

ReadyOp User Guide

Hospitals & Long-Term Care Facilities

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Introduction

ReadyOp is an innovative approach to interoperable communications based on lessons learned in the field with actual first responders, airports, mass transit, government agencies, hospitals and corporations. ReadyOp is a secure, web-based platform initially developed for incident and emergency planning, immediate access to information, and fast, flexible and efficient communications. ReadyOp integrates multiple databases and a communications platform for fast, efficient access to information, as well as the ability to plan, coordinate, direct and communicate with multiple persons, groups and agencies. ReadyOp provides a single location for planning, response, communication and documentation of personnel, assets and activities during both training and actual incidents and emergencies.

Terminology & Definitions

Agency/Silo

Organizational entity within the application to separate out different user group access. Example: Users within a healthcare facility will only have access to their own facility's Agency/Silo. EPR/State users may have access to all internal and facility Agencies/Silos.

Tab

Organizational entity within an Agency/Silo to separate out different contact groups, dashboards, or other information.

Object box

Organizational entity within a tab to group together like-contacts or link to external information.

Roster

The list of contacts stored in the application. Roster columns are customizable by application admins. All users can search and filter roster fields to find contacts. The roster is specific to the Agency/Silo you are currently accessing.

User

A person with a user account and access to the system. A user will be asked to log in and have controlled permissions to certain areas of the application.

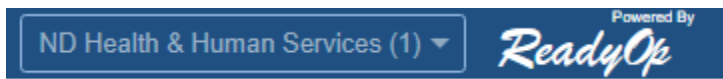
Contact

A person with stored information in the application. A contact may or may not be a User. System messages are sent to individual contacts or groups of contacts. A contact does not have direct system access.

How To's

Overview of Workspace

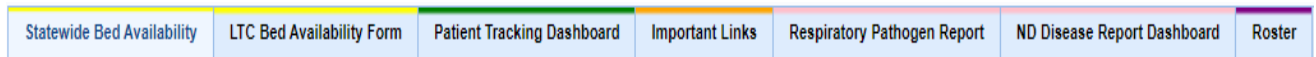
Notes: Workspaces (AKA Silos/Agencies) organize data within Ready Op. A workspace contains items that relate to that workspace. With data organized in this way, it is easy to go anywhere in the system. When you log in, you will be asked to select the workspace/silo you'd like to view. If you have access to multiple workspaces, you will have the option to view another. Once you have logged in, click on the drop down in the top right corner of the screen to view another workspace. If you only have access to a single workspace/silo, you will only see one option to choose from.



Steps:

- Click on the drop-down box to select your facility.
- Selecting your facility will bring you to the Dashboards below.

Long Term Care (LTC) Facilities



1. Statewide Bed Availability Tab:

Steps:

- Click on the “Statewide Bed Availability” tab.

ND Health & Human Services		Statewide Bed Availability		Date Updated On
				12/13/2024
Date: All				
Hospital Patient Admission Advisory				
Red Patients	Yellow Patients	Green Patients	Total	
24	15	23	62	
Hospital Staffed Bed Type Availability				
Emergency Department	General	Intensive Care Unit	Post Critical Care Beds	
8	8	3	3	
Surgical	Labor & Delivery	Psychiatric	Oncology	
9	8	9	5	
Urgent	Long Term	Pediatric ICU	NICU	
4	4	10	7	
Date: All				
Long Term Care Facility Bed Availability				
Skilled Nursing	Basic Care	Assisted Living	Total	
1	4	2	7	

Notes: The Statewide Bed Availability tab not only allows for input of your facility's available beds; it also will show you the beds available for hospitals across the state.

2. LTC Bed Availability Form:

Steps:

- Click on the “LTC Bed Availability Form” tab.

ND Longterm Care Bed Availability Data

Collection of Essential Elements of Information to inform during emergencies and disasters

Date Time hrs

Name of Long Term Care Facility

Bed Availability

Number of in-patient beds in the facility

A staffed occupied bed is licensed and has a patient already assigned to it.

A staffed available bed is a licensed and physically available with staff on hand to attend to patients.

Skilled Nursing

1a. Staffed Occupied Beds

1b. Staffed Available Beds

Basic Care

2a. Staffed Occupied Beds

2b. Staffed Available Beds

Assisted Living

3a. Staffed Occupied Beds



3b. Staffed Available Beds

Notes: The LTC Bed Availability Form allows you to input your bed availability information into ReadyOp.

3. Patient Tracking Dashboard:

Steps:

- Click on the “Patient Tracking Dashboard” tab.

 Facility Patient Tracking 												
Patient ID	Evacuating Facility	Care Level	Hospital Care Level	Patient Status	Mobility Adjunct	Sex	DOB	Conditions	Destination Facility	Vehicle ID	Departure Time	Arrival Time
67890	Ashley Ashley Medical Center	Assisted Living	Critical	Critical	Stretcher	F	12/4/2024	Dialysis, Ventilator	Bismarck St. Alexius Medical Center	V6007	12/12/2024 1235	12/12/2024 1236
12345	Bismarck Edgewood Vista at Edgewood Village	Skilled Nursing		Delayed	Wheelchair	M	12/4/2024		Aneta Aneta Parkview Health Center	V6007	12/12/2024 1222	12/12/2024 1224

Notes: The Patient Tracking Dashboard allows you to monitor resident movement from the sending facility to the receiving facility during an evacuation. The Dashboard also includes important evacuation information including sex, DOB, mobility adjuncts, etc.










4. Important Links:

Steps:

- Click on the “Important Links” tab.

NDHHS Links and Information

For additional information contact the DOC at 701-328-0707

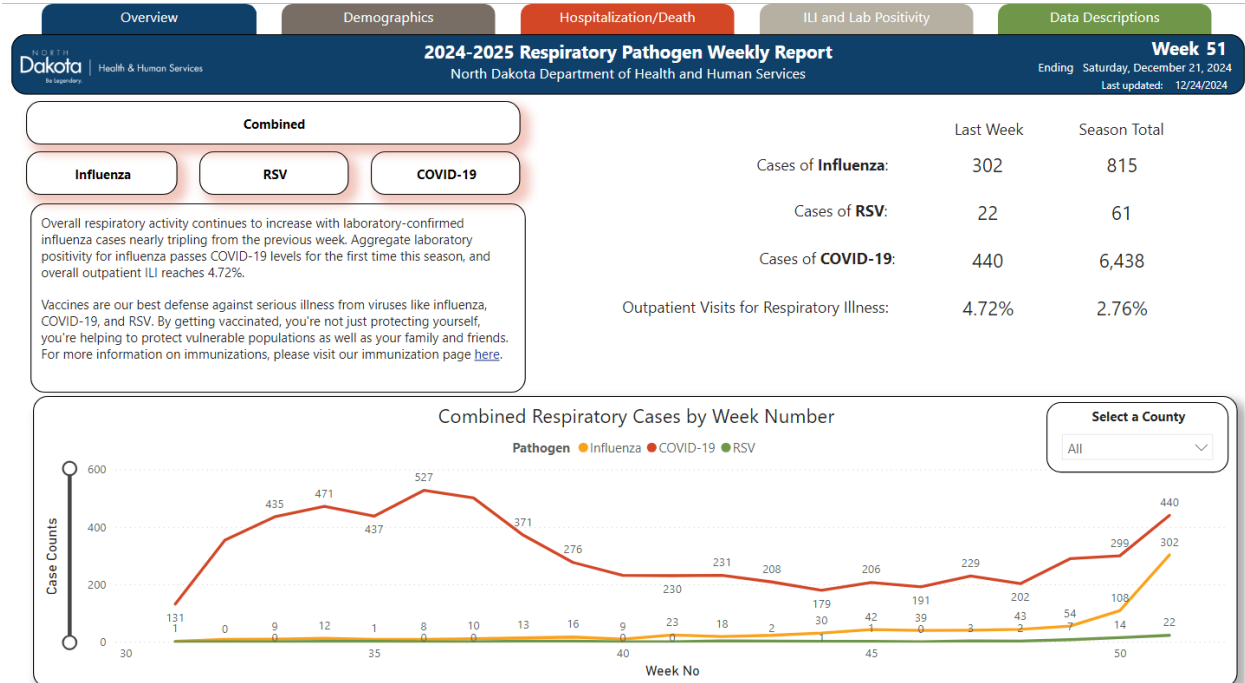
EPR Resource and Asset Guide <i>Catalog of Available Assets</i> 	Health Response and Licensure <i>Website</i> 	ND State Lab <i>Website</i> 
EPR Medical Cache <i>Order Medical Cache Items Here</i> 	Public Health Division <i>Website</i> 	Public Health Data & Statistics <i>Website</i> 
ND Health Alert Network <i>Archive of Past Health Alert Messages</i> 	EPR Unit <i>Website</i> 	ND CISM Team <i>Activate the ND CISM Team</i> 

Notes: The Important Links tab provides quick links to NDHHS information and resources available to hospitals and long-term care facilities.

5. Respiratory Pathogen:

Steps:

- Click on the “Respiratory Pathogen Report” tab.

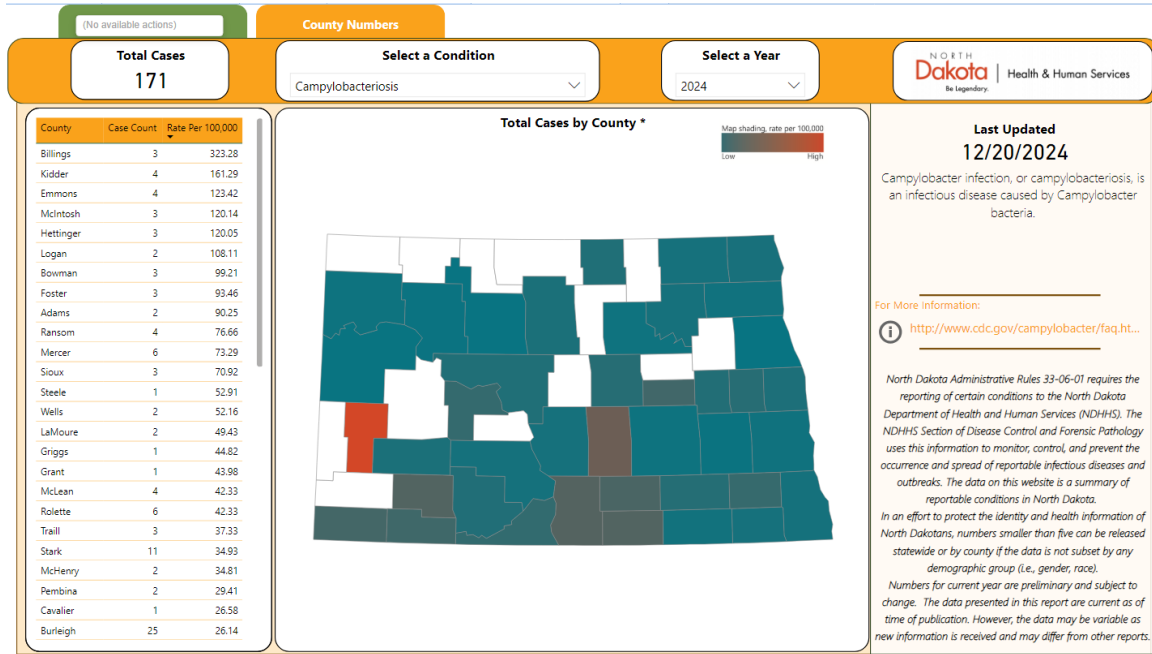


Notes: This tab provides a weekly Respiratory Pathogen report from NDHHS that provides information on respiratory disease cases in ND and other information.

6. ND Disease Report Dashboard:

Steps:

- Click on the “ND Disease Report Dashboard” tab.



Notes: This tab provides a weekly report from NDHHS that provides information on disease cases in ND based on the different types of conditions and counties in ND.

7. Roster:

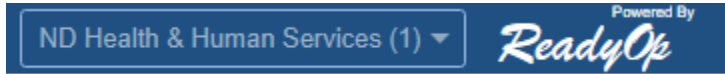
Steps:

- Click on the “Roster” tab.

Contact	First	Last	Organization	Title/Job Duty	Tags	Record Type	Groups/Teams
No records found							

Notes: This tab provides the facility with roster management capabilities for tracking staff.

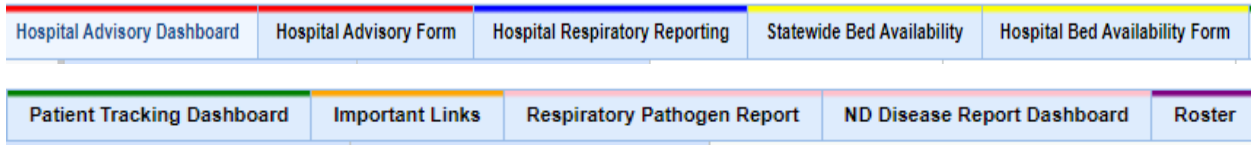
Hospitals



Steps:

- Click on the drop-down box to select your facility.
- Selecting your facility will bring you to the Dashboards below.

Notes: Hospitals will have more tabs available than Long Term Care facilities.



1. Hospital Advisory Dashboard:

Steps:

- Click on the “Hospital Advisory Dashboard” tab.

	A	B	C	D	E	F		
1			North Dakota Hospital Admission Advisory		Total Active Advisories			
2					0			
3			<input type="text" value="City"/> <input type="button" value="All"/>		<input type="text" value="Medical Facility"/> <input type="button" value="All"/>		<input type="text" value="Date"/> <input type="button" value="All"/>	
4			City	Medical Facility	Date	Time	Reason for Advisory	
5			#N/A					
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								

Notes: This tab provides the facility with the Hospital Admission Advisory tracking sheet. This tab provides information on hospital advisories for all hospitals across the state.

2. Hospital Advisory Form:

Steps:

- Click on the “Hospital Advisory Form” tab.

NORTH Dakota | Health & Human Services **Hospital Admission Advisory Form**
Be Legendary.

The North Dakota Hospital Admission Advisory form enables authorized hospital users to provide real-time updates on their operating status through the North Dakota Department of Health and Human Services' Emergency Preparedness and Response communication platform – *ReadyOp*. These updates are displayed through a secure web portal, which helps healthcare coalition members make informed decisions about patient transportation across the state.

Medical Facility

Name of Person Submitting **Phone Number**

First Last

Date **Time**

Facility Status

On Advisory Off Advisory

Reason for Advisory

Example: ER Advisory - At capacity, Stroke Advisory - Non-functioning CT scanner, Trauma Advisory - No ATLS provider on staff.

Attention

Please complete this form each time you are updating your Advisory Status.

Assistance

If you are experiencing difficulty in completing this form, please contact [701-328-0707](tel:701-328-0707) and speak with the North Dakota Department of Health and Human Services Department Operation Center.

Notes: This tab provides the facility with the Hospital Admission Advisory form. By completing the form and clicking “Submit” the facility can provide real-time updates on admission advisories in their facility.

3. Hospital Respiratory Reporting:

Steps:

- Click on the “Hospital Respiratory Reporting” tab.

Hospital Respiratory Data Weekly Reporting Form

Facility Information

*Required for submission

****All required data for a reporting week of Sunday through Saturday are due by the following Tuesday, 15:00pm CT.****

For Tuesday deadlines falling on federal holidays, the reporting deadline will shift to Wednesday of the same week.

Hospital Name (choose facility name)

Hospital City

Instructions for Completion of the Hospital Respiratory Data Weekly Reporting Form

Please go to the link below for explanation how to answer the survey.

Weblink to NHSN instructions

<https://www.cdc.gov/nhsn/pdfs/pscmanual/TOI-HRD-Week...>

1a. NHSN Org ID*

1d. Weekending Date*



1b. Reporting Context*

Staffed Bed Capacity, Occupancy, and Prevalent Hospitalizations

Important: Please ensure that the values reported for the Staffed Bed Capacity and Prevalent Hospitalization fields are not aggregated to weekly totals. The data should provide a single day snapshot of the overall, adult, and pediatric inpatient and ICU bed capacity and occupancy and COVID, influenza, and RSV prevalent hospitalizations **specifically for Wednesday of the reporting week.**

Staffed Bed Capacity and Occupancy

Inpatient Beds

2a. All hospital inpatient beds*

2b. All adult inpatient beds*

2c. All pediatric inpatient beds*

3a. All hospital inpatient occupancy*

3b. All adult inpatient occupancy*

3c. All pediatric inpatient occupancy*

ICU Beds

Notes: This tab provides the Hospital Respiratory Data Weekly Reporting Form. This form must be completed weekly and provides data to the National Healthcare Safety Network (NHSN)

4. Statewide Bed Availability:

Steps:


- Click on the “Statewide Bed Availability” tab.



NORTH Dakota Health & Human Services <small>Be Legendary.</small>		Statewide Bed Availability		Date Updated On
			12/13/2024	
Date <input type="text"/> All ▾				
Hospital Patient Admission Advisory				
Red Patients	Yellow Patients	Green Patients	Total	
24	15	23	62	
Hospital Staffed Bed Type Availability				
Emergency Department	General	Intensive Care Unit	Post Critical Care Beds	
8	8	3	3	
Surgical	Labor & Delivery	Psychiatric	Oncology	
9	8	9	5	
Urgent	Long Term	Pediatric ICU	NICU	
4	4	10	7	
Date <input type="text"/> All ▾				
Long Term Care Facility Bed Availability				
Skilled Nursing	Basic Care	Assisted Living	Total	
1	4	2	7	

Notes: This tab provides the bed availability of medical facilities across the state. Both hospital and long-term care facilities can provide their bed availability status.

Steps:

- Click on the “Statewide Bed Availability” tab.

 **ND Hospital Bed Availability Data (Hospitals)**
Collection of Essential Elements of Information to inform during emergencies and disasters

Date  **Time** hrs 

Name of Hospital

Does your facility have decontamination capabilities?
 Yes No

Does your facility have surgical capabilities?
 Yes No

For Mass Casualty Incident

1. Total Number of Patients Hospital Can Accept <input type="text" value="0"/>	2a. Number of Red Patients Hospital Can Accept <input type="text" value="0"/>
2b. Number of Yellow Patients Hospital Can Accept <input type="text" value="0"/>	2c. Number of Green Patients Hospital Can Accept <input type="text" value="0"/>

Bed Availability
A staffed occupied bed is licensed and has a patient already assigned to it.
A staffed available bed is a licensed and physically available with staff on hand to attend to patients.

Emergency Department

Notes: This tab provides the form that medical facilities can complete to provide their bed availability status.

5. Important Links:

Steps:

- Click on the “Important Links” tab.

NDHHS Links and Information

For additional information contact the DOC at 701-328-0707

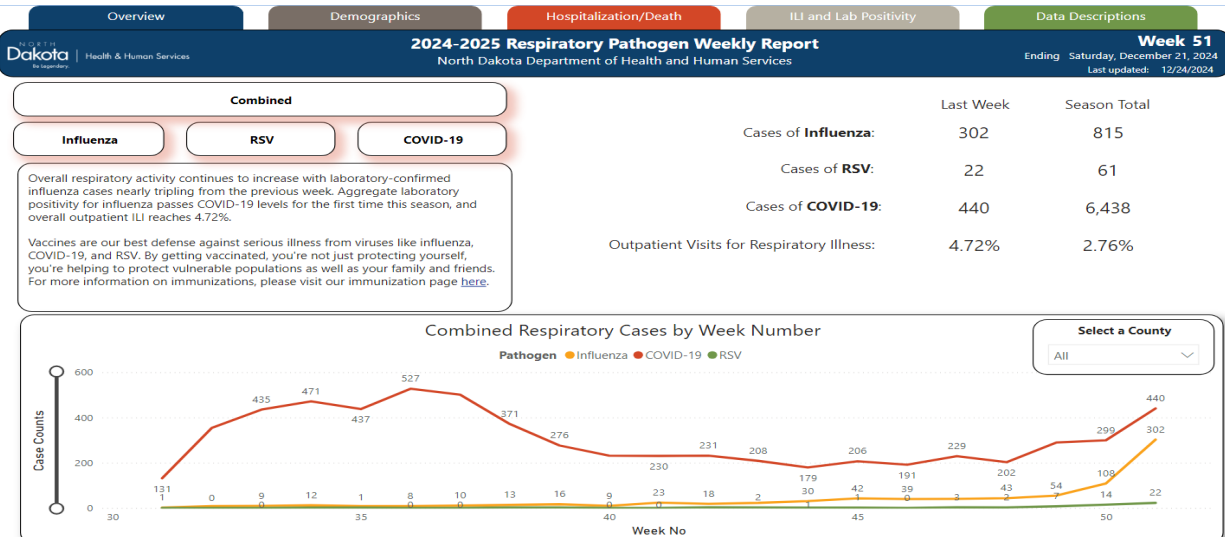
<p>EPR Resource and Asset Guide <i>Catalog of Available Assets</i></p>	<p>Health Response and Licensure <i>Website</i></p>	<p>ND State Lab <i>Website</i></p>
<p>EPR Medical Cache <i>Order Medical Cache Items Here</i></p>	<p>Public Health Division <i>Website</i></p>	<p>Public Health Data & Statistics <i>Website</i></p>
<p>ND Health Alert Network <i>Archive of Past Health Alert Messages</i></p>	<p>EPR Unit <i>Website</i></p>	<p>ND CISM Team <i>Activate the ND CISM Team</i></p>

Notes: The Important Links tab provides quick links to NDHHS information and resources available to hospitals and long-term care facilities.

6. Respiratory Pathogen Report:

Steps:

- Click on the “Respiratory Pathogen Report” tab.

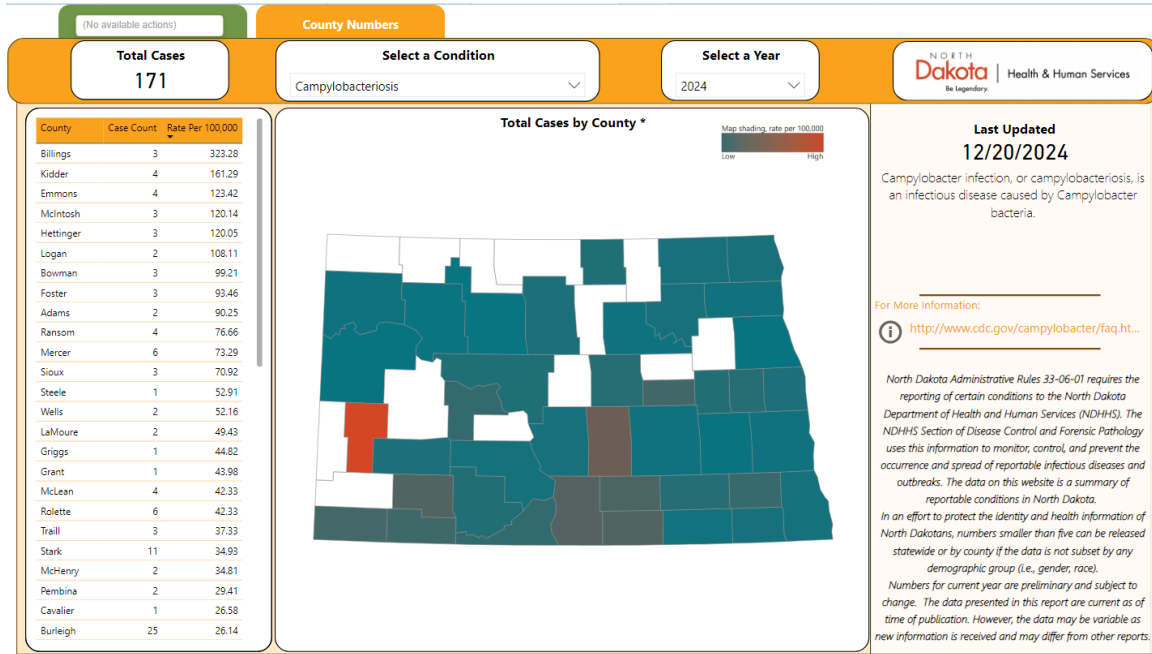


Notes: This tab provides a weekly Respiratory Pathogen report from NDHHS that provides information on respiratory disease cases in ND and other information.

7. ND Disease Report Dashboard:

Steps:

- Click on the “ND Disease Report Dashboard” tab.



Notes: This tab provides a weekly report from NDHHS that provides information on disease cases in ND based on the different types of conditions and counties in ND.

8. Roster:

Steps:

- Click on the “Roster” tab.

Contact	First	Last	Organization	Title/Job Duty	Tags	Record Type	Groups/Teams
No records found							

Notes: This tab provides the facility with roster management capabilities for tracking staff.

Hospital Admission Advisories

Going on Advisory in One Area

Steps:

1. Check ReadyOp Dashboard:

- Access Dashboard here: [Hospital Admission Advisory Dashboard](#)

Medical Facility	Date	Time	Reason for Advisory
Pembina County Memorial Hospital	12/03/2024	08:49 AM	test
Dakota Regional Medical Center	11/27/2024	11:31 AM	Stroke Advisory for nonfunctioning Department Ac
Ashley Medical Center	11/25/2024	03:27 PM	Test Advisory and

- Check to make sure your facility has no current advisories. If no current advisory, go to [Going On Advisory in a Second Area While Currently On Advisory](#)

2. Fill out and submit Hospital Admission Advisory Form:

- Access Hospital Admission Advisory Form here: [Hospital Admission Advisory Form - ND Health & Human Services](#)

Hospital Admission Advisory Form

The North Dakota Hospital Admission Advisory form enables authorized hospital users to provide real-time updates on operating status through the North Dakota Department of Health and Human Services' Emergency Preparedness communication platform - *ReadyOp*. These updates are displayed through a secure web portal, which helps health coalition members make informed decisions about patient transportation across the state.

Medical Facility

Name of Person Submitting

First: [] Last: [] Phone Number: +1 555-555-5555

Date: [] **Time**: []

Facility Status

On Advisory Off Advisory

Reason for Advisory

- **Select a Medical Facility:** Choose the appropriate medical facility from the list.

- **Enter Submitter's Information:** Provide the first and last name of the person submitting the advisory information.
- **Provide Contact Information:** Enter a phone number for the point of contact for additional inquiries.
- **Set Date and Time:** Click on the clock icons next to the date and time fields to autofill with the current date and time.
- **Choose Advisory Status:** Click on the red box labeled 'On Advisory'.
- **Specify Advisory Area & Reason for Advisory:** Indicate which area is going on advisory.
- **Submit the Entry:** Complete the process by submitting the entry.

Going off Advisory in One Area

Steps:

1. Check ReadyOp Dashboard:

- Access Dashboard here: [Hospital Admission Advisory Dashboard](#)

Health & Human Services		North Dakota Hospital Admission Advisory		Total Active
All		Medical Facility	All	Date
Medical Facility	Date	Time	Reason for	
Pembina County Memorial Hospital	12/03/2024	08:49 AM	test	
Dakota Regional Medical Center	11/27/2024	11:31 AM	Stroke Advisory for nonfunctionir Department Ac	
Ashley Medical Center	11/25/2024	03:27 PM	Test Advisory and	

- Check your facilities current advisories. If on multiple advisories go to **Going Off Advisory in One Area but Staying on in Another**

2. Fill out and submit Hospital Admission Advisory Form:

- Access Hospital Admission Advisory Form here: [Hospital Admission Advisory Form - ND Health & Human Services](#)

Hospital Admission Advisory Form

The North Dakota Hospital Admission Advisory form enables authorized hospital users to provide real-time update operating status through the North Dakota Department of Health and Human Services' Emergency Preparedness communication platform - *ReadyOp*. These updates are displayed through a secure web portal, which helps health coalition members make informed decisions about patient transportation across the state.

Medical Facility

Name of Person Submitting

First Last

Phone Number

+1 555-555-5555

Date **Time**

Facility Status

On Advisory Off Advisory

Reason for Advisory

- **Select a Medical Facility:** Choose the appropriate medical facility from the list.
- **Enter Submitter's Information:** Provide the first and last name of the person submitting the advisory information.
- **Provide Contact Information:** Enter a phone number for the point of contact for additional inquiries.
- **Set Date and Time:** Click on the clock icons next to the date and time fields to autofill with the current date and time.
- **Change Advisory Status:** Click on the green box labeled 'Off Advisory'.
- **Submit the Entry:** Complete the process by submitting the entry.

Going on Advisory in a Second Area While Currently on Advisory

Steps:

1. Check ReadyOp Dashboard:

- Access Dashboard here: [Hospital Admission Advisory Dashboard](#)

Health & Human Services		North Dakota Hospital Admission Advisory		Total Active
All ▾		Medical Facility	All ▾	Date
Medical Facility	Date	Time	Reason for	
Pembina County Memorial Hospital	12/03/2024	08:49 AM	test	
Dakota Regional Medical Center	11/27/2024	11:31 AM	Stroke Advisory for nonfunctionir Department Ac	
Ashley Medical Center	11/25/2024	03:27 PM	Test Advisory and	

- Check to make sure your facility has no current advisories.

2. Fill out and submit Hospital Admission Advisory Form:

- Access Hospital Admission Advisory Form here: [Hospital Admission Advisory Form - ND Health & Human Services](#)

- **Select a Medical Facility:** Choose the appropriate medical facility from the list.
- **Enter Submitter's Information:** Provide the first and last name of the person submitting the advisory information.
- **Provide Contact Information:** Enter a phone number for the point of contact for additional inquiries.
- **Set Date and Time:** Click on the clock icons next to the date and time fields to autofill with the current date and time.
- **Choose Advisory Status:** Click on the red box labeled 'On Advisory'.

- **Specify Advisory Areas & Reason for Advisory:** List the previously advised area and the new department going on advisory.

Example: Facility is actively on advisory for Stroke due to non-functioning CT and is now also on Emergency Department advisory due to lack of available beds. Reason for Advisory should be written as “Stroke and Emergency Department advisory due to non-functioning CT scanner and lack of available beds.”

- **Submit the Entry:** Complete the process by submitting the entry.

Going off Advisory in One Area but Staying on in Another Area

Steps:

1. Check ReadyOp Dashboard:

- Access Dashboard here: [Hospital Admission Advisory Dashboard](#)

Health & Human Services		North Dakota Hospital Admission Advisory		Total Active
				3
All		Medical Facility	All	Date
Medical Facility	Date	Time	Reason for	
Pembina County Memorial Hospital	12/03/2024	08:49 AM	test	
Dakota Regional Medical Center	11/27/2024	11:31 AM	Stroke Advisory for nonfunctionir Department Ac	
Ashley Medical Center	11/25/2024	03:27 PM	Test Advisory and	

- Check your facilities current advisories.

2. Fill out and submit Hospital Admission Advisory Form:

- Access Hospital Admission Advisory Form here: [Hospital Admission Advisory Form - ND Health & Human Services](#)

Hospital Admission Advisory Form

The North Dakota Hospital Admission Advisory form enables authorized hospital users to provide real-time update operating status through the North Dakota Department of Health and Human Services' Emergency Preparedness communication platform - *ReadyOp*. These updates are displayed through a secure web portal, which helps health coalition members make informed decisions about patient transportation across the state.

Medical Facility

Name of Person Submitting

First Last

Phone Number

+1 555-555-5555

Date **Time**

Facility Status

On Advisory Off Advisory

Reason for Advisory

- **Select a Medical Facility:** Choose the appropriate medical facility from the list.
 - **Enter Submitter's Information:** Provide the first and last name of the person submitting the advisory information.
 - **Provide Contact Information:** Enter a phone number for the point of contact for additional inquiries.
 - **Set Date and Time:** Click on the clock icons next to the date and time fields to autofill with the current date and time.
 - **Maintain Advisory Status:** Click on the red box labeled 'On Advisory'.
 - **List Remaining Advisory Area (Reason for Advisory):** Indicate only the department that continues to be on advisory.
- Example:** Facility is off Stroke advisory but needs to remain on Emergency Department advisory only. Reason for Advisory should be written as "Emergency Department advisory due to lack of available beds."
- **Submit the Entry:** Complete the process by submitting the entry.

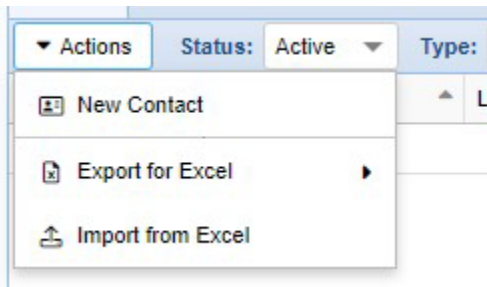
Roster Management

Create a new Contact (Individual)

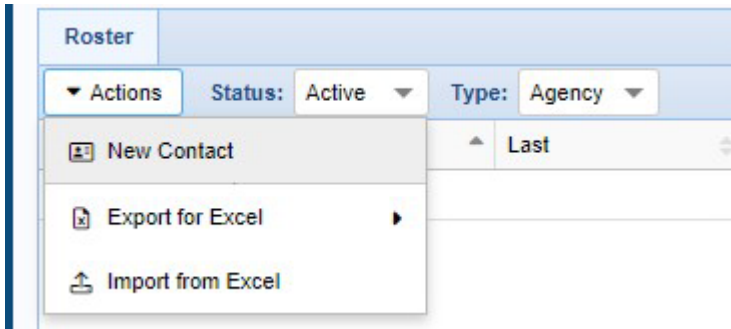
Notes: Enter a contact into ReadyOp when you need to add a new individual or entity to your contact roster for sending alerts or messages. The primary purpose is to ensure that all relevant parties are included in your roster, enabling efficient and timely dissemination of information during emergencies.

Steps:

1. **Log into ReadyOp** and navigate to the “Roster” tab.
2. **Select the Actions** menu near the top left corner of the screen.



3. **Click on New Contact.**



4. Determine Visibility:

The screenshot shows a 'New Contact' form with the following fields and sections:

- General Info:** Agency (dropdown: Viewable by the entire agency), First Name, Last Name, Organization, Title, Tags, PIN, User Account (dropdown), Create User button, Record Type (dropdown).
- Other Information:** Street Address, City, County, State, ZIP, Country, MRC Job Role, MRC License.
- Phone Numbers:** Work (dropdown), Country (dropdown: US), Number (+1 555-555-5555), No (dropdown), delete icon.
- Email Addresses:** Work (dropdown), Email Address, delete icon.

A 'Save' button is located at the bottom right of the form.

1. Choose **Agency**.
2. Choose **Personal** if the contact is specific to you only as a user (visible only to you).
Note: It is not recommended to use **Personal** due to visibility being limited to your user access only.

5. Enter Contact Details:

1. **First Name:** Format as "John" (capitalize the first letter).
2. **Last Name:** Format as "Doe" (capitalize the first letter).
3. **Associated Organization:** Enter the entity the individual is associated with (e.g., workplace, Next of Kin facility). Limit to 32 characters.
4. **Title/Job Duty:** Enter their highest job role (e.g., RN, Administrator) or facility association (e.g., Next of Kin)
5. **Tags:** Enter tags separated by commas to identify the record type subcategory (e.g., LTC for long-term care or HOS for Hospital).
Note: Each contact can have only one record type. Tags help to filter contacts further than their record type. It is important that the Tags remain consistent.
 - If the individual requires multiple record types, enter them multiple times with the appropriate record type for each. The contact information will remain the same, and the system will only send one notification per common phone/email/SMS unless different contact info is provided for each record type.

1. Example: John Doe is the CEO of Pisek Ambulance, Administrator of Pisek Hospital, and Emergency Manager for

Walsh County. Enter him three times with three different record types.

6. **PIN:** Leave this field blank.
7. **User Account:** Only associate with an **approved user** account. This step only applies to contacts that also have/need a paid user account to access the system themselves.
8. **Record Type:** Select the record type that best matches their role.
 1. Example: If John Doe works for Pisek Hospital, his record type would be **HOS** (Hospital). If Jane Doe works for Pisek Nursing Home, her record type would be **LTC** (Long Term Care). If Donald Duck is a nursing home next of kin contact, his record type would be **LTC** (Long Term Care).
 - **HOS** - Hospital
 - **LTC** – Long-Term Care
9. **Address Information:**
 1. **Street Address:** Enter the facility's street address when possible (e.g., for hospitals, clinics, or other specific associated organizations). Next of kin should be entered under the facilities address.
 2. **City:** Enter the full city name (capitalize the first letter).
 3. **County:** Enter the associated county (capitalize the first letter).
 4. **State:** Enter the state **abbreviation** (capitalize the full abbreviation).
 5. **Zip Code:** Enter the 5-digit zip code **or** 5 digits + 4 additional digits (e.g., 12345-6789).
 6. **Country:** Enter the country **abbreviation** (capitalize the full abbreviation).
10. **MRC Job Role and License:** Leave this field blank.
11. **Phone Numbers:**
 1. **Categorize** phone numbers appropriately.
 2. Set the **Country Code** to US (+1).
 3. Indicate if the number is **textable** by selecting **Yes** or **No**.
12. **Email Addresses:**
 1. Categorize email addresses appropriately based on their purpose (e.g., personal, work).

13. Save the Contact:

After entering all necessary information, select **Save**.

Phone Numbers			
Cell	+1	701-234-5678	Yes
Home	+1	701-678-9123	No
Work	+1	701-333-4444	No
Work	+1	555-555-5555	No

Email Addresses	
Home	DonnyDuck@Happymail.com
Work	DonD@pisektowers.org
Work	Email Address

14. Verify Contact is in the Roster

After selecting **Save**, you should see your contact in the roster.

Actions	Contact	First	Last	Organization	Title/Job Duty	Tags	Record Type	Street Address
<input type="checkbox"/>	Donald	Duck	Happiest Place Retirement Village and Care Center	Next of Kin			LTC	123 Magical Road N

Note: You may need to search to locate the contact if you have a large existing roster.

Donald Duck Organization Next of Kin Tags

Clear Filters 0 entries (filtered from 2,157 total entries)

By following these steps, you ensure that your contact roster remains clean and consistent.

Bulk Contact Import

Notes: Import a list of contacts into ReadyOp when you need to add or update multiple individuals or entities to your roster simultaneously. The primary purpose is to efficiently

update and manage your contact roster, ensuring that all necessary individuals are included in your communication strategy. This facilitates quick and coordinated communication during emergencies or routine operations.

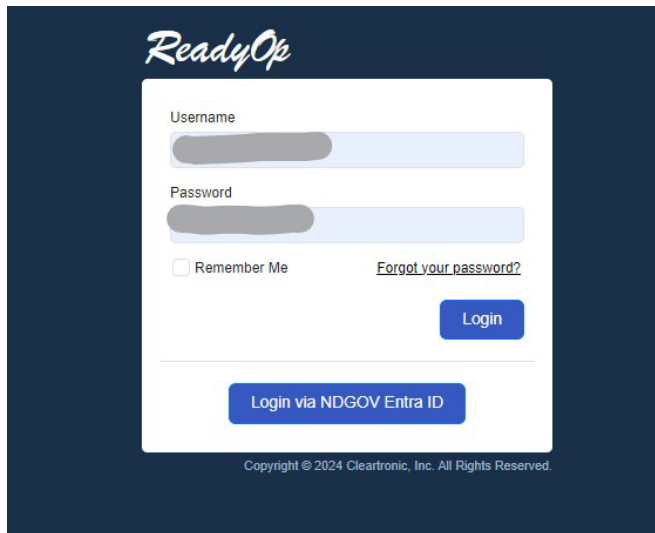
Steps:

- 1. Prepare the Contact List:** Using the ReadyOp Template provided, enter required information in the template. Ensure that your list of contacts is saved in .xlsx format.

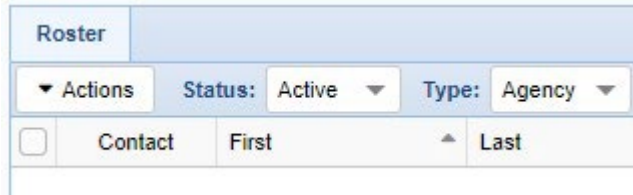
Note: The Provided template has controlled fields meant to help maintain a clean and manageable roster. It is also important to note that Bulk Contact imports may result in unintended duplication of contacts if your roster template includes someone already in your list.

	B	C	D	E	G	H	I	J	K	L	M	O	R	S	T
1	First	Last	Organization	Title	Record Type	Street Address	City	County	State	ZIP	Country	Phone 1 Number	Phone 1 Type	Phone 1 Textable	Phone 2 N
2	Donald	Duck	Happiest Place Retirement Village and Care Cen	Next of Kin LTC		123 Magical Road	Pisek	Walsh	ND	58123	US	+17012345678	Cell	Y	+17016789
3															
4															
5															

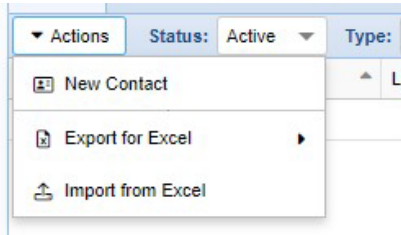
- 2. Log in to ReadyOp:** Access your ReadyOp dashboard with your credentials.



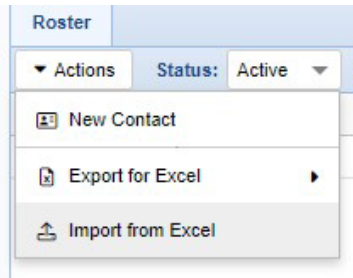
- 3. Navigate to Roster:** Locate the roster section in the dashboard.



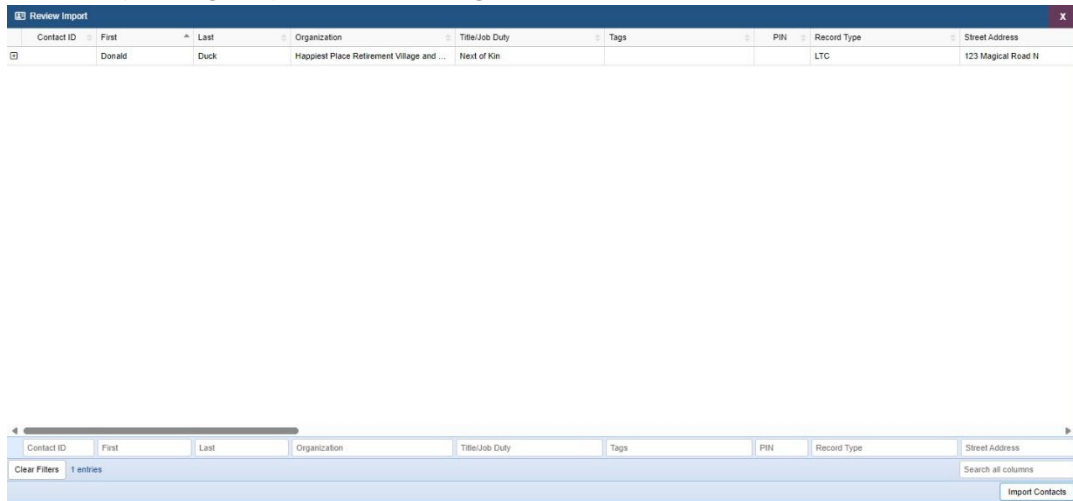
4. **Navigate to the Actions menu:** Locate the section for importing from Excel.



5. **Upload the Contact List:** Select and upload the prepared file from your device.



6. **Check for Errors:** Review the import for any areas highlighted in red and make any necessary changes by double-clicking on the error.



7. **Import Contacts:** Select "Import Contacts" to add them to your roster.

8. **Verify Contact is in the Roster**



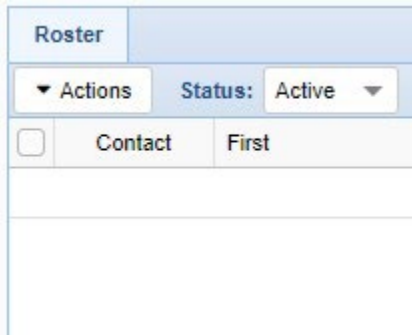
By following these steps, you ensure that your communication network is updated efficiently, saving time, and minimizing errors.

Delete a Contact

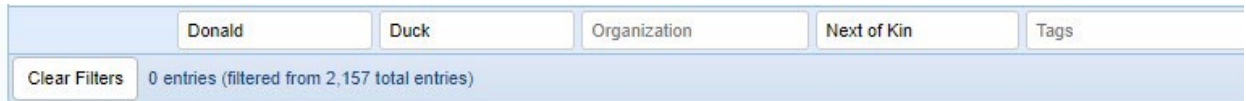
Notes: Delete a contact in ReadyOp when an individual or entity is no longer part of your roster, or when their information needs to be removed for security or privacy reasons. This process is also useful for maintaining an up-to-date and accurate contact roster. The primary purpose is to ensure that your contact roster remains current and relevant. Removing outdated or unnecessary contacts helps streamline communication and prevents sending information to individuals who no longer require it.

Steps:

1. **Log in to ReadyOp:** Access your ReadyOp dashboard using your credentials.
2. **Navigate to Roster:** Locate the Roster section where your contacts are listed.



3. **Search for the Contact:** Use the search filters to find the contact you wish to delete.



4. **Select the Contact:**

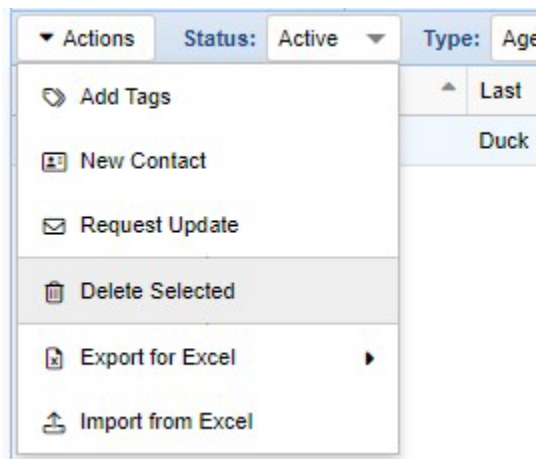
- o **Method 1:** Click the check mark next to the contact.



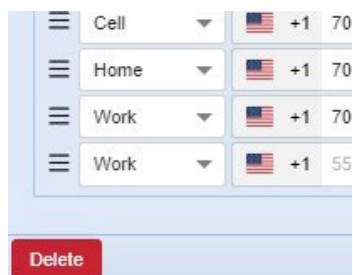
- **Method 2:** Double-click on the contact to open their details.

5. Delete the Contact:

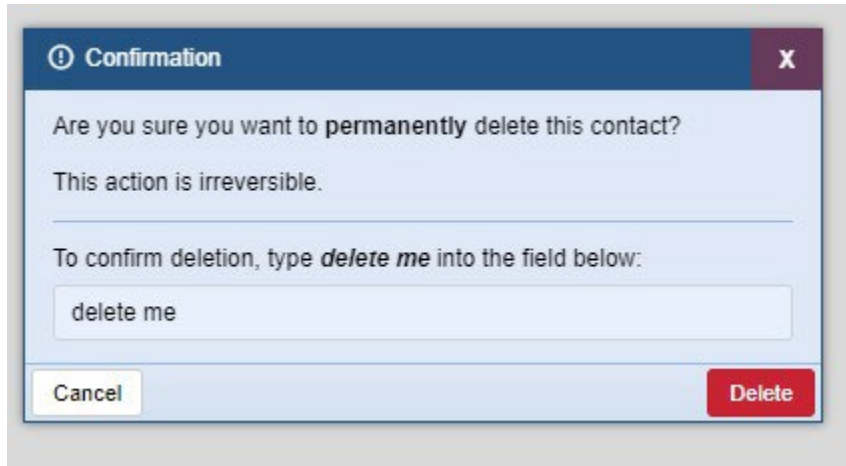
- **Method 1:** Locate “Delete Selected” from the Action Menu.



- **Method 2:** Locate the “Delete” button.



- 6. Confirm Deletion:** Confirm that you want to delete the contact, enter “delete me” when prompted, and select the “Delete” button to complete the process.



- 7. Update the Roster Template:** Remove the contact from both ReadyOp and your roster template. This prevents accidental re-importing of the contact back into ReadyOp.

By following these steps, you are ensuring that your contact roster is up-to date and accurate.

Bed Availability

Submitting Bed Availability (Hospitals)

Notes: Accurate and timely submission of bed availability data is crucial for efficient patient management and resource allocation during emergencies or disasters. This information is used by NDHHS EPR to understand each hospital’s ability to handle specific types of patients during an emergency. Remember to regularly update this information as situations evolve to maintain the effectiveness of emergency response efforts.

Steps:

- 1. Navigate to the Bed Availability submission form** in ReadyOp: [ND Hospital Bed Availability Data \(Hospitals\) - ND Health & Human Services](#)
- 2. Fill out & submit form:**
 - a. Set current date/time (date/time of the form submission)
 - b. Select your hospital’s name from the dropdown menu
 - c. Complete Capability Assessment Yes/No fields
 - d. Complete Mass Casualty Incident questions (if needed)
 - i. Red patients = immediate care
 - ii. Yellow patients = delayed care
 - iii. Green patients = minor injuries
 - e. Complete Bed Type Availability section
 - f. Click “Submit” at the bottom of the form to submit responses to NDHHS EPR

Submitting Bed Availability (Long-Term Care Facilities)

Notes: Accurate and timely submission of bed availability data is crucial for efficient patient management and resource allocation during emergencies or disasters. This information is used by NDHHS EPR to understand each hospital's ability to handle specific types of patients during an emergency. Remember to regularly update this information as situations evolve to maintain the effectiveness of emergency response efforts.

Steps:

1. **Navigate to the Bed Availability submission form** in ReadyOp: [ND Longterm Care Bed Availability Data - ND Health & Human Services](#)
 2. **Fill out & submit form:**
 - a. Set current date/time (date/time of the form submission)
 - b. Select your facility's name from the dropdown menu
 - c. Complete Bed Type Availability sections:
 - i. Skilled Nursing Beds
 - ii. Basic Care Beds
 - iii. Assisted Living Beds
 - d. Click "Submit" at the bottom of the form to submit responses to NDHHS EPR
-

Patient Tracking

Patient/Resident Upload

Notes: With this new method of tracking, the facilities will no longer prepopulate patients into the ND EPR system. Patients will be sent to NDHHS at the time of an emergency event. They will be responsible to maintain a spread sheet with a listing of their residents and their assigned patient IDs. **In the event of an evacuation the facility will provide NDHHS their spreadsheet to upload at that time.**

Steps:

1. **Access Patient Tracking Template Form 146** and enter in patient/resident information:
 - a. **Patient ID*:** the number on the Patient Evacuation Tag provided by NDHHS. (Letter and numbers only below any of the barcodes on the tag).
 - b. **Evacuating Facility*:** Select from the drop down your facility.
 - c. **Mobility Adjunct*:** Select from the drop down an adjunct for the patient (When choosing a mobility adjunct remember it is for evacuation purposes and not daily activity, ambulatory may not be appropriate if resident cannot walk long distances and climb stairs).
 - d. **Long Term Care Level:** If your facility is a long-term care select the resident's current care level. Leave blank if your facility is a hospital.
-

- e. **Hospital Care Level:** If your facility is a hospital select the patient’s current care level. Leave blank if your facility is a long-term care.
 - f. **First Name*:** Patient’s first name
 - g. **Middle Initial:** Patient’s middle initial (optional)
 - h. **Last Name*:** Patient’s last name
 - i. **City:** City your facility is in (Optional)
 - j. **Sex*:** Select M or F
 - k. **DOB*:** Patient’s date of birth (MM/DD/YYYY)
 - l. **Meds Allergies, Special Considerations:** input any special considerations, meds, or allergies pertinent to the patient or resident. This is a free text and will input any information provided. (Example: Metformin bid, NKDA, pt’s spouse or sibling in same facility).
2. **Save file locally** and keep up to date as needed.
 3. **Email to NDHHS Department Operation Center** during an emergency or upon request.

Downloading ReadyOp mobile app & entering key

Notes: To utilize ReadyOp’s patient tracking capabilities, you will need to first download the ReadyOp forms application on your mobile device.

Steps:

1. **Use the QR codes below** to navigate to your app store & download the “ReadyOp Forms” mobile app: Version 2.3.6 or newer

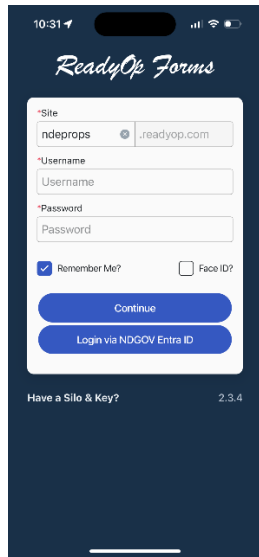
a. Android:



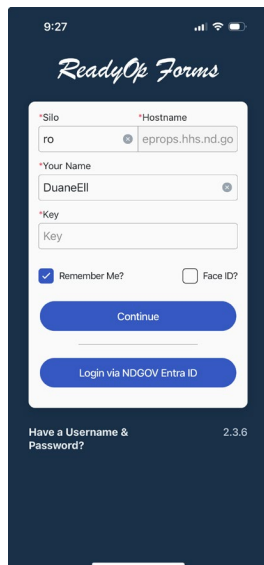
Apple:



2. Once installed, open the application
3. Click on “Have a Silo & Key” in the lower left corner



4. Silo: **ro**
5. Hostname: **eprops.hhs.nd.gov**
6. Enter your first and last name all one-word, a hyphen, and your agency's abbreviation. Ex: DuaneEII-NDHHS



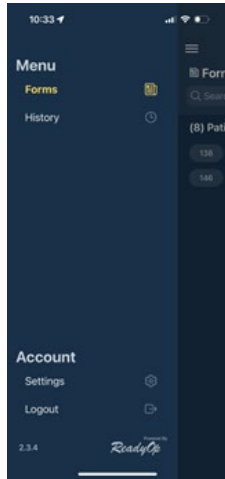
7. Enter the numerical key provided to you by NDHHS currently **19231285**
8. You can select “Remember Me” or enable FaceID at this time if you wish. Click on “Continue”.
9. You are now logged into the Patient Tracking Forms for NDHHS

Accessing Patient Tracking forms

Notes: After you have downloaded the “ReadyOp Forms” mobile app to your mobile device and logged in, you will have the ability to access forms and submit patient information.

Steps:

1. From the Menu, select “Forms”



2. You will have access to two forms:

- a. **NDHHS Mass Casualty Triage & Tracking** - This form is for MCI Events and allows users to scan triage tags, provide triage and transport details, minimal patient identifications if available. The submitted information allows facilities to see which patients are coming to them via the dashboards.



- b. **NDHHS Facility Patient Tracking** - This form is for facility evacuations; it has the capability to scan evacuation forms provided to the hospitals and long-term care facilities. This form has some general information to assist in placement, and transport of evacuees.

10:58

ReadyQ Forms

Form ID: 148

NDHHS Facility Patient Tracking

FACILITY IS RESPONSIBLE FOR FILLING OUT THE PATIENT INFORMATION.

Patient Information

Evacuating Facility is responsible for filling out or confirming the Patient Information.

Patient ID

[#] >

Evacuating Facility

>

Patient Status

Critical

Delayed

Stable

Mobility Adjunct

>

Long Term Care level

Assisted Living

Basic

Send Messages

Notes: This guide will walk you through the process of sending a facility message through the Department Operations Center (DOC) using the ReadyOp communications platform. Follow the steps outlined below to ensure your message reaches the intended audience.

- Requests are monitored Monday through Friday, from 8 a.m. to 4 p.m. CT (excluding state holidays), and messages will be sent during these hours.
 - For urgent messages outside of these hours, please complete this form and contact the Department Operations Center Case Manager at 701-328-0707 (available 24/7). Verify Contact Information:
- Before submitting this form, it is important to ensure that your contact rosters are up to date. Your message will be sent to the contacts available in the system at the time of form submission.
- **Phone Number/Caller ID:** 701-328-7037
- **Email Address/ID:** Facility Notification System – {Facility Silo Name} <notifications@ndeprops.readyop.gov.com>
- **SMS/Text Message ID:** 1-(855)-590-1774 & Facility Notification System

Steps:

1. Navigate to the Facility Message Form Tab:

- If you need assistance accessing the form, contact the **Department Operations Center (DOC)** for support.

2. Complete the Facility Message Form

Fill out the required fields to submit the form:

1. Requestor Name:

- Enter your name to identify the person requesting the message to be sent.

2. Requestor's Phone Number:

- Provide a contact number so the DOC can reach you if needed regarding the message.

3. Requestor's Email:

- Enter your email address so you can receive a confirmation once the message is sent.

4. Facility Silo #1:

- Specify the name of your facility silo that the list of contacts is associated with. This helps identify where the message will be directed.

5. Email Subject:

- Enter the subject of your email as you want it to appear to the recipient.
- If you select multiple notification methods, the subject will default to **“Unified Notification”** in the ReadyOp system.

6. Message (Include callback number/email if needed):

- Write the message exactly as you want it to appear to the recipient. We ask that you include a callback number or email address for the recipient to contact you.

7. Message Priority:

- Select a priority for your message:
 - If urgent, select high priority and follow up with the DOC via phone ASAP for additional context.

8. Audience:

- Specify who should receive the message by choosing the correct audience (staff, next of kin, resident).

9. Delivery Method(s):

- Select how the message will be delivered: Phone, Text, and/or Email.
- **Note:** If you choose multiple delivery methods, each method will receive the same message.
- If a contact has multiple options for the same method (e.g., two email addresses), specify which one should be used.

Optional Fields:

1. Facility Silo #2:

- If your facility has two locations that need the same message, you can specify a second silo number here. This is optional.

2. Attachments:

- If needed, you can attach a PDF or JPG file (up to 10MB in size). Attachments are optional.

3. Submit the Form

- Once you've completed the form, click the **Submit** button. This will notify the Department Operations Center that the form is ready for processing.

2. Confirmation:

- The Department Operations Center will review your request and send the message as specified.
- The requestor will be included as a recipient of the message to confirm that it has been sent, regardless of whether they are part of the intended audience list or not.

By following these steps, you can effectively send a facility message through the ReadyOp platform. Make sure to double-check all entries for accuracy to ensure that the message reaches the correct audience without any issues.

Example Form:

State of North Dakota | Health & Human Services Powered By *ReadyOp*

Facility Message Form v.1

This form provides facilities with a tool for immediate communication during critical events, supporting personal safety and business continuity. It is available statewide for use by Long-Term Care (LTC) facilities, hospitals, and other medical facilities. Emergency messages or notifications can be sent to staff, residents, next of kin (NOK), or other agencies as needed.

Message Requestor Information

Please enter your contact details below so the Department Operations Center can reach you regarding your message if needed.

Requestors Name **Requestors Email**

First Last

Requestors Phone Number

+1 555-555-5555

Please select a facility silo from the drop-down menu to send your message. You must choose at least one silo. Messages can only be sent to contacts within your selected facility or facilities. If your facility has two separate locations, select the second silo if you wish to send the message to that location as well.

Facility Silo # 1 **Facility Silo # 2**

Message Details

Please enter the message you wish to send, including the priority level and intended audience.

Caller ID will appear as: 701-328-0707
Text Message ID will appear as: 1-(855)-590-1774
Email Address ID will appear as: "Notifications - {Facility Silo Name} <notifications@ndeprops.readyop.com>"

Example:
(Notifications - ND Health & Human Services <notifications@ndeprops.readyop.com>)

Email Subject:

Please include a call-back number and/or email address in the body of the message.

Message

Message Body: (Include a Call Back Number and/or Email Address).

Attachments

You may attach files, such as a PDF (up to 10MB), to be sent with your message (email only) if desired.

Attachment (Optional)

Browse... No file selected.

Message Priority

High Priority Medium Priority Low Priority

Note:

High Priority Messages

Contact the Department Operations Center immediately at (701) 328-0707.
Used for immediate emergencies or threats to life (e.g., facility evacuation).

Medium Priority Messages

Used for potential emergencies or threats to life (e.g., reporting respiratory illness outbreaks).

Low Priority Messages

Used for general messaging or FYI notifications (e.g., holiday announcements).

Audience

Next of Kin Staff Residents

Delivery Method

Phone Email Text

Note:

ReadyOp does not offer a confirmation option. If multiple delivery methods are selected, recipients will receive a notification through each chosen method.

Example:

- If all 3 methods are selected, a message will be sent via each method for contacts with those specific method types.
- If only 1 method is selected, recipients will only receive a notification through that method.

Submit

Video Tutorials & Additional Support

- [ReadyOp Forms Overview](#)- Forms Overview
- [ReadyOp General Overview](#) - ReadyOp Overview
- [ReadyOp Patient Tracking](#) - Patient Tracking
- [ReadyOp Contact Roster Management](#) - Roster Management

For additional application support/questions, please contact: