

## CATRAC Pulsara FAQs

Q: Do we need a contract from each site, or the hospital system as a whole?

A: Pulsara contracts may be executed at the facility level or corporate level. For corporate level contracts, please contact [revops@pulsara.com](mailto:revops@pulsara.com)

Q: Can you advise if Pulsara can be downloaded on an Android operating system?

A: Yes, Pulsara is available on Apple phones and tablets and Android phones.

Q: Is the training you sent out for Pulsara for Admin training or user training?

A: The training is intended for admins and super users to be able to train other users. It's based off of a "train-the-trainer" model.

Q: For in person training, we've been instructed to bring a device with the app installed. How modern / updated does that device need to be?

A: The intent of the in-person training is to ensure the user is familiar with the software. The device needs to be on a supported OS version.

<https://www.pulsara.com/faqs/which-web-browsers-and-mobile-devices-can-we-use>

Q: Will the "champions" for each organization need to have admin rights/access to Pulsara?

A: Yes

Q: How many trainings do we need to do?

A: EMS and Hospitals are encouraged to attend the virtual or in-person trainings until they feel comfortable using the software.

Q: Will each user need an independent login? Or can our ED share a generic login for our ED specific correct?

A: User provisioning is decided by the entity. Pulsara does not limit the sharing of logins however it is not recommended for security reasons.

Q: Does the system track who made changes to ED availability?

A: Yes, Pulsara does log ED Availability activity. If using individual credentials you'll be able to see who changed what when.

Q: Once the system logs you out, will you still receive alerts?

A: On desktop, you will not.

On mobile a user will continue to receive alerts if they are toggled on call, for existing patient channels they were on unless those channels are manually silenced or the user logs out of Pulsara Mobile.

<https://knowledge.pulsara.com/en/pulsara-alerts-explained>

<https://knowledge.pulsara.com/en/how-do-i-turn-alerts-off-for-individual-cases>

Q: Can you log into more than one device at a time?

A: Users can be logged into more than one device at a time, however, only one mobile device can receive notifications at a time. This is determined by which device was signed into/pinned into last. Users can receive notifications in multiple browser sessions.

Q: Can an iPad be logged into the desktop version?

A: Logging into Pulsara HQ/Web is not supported on a mobile device. <https://www.pulsara.com/faqs/which-web-browsers-and-mobile-devices-can-we-use>

Q: How can a charge nurse be logged into both their own phone and an iPad docked near the radio? The Charge RN can only receive notifications to one mobile device at a time, however, the charge nurse could receive notifications on a mobile device and through a web browser near the radio.

Q: If EMS is inputting all this information into Pulsara, are they still required to fill out their runsheets which the facilities upload into the EHR?

A: This is up to the hospital or EMS agency. Users are able to download the Pulsara summary report, which in some cases may suffice.

Q: Is there a way to mass add users via excel or other means?

A: You can copy and paste email addresses, which must be separated by comma, spaces, or new lines.

Q: Who do I go to to receive an admin account?

A: If your organization has not signed up for Pulsara, please fill out the form at <https://www.pulsara.com/texas-resources>. If your organization is already configured, an admin at the organization will need to send additional admin invites.

Q: Will there be a monthly or yearly fee for the hospitals for the use of Pulsara?

A: There is no fee for the portion of Pulsara the region has implemented.

Q: Is cellular data required to send notifications?

A: Pulsara also works on Wifi, and can be connected to either. It does not take more cell service to transmit info in Pulsara than it does to send a text message.

Q: How do you create a login for the first time?

A: If your name was listed in your organization's initial sign up form, credentials should have been emailed to you already. If not, admins will invite you to set up your account.

Q: If you load a patient by scanning a barcode, but don't have cell service or wifi, will all of the info flow into the channel once you are connected?

A: Yes. Everything you put in will stay there, but you will have to hit submit once your cell service or wifi is connected.

Q: Does the web version of Pulsara give the ability to create an incident?

A: Yes, it is the same steps to follow as on the mobile. Be sure to allow notifications and make sure your settings allow location services in toughbook.