BEMSTS EMS Portal Updates

September 17, 2024

If you have a user account in Arizona's EMS Portal that is hosted by ImageTrend at ems.azdhs.gov **or** emshospitals.azdhs.gov**, please be aware of the following changes that are coming soon from ImageTrend over the next 3-6 months.**
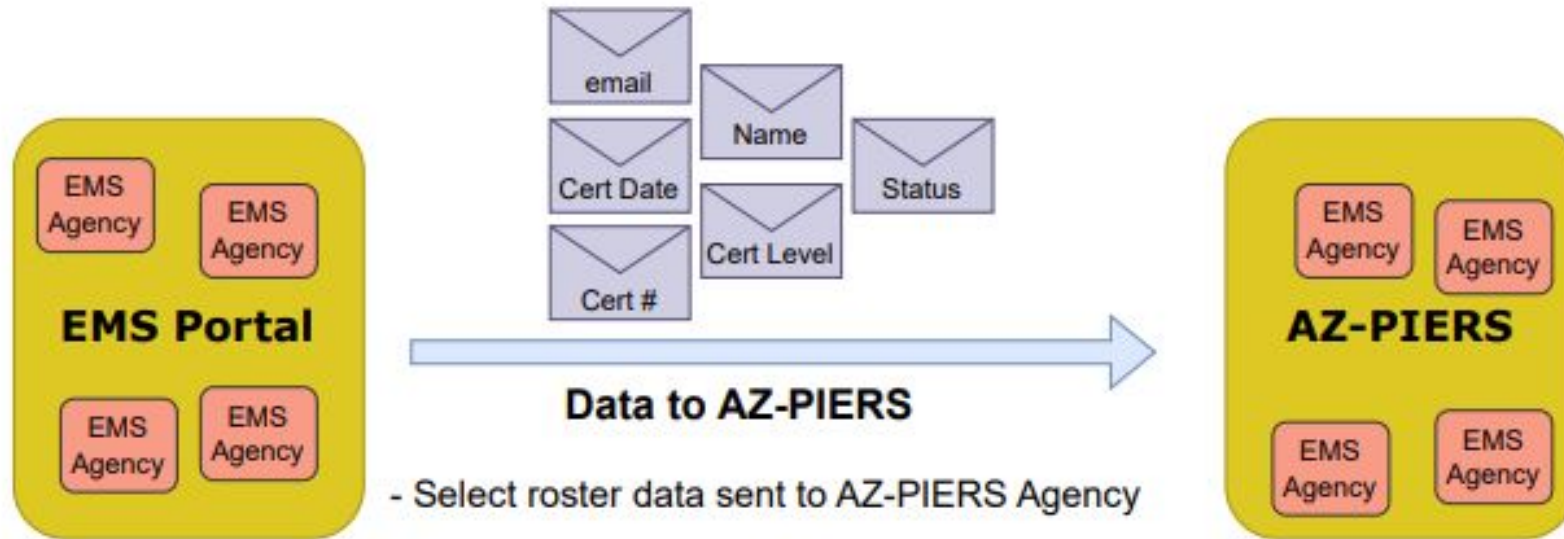
EMS Portal Updates (Coming Soon)

- Due to security changes, email correspondence from the EMS Portal to applicants and account users will be sent from AZDHS@arizona.imagetrendlicense.com or AZDHS-noreply@arizona.imagetrendlicense.com (and will no longer come from noreply@azdhs.gov)

- EMS agencies can more easily manage their rosters and secure who has access to their data by syncing their EMS Portal and AZ-PIERS Elite accounts (See Syncing EMS Portal to AZ-PIERS Informational Slides)

- The State of Arizona is rebranding and ADHS-issued EMCT certification cards and other documents and correspondence from the EMS Portal will be updated to include the new AZ logo and color scheme

How can EMS Portal users prepare for the upcoming changes?

- All users should make sure that email correspondence from the following email addresses is not blocked by your spam filter so you can receive important notices and documents from the EMS Portal: AZDHS@arizona.imagetrendlicense.com or AZDHS-noreply@arizona.imagetrendlicense.com

- All users should make sure their account information is up to date and compliant in the EMS Portal

- All agencies should make sure that their personnel rosters and other information is up to date and compliant in the EMS Portal

- Arizona certified EMCTs with a current and active state certification will not need to take any action unless they would like to generate a new EMCT certification card with the new logo and color scheme once the rebranding is officially launched in the EMS Portal (*To generate a certification card select "Generate Certification Card for Active EMCTs" and click on the "Apply Now" button. This will generate a notification sent via email with the certification card attached. However, Arizona EMCT certification cards and other documents will continue to display the old ADHS logo until the new logo is available in ImageTrend.*)

Syncing EMS Portal to AZ-PIERS

Data to AZ-PIERS

- Select roster data sent to AZ-PIERS Agency

- Set up as one way exchange

EMS Portal

1. Agency Org coordinator login

2. Navigate to agency

3. Update your agency's roster

AZ-PIERS

- EMS Agency: Users Added, Updated, Inactivated

- New Users Default provider level, no login credentials

- Update your agency's roster in AZ-PIERS

SYNCING

EMS Portal

to

AZ-PIERS

- ## Current Syncing Overview

  - Send select data from agency & personnel rosters from LMS to AZ-PIERS
  - Only syncing agency & personnel, not vehicles
  - One way sync

- ## Why?

  - Updated rosters in the EMS Portal & AZ-PIERS.
  - Easier for agency's to securely manage AZ-PIERS user needs.
  - AZ-PIERS access updates timely & agency driven.
  - Receiving hospitals will see a name on ePCRs instead of only cert number.

- ## What kind of data is being synced from LMS to

  ## AZ-PIERS?

    - Personnel basic certification info including Cert Number, Cert Date, Cert Level, Name, email, work phone, agency status (active/inactive)
    - Currently no data is being sent back from AZ-PIERS to LMS (one way sync). Account log in info such as user name and password are not being synced.

ADHS

SYNCING

EMS Portal

to

AZ-PIERS

ADHS

- **What will the sync do?**

  - Add, update, inactivate users in AZ-PIERS based on agency roster
  - Changes made in LMS automaticly sync over to AZ-PIERS
  - New AZ-PIERS synced users can't automatically access AZ-PIERS

- **Agency Actions Needed:**

  - <u>Licensed EMS Agencies</u>:
    Your Organization Coordinator should log into LMS and update your roster. For access issues, please contact your agency's ADHS Regional EMS Coordinator.

  - <u>Non-CON or Licensed EMS Agencies</u>:
    Contact ADHS for information on getting an Organization Coordinator set up in your agency. Then have them log into LMS and update your roster.

- **When?**

  - Please update your rosters asap and continue to maintain them.