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

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 8th 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 1st of each month.
  ◦ Login https://emresource.juvare.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

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.
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, allowing you to update several areas.

1. Update the status for all seven rows
2. Add comments for each status
3. Ensure the timestamp is current
4. Select “edit” to update the contact person’s name, phone number and email address
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.