

# **MFR Online Portal User Guide**

**April 2015**

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## **Overview/Purpose**

To assist MFR agencies with online registration and using the Alberta MFR portal.

At any time, you can call 1 866 786 1440 or email [mfr@albertahealthservices.ca](mailto:mfr@albertahealthservices.ca) for additional assistance with the portal.

## **New Agency Registration**

The registration of an MFR group is comprised of six sections of data.

Each section must be completed and submitted for review by the AHS MFR Team.

DO NOT Click Next until you have saved that section or you will lose any information entered on that page.

- Section 1: Agency Information
- Section 2: Medical Direction
- Section 3: Delegated MFR Dispatch Agency
- Section 4: Response Plan Design
- Section 5: Response Area Definition
- Section 6: Level of Service Bylaw/Policy

# General Information on How to Enter Data Successfully

## Definitions

**Asterisk (\*)** - fields marked with this are mandatory and must be completed

**Save button** – saves entered information in that section prior to the user logging out of the portal or moving to a different section of registration.

**Submit button**- will lock the entered information- and prompt the user to the next section of registration.

Note: once a section of information is submitted edits can only be made by the AHS MFR team.

**Next button**- will move you to the next registration section. You are able to move back and forth between registration sections

**Note: click save before moving to another section in the registration to prevent loss of entered data.**

**Registration Menu** – allows the user to quickly move between sections.

## Registration Tools - See the screen shot below

The screenshot shows the AlbertaMFR.ca registration portal. The page is titled "Section 1: Agency Information" and contains several form fields and buttons. Annotations include:

- A red arrow pointing to the "Registration Menu" on the left sidebar.
- A purple arrow pointing to the "Next >" button at the top right of the form.
- A green arrow pointing to the "Asterisk" symbol next to the "Agency Type" field.
- A black arrow pointing to the "Save" button at the bottom left of the form.
- An orange arrow pointing to the "Submit Section 1 for Review" button at the bottom right of the form.

The form fields include: Name of Agency/Organization, Agency Type, Registration Guide, Address Line 1, Address Line 2, City/Town/Municipality, Province, Postal Code, Email, and Phone. There are also sections for "Prepare Agency Contact" and "Agency Details" with checkboxes for service levels (MFR, EFR, EBR, EMT, BLS).

## Section 1: Agency Information

### Agency Information

- Enter General contact information into required fields

### Primary Agency Contact

- This information isn't available for the user to edit. Changes to this field are completed by the AHS MFR Team.

### Super-Agency Information

- Use this area to enter any information if your agency is part of a larger group providing MFR response. This may include regional fire commissions or multiple fire halls located within one municipal district, county or municipal region.

### Agency Details

- Level of service – Identify the maximum level of service supported by the agency
  - SFA - Standard First Aid
  - FMR - First Medical Responder (Advanced First Aid or equivalent)
  - EMR - Emergency Medical Responder
  - EMT - Emergency Medical Technician
  - EMT-P - Paramedic

## Section 2: Medical Direction

Medical Director - Physician that oversees MFR activity for you agency.

### Click YES

- If your agency would like AHS to provide medical direction

### Click NO

- If your agency would like to provide their own Medical Direction
- There is an application process for physicians requesting participation with the Alberta MFR Program. The MFR Medical Directors Committee will review all relevant experience, qualifications and circumstance to provide approval or feedback to the physician and MFR Program. Participating and approved Physicians in the MFR program will be listed on the MFR Online Portal at [www.AlbertaMFR.ca](http://www.AlbertaMFR.ca).
- The application will include:
  - Physician qualifications and licensure information
  - Outline of emergency experience including knowledge of EMS systems & out-of-hospital care
  - Contact information including phone number, postal address and email

## Section 3: Designated MFR Dispatch Agency

Select your dispatch agency from the dropdown menu - if your dispatch agency is not listed select "other " and a drop down form will open.

## Section 4: Response Plan Design

Section 4 allows an agency to design one or more response plans to define which MFR events they would like to be dispatched to. Each plan is then later matched with a geographic area in Section 5 that it applies to.

### **Definitions**

Response Plan – document outlining the 911 emergency medical events an MFR agency responds to.

Response Plan Definition ID – A title assigned by the agency to the response plan.

Time Dependent Factor – Maximum time in minutes for an EMS crew to respond to the location of a 911 call before MFR is dispatched. (Example: time dependent factor at set at 15 minutes. If the EMS crew is deemed to be more than 15 minutes away from reaching the patient location the MFR agency would be dispatched).

Dispatch Condition - Auto Dispatch – MFR is always dispatched to this event in their service area.

Dispatch Condition - Time Dependent – MFR is only dispatched to this event if the responding EMS crew is further away than the time dependent factor specified.

Common Response groupings – These are defined groups of events that have been defined in order to make the selection of events that an agency responds to easier. The common response groupings reflect many different types (~1300) of 911 emergency calls that have similar severity (based on the information provided to dispatch)

### **How to define a response plan**

In section 4, enter a plan name as the response plan identifier. This can be any name the agency wishes to assign for this plan. Then define a Time Dependant Factor for this response plan, or enter 0 if not applicable.

In the next area, the agency is prompted to select the common response groupings that they wish to be dispatched automatically to or only based on the time dependant factor. Since there is some overlap in event types between groupings, it is advised that agencies choose the groupings they would like for time dependant first, and then select the auto-dispatched groups last.

As a final OPTIONAL step, the agency can refine their choices down to the individual event type by clicking on the "Edit Detailed Response Plan Definition" button located at the bottom of the section 4 page. It will then display the list of all the event types as a partially collapsed list. You can expand and contract each sub section of the list by clicking on the description field.

Click 'Save' to save your selections. Please note that this page may take 15-30 seconds to reload.

Once the response plan is built, it will appear at the top of the screen. You can then choose to edit that plan or create another response plan for your agency.

### Section 5: Response Area Definition

- This section defines the service area for the agency. One or more methods may be used to define the geographic region.
  - Use the map tool to outline the geographic area your agency's service area. Simply click on the map to build the shape and then click on the first point to complete it. Once drawn, the shape can be manipulated by dragging on the circles or click and drag on the mid-line circle to split an edge into two.
  - Upload a .PDF file of a map or other document.
  - Describe the service area in the provided text box.

### Section 6: Level of Service Bylaw/Policy

- A copy of an agency's existing policy or bylaw authorizing Medical First Response activity is required in order to participate in the program. This document will come from your agency's local administration.
- An agency that does not have an approved policy or bylaw from local administration or governing council will need to develop one.
- The information provided in Section 6 of the registration is intended only as a guide to developing a successful document.

## **Patient Care Report (PCR)**

A major component of the MFR portal is the ability to upload and manage PCR data by the agency. The individual responder has access to submit PCRs as well as view past PCRs that they have submitted.

### **PCRs have four status types:**

**Pending** – Some information has been entered and saved in the PCR. Edits and additions can still be made to the PCR by the responder.

**Submitted**-The PCR has been sent for review by a peer. The PCR is locked for editing.

**Escalated** – A PCR that has been forwarded to receive additional feedback from a MFR Liaison, Zone Lead or Medical Director.

**Completed** –The PCR is completed and archived.

### **Ways to Submit PCRs**

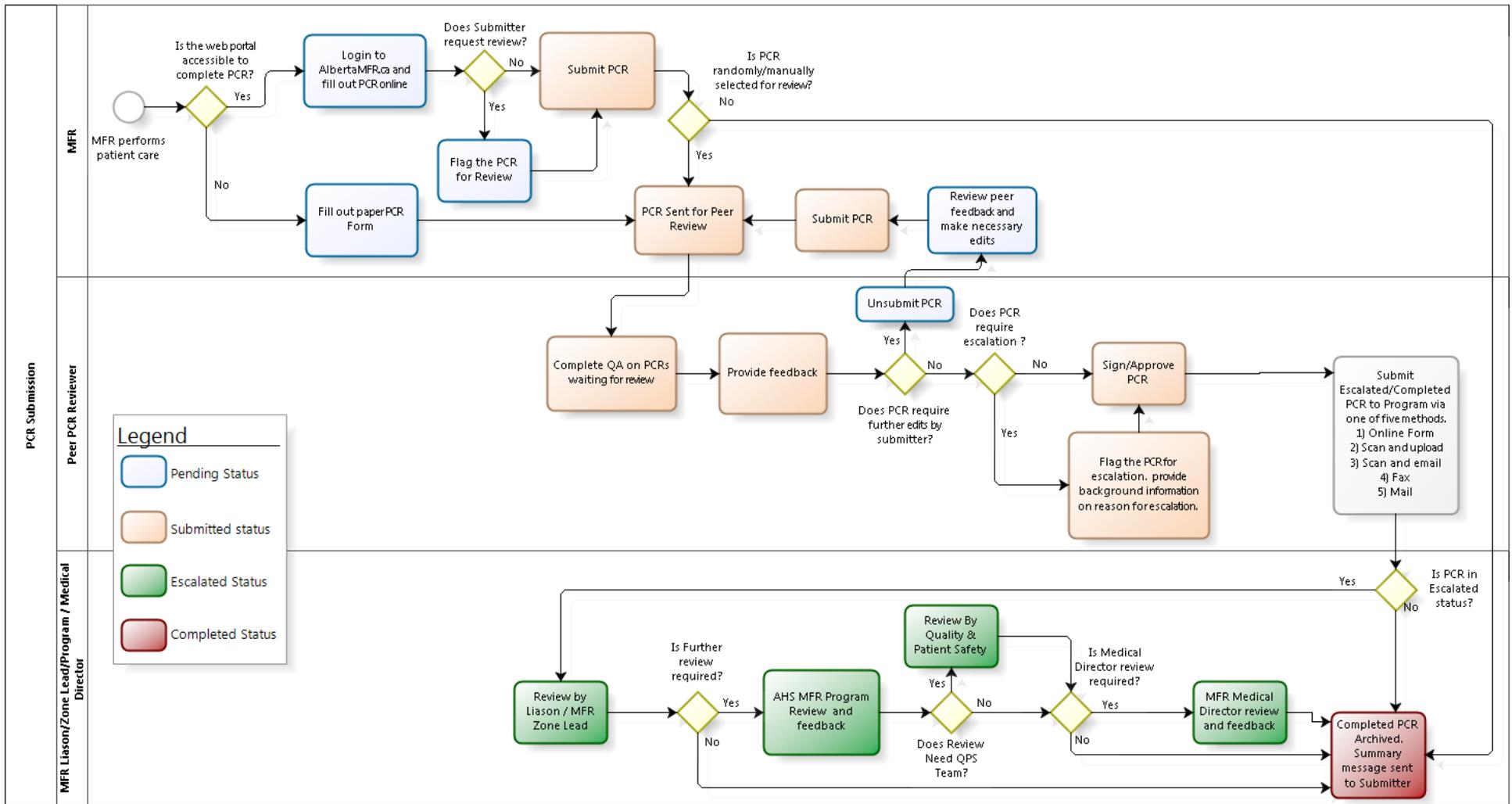
- PCRs can be completed online through the MFR portal or,
- A PDF paper format is available online to print out, complete manually and submitted at regular intervals to the MFR program either through scan/email, scan/upload to the portal, fax, or mail.
- Instructions on how to submit a PCR manually are located on the bottom of the PCR.

## **Quality Assurance Process**

The portal has incorporated the peer review quality assurance process into workflow of submitting PCRs through the portal. Each agency has a defined percentage of PCRs that are randomly selected for review by a peer in order to encourage feedback and education to the responder.

The PCR Reviewer will look at PCRs in Submitted status and confirm if the PCR is complete, send it back to the responder for further review, escalate it to the MFR program or Medical Director for additional feedback or to address a specific question.

Further instructions on the process steps can be found in the PCR Reviewer Section of this document. On the next page is a flow diagram showing how the PCR moves through the QA process.



# Portal User Roles

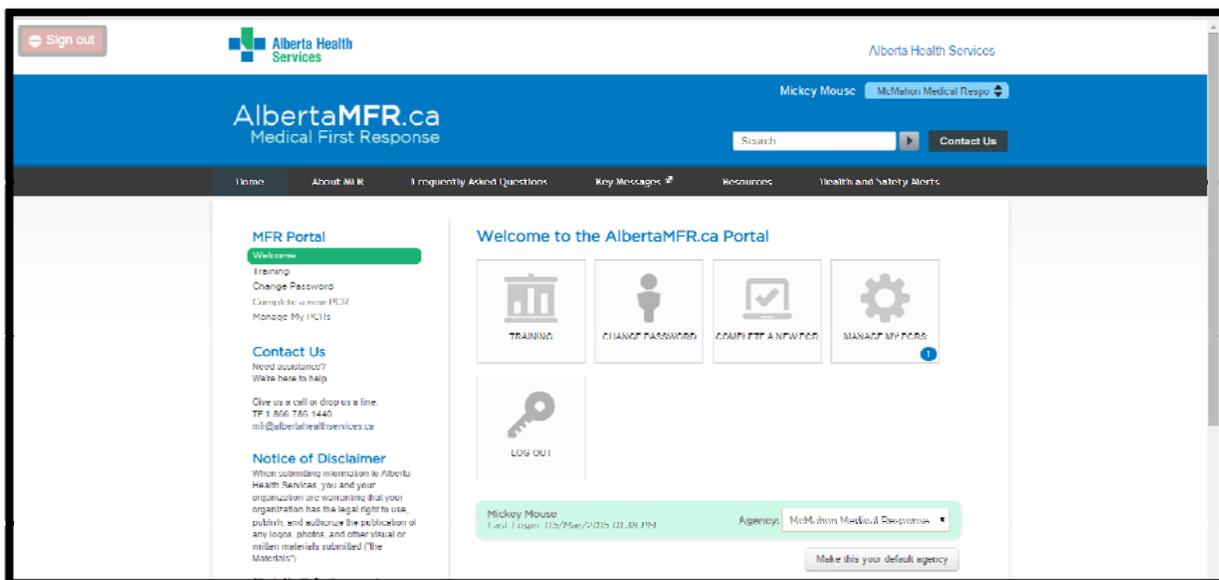
Users are assigned a specific role for each agency that they are a member of. There are 5 unique roles, each having the same permissions as the level below plus some additional functions. They are First Responder, PCR Reviewer, Agency Coordinator, Liaison, and Zone Lead. The following sections describe how to use each of the user functions.

## First Responder Role

The front line responder for an agency can:

- Change their password
- Accept invitations to join one or more MFR agencies
- Select a default MFR agency
- Access training content and training history
- Complete PCRs
- Manage their own PCRs

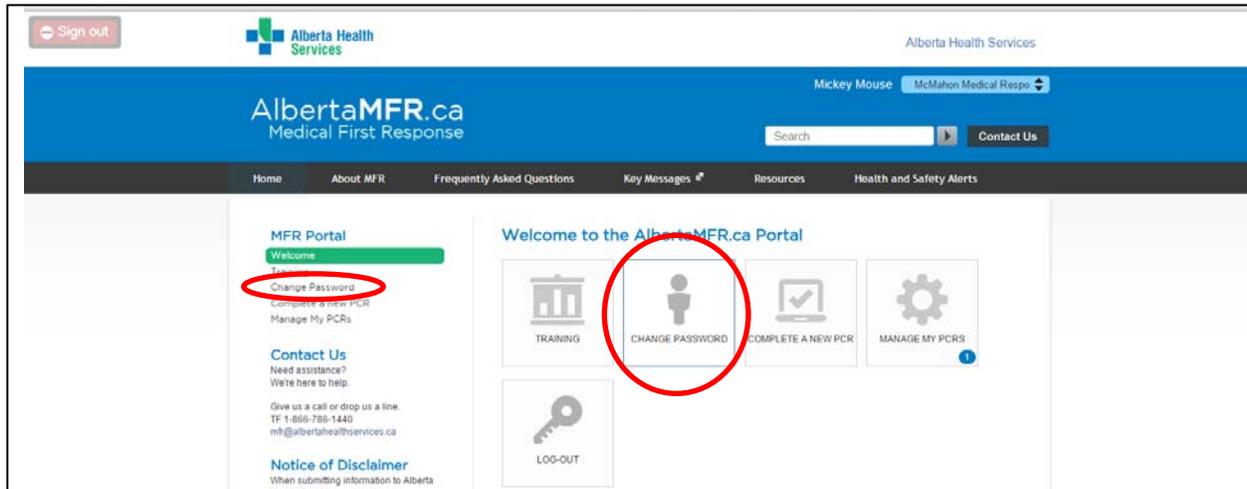
## Home Page View



## Change Password

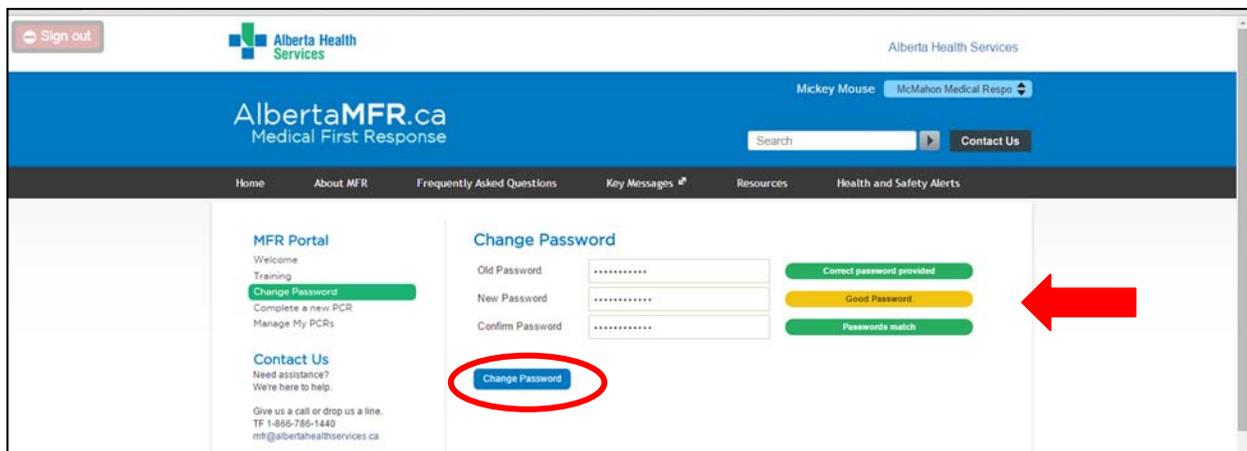
Login at [www.albertamfr.ca](http://www.albertamfr.ca) with your username and password

Click on the “*Change Password*” icon or phrase

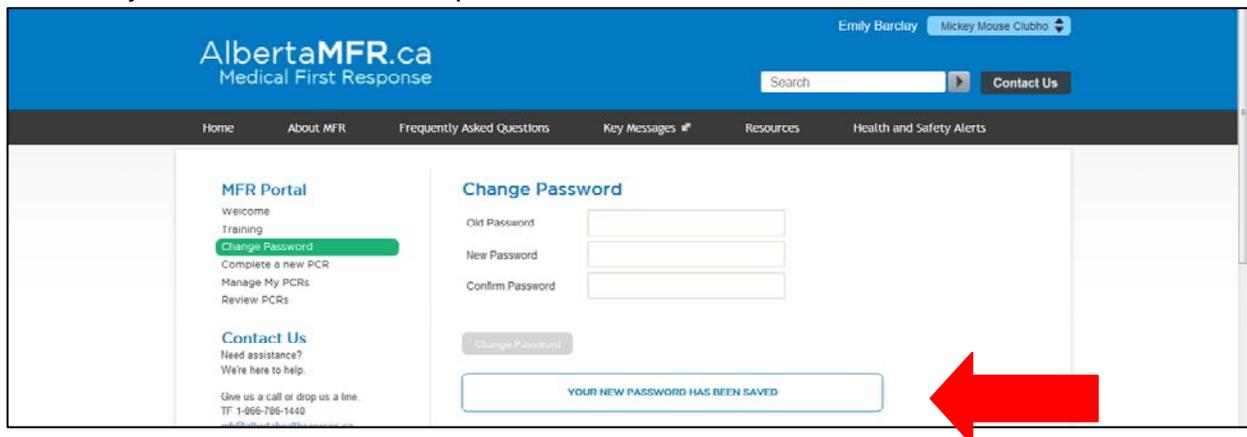


Complete information fields and click “*Change Password*”

NOTE: The database will confirm correct entry and strength of the new password



System will confirm new password has been saved



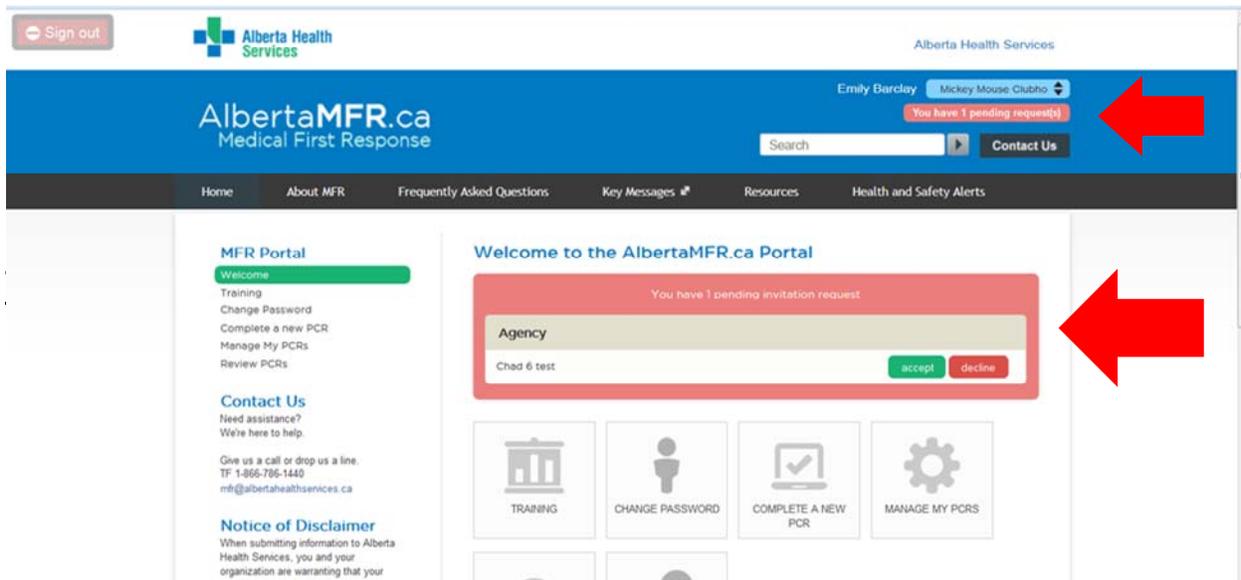
## Accepting Additional Agency Requests

When an agency is creating user accounts they have an opportunity to send an invitation to an existing user to join their agency. In some cases a First Responder may be affiliated with more than one MFR agency. To avoid the creation of duplicate accounts an individual's user profile can be assigned to multiple MFR agencies.

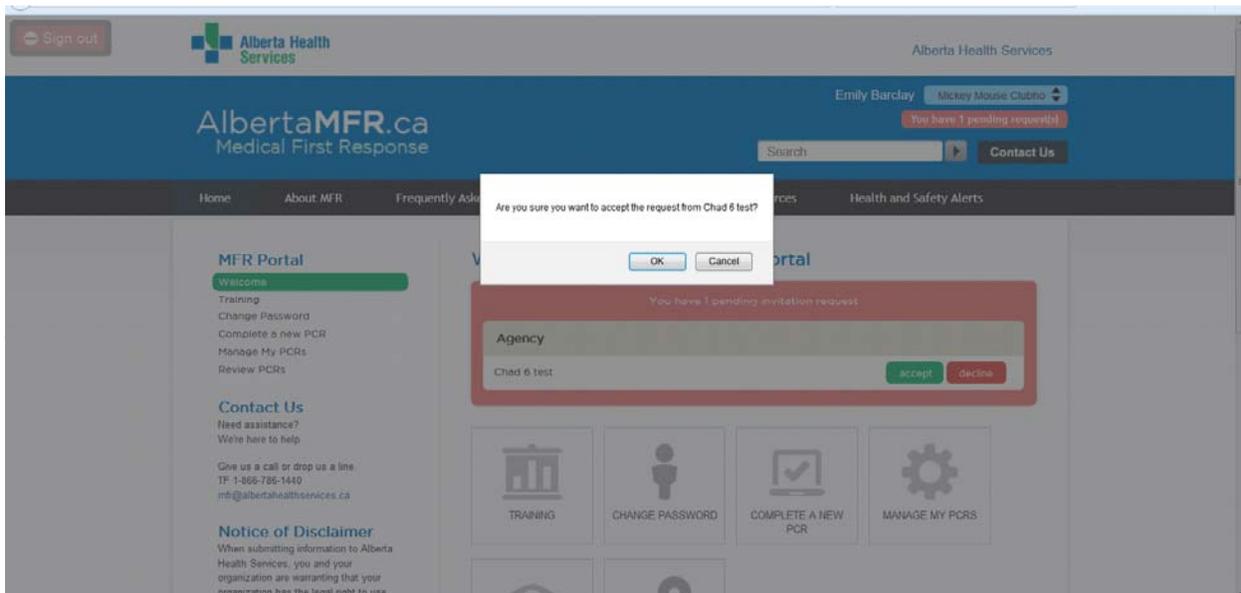
Login to [www.albertamfr.ca](http://www.albertamfr.ca) with your username and password

The home screen will show the requesting agency

Click on the “accept” button to join the agency



Confirmation of selection will pop up click “ok”



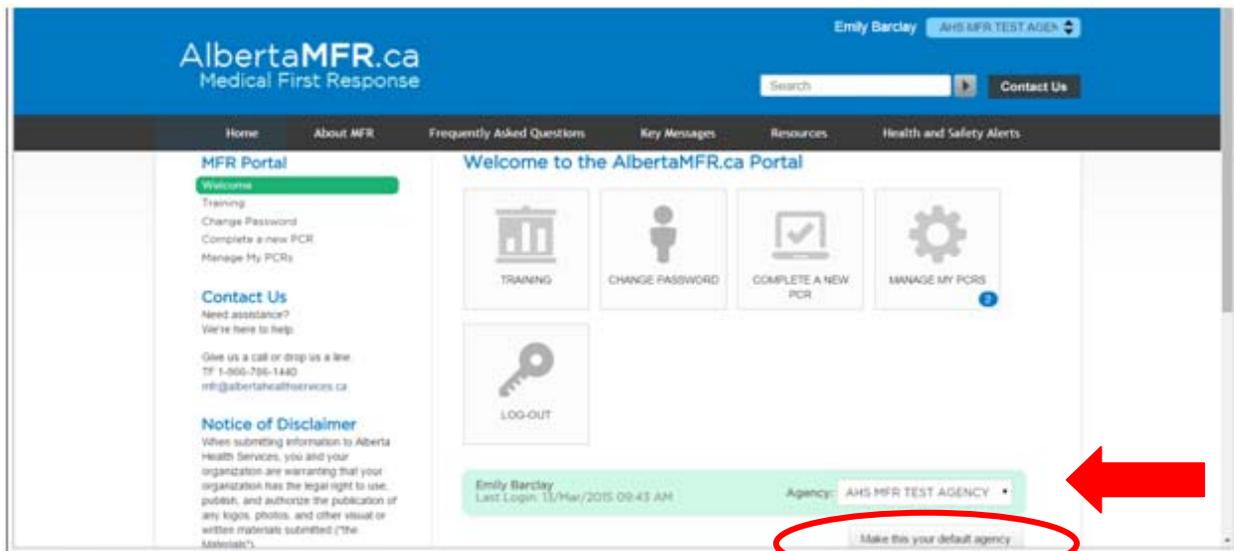
## Selecting Your Default Agency

If you have more than one agency assigned to your account you can choose which agency profile automatically loads when you login.  
If you are a member of only one agency this will automatically be your default agency.

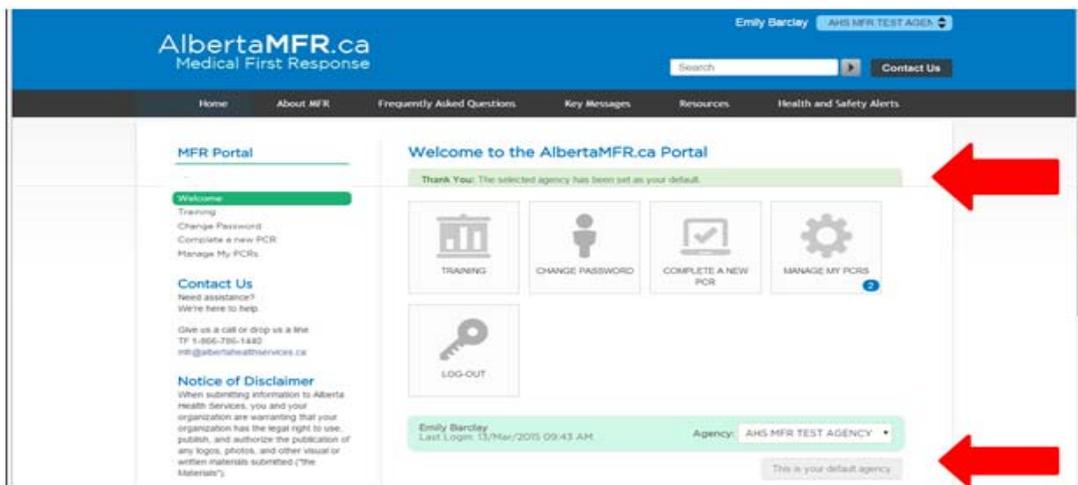
Go to [www.albertamfr.ca](http://www.albertamfr.ca) and login with your username and password

From the dropdown box select which agency you would like to set as your default

Click "Make this Your default agency"



Confirmation of default agency will appear



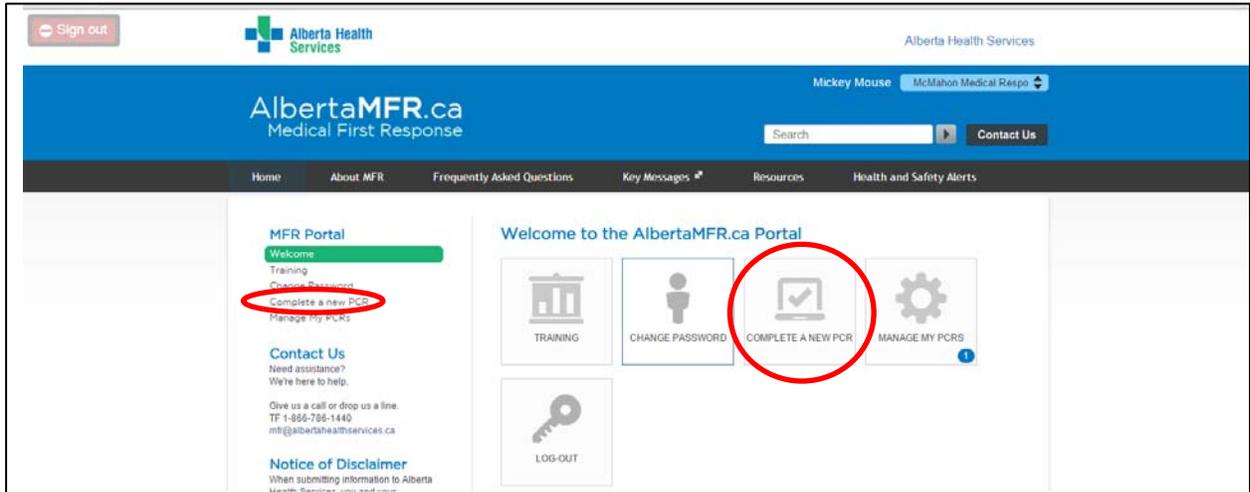
## Training Section

This section is still under development. In the meantime, we have provided some basic content as well as references to external content while we enhance this area of the portal.

## Complete a New PCR

Login to [www.albertamfr.ca](http://www.albertamfr.ca) with your username and password

Click on the “*Complete a new PCR*” icon or phrase



The screenshot displays the AlbertaMFR.ca portal interface. At the top, there is a navigation bar with the Alberta Health Services logo, the text 'AlbertaMFR.ca Medical First Response', a search bar, and a 'Contact Us' button. Below the navigation bar is a main content area with a 'Welcome to the AlbertaMFR.ca Portal' heading. On the left side, there is a sidebar menu with options: 'MFR Portal', 'Training', 'Complete a new PCR' (circled in red), and 'Manage my PCRS'. In the center, there are four main action buttons: 'TRAINING', 'CHANGE PASSWORD', 'COMPLETE A NEW PCR' (circled in red), and 'MANAGE MY PCRS'. At the bottom left, there is a 'LOG-OUT' button. The right side of the page is partially obscured by a grey sidebar.

Complete all required fields in PCR and click “submit”  
 For detailed information on how to complete a PCR refer to the **Resources Section** at [www.albertamfr.ca](http://www.albertamfr.ca)

Print this PCR Upload a Scanned PCR file Return to previous

### New Patient Care Report

Department/Agency/Municipality AHS MFR TEST AGENCY		Date: 03/13/2015	<b>EMS Event #:</b>	MFR Event #:	Arrived on Scene (24h):
MFR Unit #	Incident Location		AMPDS Code: Select a Code		

**Patient Information**

Patient #: of	Gender: <input type="radio"/> M <input type="radio"/> F <input type="radio"/> U	Patient's Age Range: <input type="radio"/> Infant (0-1) <input type="radio"/> Child (1-8) <input type="radio"/> Youth (8-18) <input type="radio"/> Adult (18-65) <input type="radio"/> Senior (65+)
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Chief Complaint		Responder Impression Code (RIC): <span style="color: red;">1</span> <input type="radio"/> Red <input type="radio"/> Yellow <input type="radio"/> Green <input type="radio"/> Black <input type="radio"/> White
Patient Location/Position		
General Comments		

**Assessment**

<b>Level of Consciousness</b> <input type="radio"/> Alert <input type="radio"/> Responds to voice <input type="radio"/> Responds to pain <input type="radio"/> Unresponsive	<b>Airway</b> <input type="radio"/> Patent <input type="radio"/> Partial obstruction <input type="radio"/> Full obstruction	<b>Breathing</b> <input type="radio"/> Normal <input type="radio"/> Labored <input type="radio"/> Shallow <input type="radio"/> Absent	<b>Circulation</b> <input type="radio"/> Strong <input type="radio"/> Weak <input type="radio"/> Absent <input type="radio"/> Regular <input type="radio"/> Irregular	<b>Skin Color</b> <input type="radio"/> Pink <input type="radio"/> Pale <input type="radio"/> Cyanotic (Blue/Gray) <input type="radio"/> Flushed	<b>Skin Temp</b> <input type="radio"/> Hot <input type="radio"/> Warm <input type="radio"/> Cool <input type="radio"/> Cold	<b>Skin Condition</b> <input type="radio"/> Dry <input type="radio"/> Wet/Moist	<b>Pupil Reaction</b> <input type="radio"/> Equal/Reactive <input type="radio"/> Unequal/Non-reactive
---	--	--	--	--	---	---	---

Vitals							Area of Injury/Illness		
Time (24h)	Pulse	Resp Rate	BP	Pupil	SpO2 (%)	BGL (mmol/L)	<input type="checkbox"/> Head	<input type="checkbox"/> Face	<input type="checkbox"/> Hand
							<input type="checkbox"/> Shoulder	<input type="checkbox"/> Arm	<input type="checkbox"/> Buttocks
							<input type="checkbox"/> Abdomen	<input type="checkbox"/> Pelvis	<input type="checkbox"/> Foot
							<input type="checkbox"/> Groin	<input type="checkbox"/> Leg	<input type="checkbox"/> Other
							<input type="checkbox"/> Chest	<input type="checkbox"/> Neck	

Describe Injury/Illness:

**Treatment**

<b>Airway</b> <input type="checkbox"/> Suction <input type="checkbox"/> Head tilt <input type="checkbox"/> Jaw thrust <input type="checkbox"/> OPA <input type="checkbox"/> Other	<b>Breathing</b> <input type="checkbox"/> BVM <input type="checkbox"/> Mask <input type="checkbox"/> Nasal canula <input type="checkbox"/> Non-rebreather <input type="text"/> LPM	<b>CPR</b> <input type="checkbox"/> Defibrillated <input type="checkbox"/> Pulse Returned <input type="checkbox"/> Bystander CPR Total Time of CPR <input type="text"/> min <small>(prior to EMS arrival)</small>	<b>AED</b> <input type="checkbox"/> Public Device <input type="checkbox"/> MFR Device <input type="checkbox"/> Shocks delivered Total Shocks <input type="text"/>	<b>Trauma Treatment</b> <input type="checkbox"/> Bleeding Control <input type="checkbox"/> Backboard <input type="checkbox"/> Splint <input type="checkbox"/> Other <input type="checkbox"/> C-collar <input type="checkbox"/> SMR <input type="checkbox"/> KED
--	---	--	---	--

History & Treatment	Allergies/Medication

Responder Name:  
Chad Moore,2

SFA  FMR  EMR  EMT  EMT-P

Request Peer Review?  
 Yes  No

Save Form Submit this PCR Return to previous

EMS EVENT #  
Obtain from EMS

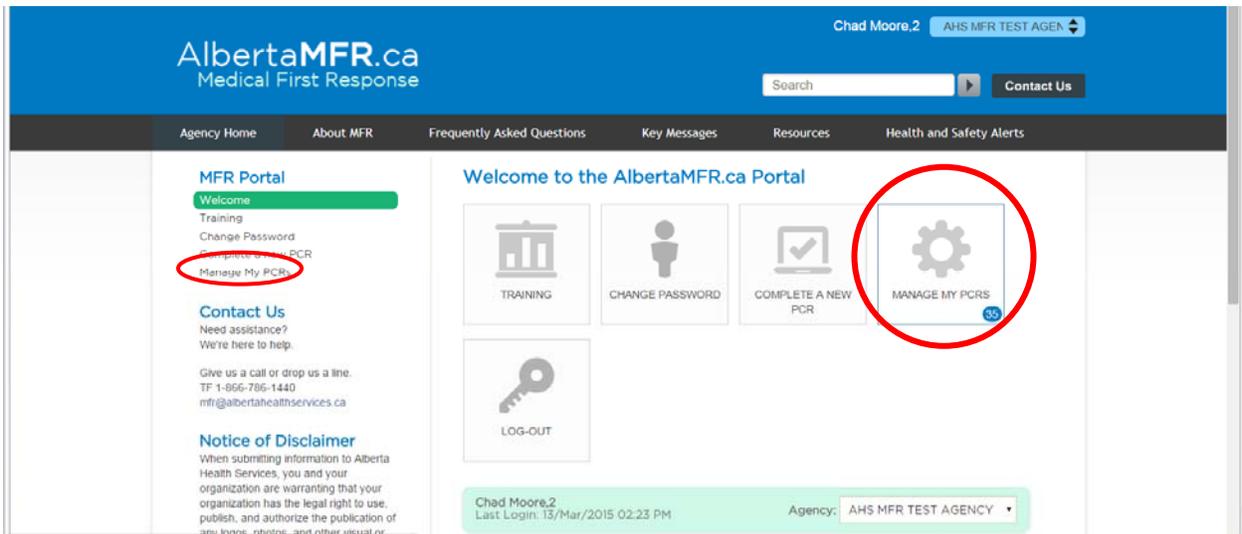
Fields highlighted red are MANDATORY

Text fields are expandable

Request Peer Review  
Selecting "yes" ensures a peer review

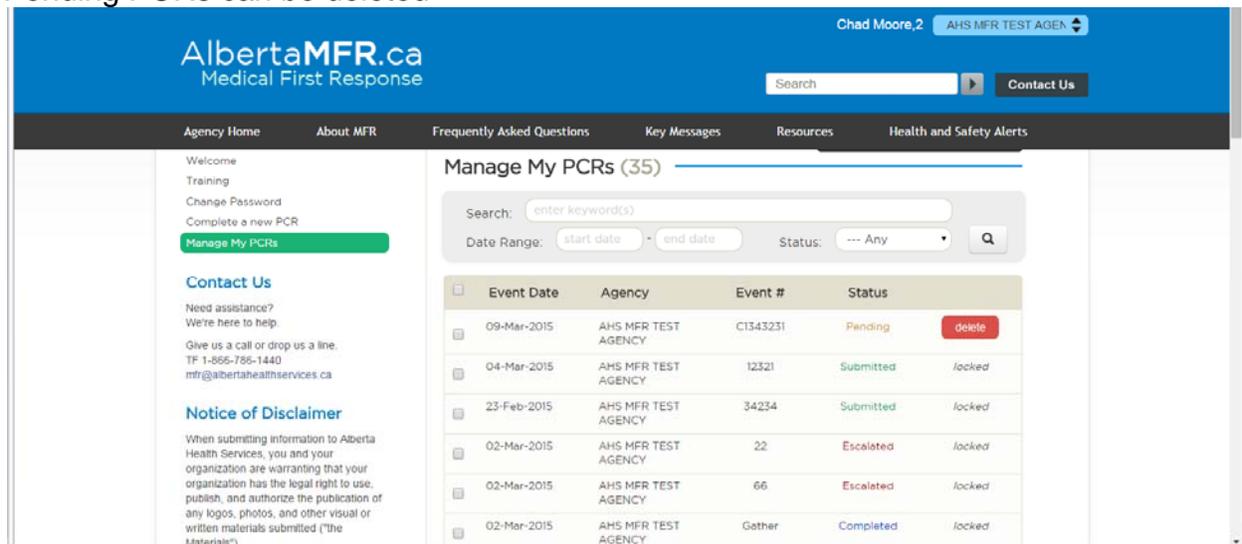
## Manage Your PCR's

To check the status of past PCR's or to submit pending PCR's click on the "Manage Your PCR's" icon or phrase



PCR's are listed by status and then by event date

Pending PCR's can be deleted



## PCR Reviewer Role

The PCR Reviewer has all features of a First Responder and:

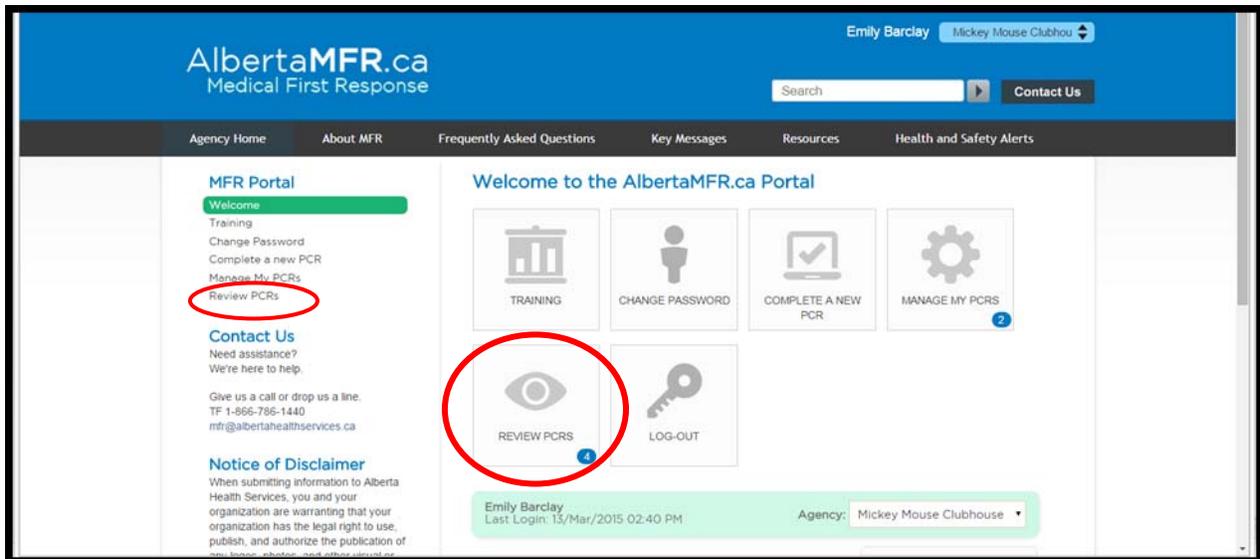
- Review PCRS

### Review PCRS

The Review PCRS function is used by agencies to complete the Quality Assurance for their agency. In this screen, PCR Reviewers can view PCRS that are in submitted status and require a review. The search criteria can also be modified to search PCR historical data.

To Review PCRS login at [www.albertamfr.ca](http://www.albertamfr.ca) with your username and password

Click “Review PCRS”



The review screen will show by default all PCRS that are in Submitted status for your agency that are not your own. Click on the PCR you wish to review.

**Review PCRs**

Search:  Date Range:  -  Status:

Agency:  EMS event #:  MFR event:  AMPDS Code:

Location:  Submitter:  Reviewer:

**Available PCRs to review (13)**

<input type="checkbox"/>	Event Date	Event #	MFR #	AMPDS	Agency	Submitter	Peer Reviewer	Status
<input type="checkbox"/>	Feb 23, 2015	34234	342	01C03	AHS MFR TEST AGENCY	Chad Moore,2	---	Submitted
<input type="checkbox"/>	Mar 17, 2015	---	---	---	AHS MFR TEST AGENCY	Chad Moore,2	---	Submitted

Once the PCR is loaded, review all information and if there are no issues, Change the status at the bottom of the PCR to Completed and Click Submit.

**PCR Review History**

Date	Reviewer	Comments
17-Mar-2015	Chad Moore,2	PCR Status set to Submitted

Add a new comment for this PCR review

PCR Status:  Pending (return to responder)  Submitted  Escalated  **Completed**

[Alberta Medical First Responder Program - Terms and Conditions](#)

If you have further feedback, either communicate with the responder directly, or change the status back to pending and enter a comment to return it to the responder to edit. Then Click Submit. The responder’s contact info is viewable by clicking on their name.

**PCR Review History**

Date	Reviewer	Comments
16-Mar-2015	chad moore,9	PCR Status set to Submitted

Add a new comment for this PCR review

PCR Status:  **Pending (return to responder)**  Submitted  Escalated  Completed

[Alberta Medical First Responder Program - Terms and Conditions](#)

If you would like further feedback from the designated Liaison, Zone Lead, or Medical Director, set the status to escalated and provide detail on what you would like addressed. Then click Submit.

**PCR Review History**

Date	Reviewer	Comments
16-Mar-2015	chad moore,9	PCR Status set to Submitted

Add a new comment for this PCR review

PCR Status:  Pending (return to responder)  Submitted  Escalated  Completed

Escalate to specific individual:  Reason for Escalation:

## Agency Coordinator Features

The Agency Coordinator has all features of a First Responder, PCR Reviewer, and:

- Agency Profile Summary
- Manage User Accounts

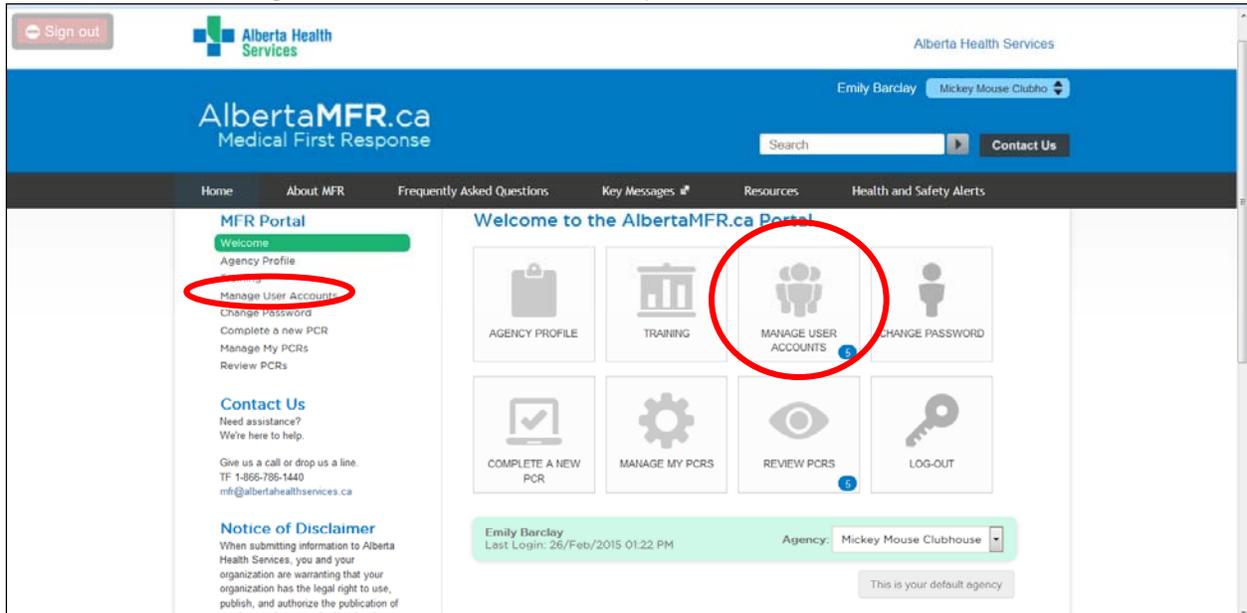
## Agency Profile

Once agency registration is complete an Agency Coordinator will be able to review their Agency's registration Information. Edits can only be made in this section by the AHS MFR Team.

## Manage User Accounts

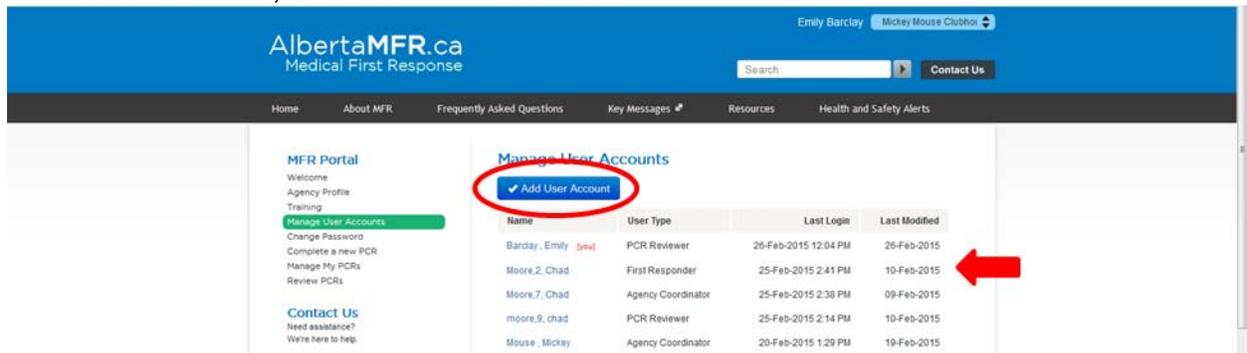
To add, remove, or modify users in your agency

Click on the “*Manage User Accounts*” icon or phrase



The screenshot shows the AlbertaMFR.ca portal interface. At the top, there is a navigation bar with the logo and user information (Emily Barclay, Mickey Mouse Clubho). Below this is a search bar and a 'Contact Us' button. The main content area is divided into a left sidebar and a central dashboard. The sidebar contains links for 'Welcome', 'Agency Profile', 'Manage User Accounts' (circled in red), 'Change Password', 'Complete a new PCR', 'Manage My PCRs', and 'Review PCRs'. The central dashboard has a heading 'Welcome to the AlbertaMFR.ca Portal' and a grid of icons: 'AGENCY PROFILE', 'TRAINING', 'MANAGE USER ACCOUNTS' (circled in red), 'CHANGE PASSWORD', 'COMPLETE A NEW PCR', 'MANAGE MY PCRS', 'REVIEW PCRS', and 'LOG-OUT'. At the bottom, there is a user profile summary for Emily Barclay and a dropdown menu for the agency (Mickey Mouse Clubhouse).

To add a new User, Click “*Add User Account*”



The screenshot shows the 'Manage User Accounts' page. At the top, there is a navigation bar with the logo and user information (Emily Barclay, Mickey Mouse Clubho). Below this is a search bar and a 'Contact Us' button. The main content area is divided into a left sidebar and a central dashboard. The sidebar contains links for 'Welcome', 'Agency Profile', 'Training', 'Manage User Accounts' (highlighted in green), 'Change Password', 'Complete a new PCR', 'Manage My PCRs', and 'Review PCRs'. The central dashboard has a heading 'Manage User Accounts' and a table of users. The 'Add User Account' button is circled in red. A red arrow points to the 'Last Modified' column of the table.

Name	User Type	Last Login	Last Modified
Barclay, Emily (new)	PCR Reviewer	26-Feb-2015 12:04 PM	26-Feb-2015
Moore,2, Chad	First Responder	25-Feb-2015 2:41 PM	10-Feb-2015
Moore,7, Chad	Agency Coordinator	25-Feb-2015 2:38 PM	09-Feb-2015
moore,9, chad	PCR Reviewer	25-Feb-2015 2:14 PM	10-Feb-2015
Moore, Mickey	Agency Coordinator	20-Feb-2015 1:29 PM	19-Feb-2015

Enter the First and Last name of the user to be added.

## Manage User Accounts

✓ Add User Account

First Name: *	Last Name: *	
<input type="text" value="Chad"/>	<input type="text" value="Moore "/>	<input type="button" value="✓ Continue"/>

Click Continue to search the system for possible duplicates. If the name already exists in the system and it is the same person, select “add this user” to invite them to join the agency. If it is not the same person, select the “Click here” link to start a new user.

First Name: *	Last Name: *	
<input type="text" value="Chad"/>	<input type="text" value="Moore"/>	<input type="button" value="✓ Continue"/>

The following user(s) were found with a similar name, please review prior to creating a new user account:

Name	Agencies	
Chad Moore,4	AHS MFR TEST AGENCY Blaines Test Agency	<input type="button" value="add this user"/>
Chad Moore	Chad 6 test	<input type="button" value="add this user"/>

\* **IMPORTANT:** If this is a new user that is not affiliated with the agencies listed above, please [click here](#) to create a new user account

Until the user accepts the invitation, they will show as pending on the user list.

When creating a new user, fill in as much information as possible. The system will indicate if the username is already in use. If that happens, the recommendation is to add a number to the end of the username so that it is unique.

**User Profile**

**USER PROFILE INFORMATION**

Title:  First Name: \*  Last Name: \*

Primary Employer:  Level of Responder:

Email Address:  Phone:

Username:  Username already in use Password:  Strong

Role:

Create a new user account



Click “Create User Account” once complete. To cancel out of this screen, click on the X in the bottom right hand corner of the screen.