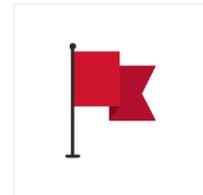# EMResource Mobile

EMResource® Mobile places the power to manage resources and events in the palm of your hand. No matter where you are, you can use the mobile app to instantly access critical information about your resources.
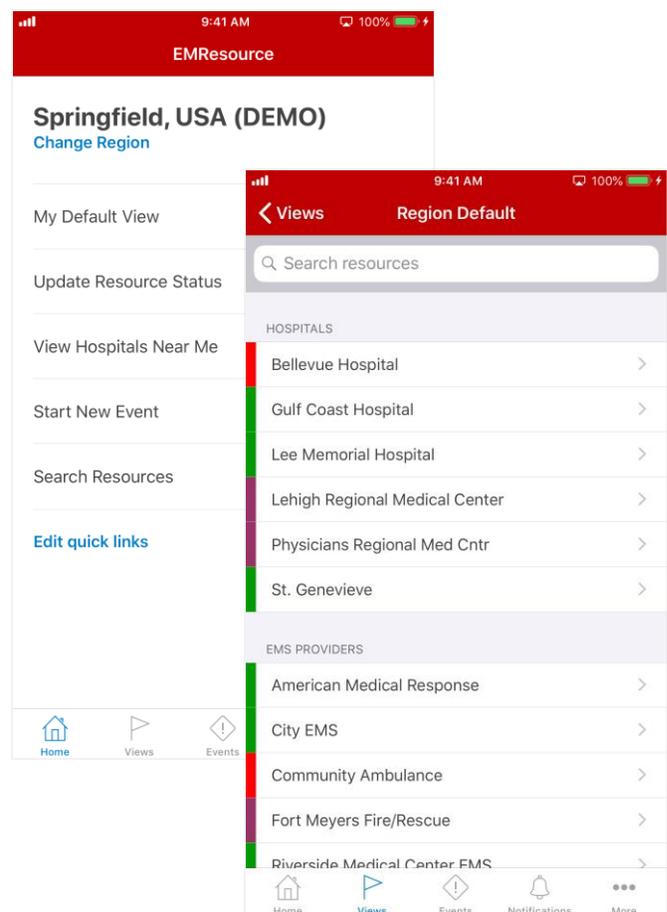
Offering a key subset of EMResource functions, the iOS and Android™ apps integrate directly with your EMResource solution. As a result, information you add and edit on one platform are immediately available in the other.

Depending on your role and rights in EMResource, the app allows you to:

- View and update resource statuses and details.

- View details for events in your region or that affect your resources and update related statuses.

- Manage events, including creating, editing, and ending them.

- View hospitals in the immediate area.

- Perform daily administrative tasks, such as viewing a hospital's current bed counts and working with user accounts.

For example, if you are a nurse in an emergency department, you can use the app to update your ED's current operational status and check the status of active incidents in your area. If you are in a dispatch center, you can check ED capacity and bed availability at nearby hospitals and direct patient transports to facilities that can accommodate the patients. If you manage users, you can use the app to reset a user's password.

You automatically have the same rights and permissions in the mobile app as you have in

the main EMResource solution, enabling you to easily find the information and features you need. At the same time, these powerful tools enable your administrators to restrict access where appropriate so that users only see the information and features they are permitted to use.

In order to open and use the EMResource app on an iPhone® or Android device, you must have a valid EMResource login name and credentials.

Supported Devices

The EMResource mobile app works on the following devices:

- Apple®, iOS 11 or higher
- Android™ 5.0 or higher

Resources and Statuses

EMResource Mobile allows you to view resources and their statuses, as well as the statuses posted by other regional resources, on a daily basis. You can use the app to monitor individual resource conditions, including emergency department or EMS capacity and operational status, behavioral health and dialysis bed availability, and medical staff availability.

If your responsibilities include updating a status, you can use the app to do so. This data becomes instantly available to authorized users throughout your region.
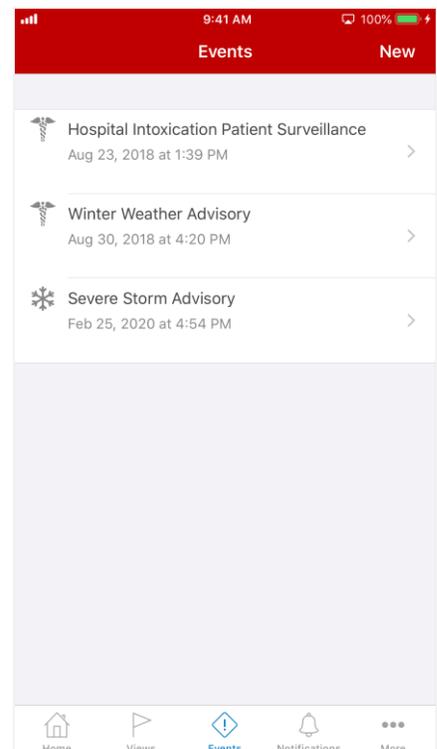
Whether performing your day-to-day tasks or in the midst of an emergency, you can easily contact resource personnel through EMResource. When viewing resource details, you can start composing an email message or initiate a telephone call with a tap.

Events

When incidents occur, you can use the app to view the location, start date, and other details.
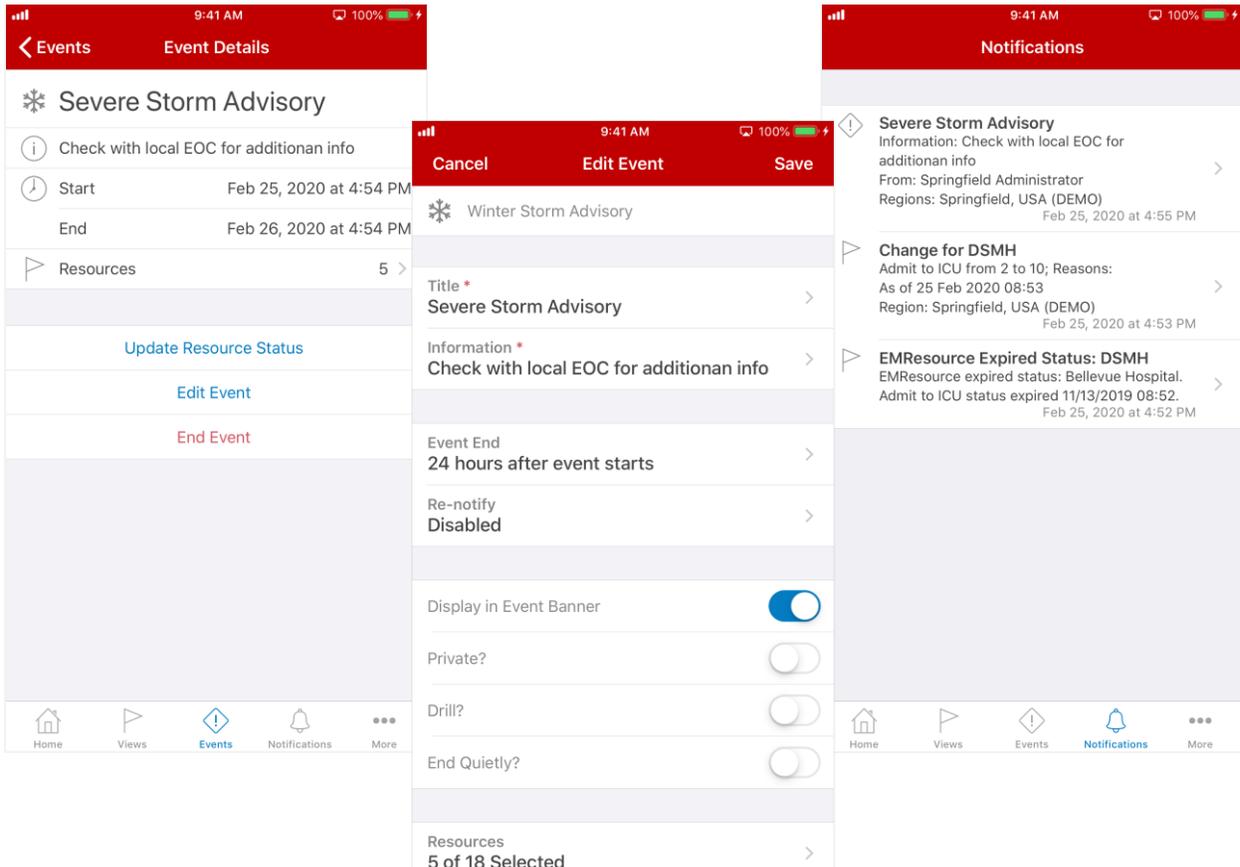
If your role allows, you can use EMResource Mobile to:

- Monitor emergency department availability and update resource statuses.

- Track incident-specific resources, such as decontamination facilities, ventilators, pharmaceuticals, and specialty services.

- View other resource-specific statuses, including critical asset needs and medical staff

availability.

Initiating an event is as simple as selecting the appropriate template and filling in the required details.

If you subscribed to receive notifications for this type of event, the system generates and sends each notification according to the methods you specified in your EMResource preferences.

Event Notifications

Event notifications by phone allow you to receive a call every time an event is started, updated, and ended. These notifications provide details about event status changes and ask you to confirm that you received the message. The results, enumerating notifications delivered and confirmed, are accessible on the Event tab in the main solution.
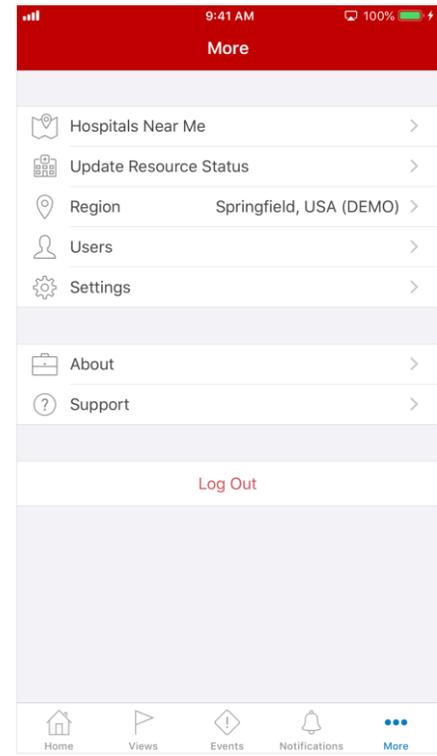
Hospitals Near Me

The Hospitals near me feature, accessible from the *Main Menu*, shows the hospitals closest to your current location, with the closest appearing at the top of the list. To view a hospital's details, all you you need to do is tap the facility's name. From the details you can quickly initiate a phone call or email to that resource's primary contact.

Users

If you are the regional administrator or a resource administrator, you have access to the app's user management features. To quickly locate a user, enter all or part of the user's name in the search field and tap **Search**. When you tap a name in your results, the detail screen opens. From here, you can reset the user's password.

About EMResource

Our communications and resource management solution, EMResource, was designed by clinicians for clinicians. As a result, EMResource equips those involved in healthcare and emergency response with practical, convenient, and holistic operational views of area and regional resources, as well as the means to quickly work with resource details. When emergencies occur, EMResource provides emergency medical response facilities and teams with a common operating picture and the essential communication tools that are critical to monitoring healthcare assets, emergency department capacity, and behavioral health and dialysis bed statuses.

Juvare envisions a future in which communities are resilient in the face of danger. With precise, vigilant, and connected solutions, Juvare fosters networks of mutual assistance that help organizations bounce forward. For more information, contact Juvare Support at 877-771-0911 or support@juvare.com.