Emergency Medical Services and Trauma Registries (EMSTR): EMS Webinar
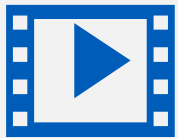
October 2023

EMSTR Team

Webinar Reminders
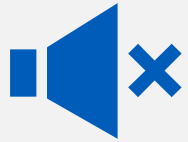
All participants are automatically muted by webinar administrators.

Please type questions using the "Q&A" feature.

This webinar is being recorded for learning purposes.

The webinar team will provide an overview of each process.

Agenda

- EMSTR Overview

- Identity and Access Management: IAMOnline

- Access EMSTR

- Account Management

- Questions and Answers
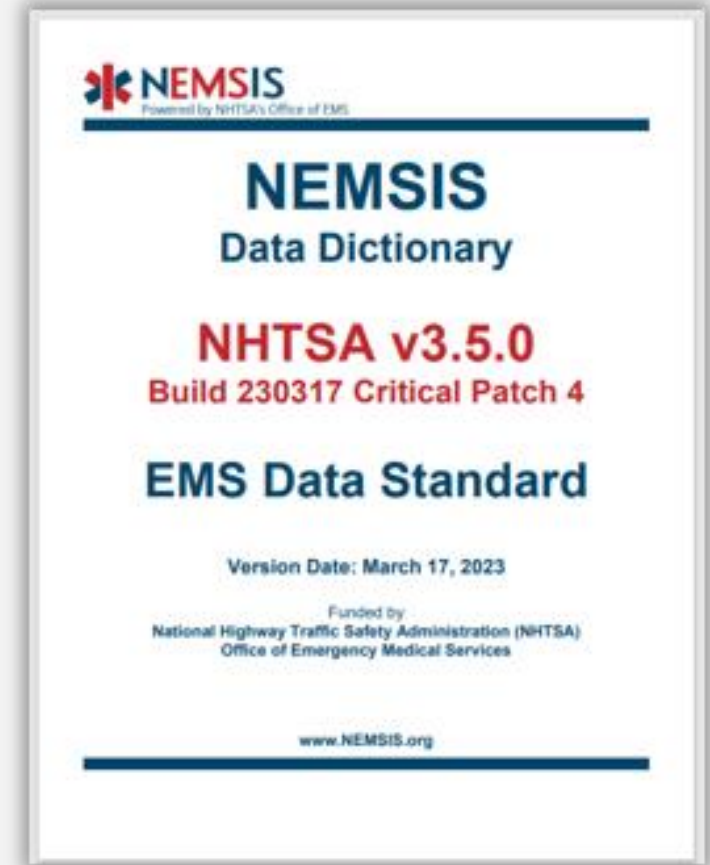
EMSTR Overview

EMSTR

- EMSTR is a statewide passive surveillance system that collects reportable event data from Emergency Medical Services (EMS) providers, hospitals, justices of the peace, medical examiners, and rehabilitation facilities.

- EMSTR includes four registries:
  - The EMS Registry;
  - The Acute Traumatic Injury Registry;
  - The Traumatic Brain Injury (TBI) Registry/ Spinal Cord Injury (SCI) Registry; and
  - The Submersion Registry.

Data Format Update

- EMSTR will be upgrading to the National EMS Information System (NEMSIS) version 3.5.

- Once the upgrade is complete, EMSTR will stop accepting NEMSIS version 3.3.4.

NOTE – The projected date for the data modernization move and NEMSIS version 3.5 implementation is November 10th, 2023.
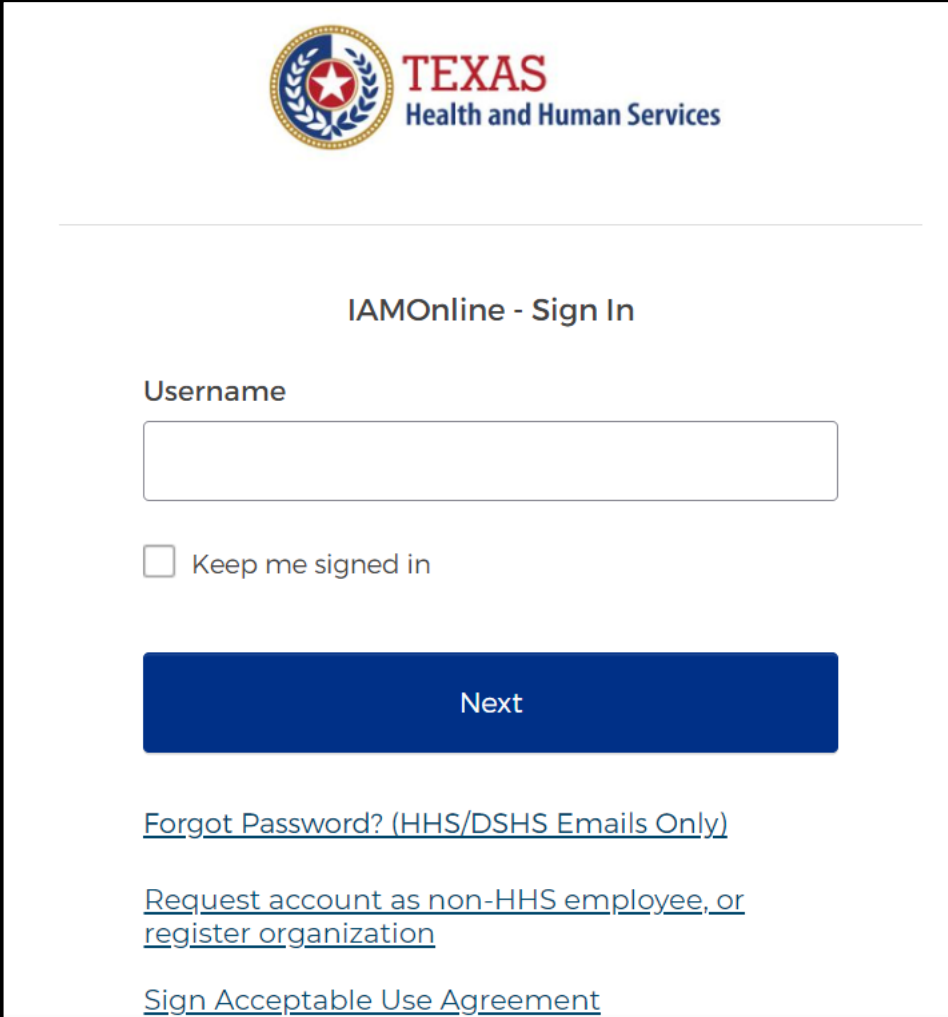
IAMOnline Process

IAMOnline (1 of 2)

- EMSTR will begin using the new Identity and Access Management (IAM) platform called **IAMOnline** beginning November 2023.

- All Texas Health and Human Services applications will be transitioning to IAMOnline.

- IAMOnline provides a more secure log-in process with an authentication feature.

IAMOnline (2 of 2)

To access EMSTR, each person must complete the **one-time account set-up** steps:

☑ Activate your Account.

☑ Set-up Security Methods.

☑ Review and Acknowledge the Acceptable Use Agreement (AUA) Form.

After completing these steps, you can access EMSTR directly by logging in to your IAMOnline MyApps dashboard.

Activate Your Account Process

- Locate your **IAMOnline** registration email from noreply@okta.com.

- The activation email will be sent to your employee email address.

Hi ▆▆▆▆,

Welcome to IAMOnline! Your account is active and ready for use. Access the portal using the below link:

Username: ▆▆▆▆@dshs.texas.gov

Activate Account

Please note that the link will only be active for seven (7) days for security reasons.

After accessing IAMOnline for the first time, set up will require a password, a phone number, and a security question for the account. The Acceptable Use Agreement (AUA) must be completed as well.

If you have any questions regarding how to complete this action, please review the IAMOnline Web Help and FAQs. For further help or if this email was received in error, please contact the Help Desk at 512-438-4720 or 855-435-7181 (toll-free), 7:00 A.M. and 7:00 P.M. Central Time (CT), Monday–Friday.

Thank you,

IAM Team

- Your **username** is provided in the email.

- Click the **"Activate Account"** button to set up your account promptly.

NOTE – The link will only be active for seven (7) days after you receive the email for security reasons.

Hi ___,

Welcome to IAMOnline! Your account is active and ready for use. Access the portal using the below link:

Username: ___@dshs.texas.gov

Activate Account

Please note that the link will only be active for seven (7) days for security reasons.

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Thank you,

IAM Team

Set up security methods to protect your account with a **"password"**, your **"phone"**, and a **"security question"**.

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
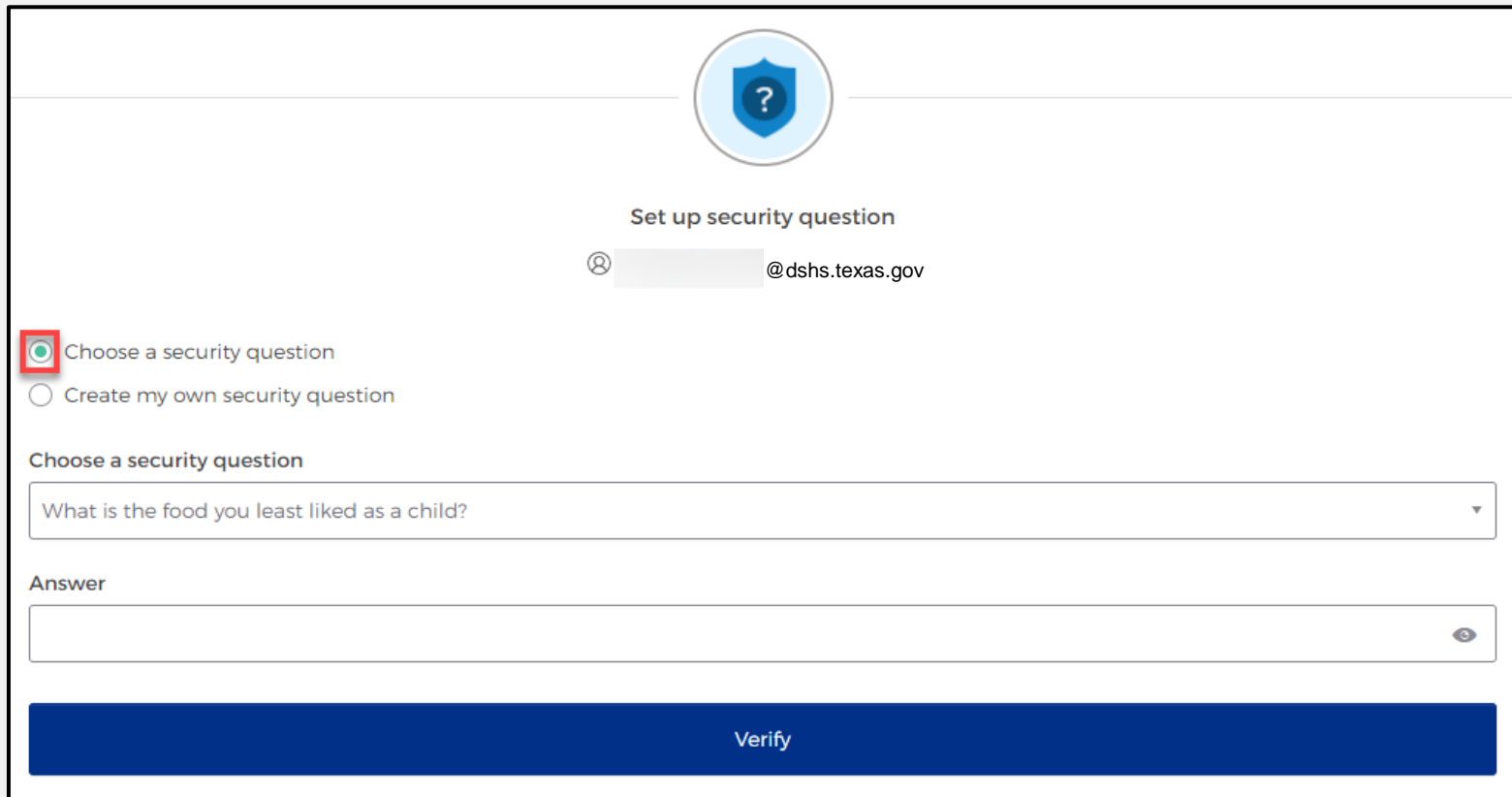
Set up

Back to sign in

Create a new account as a citizen

Request account as non-HHS employee, or register organization

Sign Acceptable Use Agreement

Set Up Security Methods (2 of 2)

- The first security method is to set up your password.

- To create your **password**, click on the **"Set up"** button under **"Password"**.
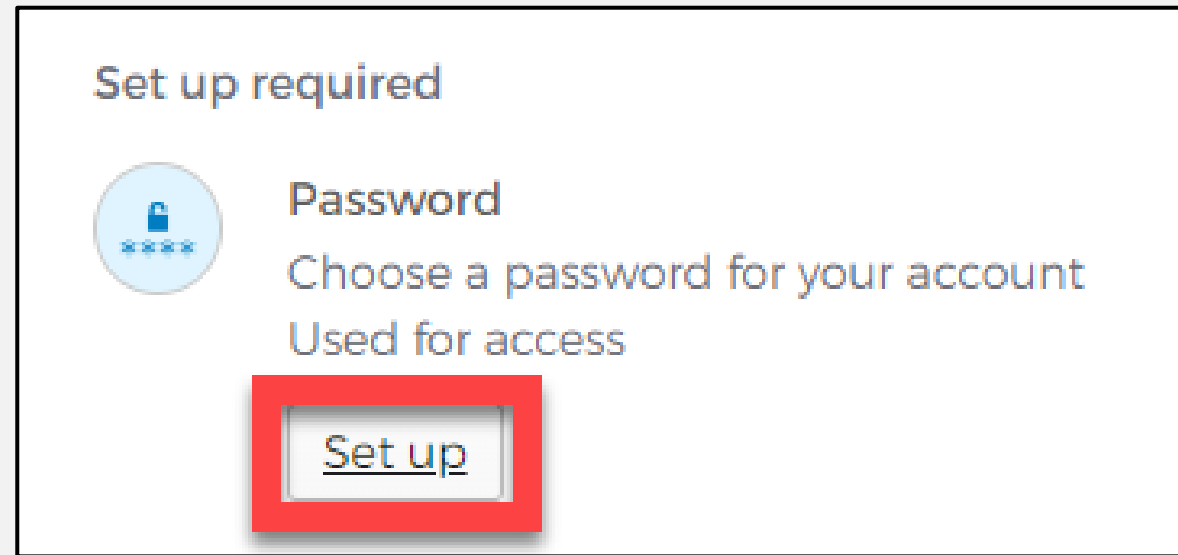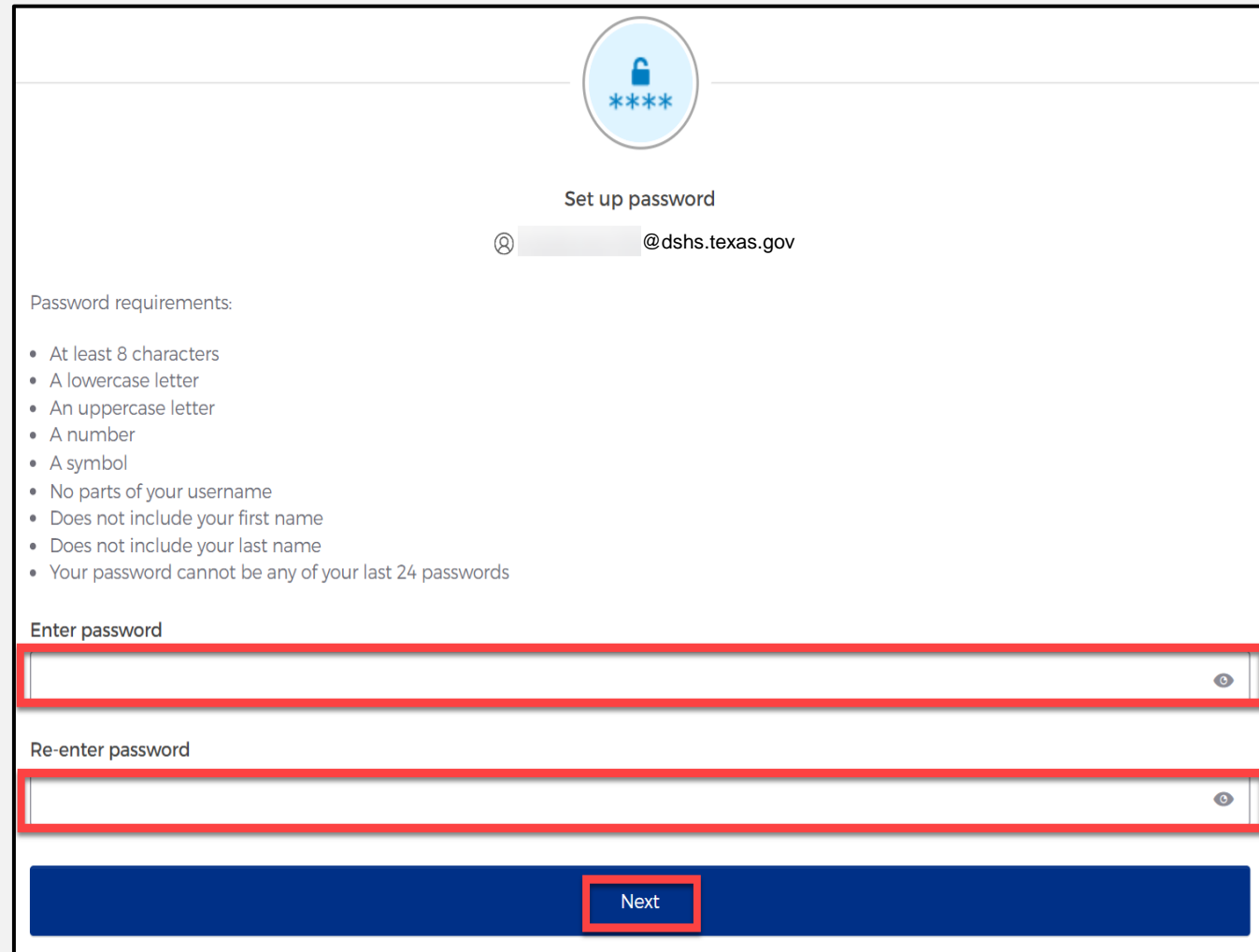
Set Up Password

- To set up your password, create your password in the "**Enter password**" text box and re-enter it in the "**Re-enter password**" text box.

  NOTE – You must create a password that meets all requirements set by the organization.

- Then click the **"Next"** button.

Set up password

●_____@dshs.texas.gov

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
- Your password cannot be any of your last 24 passwords

Enter password

Re-enter password

Next

Set Up Security Methods Screen

Click on the "**Set up**" button under **"Phone"**.
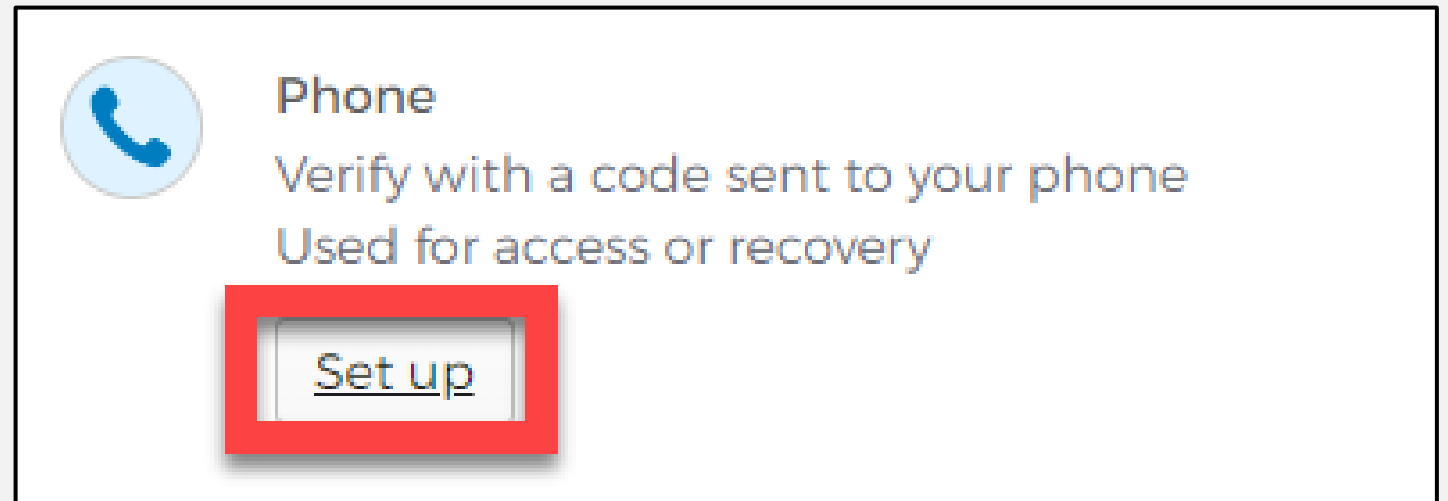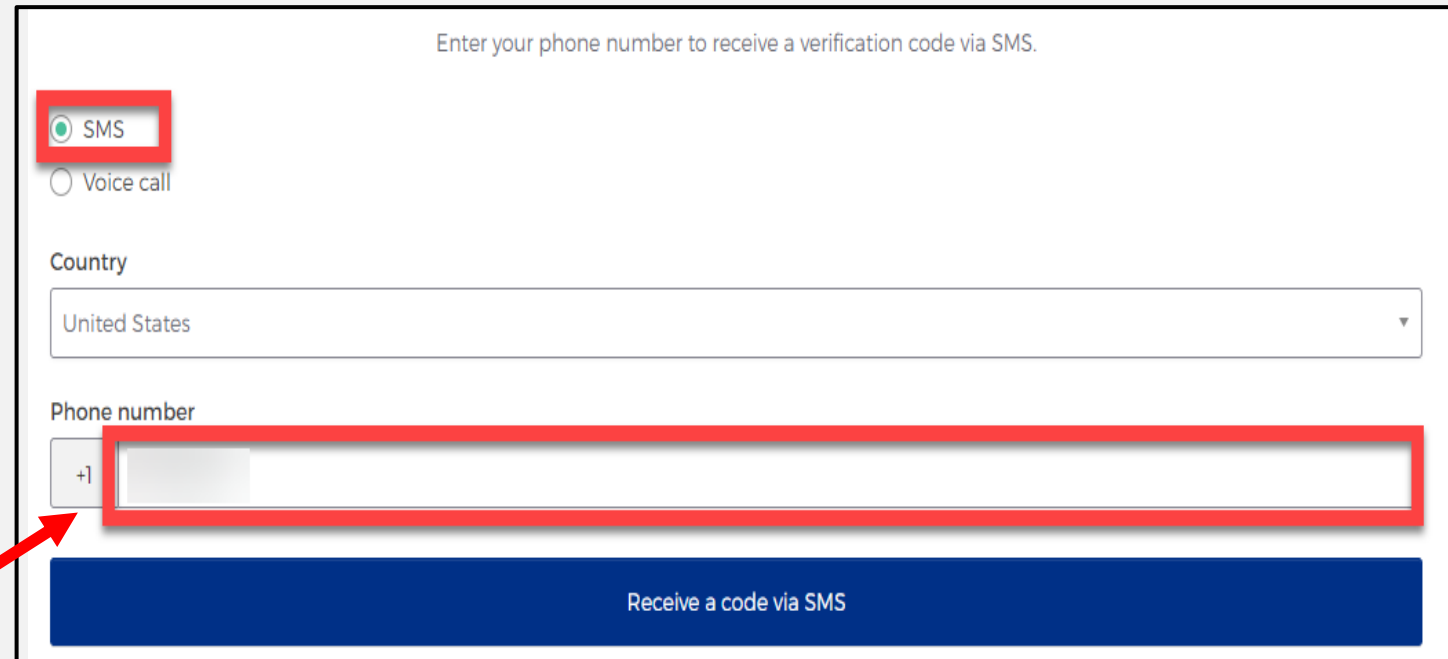
- To set up your phone number, first select the "**SMS**"* or "**Voice call**" option.

  *The **SMS** option will send a text message to your phone, and the **Voice call** option will send an automated call.*

- Verify your account by entering your phone number and select "**Receive a code**".

*SMS stands for Short Message Service.

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

Set Up Phone Authentication (2 of 2)

- You will receive a verification code to your phone via the delivery choice you made - SMS or Voice call*.

- Type the verification code in the **"Enter Code"** box.

- Then click on the **"Verify"** button.

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
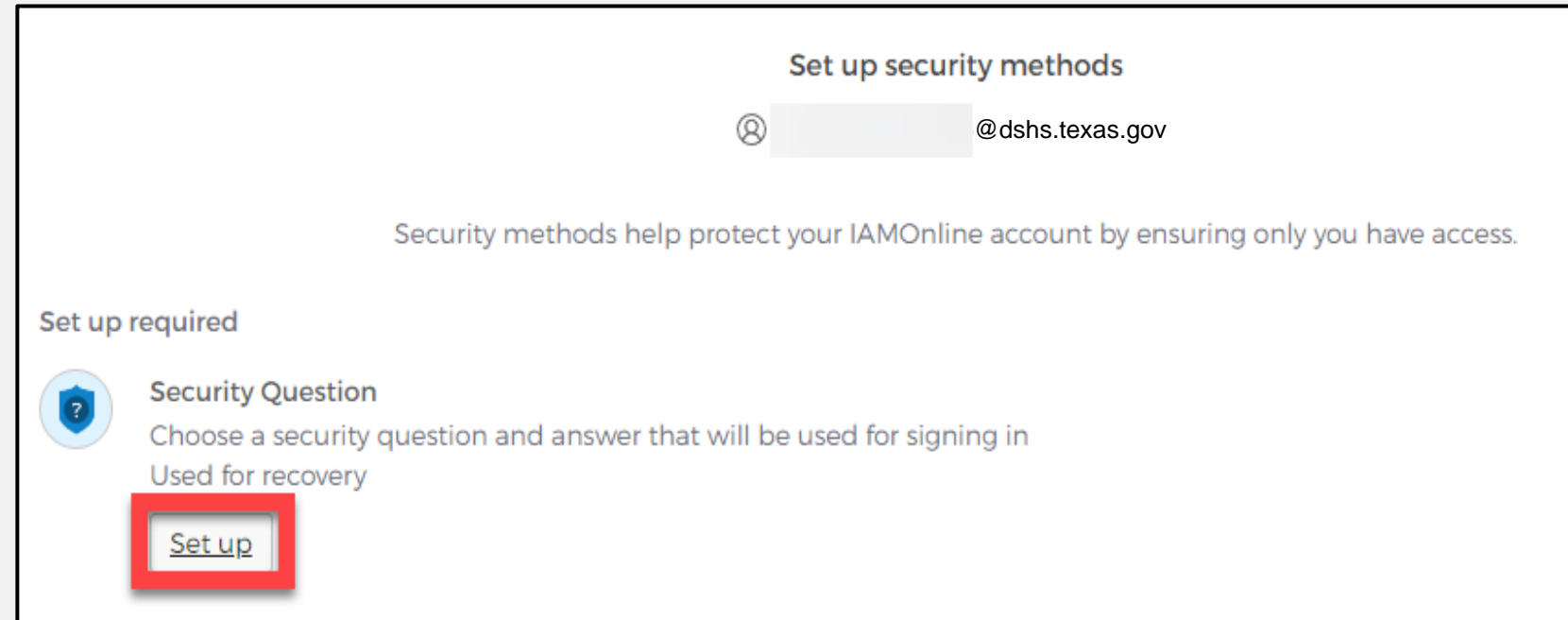
Enter Code

Verify

NOTE – for today's presentation, we will demonstrate verification code receipt via SMS.

Set Up Security Methods

- After verifying your phone number, you will be redirected to set up a Security Question.

- Select the **"Set up"** button under **"Security Question".**

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

> *NOTE – If creating a security question, create one that cannot be guessed by others, including people who know you well, for security purposes.*

Set up security question

@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

Verify

- After selecting **"choose a security question"**, select the drop-down icon and choose a security question.
- Enter the answer in the **"Answer"** box.
- To save your question and answer, select the **"Verify"** button.

Set up security question

@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

Verify

Access MyApps Dashboard Process

Access the MyApps Dashboard

You will be redirected to your IAMOnline **"MyApps"** dashboard.

Acceptable Use Agreement (AUA)

- All tiles will be locked with a lock icon until you acknowledge and sign the AUA form.

- Select the **"AUA"** tile on your MyApps dashboard.
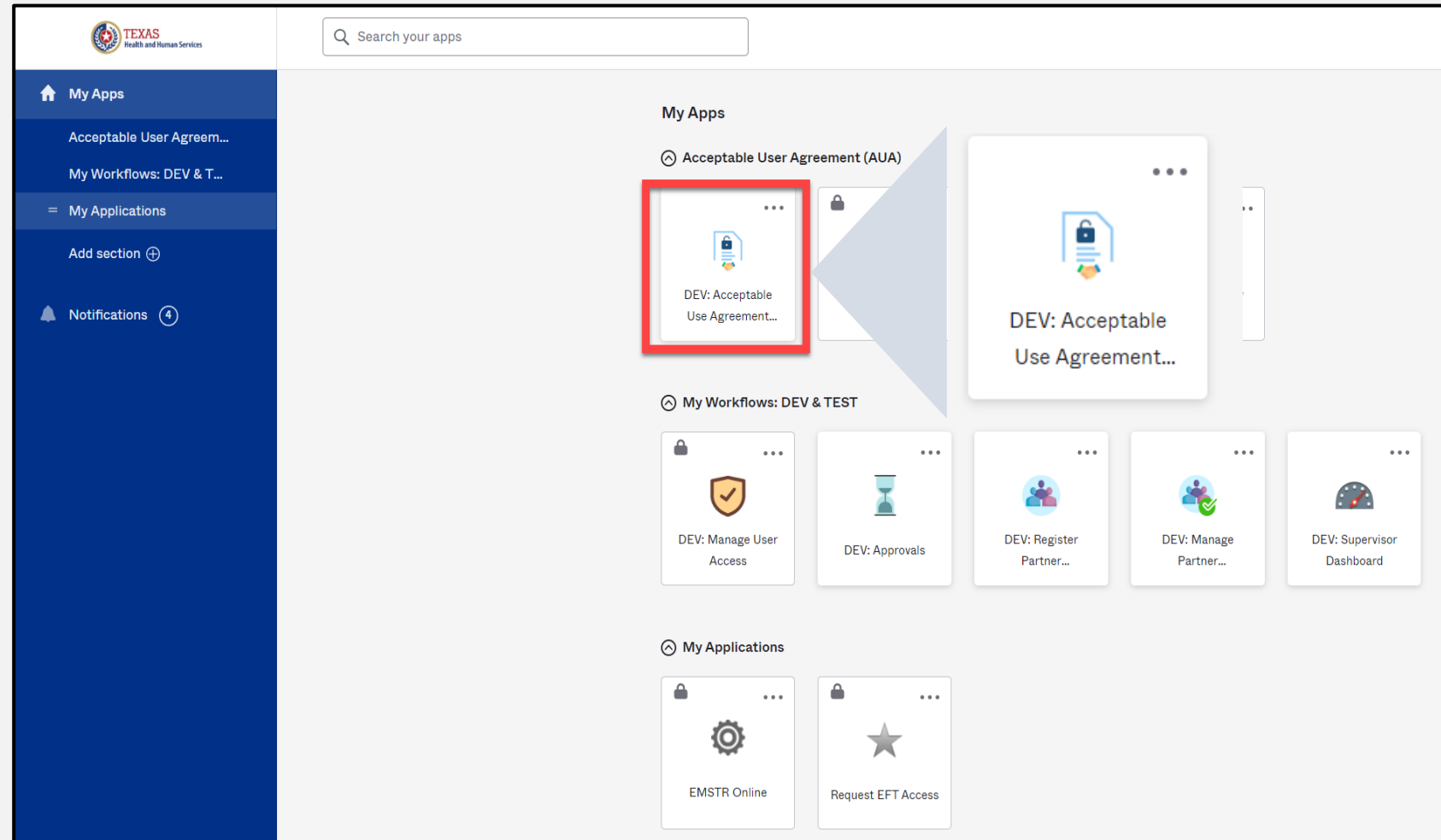
Acknowledge and Sign your AUA

- Carefully read and complete the AUA Form.

- Complete the mandatory information and sign the form.

- Click the **"Submit"** button to complete it.

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 *

@dshs.texas.gov

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 *

08/09/2023

Submit

Submit
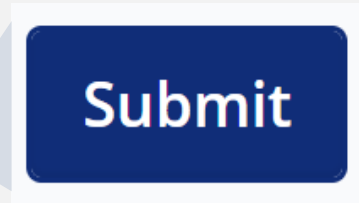
Access EMSTR Process

- Once you complete the AUA form, the tiles on **MyApps** dashboard will unlock.

- To access EMSTR, select the **"EMSTR Online"** tile.
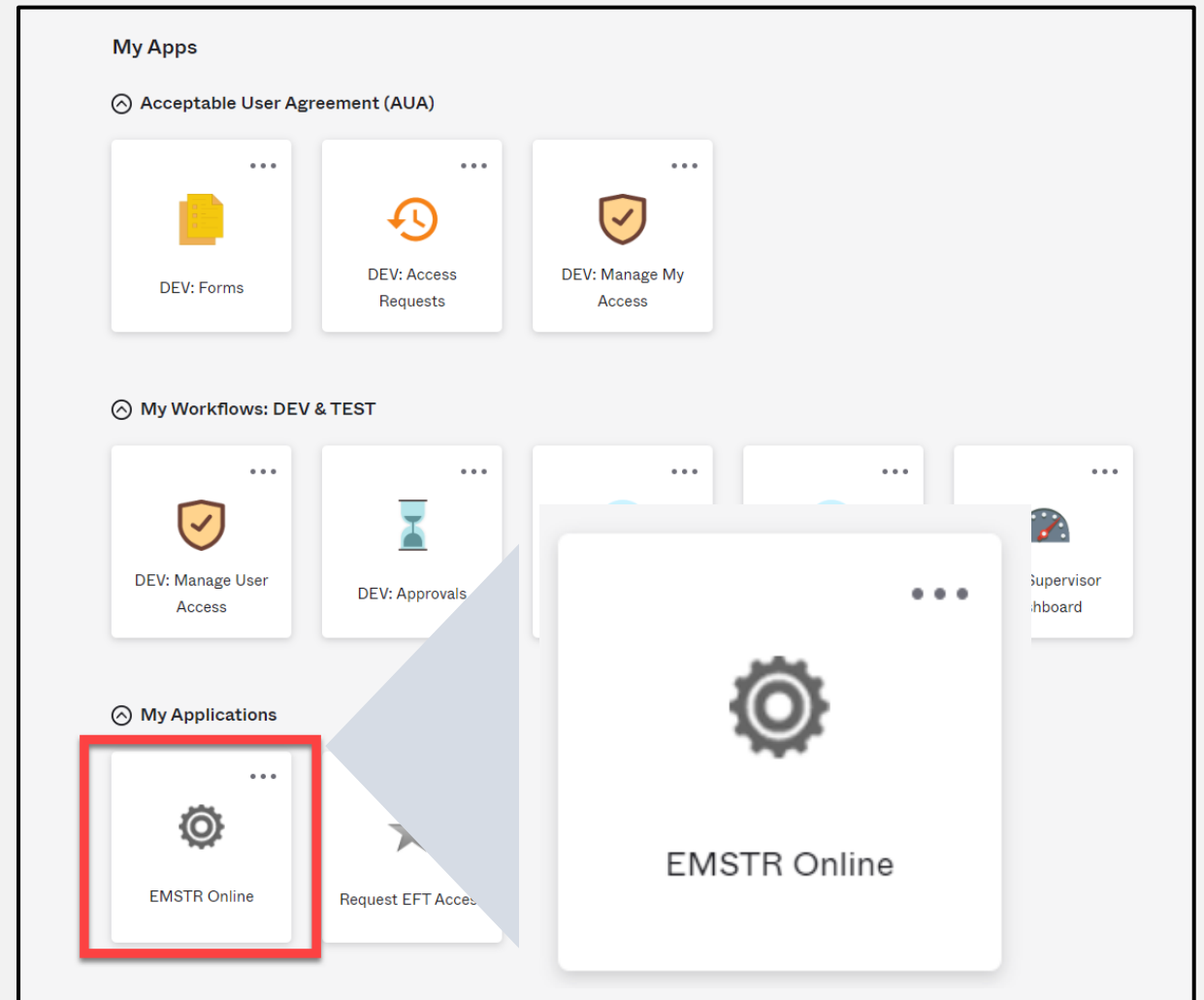
Once you've selected the **"EMSTR Online"** tile, you will be directed to the EMSTR homepage.

Improved User Experience

Updated features and new functionalities are incorporated throughout EMSTR for an improved user experience.
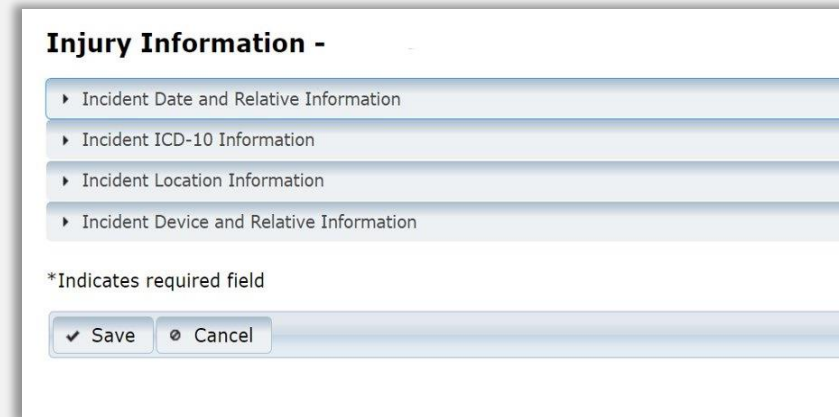
Calendar Feature

Quick date and time selection.
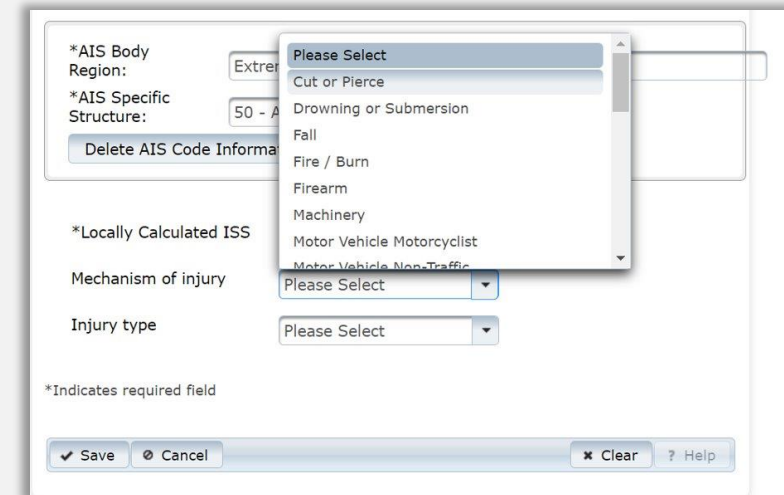
Collapsible Sections

Easier page navigation to complete required fields.

Drop Down Menus

Intuitive process that avoids page clutter.
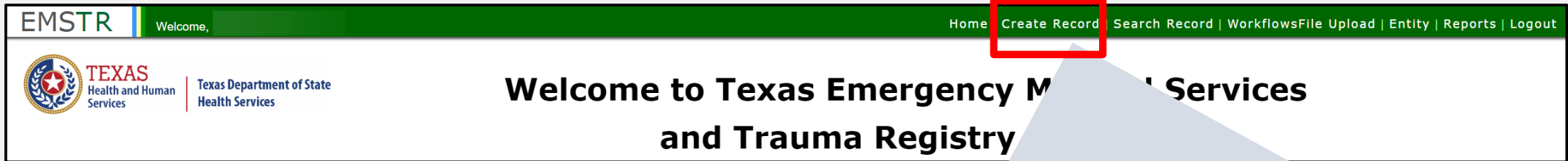
Online Submission

To submit data manually, select "**Create Record**" from the navigation bar.

After selecting **"Create Record"** from the EMSTR toolbar, click the **"Patient Record-EMS"** Record Type from the drop-down menu.

Create Record (2 of 2)

- Enter the required information indicated by the asterisks (*).

- Click **"Save"**.
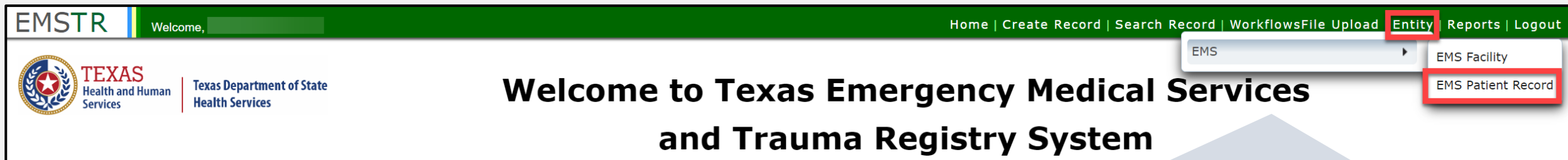
Add Record Data

To add patient record data, complete each of the ten question packages.

Record Data	Concerns	Record History	
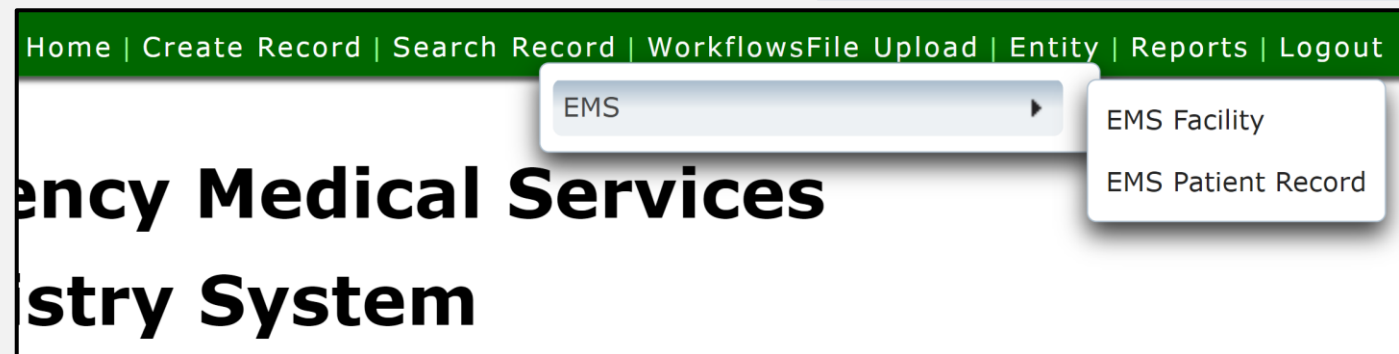
Question Packages

Question Package	Last Update	Updated By	Status
Agency Responder			Incomplete
Vitals and Laboratory Information			Incomplete
Administrative			Incomplete
Patient Information			Incomplete
Payment Information			Incomplete
Pre-Hospital Information			Incomplete
Examination Information			Incomplete
Procedures and Treatments Information			Incomplete
Patient History			Incomplete
Disposition Outcome Information			Incomplete

Finish Creating a Record

- After saving the information entered in the ten question packages, view the completed record by navigating to the EMSTR toolbar.

- Select **"Entity>EMS>EMS Patient Record"**.

EMS Patient Record

You can view the patient records you submitted for your agency.

Web Services Websites

Web Services URL

- Use a Uniform Resource Locator (URL) (web address) to access and submit data through web services.

- The user name and password are the same as the IAMOnline log in.

- The organization ID is the DSHS ID for the agency you are submitting.

- Note – Data must be in the NEMSIS version 3.5 format.

Submit a request using the following format

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ws="http://ws.nemsis.org/">
<soapenv:Header/>
<soapenv:Body>
<ws:SubmitDataRequest>
<ws:username> username here</ws:username>
<ws:password> password here</ws:password>
<ws:organization> organization ID here</ws:organization>
<ws:requestType>SubmitData</ws:requestType>
<ws:submitPayload>
<ws:payloadOfXmlElement>
        …. Type of data that is being submitted (EMSDataset/DEMDataset)
should be within the payloadOfXMLElement.
</ws:payloadOfXmlElement>
</ws:submitPayload>
<ws:requestDataSchema>61</ws:requestDataSchema>
<ws:schemaVersion>3.5.0</ws:schemaVersion>
<ws:additionalInfo>Token value</ws:additionalInfo>
</ws:SubmitDataRequest>
</soapenv:Body>
</soapenv:Envelope>
```

EMSTR Reports
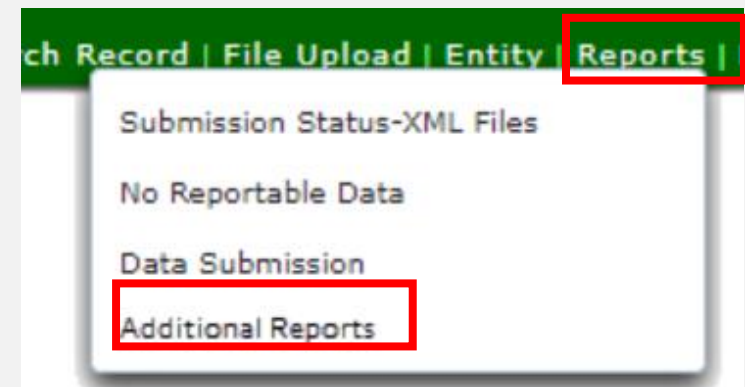
Reports

- You can quickly access reports from the navigation bar.
- Additional reports will be accessible from this menu.

Submission Status-XML Report

Submission Status-XML Files

Entity Type   EMS Patient ▾   *Entity Name [   ]

XML Submissions History (Expand to See Detailed Information)

Year ↕	File Name ↕	Report Period ↕	Submitted Number ↕
[ ]			

No records found.

⊘ Back   ? Help

This report will show a summary of all the feedback reports submitted.
- Select the **"Entity Type"** from the drop-down menu.
- Type the year in the **"Year"** box.

No Reportable Data (NRD)

- Users submit an NRD for the months that they do not have data to report for their agency.
- Users submit an NRD for current or past dates; they cannot submit an NRD for a future date.

Data Submission

Users should submit the NRD report for any month they do not have reportable data. An NRD should be submitted as soon as possible.

Account Management
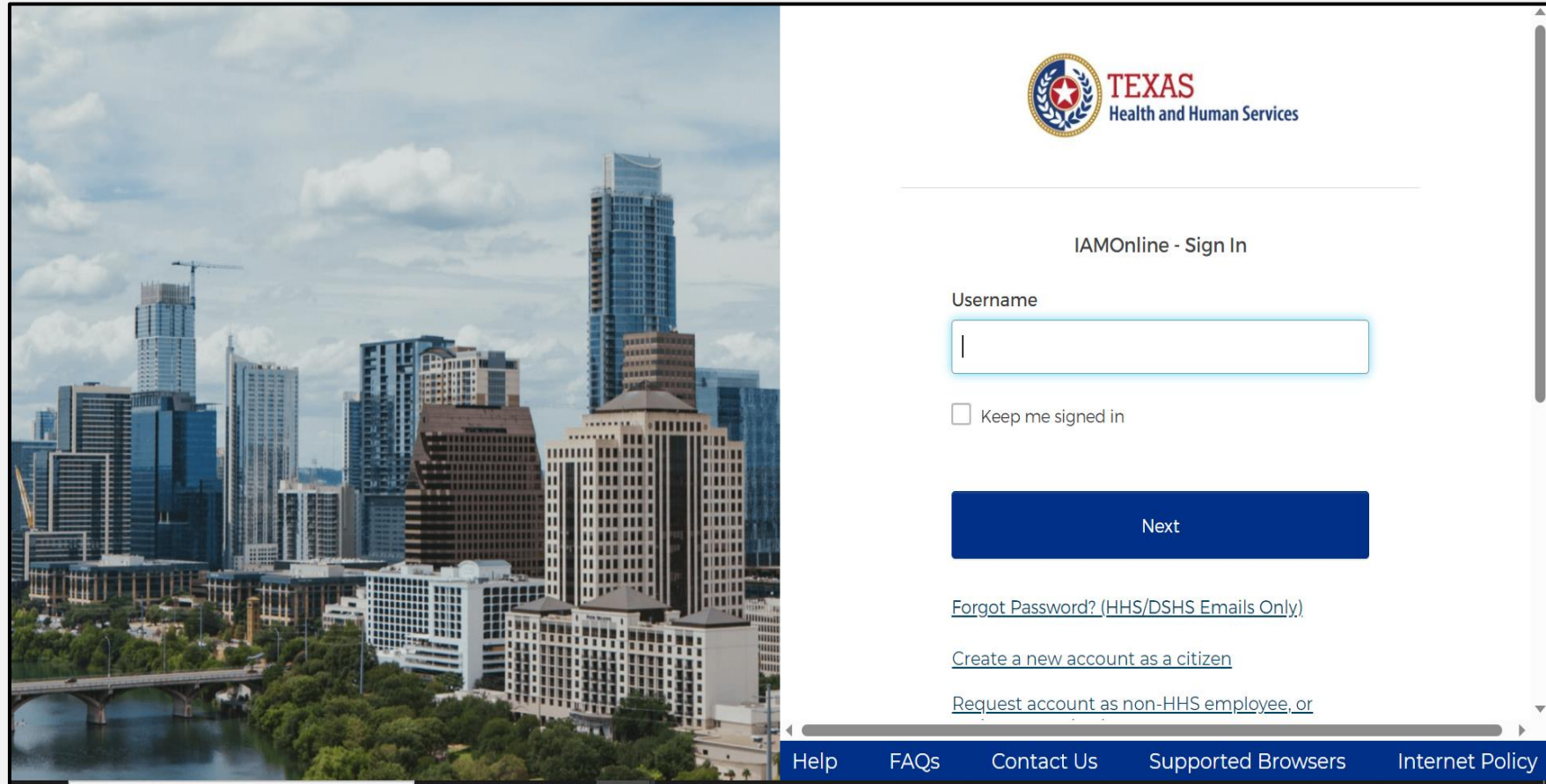
IAMOnline Home Page

Account management is available through IAMOnline.

- If you forget your password, you can reset it on your own.

- From the IAMOnline sign-in page, type your user name in the **"Username"** box.

IAMOnline - Sign In

Username

☐ Keep me signed in

Next
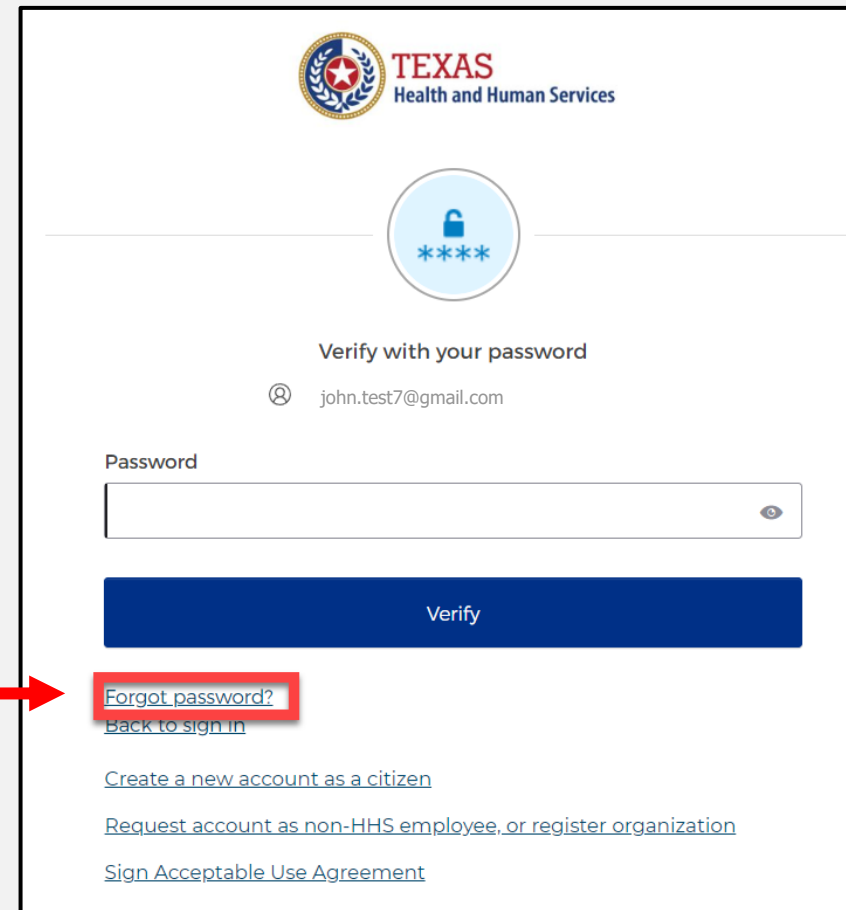
Forgot Password? (HHS/DSHS Emails Only)

Request account as non-HHS employee, or register organization

Sign Acceptable Use Agreement

Click on the **"Forgot password?"** link.
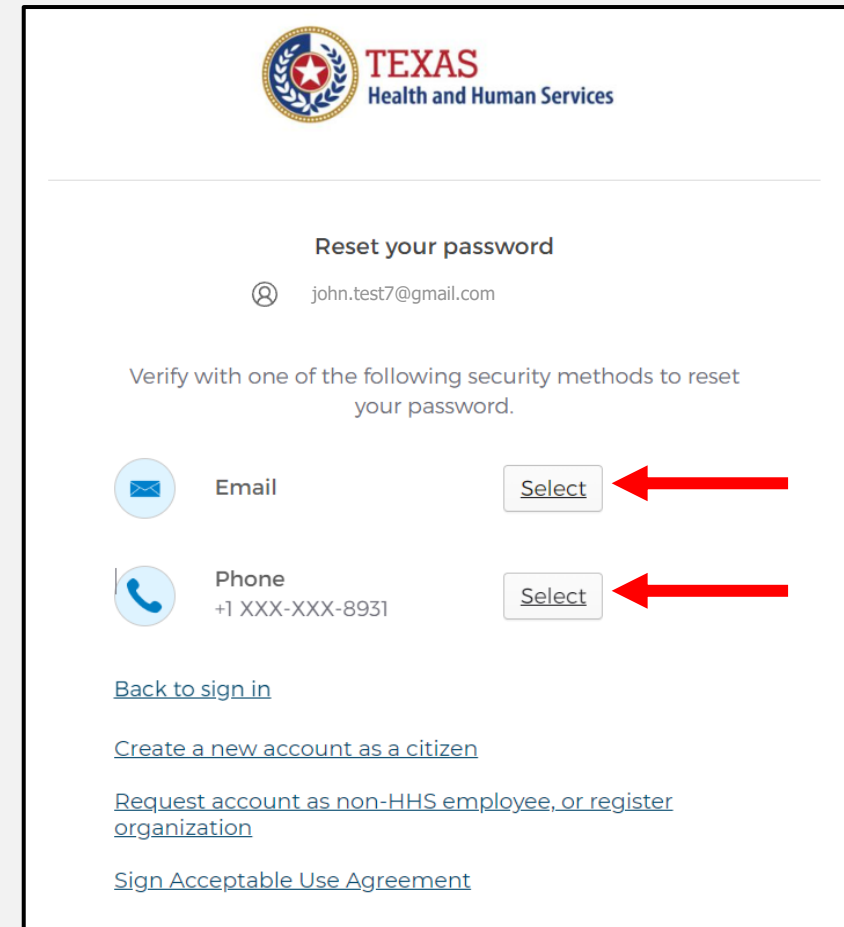
Choose the **"Email"** or **"Phone"** method and click the **"Select"** button.

- After selecting either phone or email, you will be prompted to **Receive a code via** SMS or email.

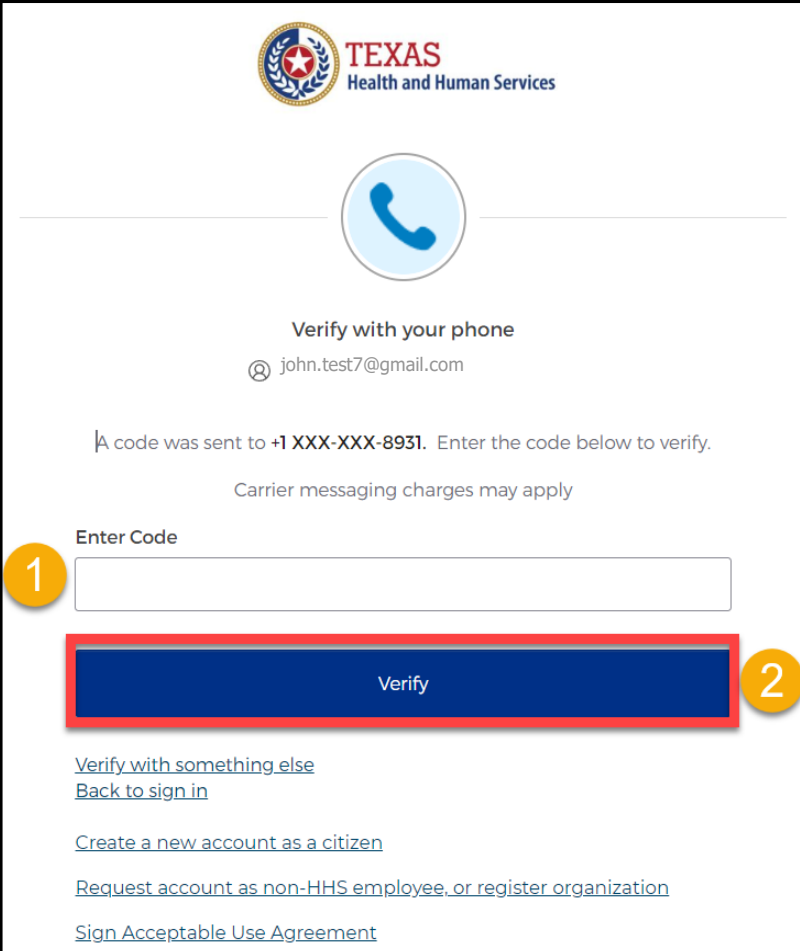 *NOTE – The phone option was selected in this example.*

- Select **"Receive a code via SMS"** to receive a verification code.
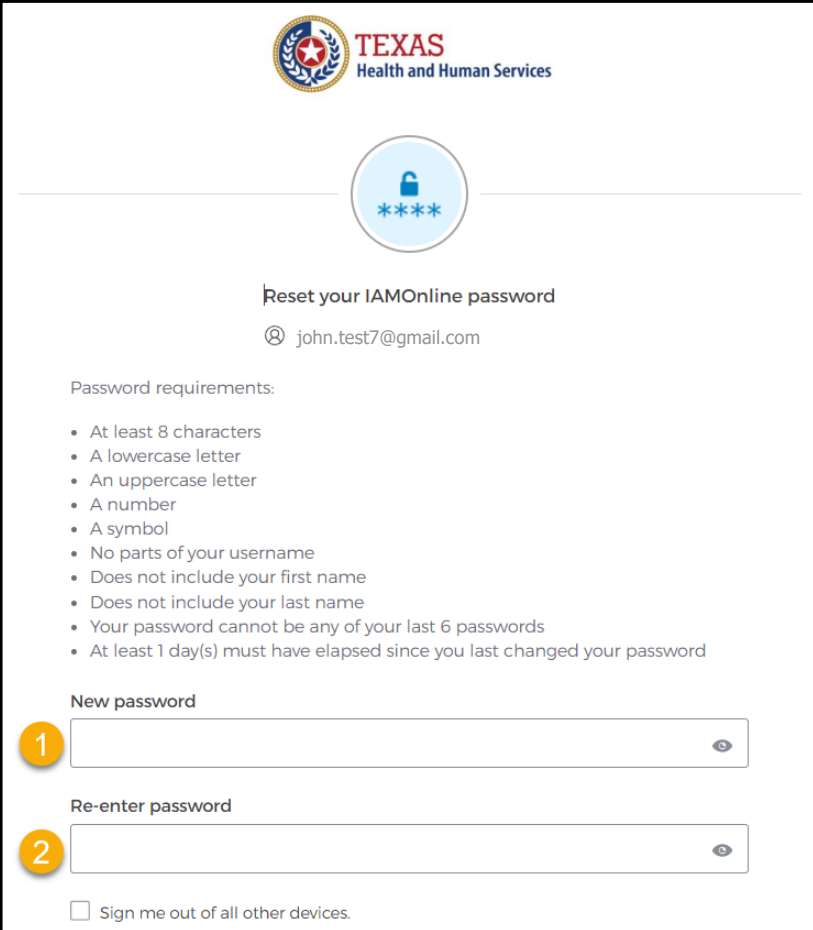
- Step 1 – Once you receive your verification code, enter it in the **"Enter Code"** box.

- Step 2 – Select the **"Verify"** button.

- You will be redirected to the Reset Password Page.

- Step 1 – Enter your new password in the **"New password"** box.

- Step 2 – Re-enter your password in the **"Re-enter password"** box.

Once you have created a new password and re-entered your password, select the **"Reset Password"** button.

Reset Password Complete

After resetting your password, you will be logged in and redirected to the MyApps dashboard.

Account Locked

After multiple incorrect password attempts, your account will be locked. You will receive an email notifying you that your account will automatically unlock after 30 minutes.

If you do not remember your password after the account unlocks, please reset your password.

If your password needs to be reset before 30 minutes for urgent requests, you may contact the help desk at **512-438-4720**.

- On the right side of your IAMOnline dashboard, click the arrow to display the menu.

- Select the **"Settings"** link.

- Click the **"Edit"** button in the Personal Information section.

- Update your personal information such as:

  - Add a phone number;

  - Add details; and

  - Adjust security methods including password and security questions.

Texas Wristband Number (State Element)

0 : M	eOutcome.ExternalDataGroup		C
0 : 1	eOutcome.03 - External Report ID/Number Type		O
0 : 1	eOutcome.04 - External Report ID/Number		O

- You will submit the Patient Wristband through the EMS dataset eOutcome question package.
- If prompted by your software vendor, please select **"Other"** for the eOutcome.03 - *Wristband Type.*
- You must submit the Texas Wristband Number through the eOutcome.04 field. An option for Null responses will be permitted.
- Please contact your Regional Advisory Council (RAC) for any questions on wristband procurement.

Questions and Answers

Office Hours

EMSTR will host Office Hours during webinar weeks to answer questions. EMSTR will not record Office Hours and the time will be open for groups listed in the table below.

Office Hour Group	Date	Time
Hospital stakeholders #1 (Office Hour)	09/26/2023	11:00 AM – 12:00 PM
EMS stakeholders #1 (Office Hour)	10/04/2023	10:00 AM – 11:00 AM
Hospital stakeholders #2 (Office Hour)	10/11/2023	3:00 PM – 4:00 PM
EMS stakeholders #2 (Office Hour)	10/20/2023	2:00 PM – 3:00 PM

Question and Answer (Q&A)

Submit questions using the Q&A button from the menu.
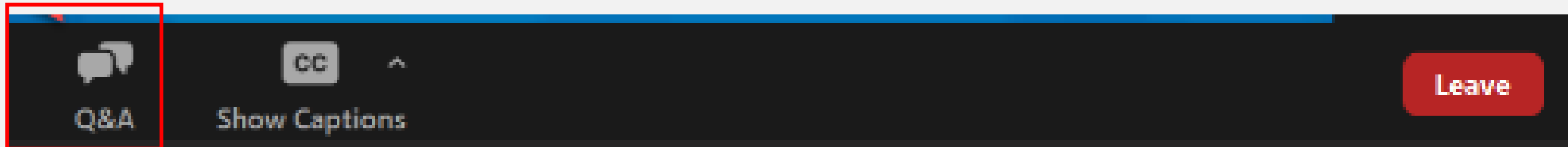
Contact Information and Resources

- If you have additional questions, please email us at injury.web@dshs.texas.gov.

- EMSTR will share additional resources as the launch date approaches.

Thank you!

EMSTR EMS Webinar

EMSTR Team

injury.web@dshs.texas.gov