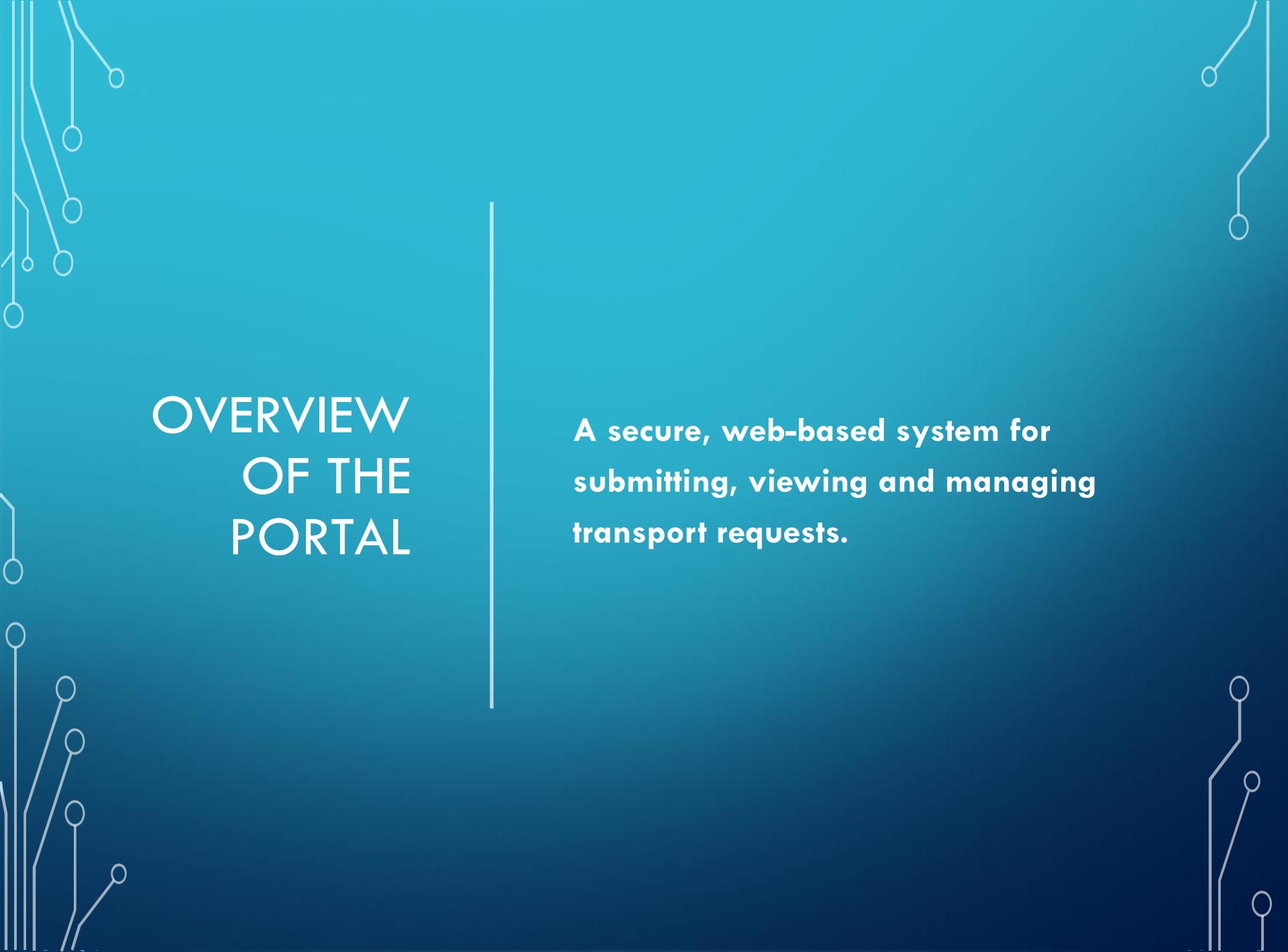


# PATRIOT AMBULANCE

WELCOME TO EMS

PORTAL TRAINING

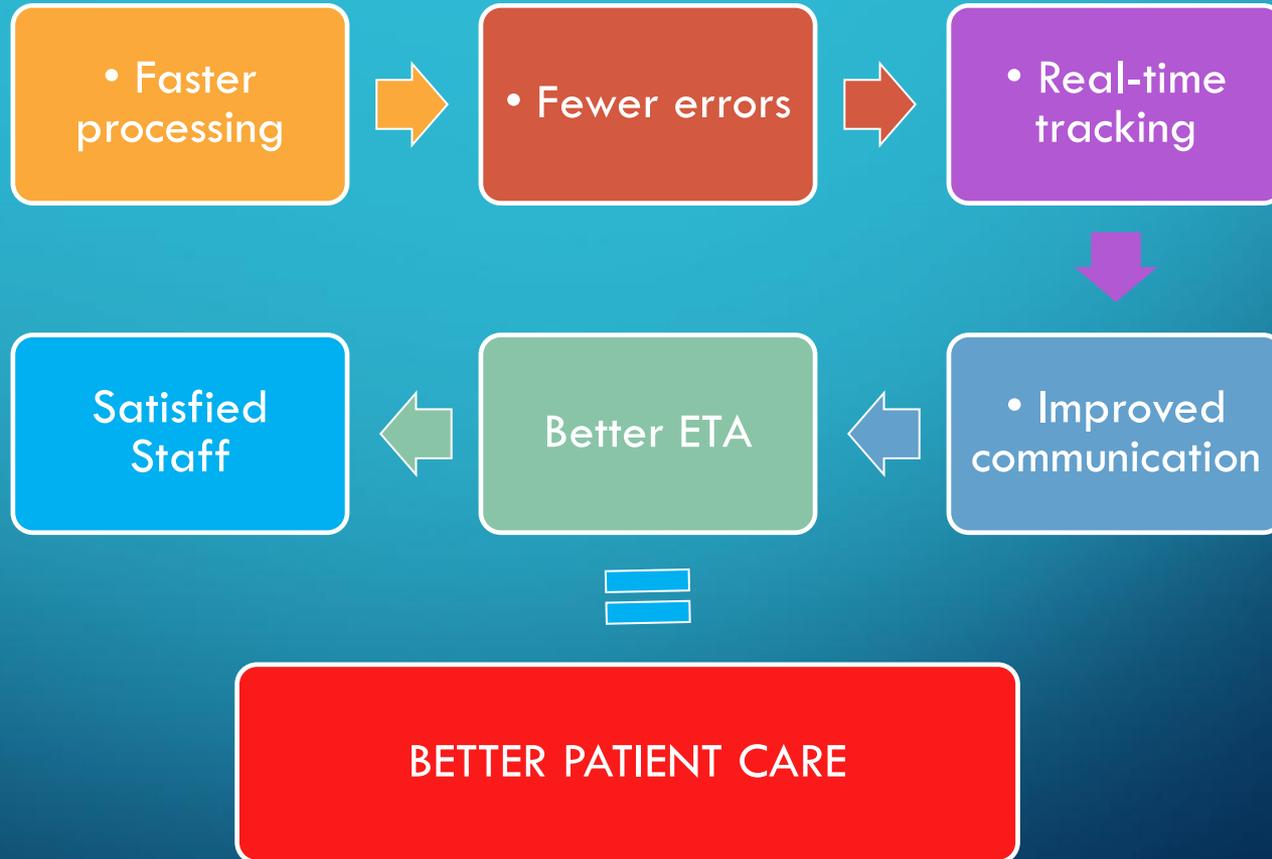
LEARN HOW TO EFFICIENTLY USE THE EMS PORTAL FOR  
DISPATCH OPERATIONS.



# OVERVIEW OF THE PORTAL

**A secure, web-based system for  
submitting, viewing and managing  
transport requests.**

# BENEFITS OF USING THE PORTAL



# HOW TO REGISTER



powered by Traumasoft

## Login

USERNAME:

PASSWORD:

[Reset Password?](#)  
[Register for Trip Assistant](#)

### Warning Notice

This system is restricted to authorized users for legitimate business purposes and is subject to audit. The system contains materials that are or may be protected by United States copyright law, patent law, and trade secret law, and by International treaty provisions. The actual or attempted unauthorized access, use or modification of computer systems is a violation of state, federal, and international laws.

Visit the registration page and create your username and password.

<https://patriotamb.traumasoft.com/tripassistant/register.php>

# REGISTRATION APPROVAL

YOU WILL RECEIVE AN  
APPROVAL EMAIL WITH A LINK  
TO ACCESS THE PORTAL.

Search mail



## Trip Assistant Access Approved Inbox x

no\_reply@patriotamb.traumasoft.com

Dear trieu son,

Your access to the Trip Assistant system has been granted.

You may log in here: <http://patriotamb.traumasoft.com/tripassistant>

Username: pambmson

(If you can't remember your password, you may reset it on the login page.)

Sincerely,

TripViewer Administration

Reply

Forward





powered by Traumasoft

## Login

USERNAME:

PASSWORD:

[Reset Password?](#)  
[Register for Trip Assistant](#)

### Warning Notice

This system is restricted to authorized users for legitimate business purposes and is subject to audit. The system contains materials that are or may be protected by United States copyright law, patent law, and trade secret law, and by international treaty provisions. The actual or attempted unauthorized access, use or modification of computer systems is a violation of state, federal, and international laws.

Use your credentials to log in and access the dashboard.

# LOGGING IN

### Schedule Trip

**Patient Information**

\* Patient    
(last name, first name)

\* Auth Number

SSN  DOB

\* Weight  lbs   
Height  in

Primary Diagnosis:

Patient Comments:

**Pickup Location**

Patient Address  Residence

\* Facility    
Dept

\* Country

\* Address   
Apt/Ste/Rm

\* City

\* State

\* Zipcode

\* Phone

\* Arriving MD Name:    
 Text Entry

\* Arriving MD Phone:

**Dropoff Location**

Patient Address  Residence

\* Facility    
Dept

\* Country

\* Address   
Apt/Ste/Rm

\* City

\* State

\* Zipcode

\* Phone

\* Arriving MD Name:    
 Text Entry

\* Arriving MD Phone:

**Pickup Time / Appointment Time**

\* Pickup: Date  Time   Will Call  
Appt: Date  Time

**Insurance & Trip Details**

Admitted Date:

Medicare:

Medicaid:

Private Insurance:

\* Number of Stairs Requested By:

Reason For Transport:  Current Payor:

Balloon Pump  Yes  No    BI-Pap  Yes  No    CPAP  Yes  No  
IV Pump  Yes  No    Ventilator  Yes  No

Is Bed Confirmed?  Yes  No    Time of Transport:

In your professional opinion, does the patient named above require stretcher transportation at the time of transport?  Yes  No

Can this patient be safely transported unattended by wheelchair in a car?  Yes  No

Optimal  Yes  No    Responder  Yes  No    One Way  Yes  No

Is Patient Unkempt?  Yes  No

Call Type:

LOS:

Is this patient receiving oxygen?  Yes  No

Oxygen  LPM

Wide Wheelchair

Bariatric Stretcher

IV #

Cardiac Monitor

**Comments**

Dispatch Comments

Social Patient Notes



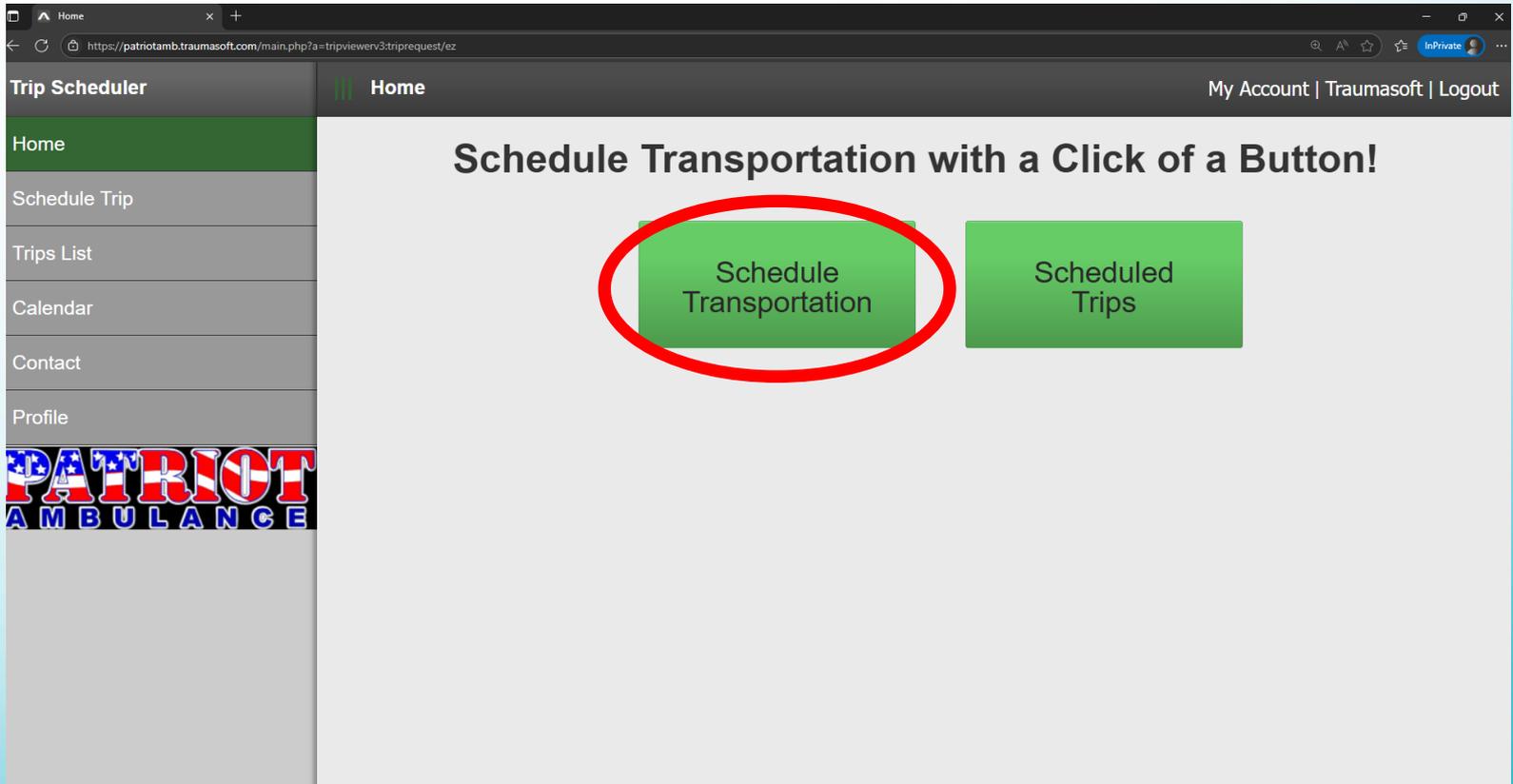
AFTER YOU LOG IN THIS WILL BE THE FIRST PAGE.

BUT THIS IS NOT WHERE YOU WILL BEGIN YOUR TRANSPORT REQUEST.



The screenshot shows the Patriot Ambulance website interface. At the top, there is a navigation bar with the following items: My Account, Trip Assistant, Trip Brokerage, Patients, Trip List, Trip Calendar, Schedule Trip, Trip Scheduler, Preferences, and Logout. A dark blue dropdown menu is open on the left side, listing: Trip Assistant, Trip Brokerage, Patients, Trip List, Trip Calendar, Schedule Trip, Trip Scheduler (circled in red), Preferences, and Logout. A red arrow labeled '1' points to the menu icon in the top left corner, and another red arrow labeled '2' points to the 'Trip Scheduler' option in the dropdown menu. The main content area contains several form sections: 'Patient Information' with fields for name and DOB; 'Pickup Location' and 'Dropoff Location' sections with fields for Facility, Country, Address, City, State, Zipcode, and Phone; 'Pickup Time / Appointment Time' with date and time pickers; and 'Insurance & Trip Details' with various checkboxes and radio buttons for trip options and medical requirements.

- **CLICK THE MENU ICON ON THE TOP LEFT CORNER OF YOUR PAGE.**
- **FROM THERE YOU WILL CLICK ON “TRIP SCHEDULER”**



# SCHEDULING A TRIP

Use the Trip Scheduler to enter transport details.

# ENTER PATIENT INFORMATION

← ↻ https://patriotamb.traumasoft.com/main.php?a=tripviewerv3:triprequest/main

**Trip Scheduler** | **Schedule Trip**

Home

**Schedule Trip**

Trips List

Calendar

Contact

Profile

**PATRIOT  
AMBULANCE**

**\*Patient**

DOB

Height  in  \*Weight  lbs

Requester

Requester Phone

Pickup Time: ASAP  Scheduled

Rtn. Time:

\*Type of Service

Reason

Number of Stairs

Options Round Trip  One Way

Oxygen  Restraints  Monitor  Ventilator  IV

Notes / Comments / O

Pickup Facility

Country

Address

Apt/Room/Suite #

City

State

Zipcode

Phone

Dropoff Facility

Country

\*Address

Apt/Room/Suite #

\*City

\*State

\*Zipcode

Phone

Payor

PATIENT'S LAST AND FIRST NAME, DOB, SSN

https://patriotamb.truamissort.com/main.php?ra=tripnew&ra=triprequestmain

Schedule Trip

\*Patient

DOB  SSN

Height  in  \*Weight  lb:

Requester

Requester Phone:

Pickup Time:

Rtn. Time:

\*Type of Service:

Number of Stairs:

Options: Round Trip  One Way

Oxygen  Restraints  Monitor  Ventilator  IV

Notes / Comments /

Additional Info:

Balloon Pump Yes  No

Pickup Facility: NAZARETH HOSPITAL

Country: United States

Address: 2601 HOLME AVE

Apt/Room/Suite #:

City: PHILADELPHIA

State: Pennsylvania

Zipcode: 19152-2007

Phone: (215) 335-8000 Ext.

Dropoff Facility:

Country: United States

\*Address: Enter a location

Apt/Room/Suite #:

\*City:

\*State:

\*Zipcode:

Phone:

Payor:

Please select the Reason for Transport.

# SELECTING PICKUP DETAILS

Choose the pickup date, time, and location.

The screenshot shows a web browser window with the URL <https://patriotamb.traumasoft.com/main.php?a=tripviewerv3:triprequest/main>. The page title is "Schedule Trip". On the left is a navigation menu with items: Home, Schedule Trip (highlighted), Trips List, Calendar, Contact, and Profile. Below the menu is a "PATRIOT AMBULANCE" logo. The main form area contains the following fields and options:

- \*Patient:  Clear
- DOB:  SSN:
- Height:  in  \*Weight:  lbs
- Requester:
- Requester Phone:
- Pickup Time: ASAP  Scheduled
- Rtn. Time:
- \*Type of Service:
  - Select
  - Select
  - Advanced Life Support
  - Basic Life Support
  - Wheelchair Unit
- Number of Services:
- Options:  Oxygen  Restraints  Monitor  Ventilator  IV
- Notes / Comments / Other:

A red circle highlights the "Type of Service" dropdown menu.

# CHOOSING TRANSPORT TYPE

Select the appropriate call type to ensure proper equipment is dispatched

The image shows a screenshot of a web application titled "Schedule Trip". The form contains various input fields and options for scheduling a trip. A red circle highlights the "Advanced Life Support" option in the "Type of Service" dropdown menu. The form includes fields for Patient information (Name, DOB, SSN, Height, Weight), Requester information (Name, Phone), Pickup Time (ASAP/Scheduled), Return Time, and various facility and address fields. There are also checkboxes for "Oxygen", "Restraints", "Monitor", "Ventilator", and "IV". A "Notes / Comments" text area is at the bottom.

main.php?a=tripviewer3:triprequest/main

### Schedule Trip

\*Patient

DOB  SSN

Height  in  \*Weight  lbs

Requester

Requester Phone

Pickup Time: ASAP  Scheduled

Rtn. Time:

\*Type of Service

- Advanced Life Support
- Basic Life Support
- Wheelchair Only

Number of Stairs

Options Round Trip  One Way

Oxygen  Restraints  Monitor  Ventilator  IV

Notes / Comments / O

Pickup Facility  
Country  
Address  
Apt/Room/Suite #  
City  
State  
Zipcode  
Phone  
Dropoff Facility  
Country  
\*Address  
Apt/Room/Suite #  
\*City  
\*State  
\*Zipcode  
Phone  
Payor

# ADVANCED LIFE SUPPORT

## ALS Transport

**Purpose:** Advanced medical care during transport.

**Examples:** IV medications, cardiac monitoring, ventilator support.

**Dispatch:** Paramedic crew with ALS equipment.

**Portal Tip:** Select "ALS" and describe medical needs.

Screenshot of the "Schedule Trip" web application interface. The interface includes a sidebar with navigation options like "Home", "Schedule Trip", "Trips List", "Calendar", "Contact", and "Profile". The main content area is a form for scheduling a trip. A red circle highlights the "Reason" dropdown menu, which is open and shows three options: "Select", "Advanced Life Support", and "Basic Life Support". The "Advanced Life Support" option is highlighted in yellow. Other form fields include "Patient", "DOB", "SSN", "Height", "Weight", "Requester", "Requester Phone", "Pickup Time", "Rtn. Time", "Number of Stairs", and "Options" (Round Trip, One Way). There are also checkboxes for "Oxygen", "Restraints", "Monitor", "Ventilator", and "IV". A "Notes / Comments" text area is at the bottom.

- **5. ALS Transport**
- **Purpose:** Advanced medical care during transport.
- **Examples:** IV medications, cardiac monitoring, ventilator support.
- **Dispatch:** Paramedic crew with ALS equipment.
- **Portal Tip:** Select "ALS" and describe medical needs.

# BASIC LIFE SUPPORT

## BLS Transport (Basic Life Support)

**Used for:** Patients who are stable and do not require advanced medical interventions during transport.

**Crew:** Typically staffed by **EMTs (Emergency Medical Technicians)**.

### Capabilities:

Basic airway management

Oxygen administration

CPR and AED use

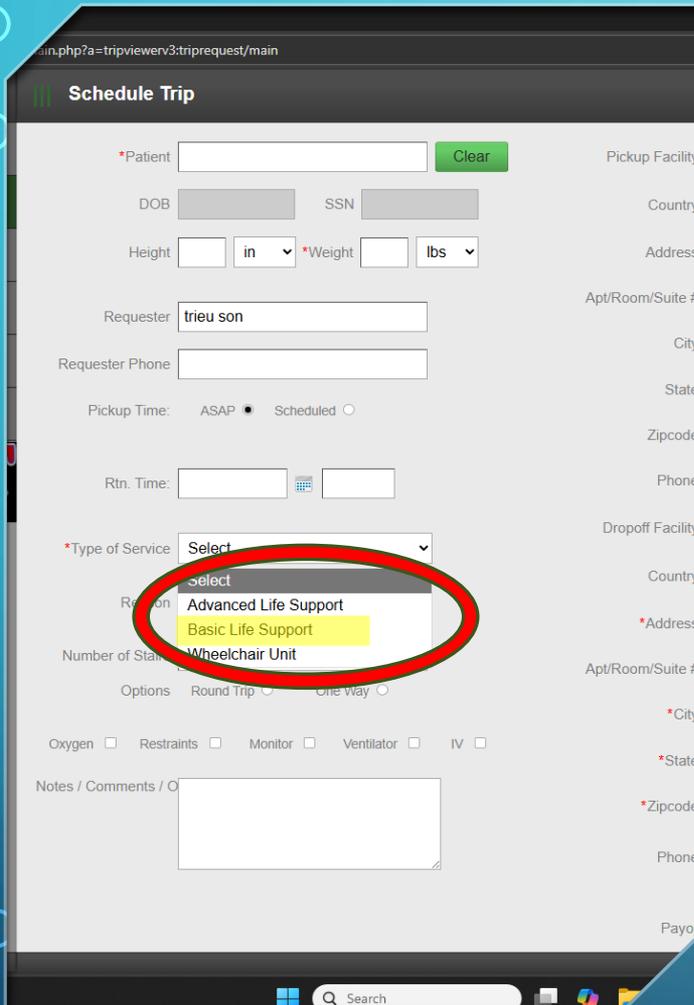
Monitoring vital signs

### Examples:

Routine hospital discharges

Non-emergency transfers

Transport for patients with mobility issues but no acute medical needs



The image shows a screenshot of a web application interface for scheduling a trip. The title is "Schedule Trip". The form includes several input fields and dropdown menus. A red circle highlights the "Type of Service" dropdown menu, which is open and shows three options: "Advanced Life Support", "Basic Life Support" (highlighted in yellow), and "Wheelchair Unit". Other visible fields include "Patient", "DOB", "SSN", "Height", "Weight", "Requester" (filled with "trieu son"), "Requester Phone", "Pickup Time" (with radio buttons for "ASAP" and "Scheduled"), "Rtn. Time", "Number of Staff", "Options" (with radio buttons for "Round Trip" and "One Way"), and "Notes / Comments / O". The right side of the form contains fields for "Pickup Facility", "Country", "Address", "Apt/Room/Suite #", "City", "State", "Zipcode", "Phone", "Dropoff Facility", "Country", "Address", "Apt/Room/Suite #", "City", "State", "Zipcode", "Phone", and "Payor". The browser's address bar shows "ain.php?a=tripviewerv3:triprequest/main".

# WHEELCHAIR UNIT

## . Wheelchair Transport

**Purpose:** For patients who are mobile but require assistance.

**Examples:** Outpatient visits, rehab sessions and discharges.

**Dispatch:** Wheelchair-accessible van.

**Portal Tip:** Select “Wheelchair” and confirm patient mobility status.

The screenshot shows a 'Schedule Trip' form in a medical scheduling system. The form is divided into several sections:

- Patient Information:** Fields for \*Patient (with a 'Clear' button), DOB, SSN, Height (in), and \*Weight (lbs).
- Requester Information:** Fields for Requester (filled with 'trieu son'), Requester Phone, and Pickup Time (ASAP selected, Scheduled unselected).
- Requester Time:** Fields for Rtn. Time.
- Type of Service:** A dropdown menu is open, showing options: 'Advanced Life Support', 'Basic Life Support', and 'Wheelchair Unit' (highlighted in yellow). A red circle highlights this dropdown menu.
- Options:** Radio buttons for 'Round Trip' (selected) and 'One Way'.
- Medical Equipment:** Checkboxes for 'Restraints', 'Monitor', 'Ventilator', and 'IV'.
- Comments / O:** A text area for additional notes.
- Pickup Facility:** 'NAZARETH HOSPITAL'.
- Country:** 'United States'.
- Address:** '2601 HOLME AVE'.
- Apt/Room/Suite #:** (empty).
- City:** 'PHILADELPHIA'.
- State:** 'Pennsylvania'.
- Zipcode:** '19152-2007'.
- Phone:** '(215) 335-6000 Ext.'.
- Dropoff Facility:** (empty).
- Country:** 'United States'.
- \*Address:** 'Enter a location'.
- Apt/Room/Suite #:** (empty).
- \*City:** (empty).
- \*State:** (empty).
- \*Zipcode:** (empty).
- Phone:** (empty).
- Payor:** (empty).

## Why Detail Matters in Medical Transport Requests

### 1. Ensures Appropriate Level of Care

Medical transport can range

Describing the patient's condition (e.g., non-ambulatory, oxygen-dependent, post-surgical) helps dispatchers assign the right crew and vehicle.

### 2. Improves Patient Safety

Knowing the medical reason allows EMS to prepare for specific needs:

- Oxygen tanks
- Cardiac monitors
- IV equipment
- Extra personnel for lifting or monitoring

### 3. Supports Medical Necessity Documentation

Insurance providers often require justification for medical transport.

Including details like “requires continuous oxygen” or “unable to sit upright due to spinal injury” helps validate the request and avoid denials.

### 4. Reduces Delays and Miscommunication

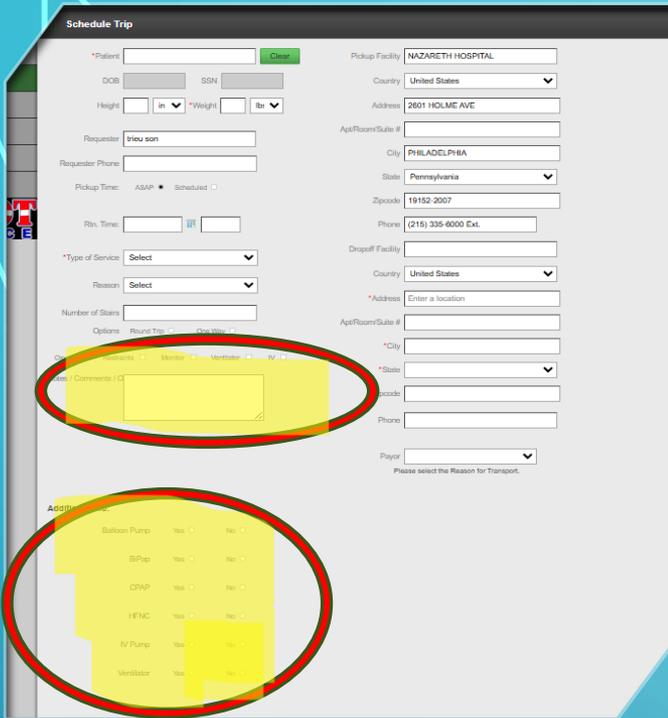
Vague requests (e.g., “needs ambulance”) can lead to:

- Wrong vehicle type
- Incomplete crew preparation
- Delays in patient care or re-dispatching

### 5. Helps Prioritize Urgency

Dispatchers use medical details to triage and prioritize transports.

For example, a patient with chest pain may be prioritized over a routine discharge.



The image shows a 'Schedule Trip' form with various input fields. Two sections are highlighted with red circles: the 'Comments' section, which contains a text area for providing medical details, and the 'Additional' section, which contains a table for listing medical equipment needs.

Equipment	Yes	No
Balloon Pump	<input type="checkbox"/>	<input type="checkbox"/>
BiPAP	<input type="checkbox"/>	<input type="checkbox"/>
CPAP	<input type="checkbox"/>	<input type="checkbox"/>
HFNC	<input type="checkbox"/>	<input type="checkbox"/>
IV Pump	<input type="checkbox"/>	<input type="checkbox"/>
Ventilator	<input type="checkbox"/>	<input type="checkbox"/>

The image shows a screenshot of an EMS medical transport request form. The form is divided into two main sections: patient information and facility information. The patient information section includes fields for Patient (with a 'Clear' button), DOB, SSN, Height, Weight, and Requester (with 'Requester Phone' below it). The facility information section includes fields for Pickup Facility, Country, Address, Apt/Room/Suite #, City, State, Zipcode, and Phone. There are also dropdown menus for 'Type of Service' and 'Reason', and a 'Number of Stairs' field which is circled in red. At the bottom, there are checkboxes for 'Oxygen', 'Restraints', 'Monitor', 'Ventilator', and 'IV', and a 'Notes / Comments / O' text area.

## Why Stairs Matter in EMS Medical Transport Requests

### 1. Safety of the Patient

Patients who require medical transport often have limited mobility or serious health conditions.

Navigating stairs without proper equipment or crew preparation can be dangerous for both the patient and EMS personnel.

### 2. Crew Preparation

If stairs are present, dispatch can send a crew equipped to navigate in special in climate weather

Extra personnel

Specialized lifting assist equipment may include;

Reeves, Stair chair, Mega mover

### **3. Correct Vehicle Assignment**

Some transports may require a specific type of ambulance or van based on access limitations.

Knowing about stairs helps avoid delays or the need to re-dispatch a different vehicle.

### **4. Time Management**

Stairs can add time to the transport process.

Dispatch can factor this into scheduling to avoid delays for other patients.

### **5. Avoiding Service Disruption**

If the crew arrives unprepared for stairs, it can lead to:

- Cancelled or delayed transport

- Increased risk of injury

- Frustration for patient, staff and family

## Why Accurate Pickup Details Matter in EMS Transport

### 1. Ensures Timely Arrival

- Dispatchers and crews rely on precise location details to avoid delays.
- Missing or vague addresses can lead to confusion, late arrivals, or missed transports.

### 2. Improves Crew Efficiency

- Knowing the **exact room number** helps EMS locate the patient quickly, especially in large hospitals or facilities.
- Reduces time spent searching or asking staff for directions.

### 3. Supports Patient Safety

- Delays in locating the patient can impact care, especially for time-sensitive transports.
- Accurate info ensures the crew is prepared and focused on the patient's needs.

The image shows a screenshot of an EMS transport form with a red border. Several fields are highlighted in yellow: 'Pickup Facility' (containing 'HOSPITAL'), 'Address' (containing 'Enter a location'), and 'Dropoff Facility' (empty). The form includes fields for Country (United States), Apt/Room/Suite #, City, State, Zipcode, and Phone for both pickup and dropoff locations. The dropoff fields are marked with an asterisk (\*).

Pickup Facility	HOSPITAL
Country	United States
Address	Enter a location
Apt/Room/Suite #	
City	
State	
Zipcode	
Phone	
Dropoff Facility	
Country	United States
*Address	Enter a location
Apt/Room/Suite #	
*City	
*State	
*Zipcode	
Phone	

#### 4. Avoids Miscommunication

- Facilities often have multiple wings, floors, or buildings.
- Including the **facility name and room number** eliminates guesswork and ensures the right patient is picked up.

#### 5. Helps with Scheduling and Coordination

- Dispatch uses location data to plan routes and manage multiple transports.
- Accurate details help avoid overlaps and logistical issues.



## ATTACH & SUMMIT FOR REVIEW AND APPROVAL

Attachments

Reset

Submit

Be sure to attach all necessary documents for medical transport:

- Face Sheet
- Medical Necessity Form
- DNR (Do Not Resuscitate)  
DNI (Do Not Intubate)
- Any other relevant medical documentation
- 302,201

These attachments help ensure proper dispatch and compliance with medical transport requirements.

- **Submitting a Transport Request**
- **Once all required patient and transport information is entered into the portal:**
  - **Click “Submit” to send your request to our dispatch team.**
  - **Wait for an email confirmation from dispatch with the scheduled transport time.**
    - **This email will confirm your pickup request/time we can accommodate based on availability. If any changes were made, it will be included in the email.**



# QUESTIONS & ANSWERS

FEEL FREE TO ASK QUESTIONS OR REACH OUT  
FOR HELP.



**2156777800**