



# JUVARE

Enterprise resilience solutions

**EMResource**

## EMRESOURCE

EMResource Juvare Exchange fosters scalable coordination for local, state, regional, and national emergency response to more effectively save lives, protect property, and strengthen brands. connects government agencies and departments, private organizations, corporations, and healthcare facilities in real time.

# EMResource

EMResource assist emergency organizations to identify hospitals and ESRD facilities that can assist patients with dialyzing during emergencies. The Network relies on facilities to accurately report their patient census and facility status monthly. Major inclement weather and other emergencies are reported to CMS and Kidney Community Emergency Response (KCER) by the Network.

The State utilize EMResource for numerous emergency departments to route patients and send messages to all organizations for roads closures, biohazard concerns, drills, and other alerts. It is important to have leadership's current contact information on the resource page and user information profile to receive alerts. If the contact information is not accurate it will prevent alerts as well as a delay in contacting the facility for patient placement.

When facilities submit their Network Contact Agreement, they must request an [EMResource account](#). All requests (new accounts and password resets) are emailed to [Betrice.Williams@allianthealth.org](mailto:Betrice.Williams@allianthealth.org)

Leadership is responsible for confirming both areas (User Info and Resource Page) are updated when there is a change in staffing. Upper Leadership must ensure this task has been completed immediately and facilities are updating the account by the 8<sup>th</sup> of each month.

# Updating EMResource

- Your ESRD Network Contact Agreement state dialysis facilities are required to update the account statuses by the **8th** of each month. For best practice set a calendar reminder to update EMResource by the 1<sup>st</sup> of each month.
  - Login <https://emresource.juware.com/login>
  - Select the facility and enter an update on each column (**this is timestamped and important to update each area even if there are no changes**)
- If you need to reassign a person to receive notifications in your absence, Please update the following areas:
  - User Information Profile
  - Resource information.
- New staff changes update the security questions and answers.
  - The security questions associated with the account is located under the preference tab and is enabled to gain access to the account if a person forgot the login information.

# HOW TO UPDATE EMRESOURCE

EMResource | TX Dialysis A-I | Log Out | Search | Help | Contact | JUVARE

Setup | View | Upload | Other Regions | Event | Preferences | Form | Report | Regional Info | Jobs | IM | User Links

Region Default | show map | customize | print | excel | refresh | help

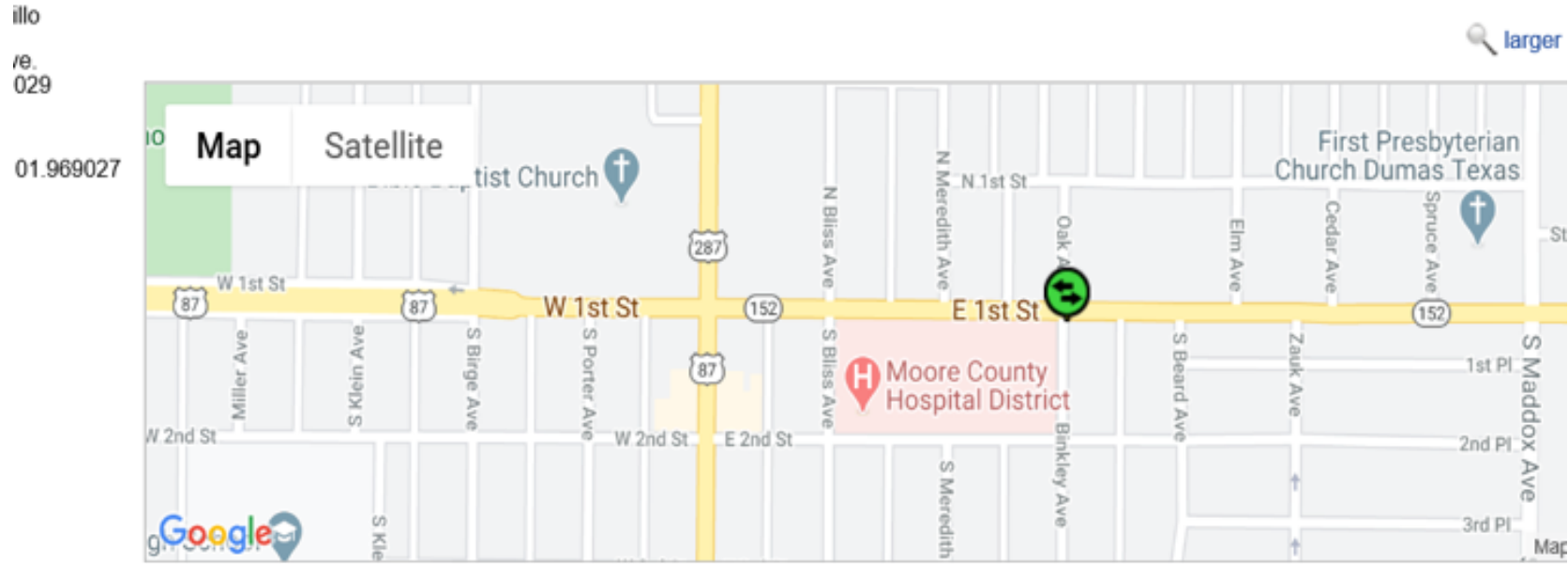
	RAC A - Amarillo	Patient Capacity	# Dialysis Patients	# PD	# Home Hemo	# Isolation Patients	Dialysis	Generator Availability	Last Update
	452385 Childress Regional Medical Center	24	19	0	0	0	Open	No	29 Jan 2021 13:48 CST
	452513 Amarillo High Plains Dialysis	120	116	44	12	5	Open	Yes	06 Nov 2020 08:45 CST
	452660 Hereford Dialysis Center	60	47	0	0	0	Open	No	01 Apr 2021 11:03 CDT
	452718 FMC Crown of Texas	96	96	0	0	0	Open	No	01 Apr 2021 11:07 CDT
	452760 Pampa Dialysis Center	60	59	0	0	0	Open	Yes	01 Apr 2021 11:05 CDT
	452866 Amarillo Dialysis	180	109	47	0	0	Open	No	01 Apr 2021 08:14 CDT

The home page allows the user to see all alerts/ reminders under the specific RAC. If you have a regional account, ensure you have the correct RAC. You can update the facility status by clicking on the set of keys, select the facility name or enter data under each column, Additional options the user can view a map of all facilities, update the account preference and run report.

# Updating EMResource

- When logging into EMResource a banner will appear, and certain features are enabled for facilities to run reports and makes updates to their account.
- The system provides a list of facilities in your region. **EMResource is set up for regions A-V, locate your region.**
- A set of keys to the left of the facility name and the facility data is shown. This set of keys indicate you have access to the facility account. To update the account status there are several methods available to complete this task.
  - You can click on the set of keys and update each section.
  - You can select each column to update the facility status (i.e., open, closed, divert) the patient census and add comments
  - You can click on the underlined facility name (see the following screenshot and directions). By selecting the facility name this will take you to the **resource page** where several updates can be completed in one area.
- Select save for each entry completed
- **Note: Remember to update all areas as this is a live system and timestamped. If there are no changes in the status or patient count it is best practice to update anyway to have a current date.**

4



Status	Comment	Last Updated
Open		03 Jun 2020
		03 Jun 2020
Yes	contracted as needed	03 Jun 2020
	No Home hemo done at...	03 Jun 2020
	Agreement to transfe...	03 Jun 2020
	3 Shifts on MWF; 2 s...	03 Jun 2020
	No PD at this clinic	03 Jun 2020

# Facility Resource Pageview

Select your facility on the homepage and click the blue link.

- You can also select the set of keys

By selecting the facility this allows you to update several areas.

- Update the status for all seven rows
- Add comments for each status
- Ensure the timestamp is current
- Select "edit" to update the contact person's name, phone number and email address

Setup View | Setup | View | Other Regions | Event | Preferences | Form

Detail View

## DaVita Dumas Dialysis [edit](#)

Type: RAC A - Amarillo  
 Address: 109 Binkley Ave.  
 Dumas, TX 79029  
 County: Moore  
 Lat/Longitude: 35.865248 / -101.969027  
 EMResource/AHA ID: 68815 /  
 Website:  
 Contact:  
 Phone 1:  
 Phone 2:  
 Fax:  
 Email:  
 Notes:

Map

- Event Notification
- Status Change Prefs
- System Notification
- Reset Password
- Security Question **4**
- Customized View
- User Info **1**

Statuses ▾	Status ▾
Dialysis	
# Dialysis Patients	
Generator Availability	
# Home Hemo	
# Isolation Patients	
Patient Capacity	
# PD	

### User Profile

Username:

Full Name:\*\*  **2**

First Name:

Middle Name:

Last Name:

Organization:

Login E-Mail:\*\*

Administrative Comments:

User Status:  This user is currently ACTIVE. To deact

Shared Account:  Multiple users can access this account v

### Notifications

Email  **3**

Action	Email Address ▲
<a href="#">Update</a>   <a href="#">Remove</a>	

## Updating User Information Profile

Go to the preference tab at the top banner

1. Select user info
2. Update the first and last name of your contact person
3. Add the contact person's email address
4. Return to the preference tab and update the security questions



# THANK YOU

Please review [EMResource Tutorial Guide](#) for additional comprehensive learning material.

Note: The [video](#) provides a general overview, Juvare has updated the pageview so some content might appear different



# JUVARE

Enterprise resilience solutions

**EMResource**