record Summary Page. Below the tabs is a table titled 'Question Packages' with columns for 'Question Package', 'Last Update', 'Updated By', and 'Status'.

Question Package	Last Update	Updated By	Status
<a href="#">Outcome Information</a>			Incomplete
<a href="#">Administrative</a>			Incomplete
<a href="#">ITDX Record Control Information</a>			Incomplete
<a href="#">Agency/Responder</a>			Incomplete
<a href="#">Demographic Information</a>	10/02/2023	Hospital1	Complete

## Record Data Tab

- The **Record Data** tab contains the **Question Packages**.
  - If you need to update any record data, navigate to the **Record Data** tab and select the appropriate **Question Package**.

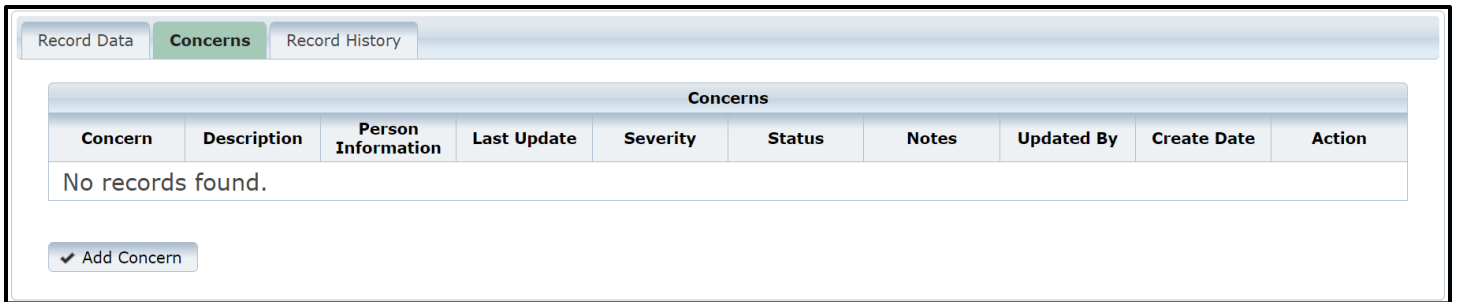


The screenshot shows the 'Record Data' tab selected. Below the tabs is a table titled 'Question Packages' with columns for 'Question Package' and 'Last Update'. A red arrow points to the 'Outcome Information' link in the 'Question Package' column.

Question Package	Last Update
<a href="#">Outcome Information</a>	
<a href="#">Administrative</a>	
<a href="#">ITDX Record Control Information</a>	
<a href="#">Agency/Responder</a>	
<a href="#">Demographic Information</a>	10/02/2023
<a href="#">Hospital Procedure</a>	
<a href="#">Diagnosis Information</a>	
<a href="#">Injury Severity Information</a>	10/03/2023
<a href="#">Pre-Hospital Information</a>	
<a href="#">Emergency Department Information</a>	
<a href="#">Financial Information</a>	
<a href="#">Trauma Quality Improvement</a>	
<a href="#">Injury Information</a>	
<a href="#">Hospital Complications</a>	
<a href="#">Surgeon Specific Reporting</a>	

## Concerns Tab

- The **Concerns** tab can add your issues or concerns with the record data.

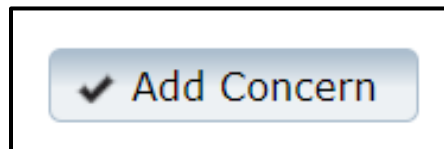


Record Data **Concerns** Record History

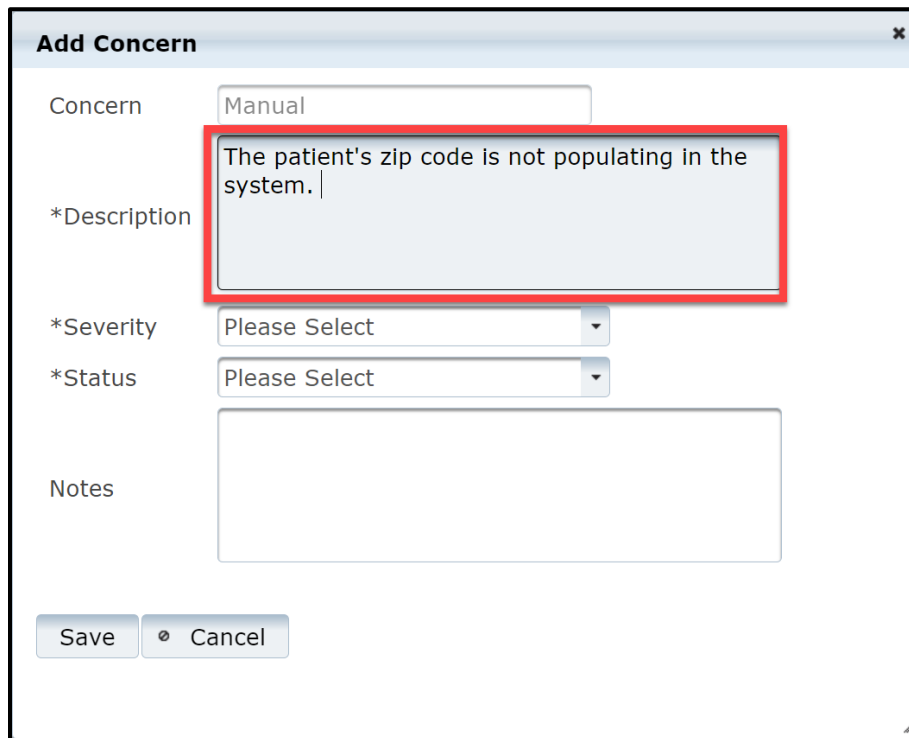
Concerns									
Concern	Description	Person Information	Last Update	Severity	Status	Notes	Updated By	Create Date	Action
No records found.									

✓ Add Concern

- To add a concern, click the **“Add Concern”** button.



- Once you select the **Add Concern** button, the EMSTR application will prompt you to add details about your concern.
- Add a **“Description”**.



**Add Concern** ✕

Concern

\*Description

\*Severity

\*Status

Notes

Save

- Select the **“Severity”** from the drop-down menu.

The screenshot shows a dialog box titled "Add Concern" with a close button (X) in the top right corner. The form contains the following fields:

- Concern:** A text input field containing the word "Manual".
- \*Description:** A text area containing the text "The patient's zip code is not populating in the system."
- \*Severity:** A dropdown menu that is currently open, showing a list of options: "Please Select", "Low", "Medium", "High", and "Very High". The "Please Select" option is highlighted in blue. A red rectangular box is drawn around the entire dropdown menu.
- \*Status:** A dropdown menu that is currently closed, showing "Please Select".
- Notes:** A text area that is currently empty.

At the bottom of the dialog box, there are two buttons: "Save" and "Cancel".

- Select the **“Status”** from the drop-down menu.

The screenshot shows the same "Add Concern" dialog box as above, but with the following changes:

- \*Severity:** The dropdown menu is now closed, and the selected option is "Low".
- \*Status:** The dropdown menu is now open, showing a list of options: "Please Select", "Active", and "Resolved". The "Please Select" option is highlighted in blue. A red rectangular box is drawn around the entire dropdown menu.

All other fields (Concern, \*Description, Notes, Save, Cancel) remain the same as in the previous screenshot.

- Add any notes you want to include in the **“Notes”** section.

**Add Concern**

Concern: Manual

\*Description: The patient's zip code is not populating in the system.

\*Severity: Low

\*Status: Active

Notes: N/A

Buttons: Save, Cancel

- Once you add notes, select the **“Save”** button to save the concern in the **Concerns** tab.



### Record History Tab

- The **Record History** tab shows record details such as record creation time, the **Event** type, and the **User** who created the event.

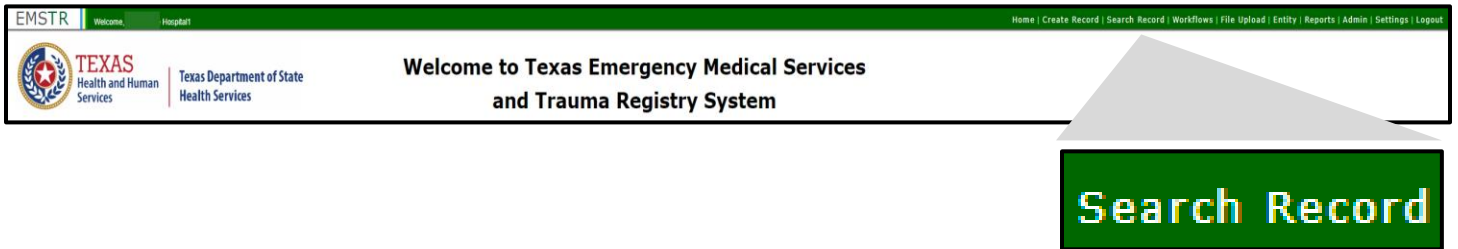
Record History			
Time	Event	Message	User
10/03/2023 02:43 PM	Question Package updated	Updated Question Package: Injury Severity Information	
10/03/2023 02:40 PM	Question Package updated	Updated Question Package: Injury Severity Information	

## Search Records

### Overview

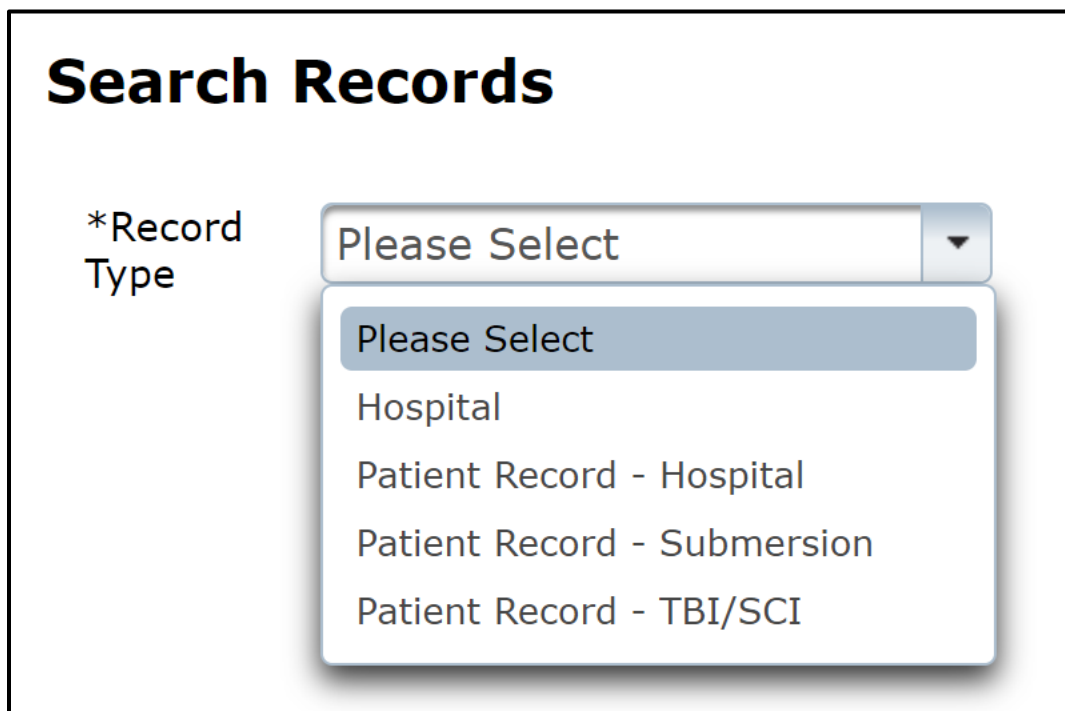
Most users can only search for their facility records. If you are an administrator, please follow the steps in the administrator guide found on the [EMSTR New Platform Resources](#) link.

- To search for a record, navigate to the **EMSTR** toolbar and click the **“Search Record”** link.



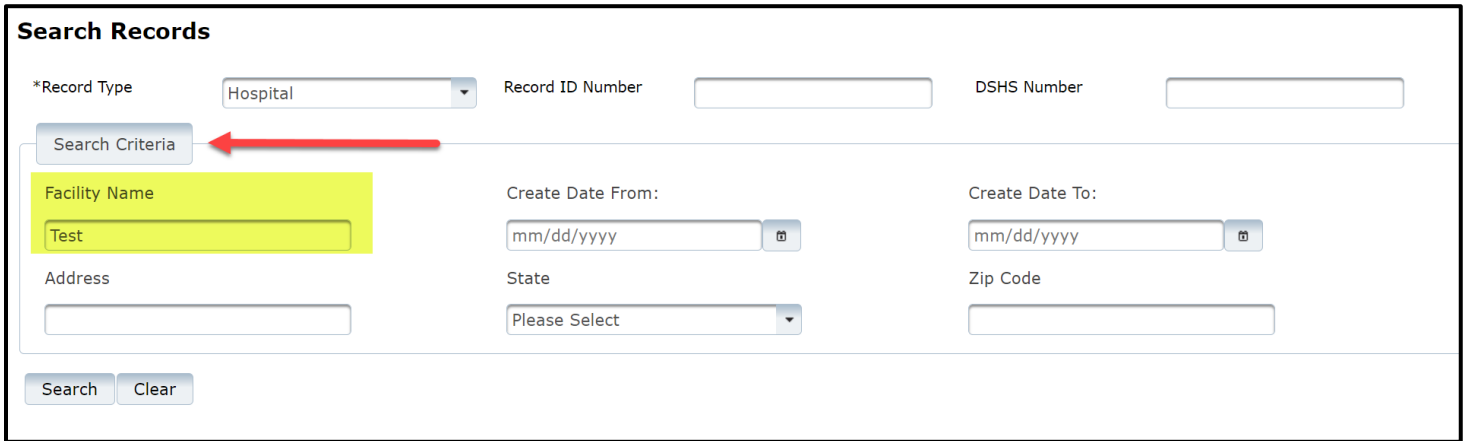
- Once you click the **Search Record** button, the EMSTR application will take you to the **Search Records** page.
- Select the drop-down menu to select the **“Record Type”**.

*The photo below is from a hospital provider view:*



Once you select the **Record Type**, search for a record by using any of the text fields in the **Search Criteria** area.

**NOTE** – the example below searches for a **hospital** record using the **Facility Name** text field.



**Search Records**

\*Record Type: Hospital | Record ID Number: | DSHS Number: |

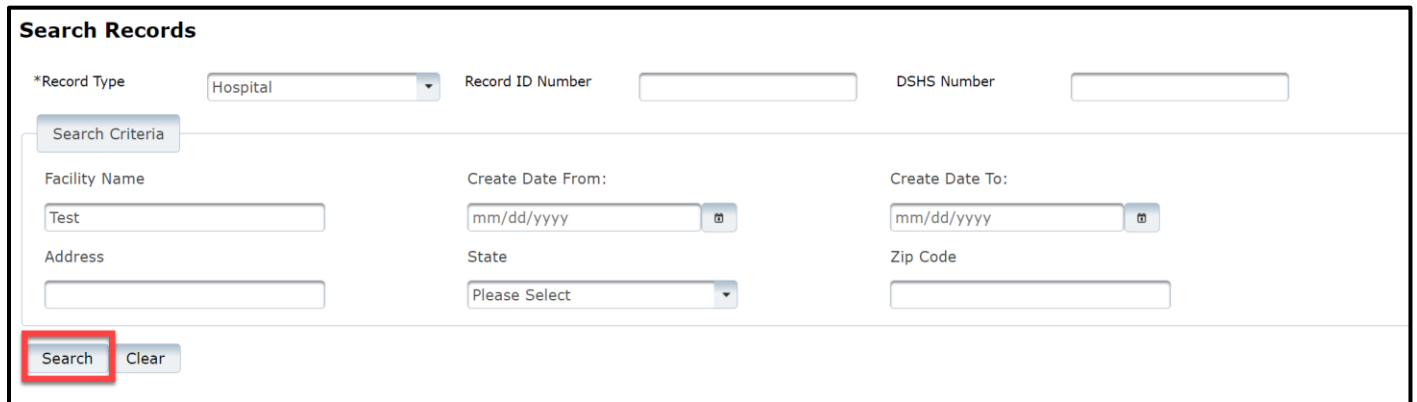
Search Criteria

Facility Name: Test | Create Date From: mm/dd/yyyy | Create Date To: mm/dd/yyyy

Address: | State: Please Select | Zip Code: |

Search | Clear

After typing in the search criteria information, select the **“Search”** button.



**Search Records**

\*Record Type: Hospital | Record ID Number: | DSHS Number: |

Search Criteria

Facility Name: Test | Create Date From: mm/dd/yyyy | Create Date To: mm/dd/yyyy

Address: | State: Please Select | Zip Code: |

Search | Clear

Upon selecting the search button, the relevant record(s) will appear.

**Search Results**

Record Type	Record ID Number	DSHS Number	Facility Name	Create Date	Address	State	Zip Code
<a href="#">Hospital</a>	454948385			06/23/2023		TX	79221
<a href="#">Hospital</a>	100000225			07/24/2023		TX	78755
<a href="#">Hospital</a>	100000369			07/27/2023		TX	78701
<a href="#">Hospital</a>	70			07/31/2023		TX	73301
<a href="#">Hospital</a>	71			07/31/2023		TX	73301
<a href="#">Hospital</a>	99			08/01/2023		TX	77003
<a href="#">Hospital</a>	101			08/02/2023		TX	77003
<a href="#">Hospital</a>	139			08/03/2023		TX	73301
<a href="#">Hospital</a>	143			08/03/2023		TX	73301
<a href="#">Hospital</a>	171			08/07/2023		TX	77003
<a href="#">Hospital</a>	215			08/08/2023		TX	77003
<a href="#">Hospital</a>	218			08/08/2023		TX	78701
<a href="#">Hospital</a>	100000720			08/09/2023		TX	78755
<a href="#">Hospital</a>	277			08/15/2023		TX	73301
<a href="#">Hospital</a>	384			08/23/2023		TX	73301
<a href="#">Hospital</a>	386			08/23/2023		TX	75206
<a href="#">Hospital</a>	387			08/23/2023		TX	73301
<a href="#">Hospital</a>	388			08/23/2023		TX	79338
<a href="#">Hospital</a>	414			08/29/2023		TX	78751
<a href="#">Hospital</a>	469			09/05/2023		TX	78701

(Entities 1 - 20 of 21, Page: 1/2) 1 2 20

To select the record you want to see, click the link in the **“Record Type”** column of the **Search Results** table.

**Search Results**

Record Type	Record ID Number	DSHS Number	Facility Name	Create Date	Address	State	Zip Code
<a href="#">Hospital</a>	454948385			06/23/2023		TX	79221
<a href="#">Hospital</a>	100000225			07/24/2023		TX	78755
<a href="#">Hospital</a>	100000369			07/27/2023		TX	78701
<a href="#">Hospital</a>	70			07/31/2023		TX	73301
<a href="#">Hospital</a>	71			07/31/2023		TX	73301
<a href="#">Hospital</a>	99			08/01/2023		TX	77003
<a href="#">Hospital</a>	101			08/02/2023		TX	77003
<a href="#">Hospital</a>	139			08/03/2023		TX	73301
<a href="#">Hospital</a>	143			08/03/2023		TX	73301
<a href="#">Hospital</a>	171			08/07/2023		TX	77003
<a href="#">Hospital</a>	215			08/08/2023		TX	77003
<a href="#">Hospital</a>	218			08/08/2023		TX	78701
<a href="#">Hospital</a>	100000720			08/09/2023		TX	78755
<a href="#">Hospital</a>	277			08/15/2023		TX	73301
<a href="#">Hospital</a>	384			08/23/2023		TX	73301
<a href="#">Hospital</a>	386			08/23/2023		TX	75206
<a href="#">Hospital</a>	387			08/23/2023		TX	73301
<a href="#">Hospital</a>	388			08/23/2023		TX	79338
<a href="#">Hospital</a>	414			08/29/2023		TX	78751
<a href="#">Hospital</a>	469			09/05/2023		TX	78701

(Entities 1 - 20 of 21, Page: 1/2) 1 2 20

Once you select the record type, the EMSTR application will take you to the **Record Summary** page where you can update record data, add concerns, and view record history.

### Record Summary (Hospital)

**Basic Information**

Record ID	454948385
Record Type	Hospital
Primary Hospital	test
Status	Inactive
Notifications	General Notifications
	Concerns
DSHS ID	

[Edit Entity Information](#)

**Notes**

255 characters remaining.

**Notes Details**

UserName	Entry Date	Notes
No records found.		

**Record Data**    Concerns    Record History

Question Packages				
Question Package	Hospital	Last Update	Updated By	Status
Administrative	test			Incomplete
General Information	test			Incomplete
Entity Import Information	test			Incomplete



## 11. Reports

EMS and hospital report users, Add/Edit Level 2, and Admin Level 3 users will have access to run the **Submission Status XML files**, **No Reportable Data** (NRD) reports, and **Data Submission** reports.

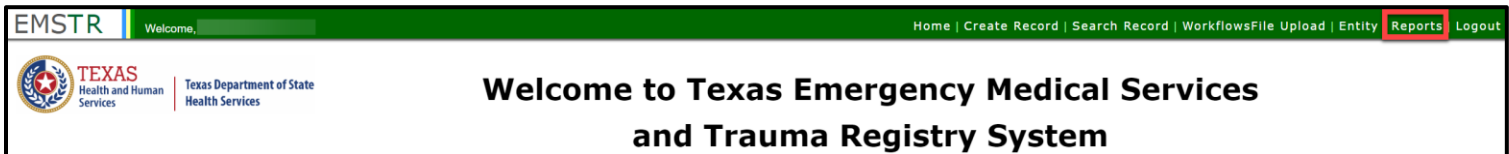
### Submission Status XML Files

#### Overview

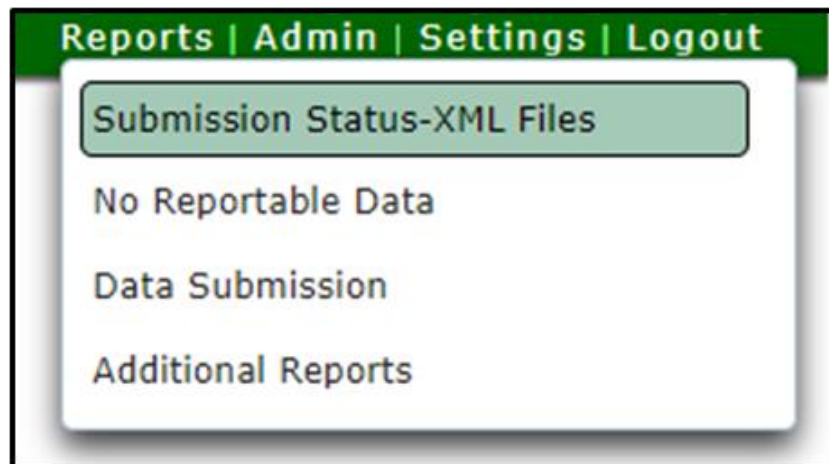
The **Submission Status-XML Files** report is a feature that allows you to search for the uploaded patient XML file status.

#### Searching for the status of a report:

To search the status of an XML file, access the **Reports** tab from the **EMSTR** navigation bar.



Select the **"Submission Status-XML Files"** option from the drop-down menu.



To find the XML file(s) associated with a patient, type their name in the “Name” text field.

The screenshot shows the 'Submission Status-XML Files' interface. At the top, there is a 'Type' dropdown menu set to 'Hospital Patient' and a '\*Name' text input field. The text input field is highlighted with a red rectangular box. Below this is a section titled 'XML Submissions History (Expand to See Detailed Information)' which contains a table with columns for 'Year', 'File Name', 'Report Period', 'Entity Name', and 'Submitted Number'. The table currently displays 'No records found.' At the bottom left is a 'Back' button and at the bottom right is a 'Help' button.

Once you type the patient’s name, the associated XML file(s) will appear.

The screenshot shows the 'Submission Status-XML Files' interface with search results. The 'Type' dropdown is 'Hospital Patient' and the '\*Name' field contains 'June Doe - 1000002676'. The 'XML Submissions History' table now displays one record:

Year	File Name	Report Period	Entity Name	Submitted Number
2023	Hospitaltest7.xml	02/01/2023 - 02/01/2023	Hospital2	<u>1000002678</u>

The 'Submitted Number' '1000002678' is underlined. A 'Back' button is at the bottom left and a 'Help' button is at the bottom right.

To view the status submission report, click the “Submitted Number”.

This screenshot is identical to the previous one, but the 'Submitted Number' '1000002678' in the table is highlighted with a red rectangular box.

After selecting the **Submitted Number**, a **File Submission Report** pdf version will download.

10/11/2023 11:00 AM File Submission Report	
Entity Number	2271149
Entity Name	Hospital2
Report Period	02/01/2023 - 02/01/2023
Submission Date	10/11/2023 11:00 AM
Submission Number	100002676
Processed Date	10/11/2023 11:34 AM
Submitted By	
Total Records Submitted (new/resubmitted)	1 (1/0)
= Records with Errors [Rejected](%)	0 (0%)
= Records with Warnings [Accepted](%)	1 (100%)
= Records with no Errors/Warnings [Accepted](%)	0 (0%)
Total Records Accepted(%)	1 (100%)
Total Records Rejected(%)	0 (0%)
Total Records Incomplete(%)	0 (0%)

**Details**

Record ID	Element Name[Tag]	Submitted Value	Dictionary Value	Flag	Description
2271149_12345678	IncidentTime	235100	235100	W	1304_IncidentTime: 1304: Injury Incident Time is later than EMS Dispatch Time

To view details of the XML file, select the drop-down button.

**Submission Status-XML Files**

Type: Hospital Patient

100002676

XML Submissions History

2023

Report Period: 02/01/2023 - 02/01/2023

Entity Name: Hospital2

Submitted Number: 100002678

Back Help

The **XML Submissions History** details will display.

### Submission Status-XML Files

Type: Hospital Patient \*Name: June Doe - 1000002676

**XML Submissions History (Expand to See Detailed Information)**

	Year	File Name	Report Period	Entity Name	Submitted Number
<input checked="" type="checkbox"/>	2023	Hospitaltest7.xml	02/01/2023 - 02/01/2023	Hospital2	<u>1000002678</u>

Submitted Date: 10/11/2023 11:34 AM

Processed Date and Time: 10/11/2023 11:34 AM

Total Records Submitted (New/Re-Submitted)(%): 1 (1/0)

Records with Warnings [Accepted] (%): 1 (100%)

Total Records [Accepted] (%): 1 (100%)

Total Records [Incomplete] (%): 0 (0%)

Entity Id: 2271149

Submitted By:

Records with Errors [Rejected] (%): 0 (0%)

Records with No Errors/Warnings [Accepted] (%): 0 (0%)

Total Records [Rejected] (%): 0 (0%)

[Back](#)
[Help](#)

## No Reportable Data (NRD) Reports

### Overview

You should submit the NRD report for any month the facility you are reporting for does not have data to submit. You need to submit NRD reports for current or past dates, but you cannot submit a NRD for a future date.

### Submitting a NRD Report:

To run a NRD report, access the **“Reports”** tab from the **EMSTR** navigation bar.

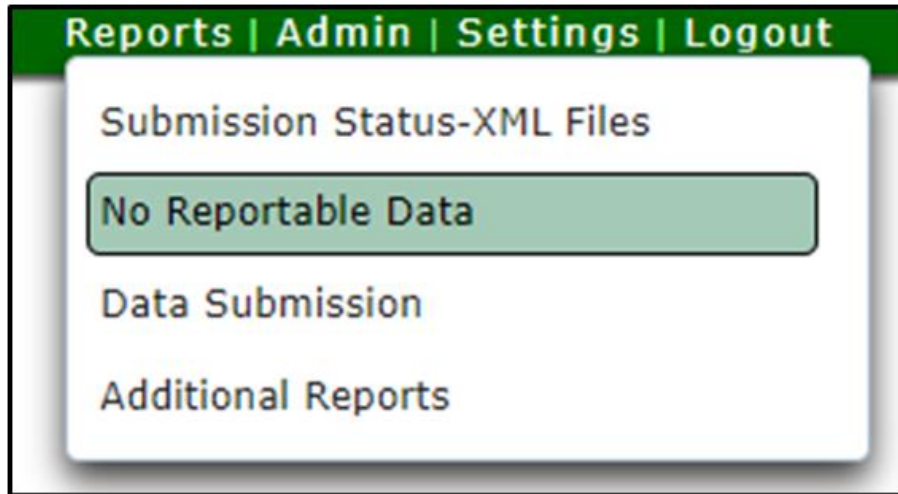
EMSTR
Welcome,                     
Home | Create Record | Search Record | WorkflowsFile Upload | Entity Reports | Logout

**TEXAS**  
Health and Human  
Services

**Welcome to Texas Emergency Medical Services  
and Trauma Registry System**

Texas Department of State  
Health Services

Select "No Reportable Data" from the drop-down menu.



Indicate the NRD "Year" and "Month" using the drop-down menus.

**No Reportable Data**

Entity Type: Hospital      \*Entity Name - Record ID: Hospital2-421

NRD Year: Please Select (dropdown menu highlighted with a red box, showing options 2022 and 2023)      NRD Month: Please Select (dropdown menu)      NRD Indicated By:      Date NRD Indicated: 10/09/2023      Action: Cancel Add New

? Help

**No Reportable Data History**

NRD Year	NRD Month	NRD Indicated By	Date NRD Indicated	Actions
2023	September	mackenzie.hospital1@mailinator.com	10/09/2023	Delete

**No Reportable Data**

Entity Type: Hospital      \*Entity Name - Record ID: Hospital2-421

NRD Year: 2023 (dropdown menu)      NRD Month: Please Select (dropdown menu highlighted with a red box, showing options February through October)      NRD Indicated By:      Date NRD Indicated: 10/09/2023      Action: Cancel Add New

Save Cancel      ? Help

**No Reportable Data History**

NRD Year	NRD Month	NRD Indicated By	Date NRD Indicated	Actions
2023	September	mackenzie.hospital1@mailinator.com	10/09/2023	Delete

After you add the NRD year and month, click the **“Add New”** button to submit the NRD.

The screenshot shows the 'No Reportable Data' form. The 'Entity Type' is 'Hospital' and the '\*Entity Name - Record ID' is 'Hospital2-421'. The 'NRD Year' is '2023' and the 'NRD Month' is 'September'. The 'NRD Indicated By' field is empty, and the 'Date NRD Indicated' is '10/09/2023'. The 'Action' buttons are 'Cancel' and 'Add New', with 'Add New' highlighted by a red box. Below the form is a 'No Reportable Data History' table with the text 'No records found.'

Upon selecting the **Add New** button, you will see the report in the **No Reportable Data History** table.

The screenshot shows the 'No Reportable Data' form. The 'Entity Type' is 'EMS Facility' and the '\*Entity Name - Record ID' is empty. The 'NRD Year' is 'Please Select' and the 'NRD Month' is 'Please Select'. The 'NRD Indicated By' field is empty, and the 'Date NRD Indicated' is '09/12/2023'. The 'Action' buttons are 'Cancel' and 'Add New', with 'Add New' highlighted by a red box. Below the form is a 'No Reportable Data History' table with one record:

NRD Year	NRD Month	NRD Indicated By	Date NRD Indicated	Actions
2023	September		09/12/2023	Delete

If you made an error and need to remove the NRD, you can select the **“Delete”** button from the **No Reportable Data History** table.

The screenshot shows the 'No Reportable Data' form. The 'Entity Type' is 'Hospital' and the '\*Entity Name - Record ID' is 'Hospital2-421'. The 'NRD Year' is 'Please Select' and the 'NRD Month' is 'Please Select'. The 'NRD Indicated By' is 'mackenzie.hospital1@mail' and the 'Date NRD Indicated' is '10/09/2023'. The 'Action' buttons are 'Cancel' and 'Add New'. Below the form is a 'No Reportable Data History' table with one record:

NRD Year	NRD Month	NRD Indicated By	Date NRD Indicated	Actions
2023	September		10/09/2023	Delete

## Data Submission Reports

### Overview

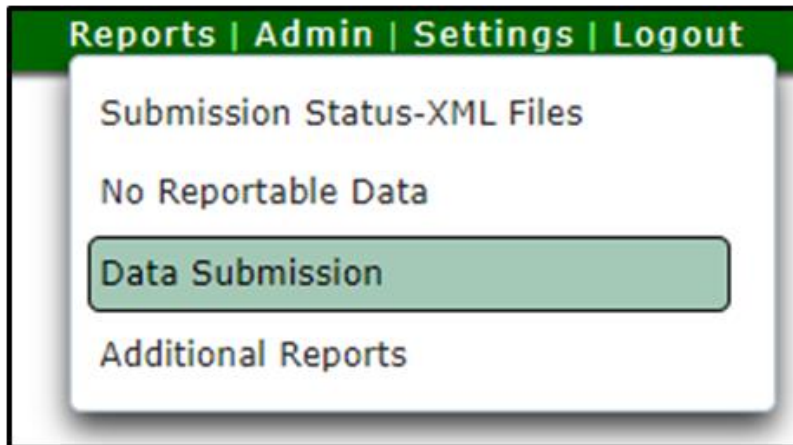
If you have not submitted an NRD report for your facility for 90 days up to 180 days, you will receive an email from the EMSTR application. If you receive an email, you must submit the **data submission report**.

## How to submit a data submission report

To submit a data submission report, access the **“Reports tab”** from the **EMSTR** navigation bar.



Select **Data Submission** from the drop-down menu.



Upon selecting **Data Submission** from the Reports drop-down, a new page will open.

Complete each required field indicated by asterisks (\*). The system will not allow you to save until all fields are complete.

The screenshot shows the "Data Submission" form. The form has a header "Data Submission" and a sub-header "Data Submission". The form contains several fields: Entity Type (Hospital), \*Entity Name - Record ID (Hospital2-421), \*Is data submission up to date? (No), Missing submission time frame (90 days), Contact attempted? (Yes), Contact notes (text area), Letter sent date (MM/DD/YYYY), \*Reason for missing submission (Entity closed), Date RAC was notified (MM/DD/YYYY), Processing agent (Mackenzie Hospital1), and Date regulatory notified (MM/DD/YYYY). There is an "Add New" button. At the bottom, there is a table with columns: Is data submission up to date?, Missing submission time frame, Contact attempted?, Contact Notes, Letter sent date, Reason for missing submission, Specify other reason, Date RAC was notified, Processing Agent, Date regulatory notified, Date added, and Delete. The table currently shows "No records found." At the bottom left, there are "Save" and "Cancel" buttons. At the bottom right, there is a "Help" button.

Once you've completed the required fields, select the **"Add New"** button.

The screenshot shows the 'Data Submission' form with the following fields and values:

- Entity Type: Hospital
- \*Entity Name - Record ID: Hospital2-421
- \*Is data submission up to date?: No
- Missing submission time frame: 90 days
- Contact attempted?: Yes
- Contact notes: (empty text area)
- Letter sent date: MM/DD/YYYY
- \*Reason for missing submission: Entity closed
- Date RAC was notified: MM/DD/YYYY
- Processing agent: Mackenzie Hospital1
- Date regulatory notified: MM/DD/YYYY

The 'Add New' button is highlighted with a red box. Below the form is a table with the following columns: Is data submission up to date?, Missing submission time frame, Contact attempted?, Contact Notes, Letter sent date, Reason for missing submission, Specify other reason, Date RAC was notified, Processing Agent, Date regulatory notified, Date added, and Delete. The table currently contains one row with the following data: No, 90 days, Yes, (empty), (empty), Entity closed, (empty), (empty), Mackenzie Hospital1, (empty), 10/09/2023, and a delete icon.

After selecting **Add New**, select the **"Save"** button to save the report.

The screenshot shows the 'Data Submission' form with the following fields and values:

- Entity Type: Hospital
- \*Entity Name - Record ID: Hospital2-421
- \*Is data submission up to date?: Please Select
- Missing submission time frame: Please Select
- Contact attempted?: Please Select
- Contact notes: (empty text area)
- Letter sent date: MM/DD/YYYY
- \*Reason for missing submission: Please Select
- Date RAC was notified: MM/DD/YYYY
- Processing agent: Mackenzie Hospital1
- Date regulatory notified: MM/DD/YYYY

The 'Save' button is highlighted with a red box. Below the form is a table with the same columns as the previous screenshot. The table currently contains one row with the following data: No, 90 days, Yes, (empty), (empty), Entity closed, (empty), (empty), Mackenzie Hospital1, (empty), 10/09/2023, and a delete icon.

The system will notify you if your data did not save.



## 12. Manage Account Access

### Important Note on Role-Based Access

Application access is grouped by role, so you must select the correct EMSTR role access that fits your access needs.

**EMSTR** has three (3) role types:

- EMSTR View Only Level 1;
- EMSTR Add/Edit Level 2; and
- EMSTR Admin Level 3.

Once you type “EMSTR” into the **Search Access** textbox, three types of results will appear:

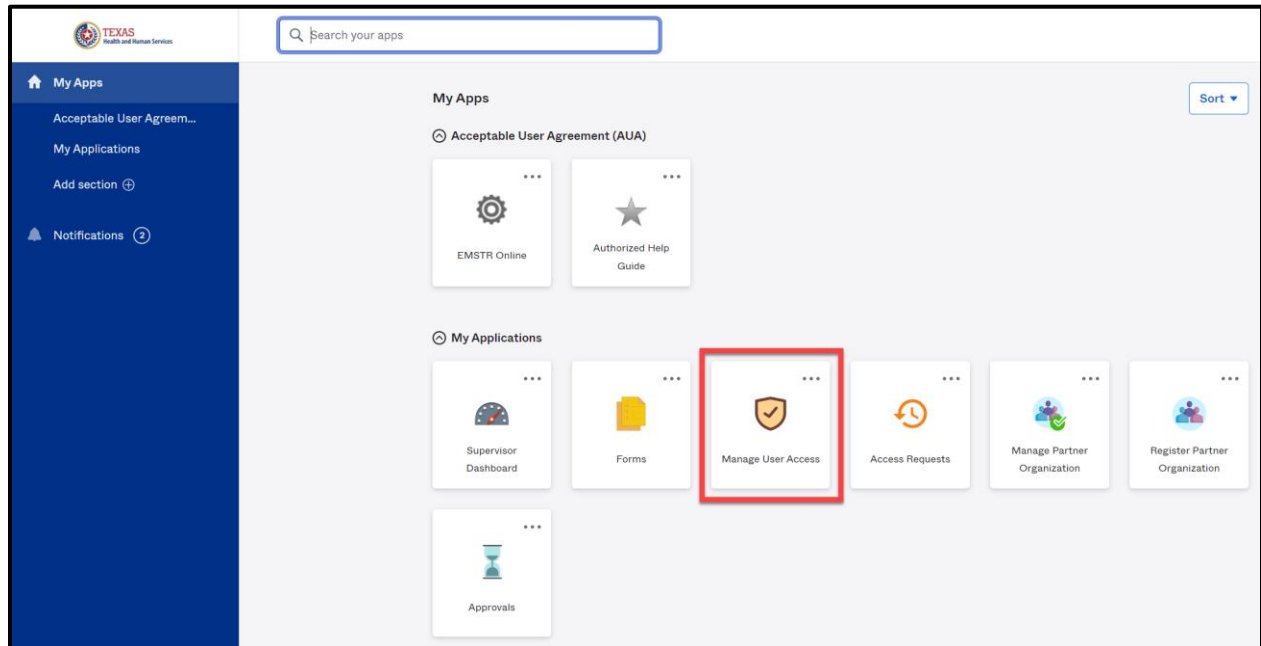
**EMSTR View Only Level 1**, **EMSTR Add/Edit Level 2** and **EMSTR Admin Level 3**.

- *Example – **End-users*** that need limited application access should only request **EMSTR *View Only Level 1*** access.
- *Example – **Facility users*** that submit data for their facility but are not the facility administrator should select the **EMSTR *Add/Edit Level 2***
- *Example – **Organization Administrators*** requesting application access should select the **EMSTR *Admin Level 3*** access.

### Manage User Access Overview

All users can request to add or remove application access through your **MyApps** dashboard. After logging in to IAMOnline, the **My Apps** dashboard will appear on the screen. Select the “**Manage User Access**” tile to manage account access.

Facility administrators and account managers can reference the Organization Administrative User Slides for additional details.

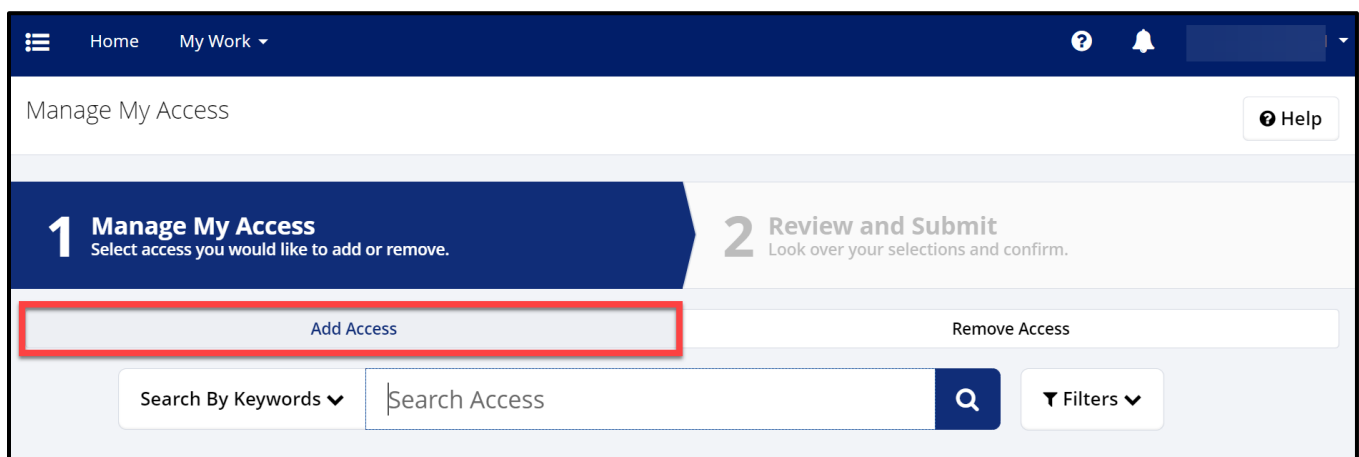


## Add EMSTR Access

### Overview

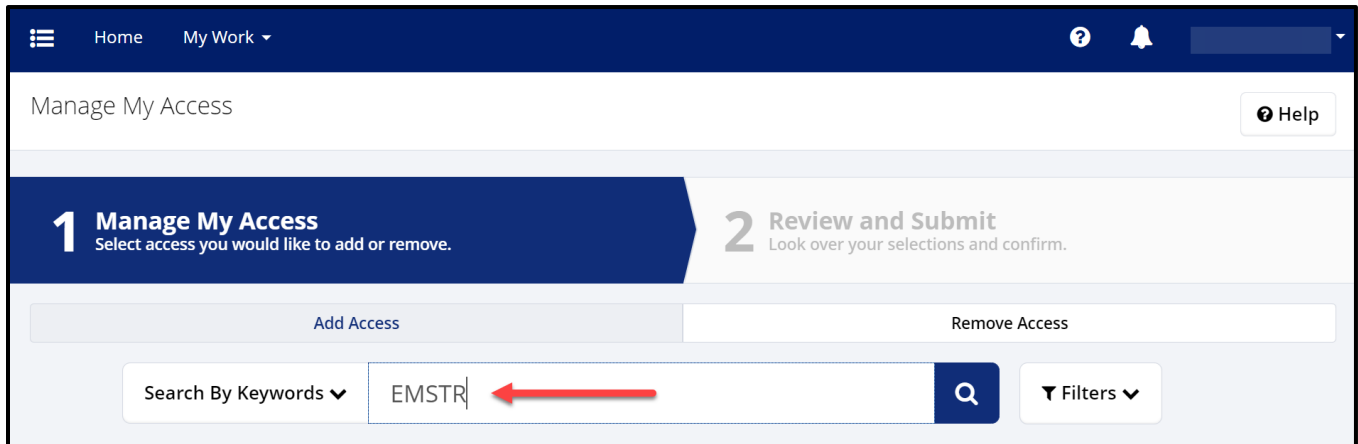
If you did not previously have access to the EMSTR application because you are new to your organization or are now responsible for submitting data on behalf of your facility, you must request access to the EMSTR application.

- Click the **“Add Access”** tab to request application access.
- The tab will turn a light grey when selected.

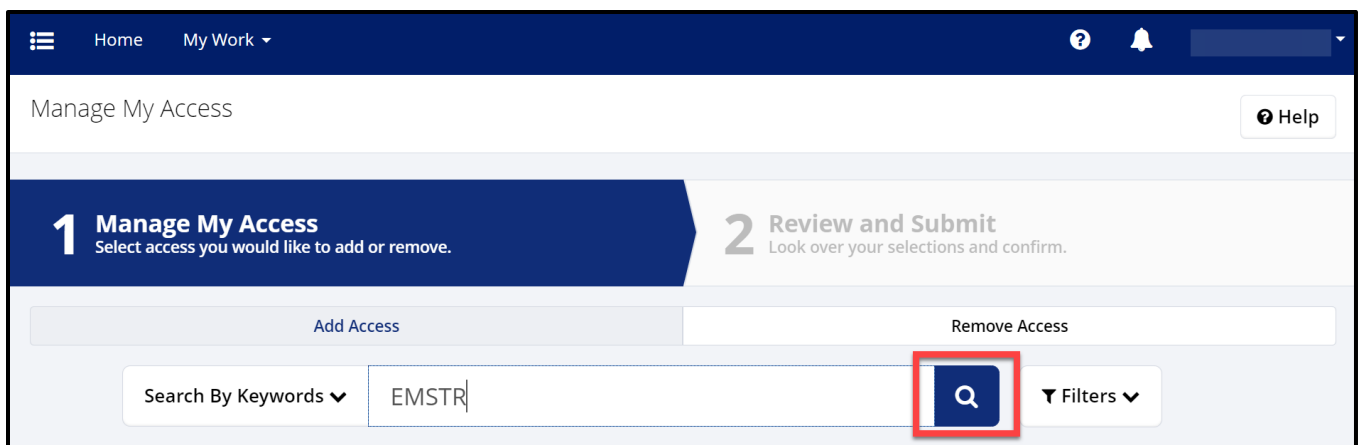


## Search for EMSTR

Type “EMSTR” in the **Search by Keywords** box.



Select the button with the **Magnifying Glass Icon** to search for the application.



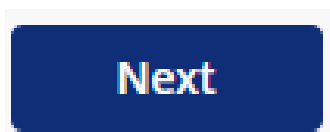
## Select the Correct User Role

Once you select the magnifying glass icon button—

- Click on the check mark icon to select the EMSTR role type you are requesting.
- The check mark icon will turn green once selected.



Once you select the appropriate EMSTR role level, select the “**Next**” button.



EMS facility providers view example:

The screenshot shows a web interface with two main sections: "1 Manage My Access" and "2 Review and Submit". The "Manage My Access" section has a search bar containing "EMSTR" and a "Filters" dropdown. Below the search bar, there are three role type entries, each with a "Details" button. The third entry, "EMSTR EMS Add Edit Level 2", is highlighted with a red border. Below the list, there is a "Next" button, also highlighted with a red border.

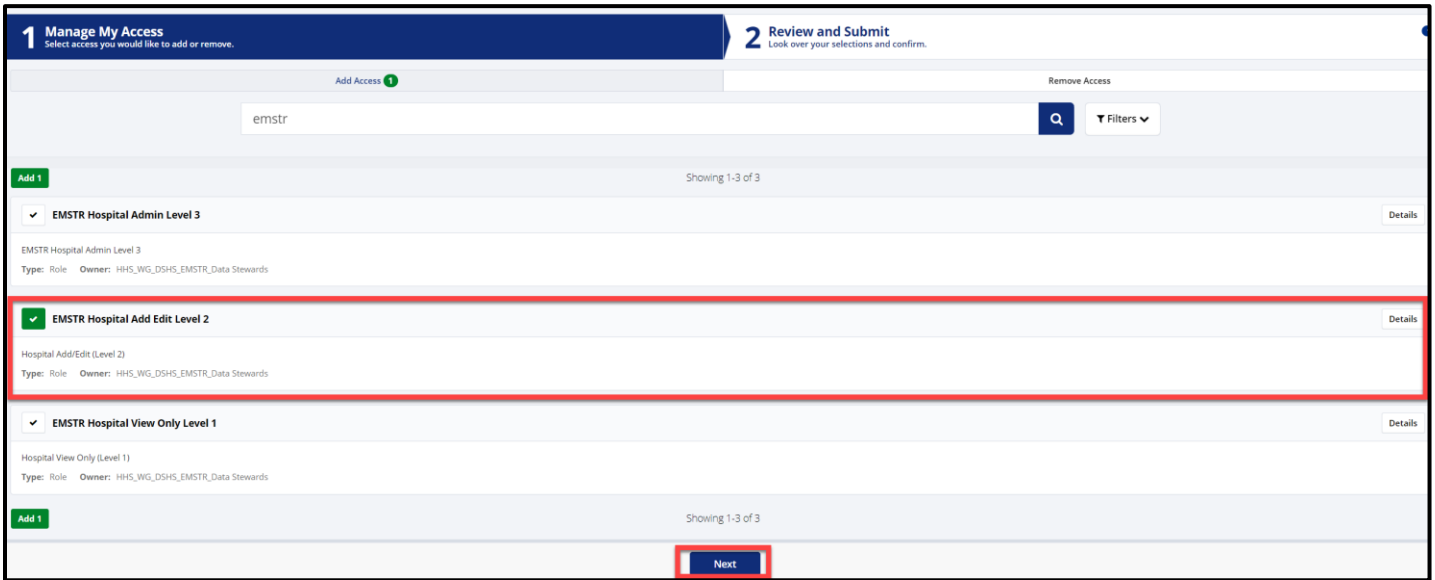
Role Type	Type	Owner
EMSTR EMS View Only Level 1	Role	HHS_WG_DSHS_EMSTR_Data Stewards
EMSTR EMS Admin Level 3	Role	HHS_WG_DSHS_EMSTR_Data Stewards
EMSTR EMS Add Edit Level 2	Role	HHS_WG_DSHS_EMSTR_Data Stewards

Enlarged picture of the role types:

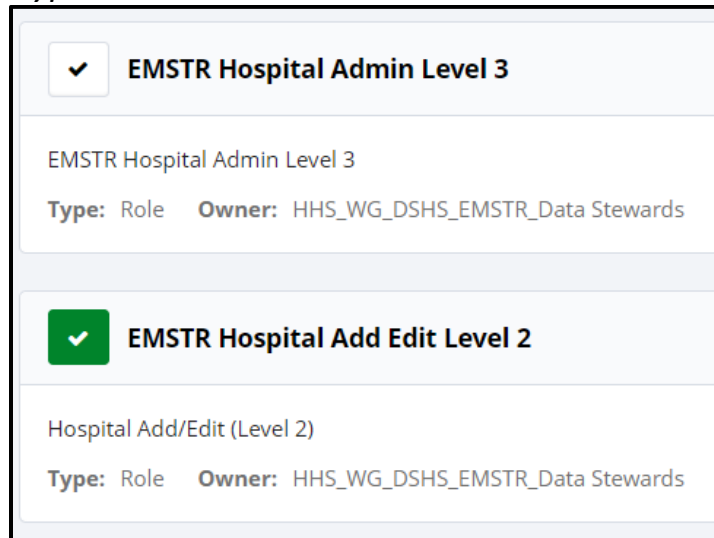
This enlarged view shows two role type entries. The first entry is "EMSTR EMS Admin Level 3" with a checkbox that is not checked. The second entry is "EMSTR EMS Add Edit Level 2" with a checked checkbox. Both entries show the role name, type, and owner.

<input type="checkbox"/>	<b>EMSTR EMS Admin Level 3</b>
EMSTR EMS Admin Level 3	
<b>Type:</b> Role <b>Owner:</b> HHS_WG_DSHS_EMSTR_Data Stewards	
<input checked="" type="checkbox"/>	<b>EMSTR EMS Add Edit Level 2</b>
EMSTR EMS Add Edit Level 2	
<b>Type:</b> Role <b>Owner:</b> HHS_WG_DSHS_EMSTR_Data Stewards	

*Hospital providers view example:*

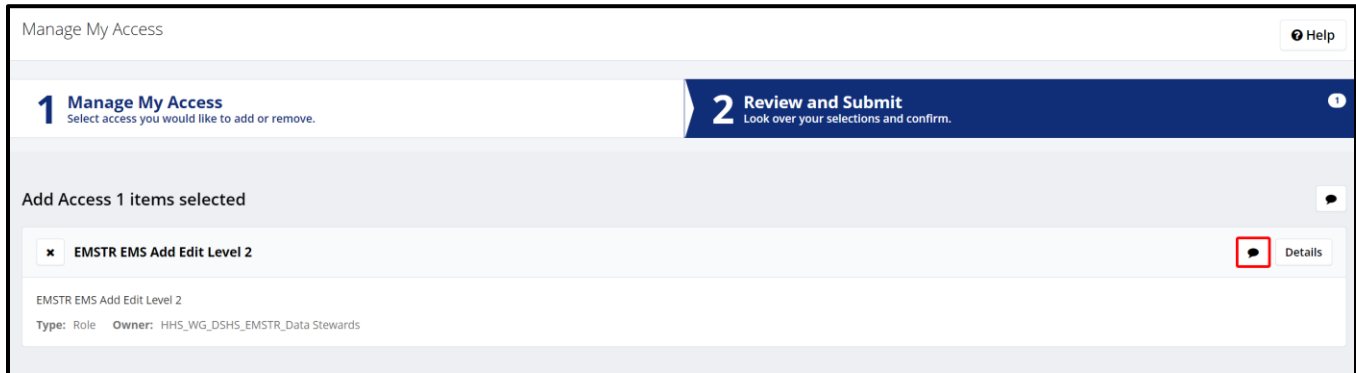


*Enlarged picture of the role types:*



## Review and Submit the Request

Once you select your requested application role type, the HHS system will direct you to the **Review and Submit** page.

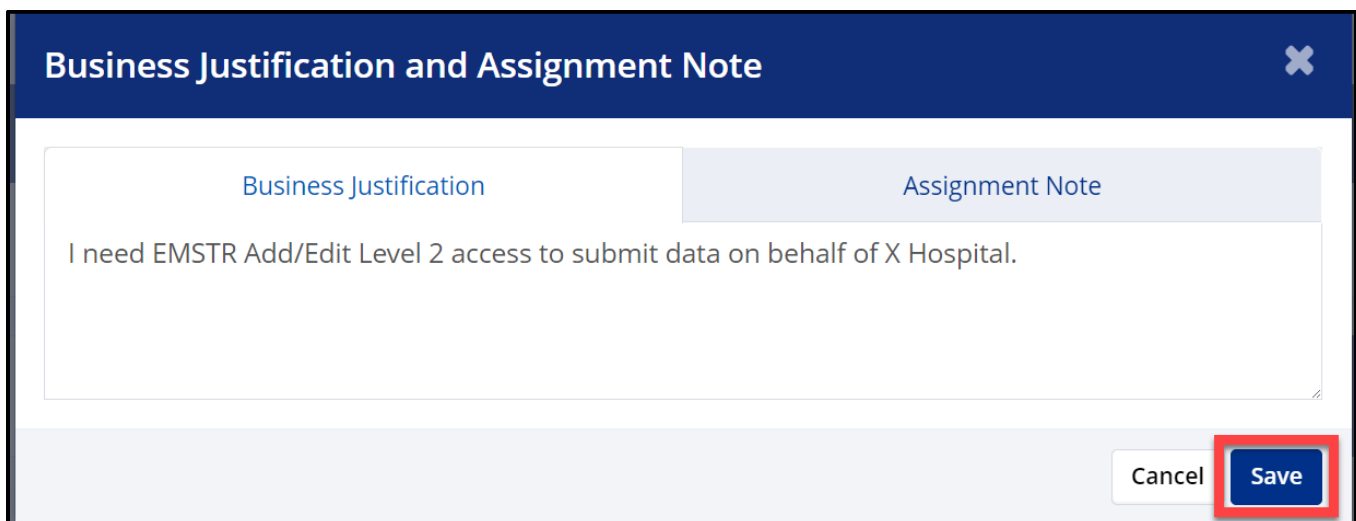


- For a business justification, you are required to leave a comment.
- To leave a comment, select the comment bubble.

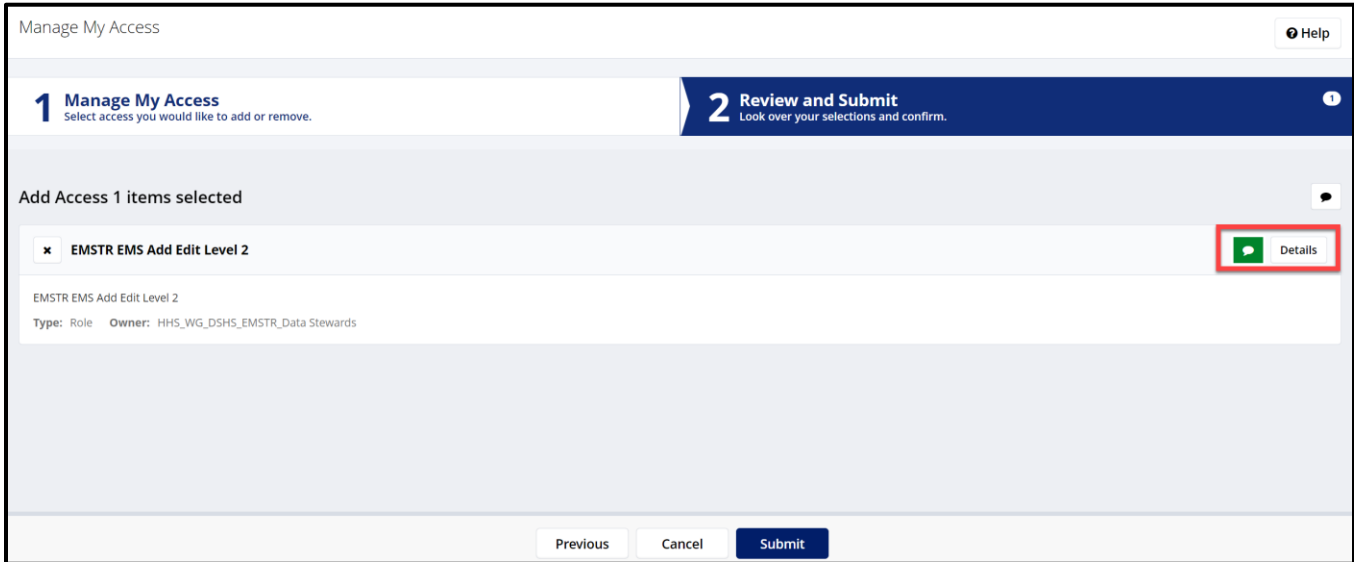


- Leave a comment to explain why you are requesting EMSTR access.
- Click the **“Save”** button.

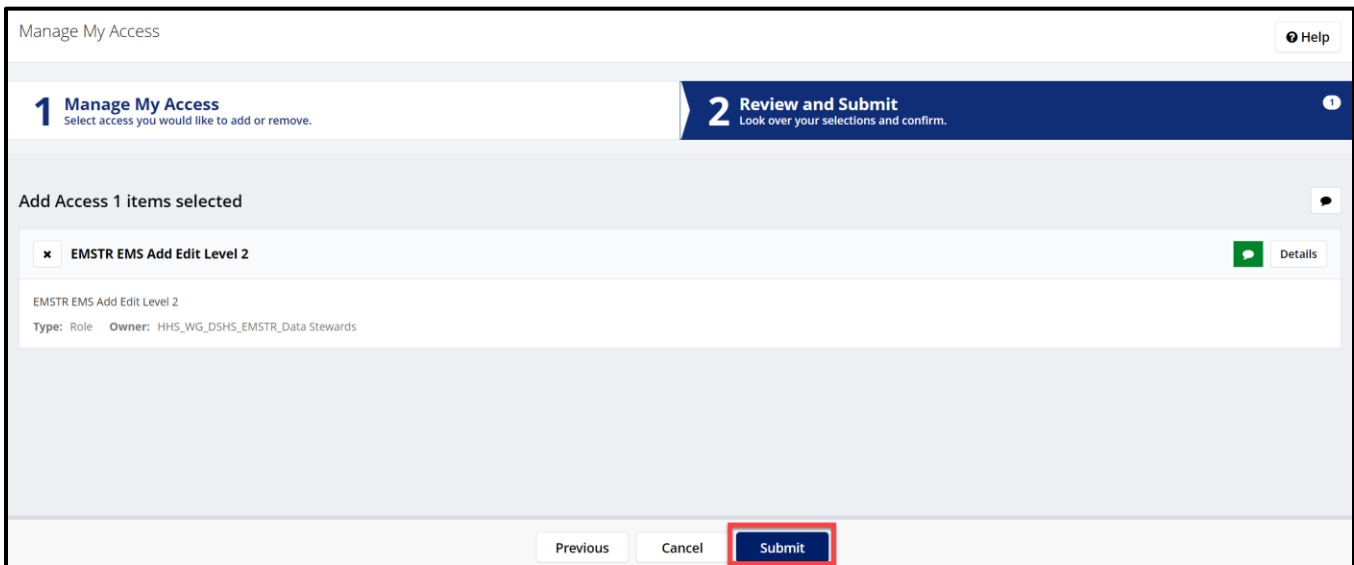
*An example comment is shown below:*



Once you save your comment, the comment bubble icon will change from white with a red outline to green.



After reviewing your request, select the “Submit” button.



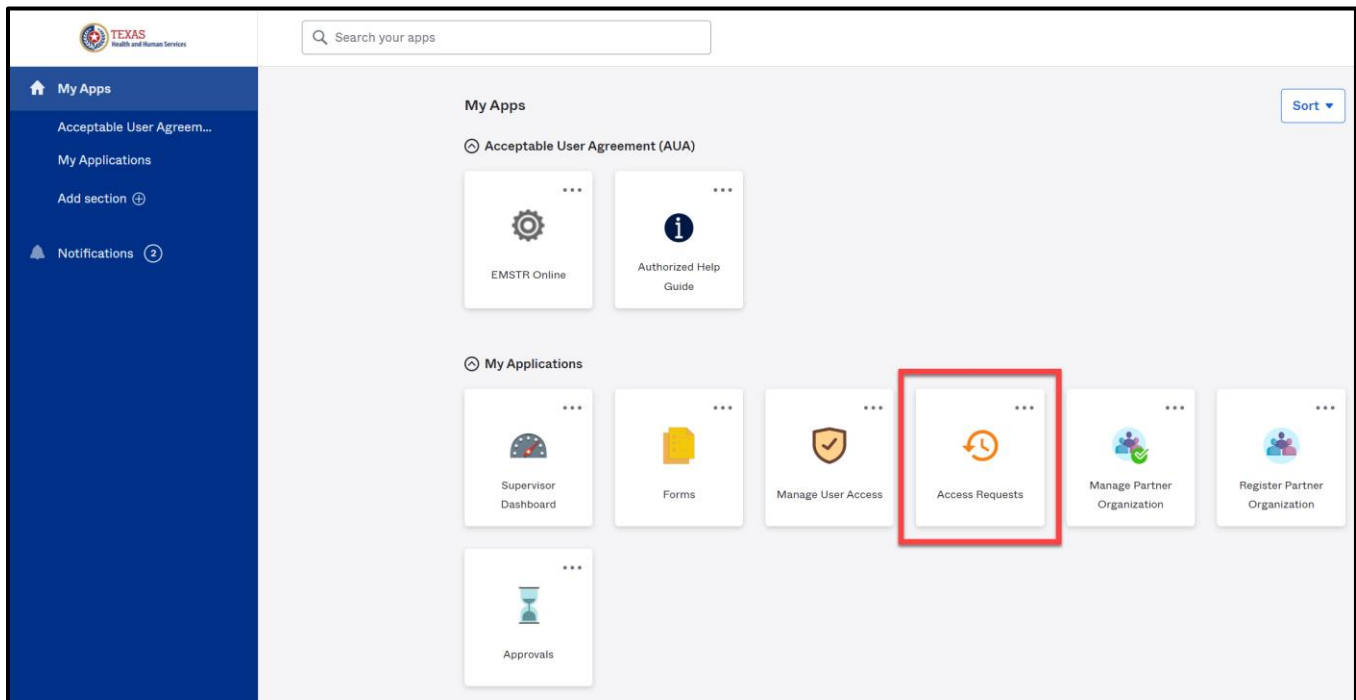
## Request Overview

Once you submit your EMSTR application access request, your request will go through an approval process. If you are requesting **EMSTR Add/Edit Level 2** access, your organization administration will review and then the DSHS Injury Prevention Unit EMSTR team will review and approve. If you are designated as your organization's administrator or requesting **EMSTR Admin Level 3** access, the system will send your request directly to the Injury Prevention Unit EMSTR team to approve.

## Track your Request

After you submit your access request, you can track the status. The HHS system will send notification emails to EMSTR approvers to approve the request as it moves through the approval process.

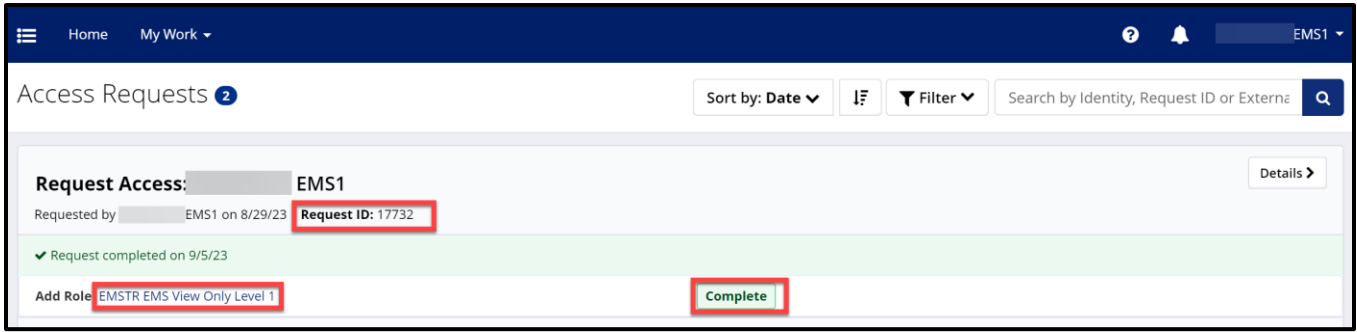
- Navigate to the **MyApps** dashboard within IAMOnline.
- Select the **“Access Requests”** tile.



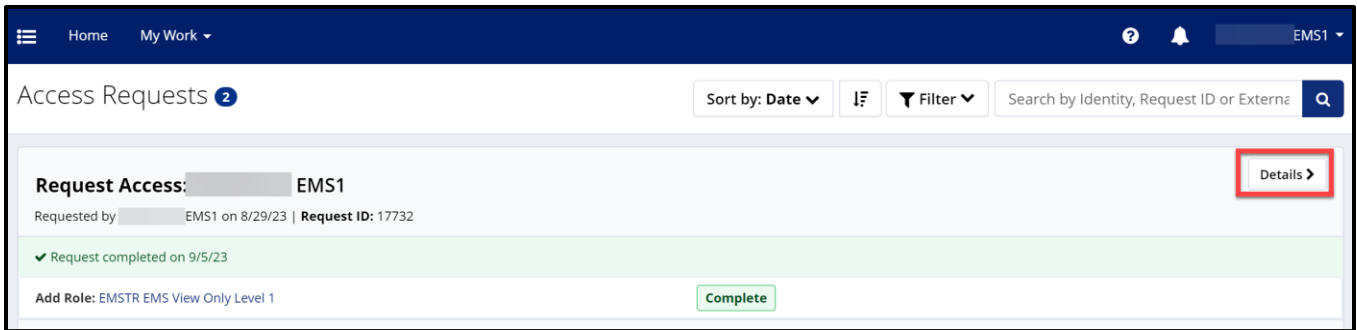


## Access Requests

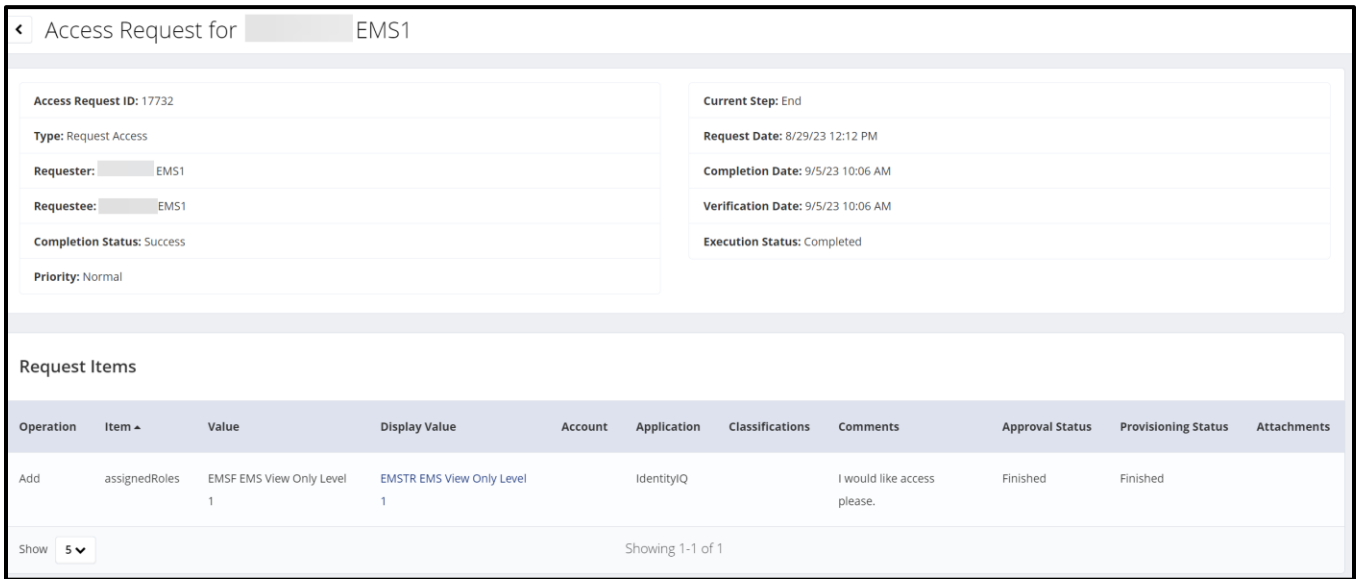
Here, you can view your access requests and details.



To view additional details, select the “Details” button.



Once you select the **Details** button, the HHS system will take you to the **Access Request Details** page.

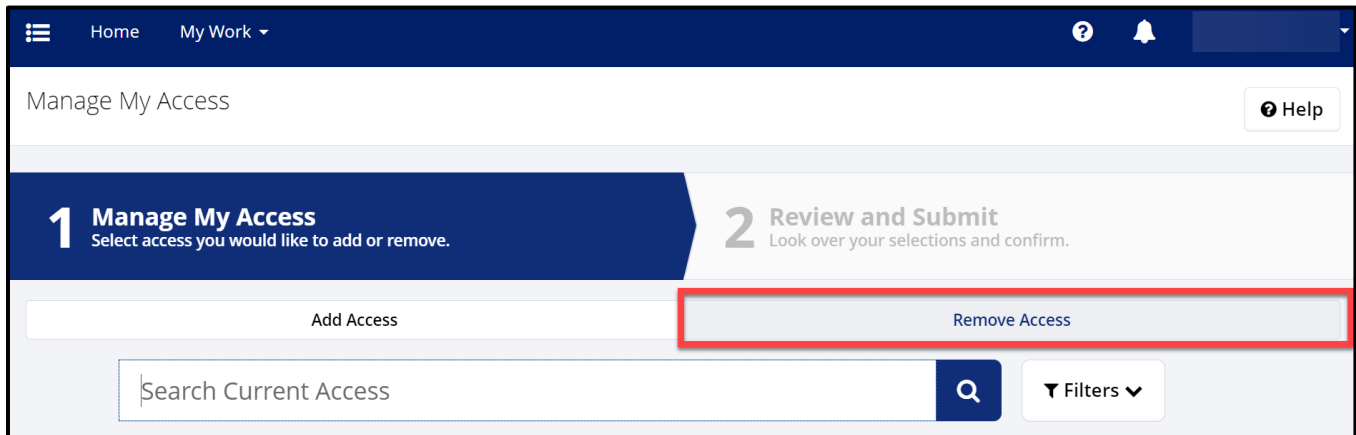


## Remove EMSTR Access

All users can remove their own EMSTR access. Please note—users will immediately lose access.

### Remove Access

- To remove access, click the **“Remove Access”** tab to remove application access for a user.
- The tab will turn a light grey when selected.



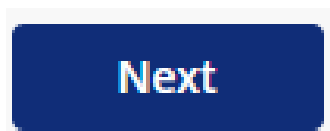
### Select your user role

Once you complete the search process, select the correct EMSTR role.

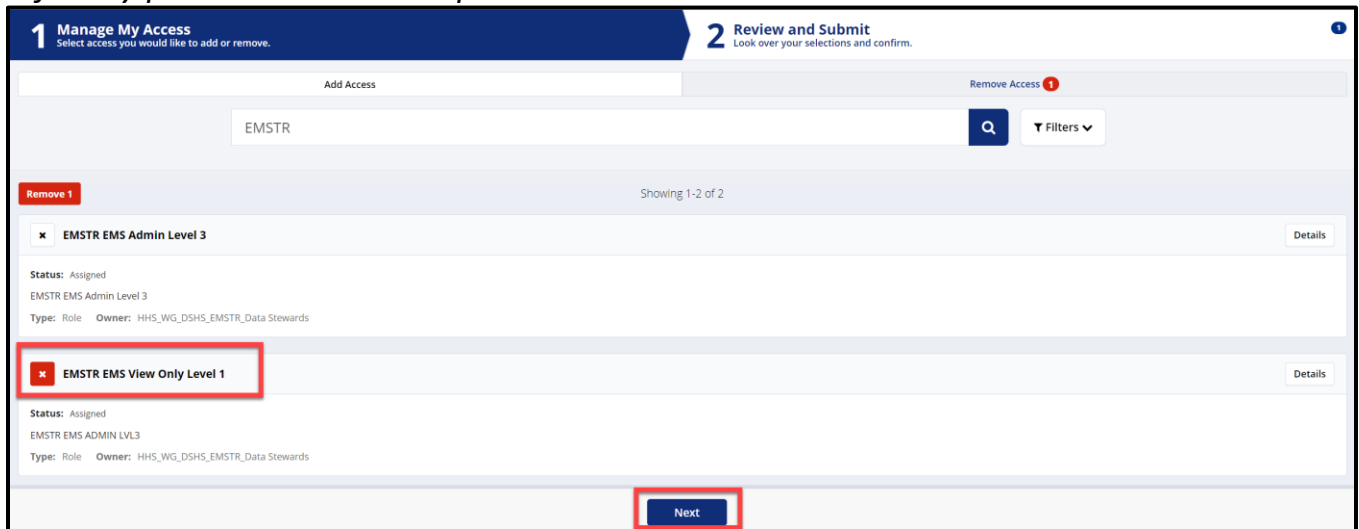
- Click the **“X”** icon to select the application and role.



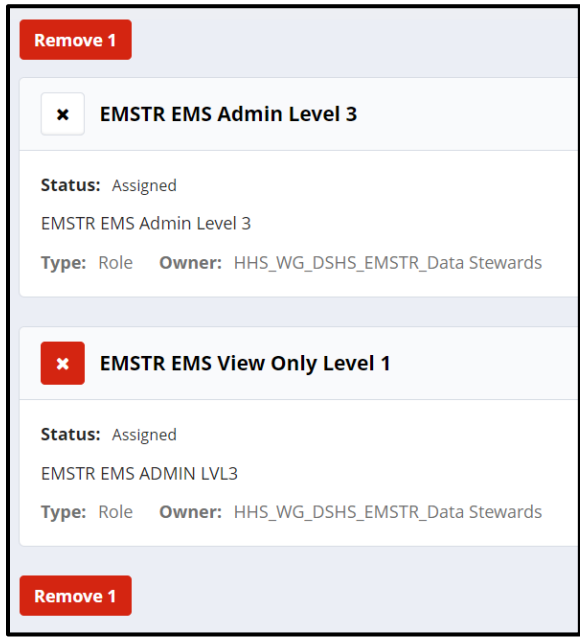
- To **remove** application access, the **X** icon will turn red when selected.
- Select the **“Next”** button.



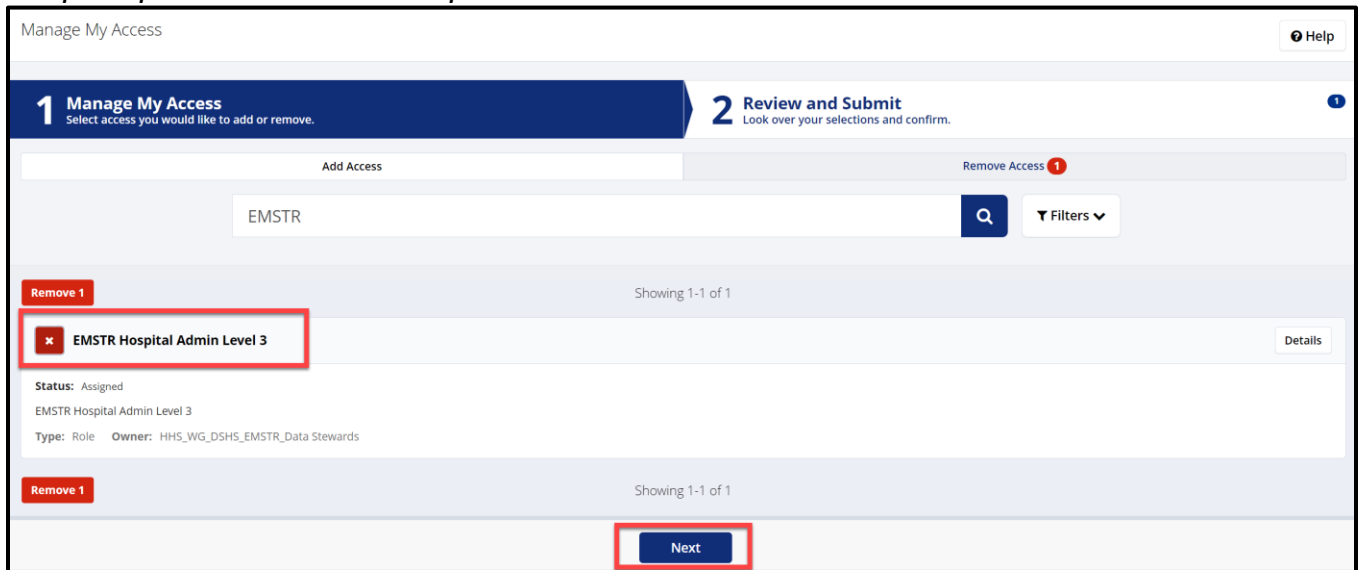
*EMS facility providers view example:*



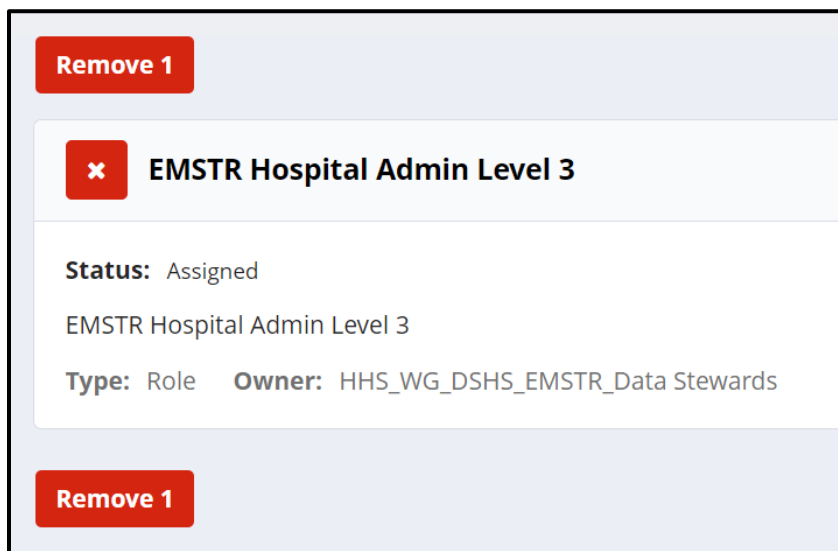
*Enlarged photo of the role types:*



*Hospital providers view example:*

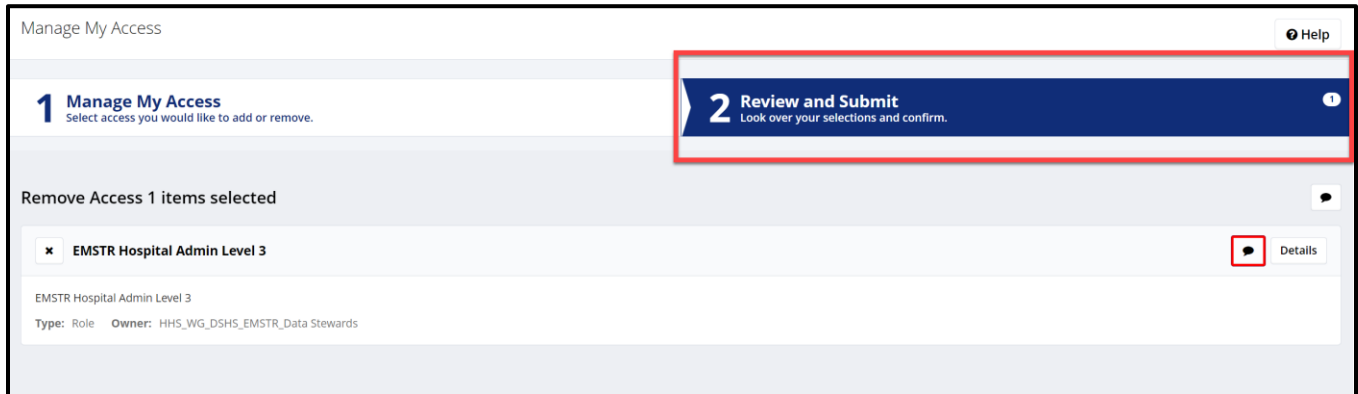


*Enlarged picture of the role type:*



## Review and Submit:

Once you select the application role type you are removing, the HHS system will direct you to the **Review and Submit** page.

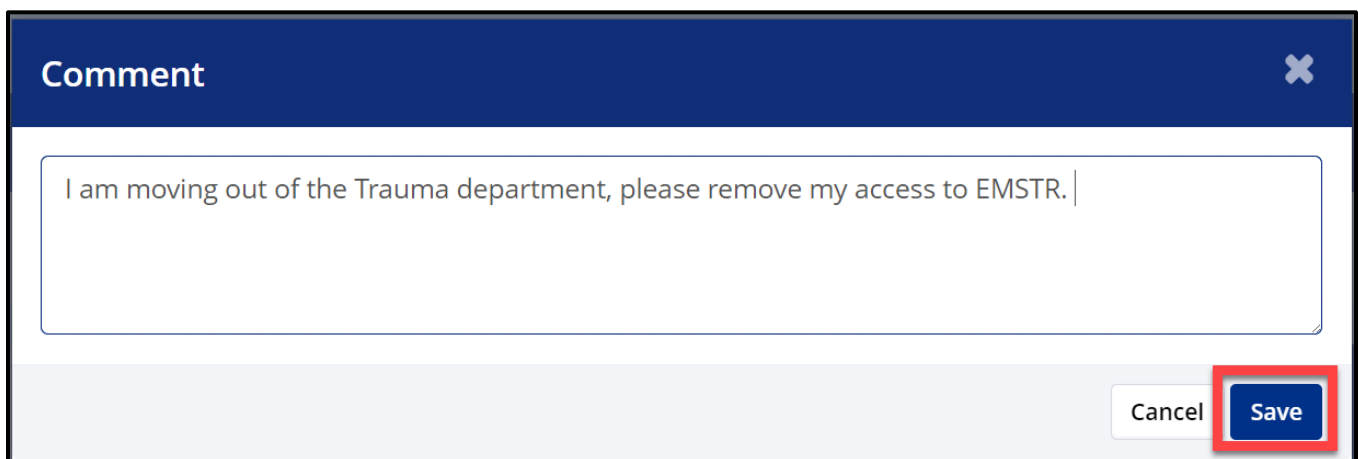


- For a business justification, you are required to leave a comment.
- To leave a comment, select the comment bubble.

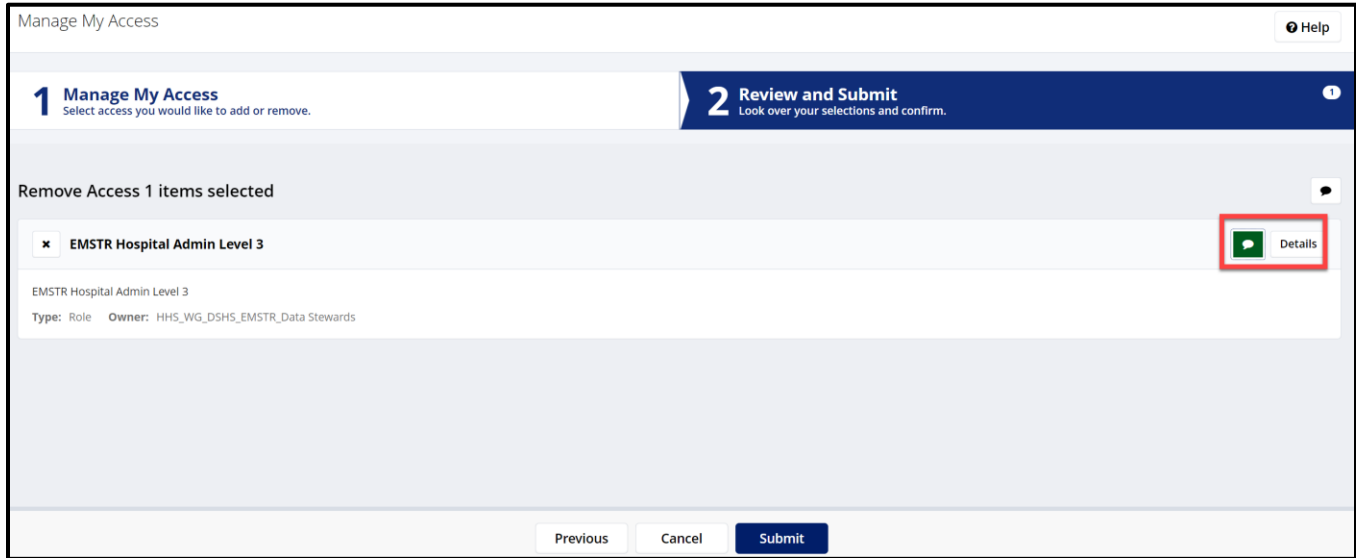


- Leave a comment to explain why you are removing EMSTR access.
- Click the **“Save”** button.

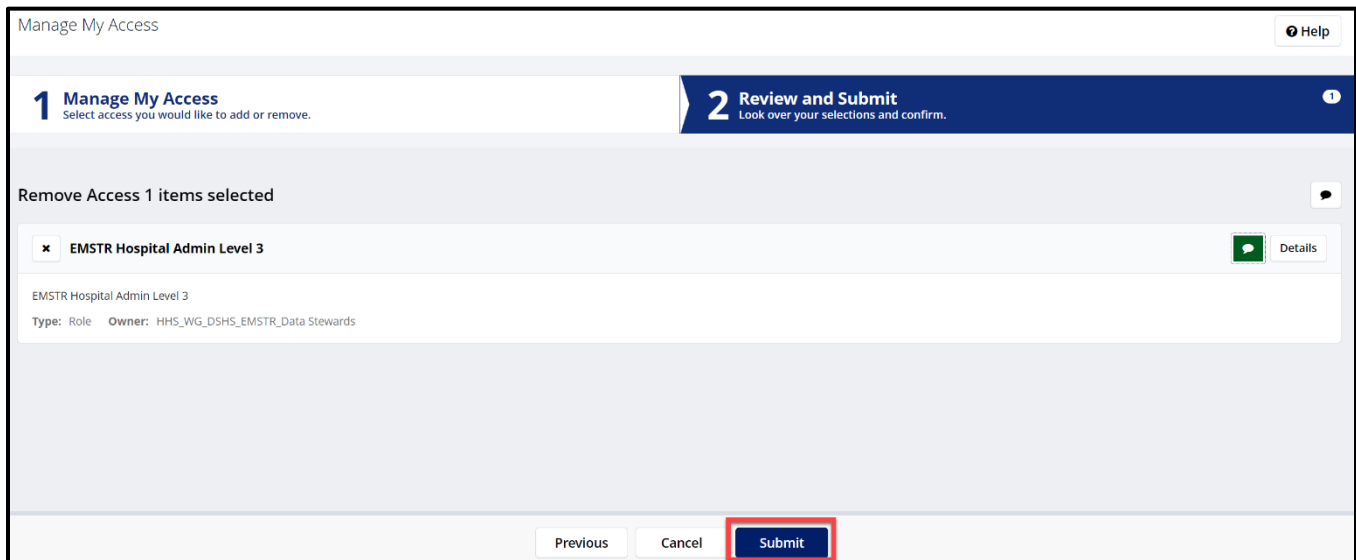
*Example comment shown below:*



Once you save your comment, the comment bubble icon will change from white with a red outline to green.



After reviewing your request, select the “Submit” button.



### Important Note

Once you submit your request, your access will be immediately removed from the EMSTR application. There is no approval process for removing EMSTR application access.

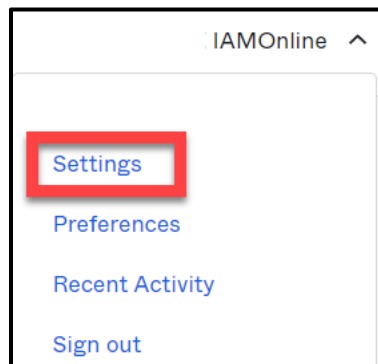
## 13. Self-Service Account Management

IAMOnline offers self-service capabilities such as updating your user profile and resetting your password.

### Update User Profile

You can update your profile.

- Click the upper right side of the **MyApps** dashboard.
- Click the **“Settings”** link.



- On the right side of the dashboard, click the **“Edit”** button in the **Personal Information** section.

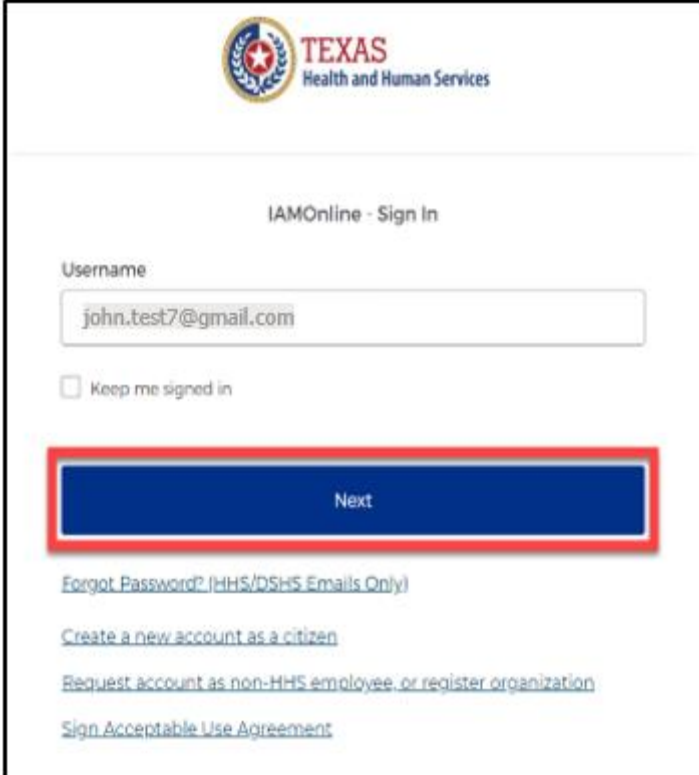


- You can update your personal information:
  - Add details;
  - Add a phone number; and
  - Adjust your security methods including password and security questions.

## Forgot Password

If you forget your password, you can reset the password on your own.

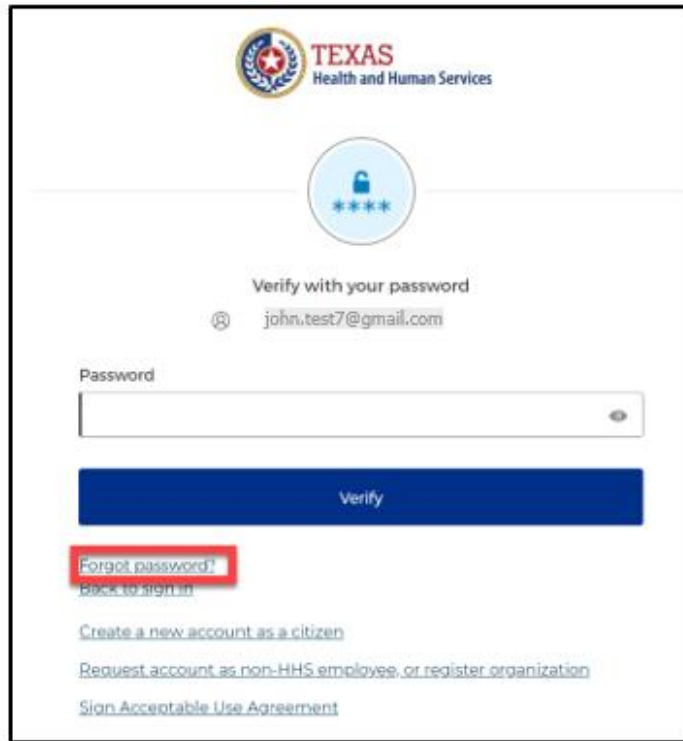
- On the [IAMOnline](#) sign-in page, type your **Username** and click the **“Next”** button.



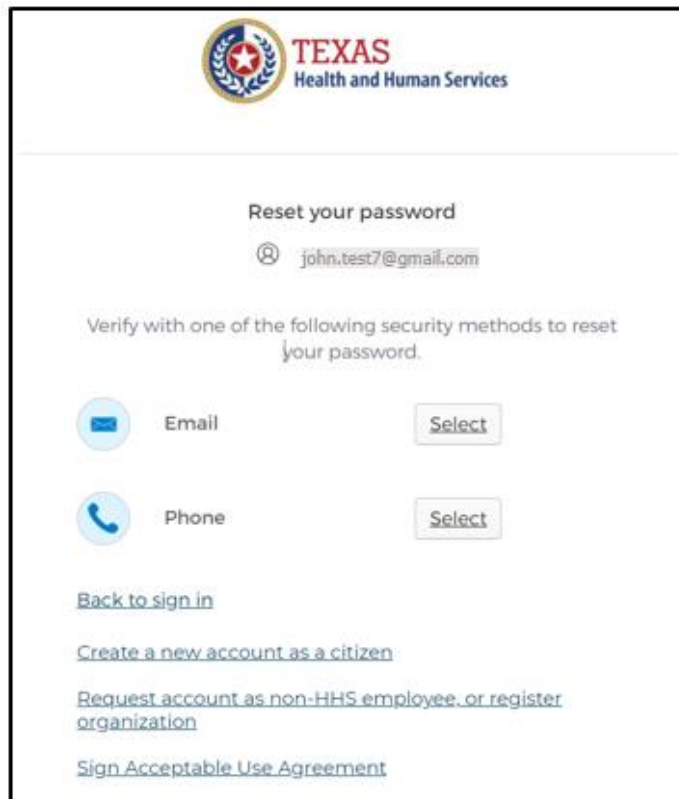
The screenshot displays the IAMOnline sign-in interface. At the top, the Texas Health and Human Services logo is visible. The main heading is "IAMOnline - Sign In". Below this, there is a "Username" label and a text input field containing "john.test7@gmail.com". A checkbox labeled "Keep me signed in" is present below the input field. A prominent blue button with the text "Next" is highlighted with a red rectangular border. Underneath the button, there are four hyperlinks: "Forgot Password? (HHS/DSHS Emails Only)", "Create a new account as a citizen", "Request account as non-HHS employee or register organization", and "Sign Acceptable Use Agreement".



- Click the **“Forgot password?”** link.



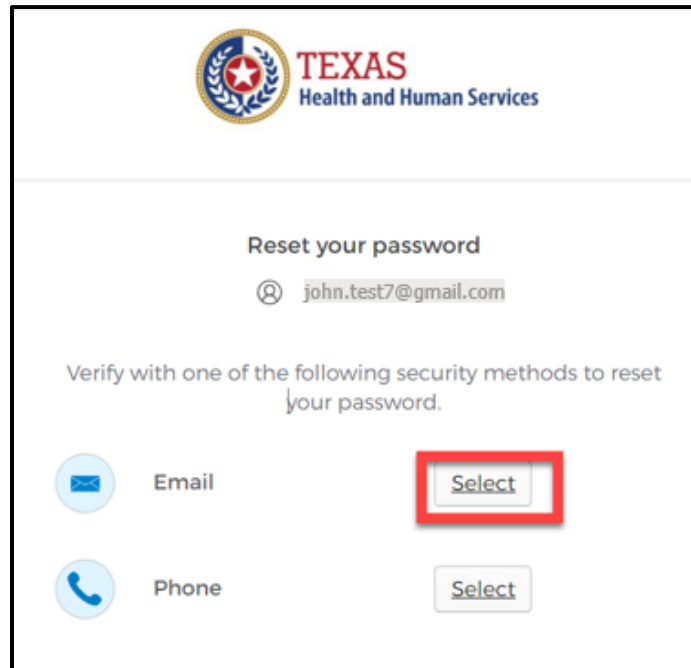
Two options exist to reset the password – **Email** or **Phone**. IAMOnline will use your preferred option to verify the account so only one option is needed. Follow the steps for **Email** or **Phone**.



## Email

Two options exist to verify the account with email and only one of the below steps needs to be followed – [Email Verification Link](#) or [Email Verification Code](#).

Next to **Email**, click the **“Select”** button.



TEXAS Health and Human Services

Reset your password

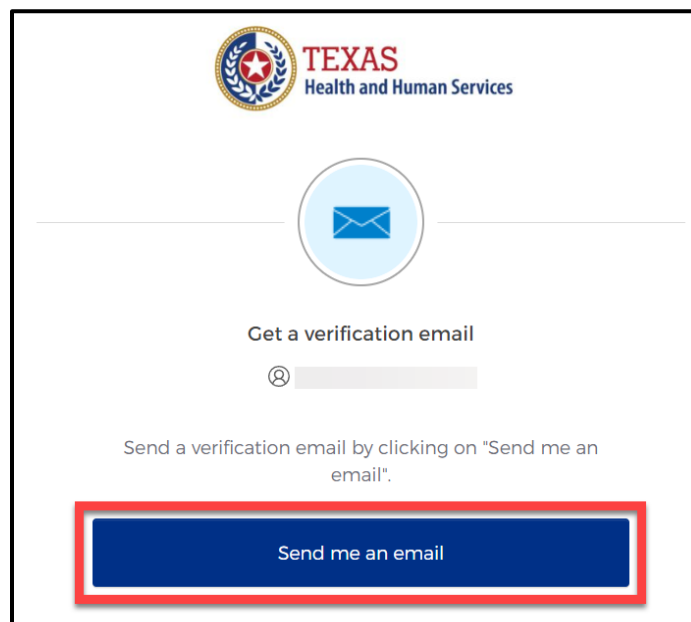
john.test7@gmail.com

Verify with one of the following security methods to reset your password.

Email

Phone

Verify the email address is correct and click the **“Send me an email”** button.



TEXAS Health and Human Services

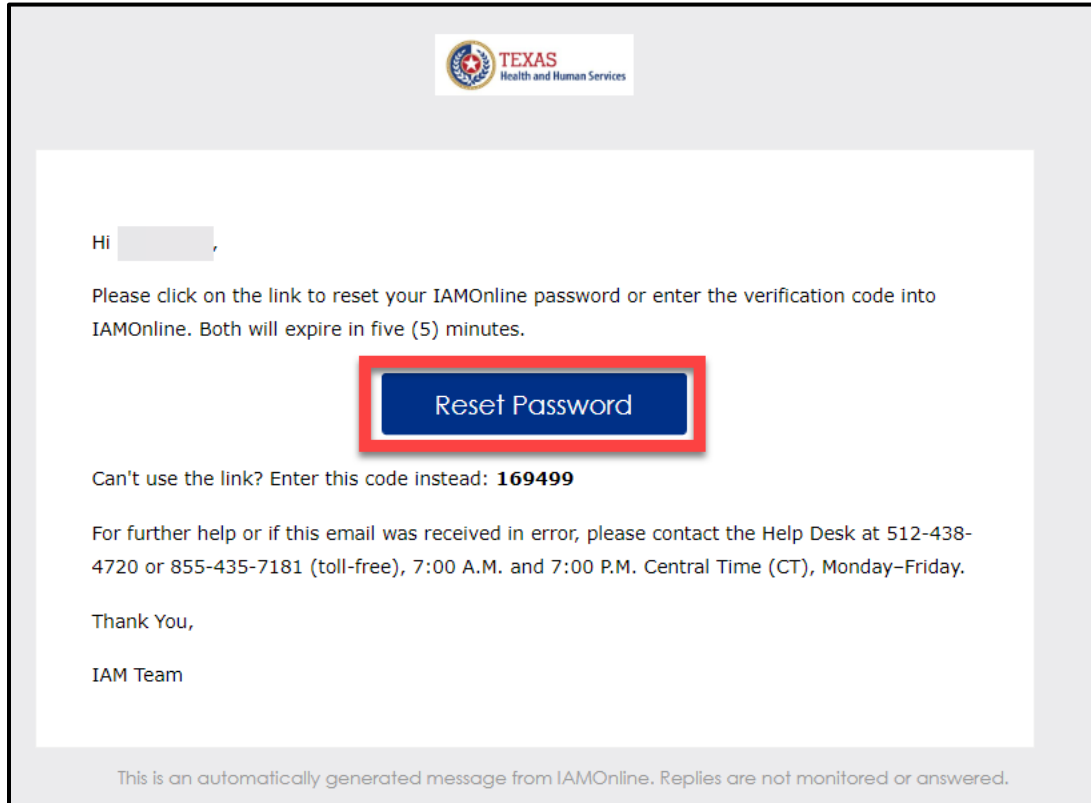
Get a verification email

Send a verification email by clicking on "Send me an email".

## Reset Password Button

The first option is the **Reset Password** button.

- After selecting the **“Send me an email”** button, the system will send you an **IAMOnline Password Reset email** to verify your account.

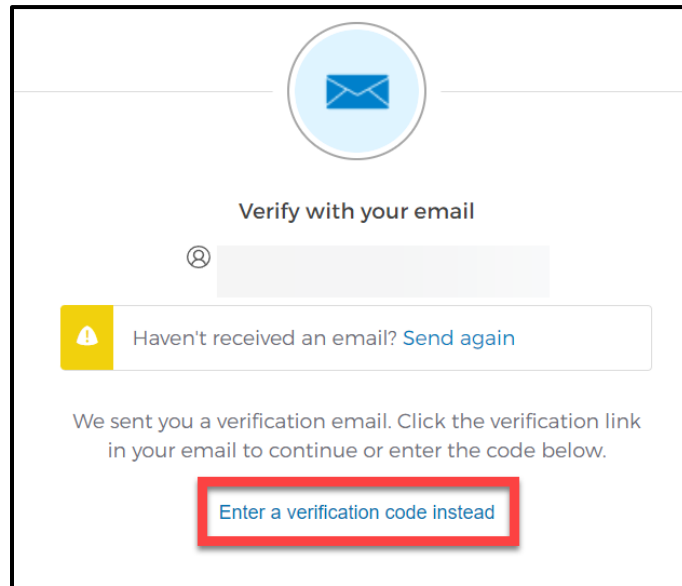


- Click the **“Reset Password”** button in the email and follow the instructions on IAMOnline.
- Continue to the **Reset your Password** section of this guide.

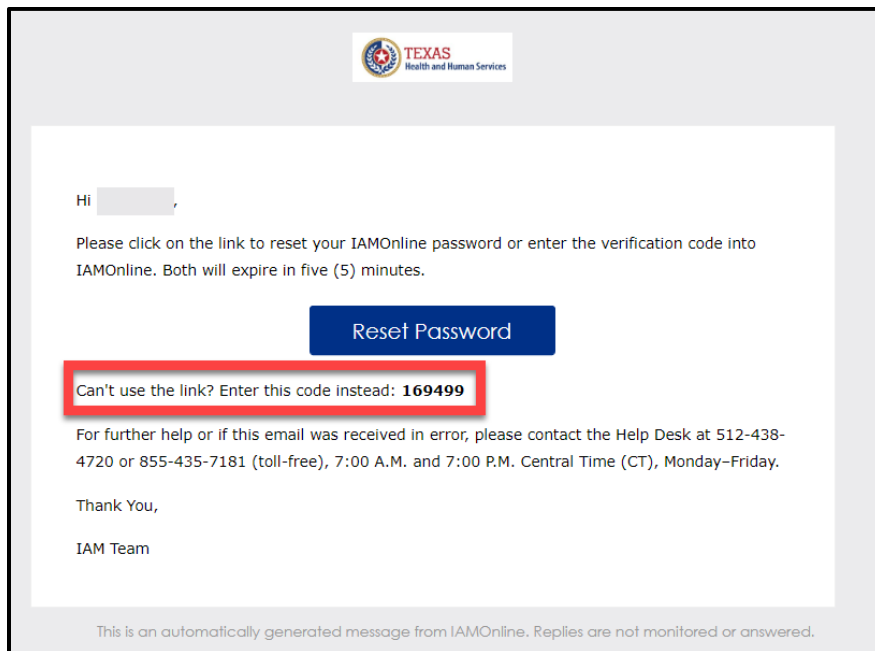
## Email Verification Code

The second option is the email verification code.

- If you're unable to use the **Reset Password** button, navigate to the sign-in page and click the **“Enter a verification code instead”** link.



You can find the code in the **IAMOnline Password Reset email**.



Type the code you receive in the text box and click the **“Verify”** button.

Verify with your email

Haven't received an email? [Send again](#)

We sent you a verification email. Click the verification link in your email to continue or enter the code below.

Enter Code

Verify

## Reset your Password

- Enter your new password in the **“New password”** box, then re-enter your password in the **“Re-enter password”** box.
- Once you re-enter your password, select the **“Reset Password”** button and follow the instructions on IAMOnline.

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Password can't be the same as your last 6 passwords
- At least 1 day(s) must have elapsed since you last changed your password

New password

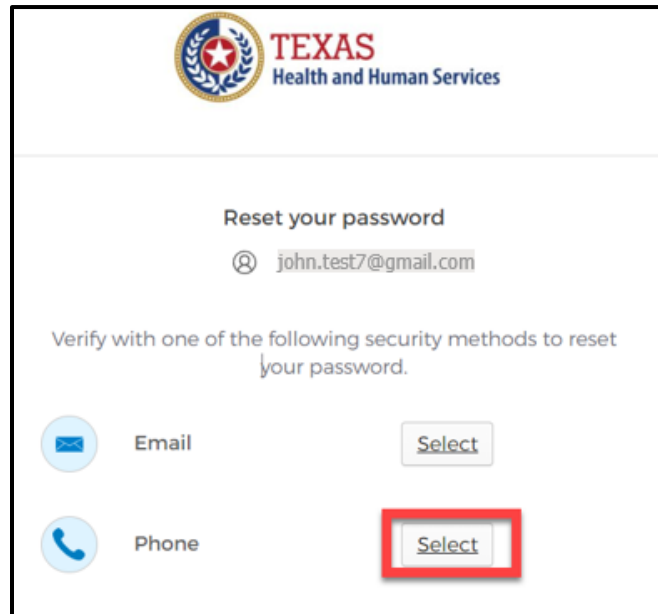
Re-enter password

Sign me out of all other devices.

Reset Password

## Phone

You can reset your password using your phone number to verify your account. To reset your password using the Phone option click the **“Select”** button next to **Phone** on the forgot password webpage.



TEXAS  
Health and Human Services

Reset your password

john.test7@gmail.com

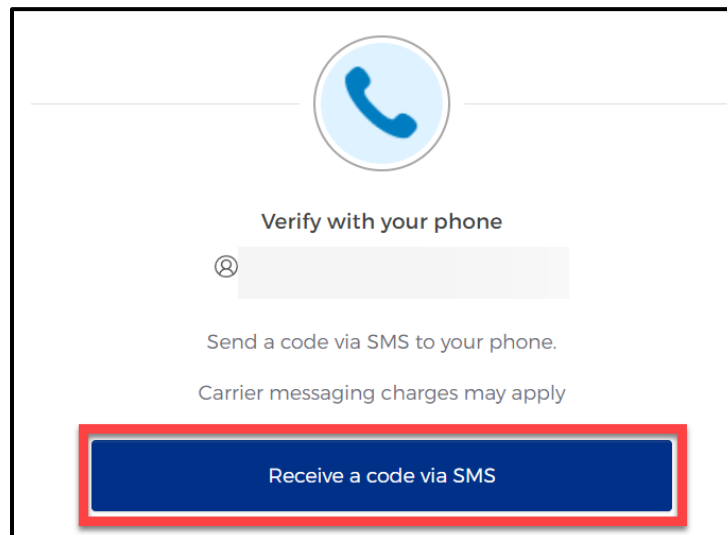
Verify with one of the following security methods to reset your password.

Email

Phone

## Receive a code via SMS

- Click the **“Receive a code via SMS”** button. *Carrier messaging charges may apply.*



Verify with your phone

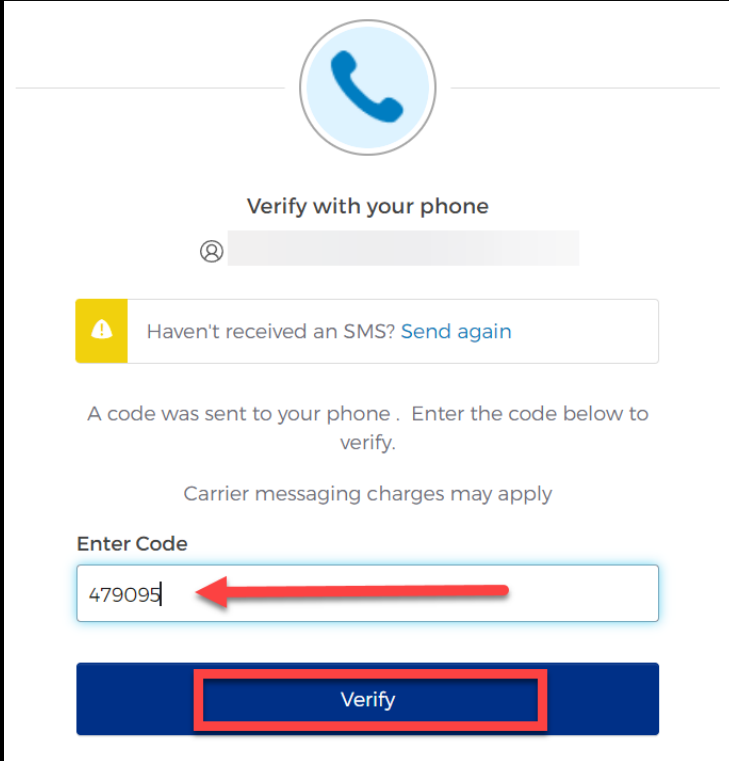
[Redacted phone number]

Send a code via SMS to your phone.

Carrier messaging charges may apply


## Verify your Account

- The HHS system will send a code to the registered phone number via SMS.
- Type the code you receive in the text box and click the **“Verify”** button.



Verify with your phone


@

 Haven't received an SMS? [Send again](#)

A code was sent to your phone . Enter the code below to verify.

Carrier messaging charges may apply

Enter Code




## Reset your Password


- Enter your new password in the **"New password"** box, then re-enter your password in the **"Re-enter password"** box.
- Once you re-enter your password, select the **"Reset Password"** button and follow the instructions on IAMOnline.

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Password can't be the same as your last 6 passwords
- At least 1 day(s) must have elapsed since you last changed your password

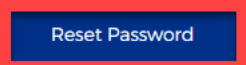
New password 

Re-enter password 

Sign me out of all other devices.





## 14. Account Locked

After multiple incorrect password attempts, your account will lock. The HHS system will send an email notifying you that your account will automatically unlock after 30 minutes.

- If you do not remember your password after the account unlocks in 30 minutes, you can reset your own password. Please refer to step **Forgot Password** for instructions.
- If you need the password reset for urgent reasons (within 30 minutes), call the HHS Help Desk at 512-438-4720 or 855-435-7181 (toll free).

## 15. Contact Information

If you have specific EMSTR questions, submit them via email to [injury.web@dshs.texas.gov](mailto:injury.web@dshs.texas.gov).

For IAMOnline questions, visit the Texas Department of State Health Services (DSHS) IAMOnline website [here](#).

# General Informational Page

## General Information

The Emergency Medical Services and Trauma Registries (EMSTR) is made up of four registries – the EMS Registry; the acute Traumatic Injury Registry; the Traumatic Brain Injury Registry / Spinal Cord Injury Registry; and the Submersion Registry. EMSTR is a statewide passive surveillance system that collects reportable event data from EMS providers, hospitals, justices of the peace, medical examiners, and rehabilitation facilities. Texas is home to one of the largest EMS registries in the U.S. with more than 4 million records submitted annually.



**TEXAS**  
Health and Human Services  

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**Texas Department of State  
Health Services**

## Our Goals

- To ensure a robust registry reporting framework for recording reportable traumas, submersions, traumatic brain injuries, spinal cord injuries, and EMS runs in Texas.
- To reduce the burden of injury to the public resulting from preventable occurrences using trend analysis.
- To provide data as close to real-time as possible for local, state, and national leadership use.

## Our Mission

To improve the Texans' health, safety, and well-being through good stewardship of public resources with a focus on core public health functions.

## Contact Information

### **Emergency Medical Services and Trauma Registries**

Texas Department of State Health Services  
1100 West 49<sup>th</sup> Street  
Mail Code 1922  
Austin, Texas 78756

For program inquiries:  
[injury.web@dshs.texas.gov](mailto:injury.web@dshs.texas.gov)

[dshs.texas.gov/injury-prevention/ems-trauma-registries](https://dshs.texas.gov/injury-prevention/ems-trauma-registries)

Emergency Medical Services and Trauma Registries

***[dshs.texas.gov/injury-  
prevention/ems-trauma-registries/](https://dshs.texas.gov/injury-prevention/ems-trauma-registries/)***