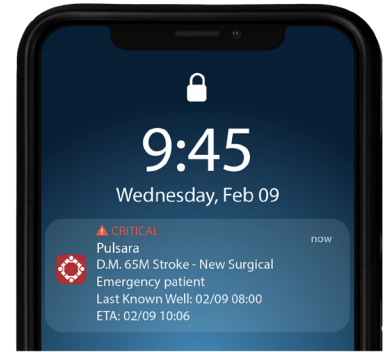


# How do I respond to a new patient alert?

## Step 1: Acknowledge the Patient

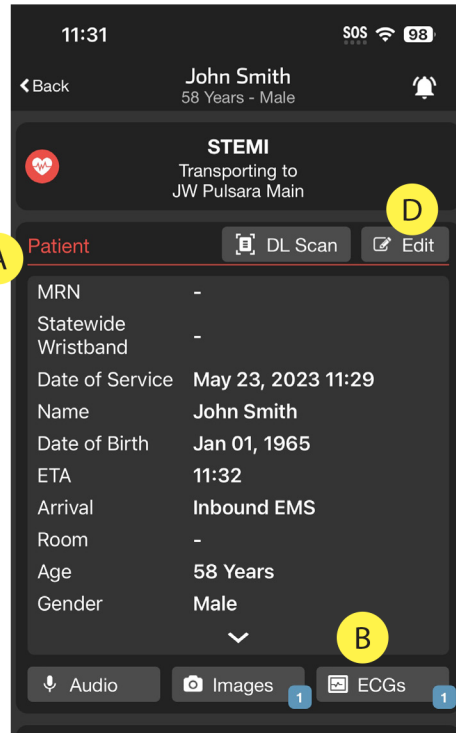
When EMS sends an alert, a notification will appear on the iPad or Phone. Tap on the notification to open the case.

This will automatically send an acknowledgement to EMS that the ED is aware of the inbound patient.



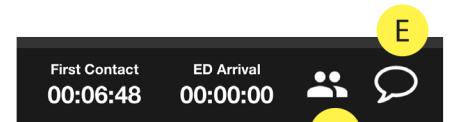
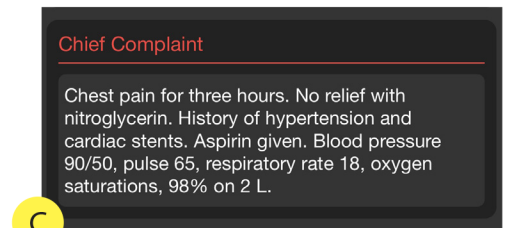
## Step 2: Review the Case

- A. Patient Details
- B. Images and ECGs
- C. Chief Complaint



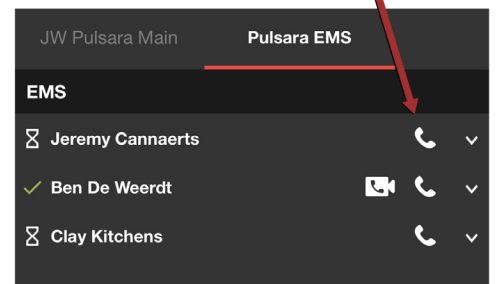
## Step 3: Communicate

- D. Add / Edit Room Number
- E. Team Messaging
- F. Call Medic



## Step 4: STOP the Channel

- G. Hit ACTIVATE if using for alerting downstream teams.
- H. Set Door Time on Patient Arrival.
- I. When the channel is no longer needed and after the patient arrives at the facility, hit STOP or Cancel.



Note: this stops the channel for all organizations and team members.

