Global Emergency Resources
COUNTY/HOSPITAL REQUEST SYSTEM (CHRS)

------ *HOSPITAL STATUS CHANGING QUICK TIPS* ------

MARYLAND INSTITUTE FOR EMERGENCY MEDICAL SERVICES SYSTEM (MIEMSS)

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SUMMARY

The County/Hospital Alert Tracking System (CHATS) is a real-time computerized monitoring system of hospital and EMS system status throughout Maryland.

Hospital emergency departments that are temporarily unable to accept ambulance-transported patients due to overcrowding or hospital overload are identified so that ambulances can be diverted to other, less crowded ED facilities.

The **County/Hospital Request System** (CHRS) allows authorized users in hospitals to request changes to the status shown in CHATS through a dedicated website. Requests are sent to EMRC/SYSCOM for approval. Once a status change is approved, the appropriate healthcare organizations and dispatchers are automatically notified, and the new status is displayed in CHATS.

This guide explains how to: - Login to CHRS

- Request a Status Change
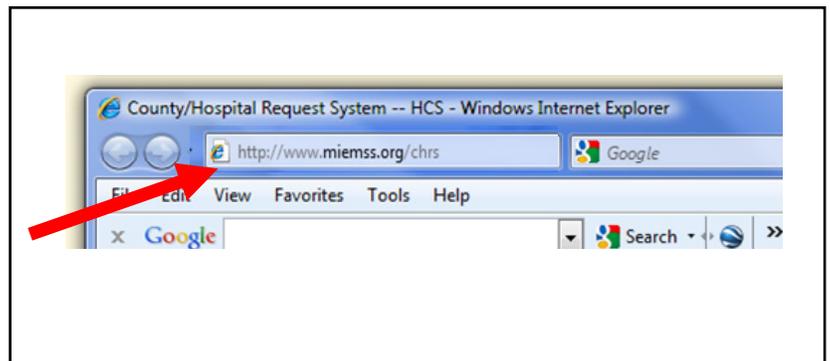
- Review your Requests and Daily History

LOGIN

STEP ① :

Open your web browser (e.g., Microsoft Internet Explorer) and type http://www.miemss.org/chrs.

or

Select the "CHRS" link directly from the MIEMSS site under the HC Standard® Tab.

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STEP ②:

Enter your username and passwords in the fields provided, and click the 'Login' button.

- NOTE: PASSWORDS ARE CASE-SENSITIVE. If you receive an error message indicating that you have entered an incorrect username or password, make sure that the 'Caps Lock' is not on and repeat the step above.
- If you receive a message Indicating that your account is locked out, you must wait 20 minutes before attempting to login again, or contact a system administrator at MIEMSS to request that they unlock your account.
- If you receive a message indicating that your request could not be processed, contact a system administrator at MIEMSS.
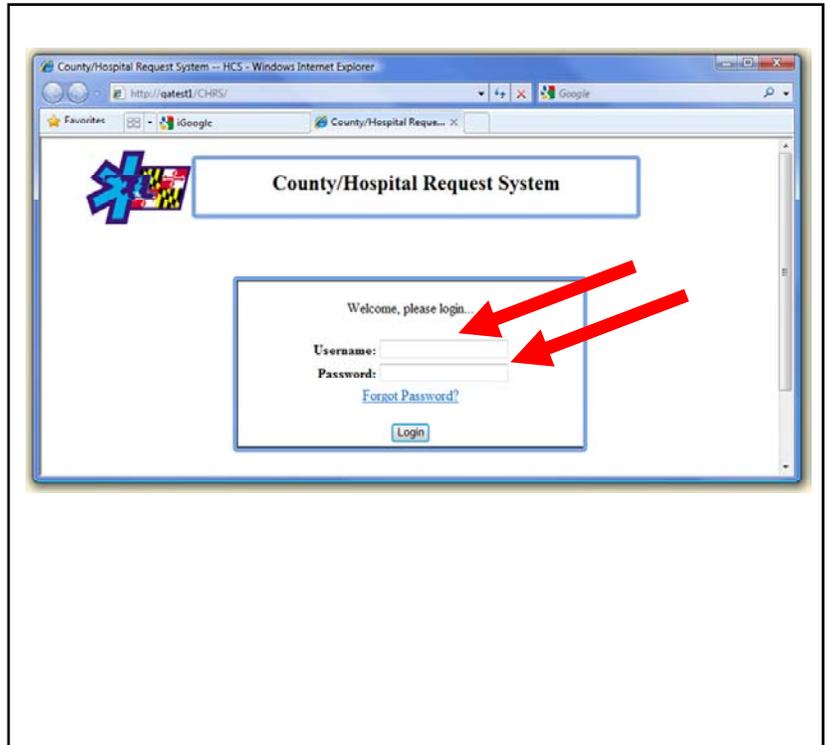

STEP ③:

If you do not know your username or password, contact a system administrator at MIEMSS.

If you know your username, but have forgotten your password, request a temporary password.

- **a)** Enter your username and click 'Forgot Password?'
- **b)** Enter the answer to the password question that is displayed, and click the 'Send' button.
- **c)** You will receive an e-mail message containing your temporary password, enter your username and the temporary passwords in the fields provided and click the 'Login' button.


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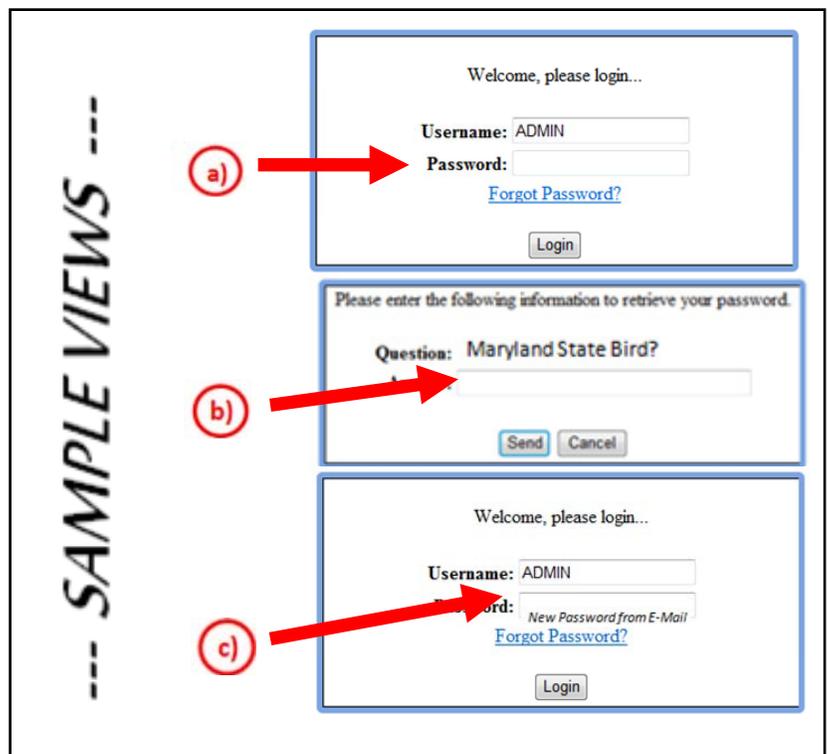
HOSPITAL STATUS
STEP ④ :

This is the main screen for reviewing and changing your hospital status.

a) Depending on your User ID, you can pull down and select the hospital which you are authorized to change from the Hospital dropdown list titled **"Select Group".**

b) You can also see the present status of the hospital in the **CHATS** area for which you are authorized to request status changes *(this is intended to be a limited view).*

c) The **'Request History'** section shows recent requests you have made, along with the current status of each request.
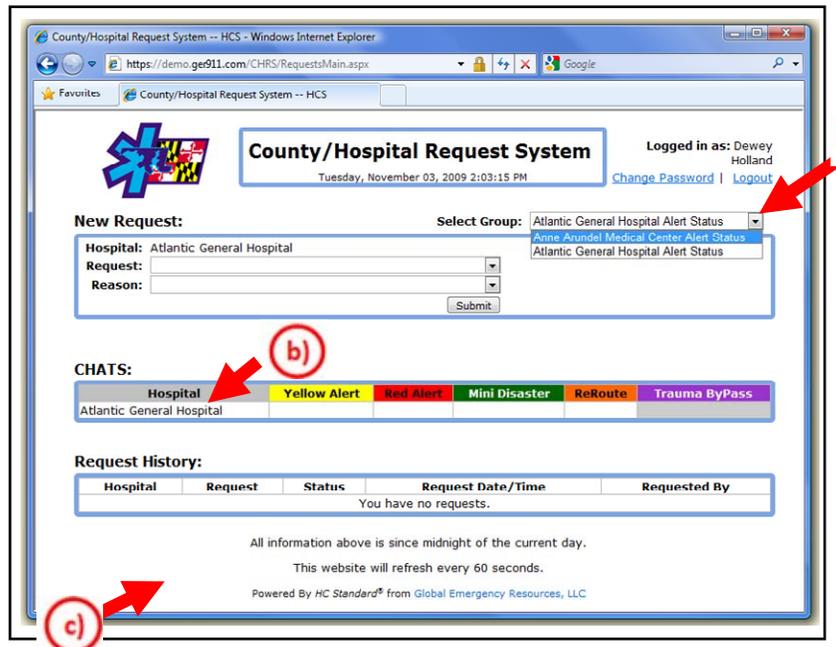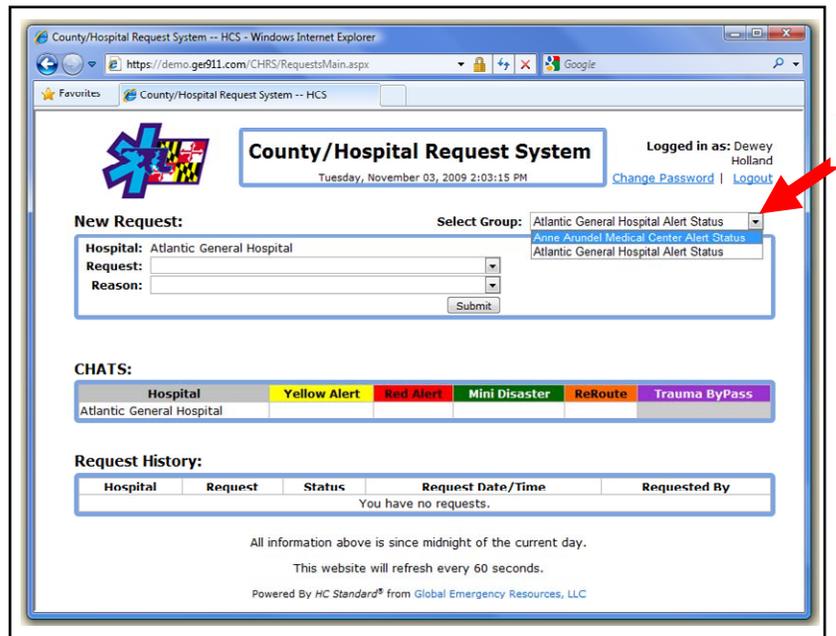

CHANGING STATUS
STEP ⑤ :

To request a Hospital Status Change, simply;

a) If you represent more than one hospital, select the hospital for which you are requesting a change from the Hospital dropdown list titled **"Hospital".**

b) Select the change (Status) you are requesting from the **'Request'** dropdown list.

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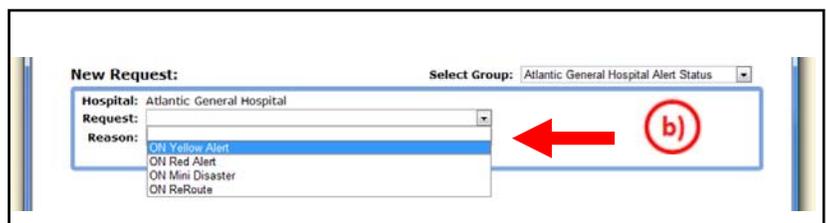
c) Select the reason you are requesting the change from the **'Reason'** dropdown list.

d) Click the **'Submit'** button

REVIEWING THE REQUEST

STEP 6 :

When the web page refreshes, verify that you see 'Request submitted' in the **'New Request'** section of the page, and that the request appears in the **'Request History'** section. If you do not, repeat steps 3a) through 3d).

STEP 7 :

If you need to cancel a pending request, click on the **'Cancel'** link in the **'Request History'** section, and click 'Yes' in the confirmation dialog that appears.
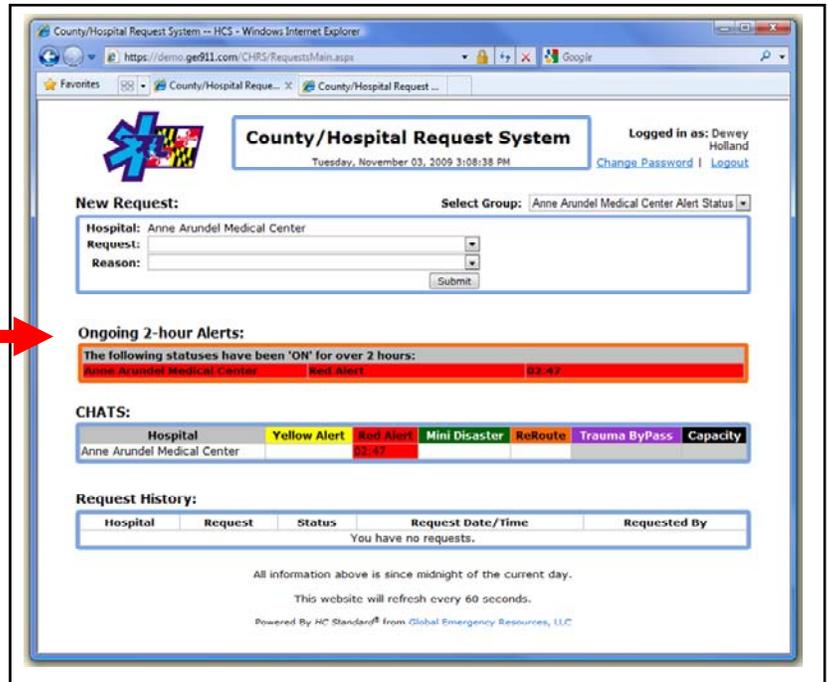


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ONGOING ALERTS

STEP ⑧ :

If any alerts have been 'On' for more than 2 hours, a fourth section called '**Ongoing 2-hour Alerts'** will appear between the 'New Request' and 'CHATS' sections. It will list the hospital, alert type and total time 'On' for all such alerts.

LOGGING OUT

STEP ⑨ :

Click the '**Logout'** link in the top right corner of the page. For added security, close your browser when the CHRS login page appears.
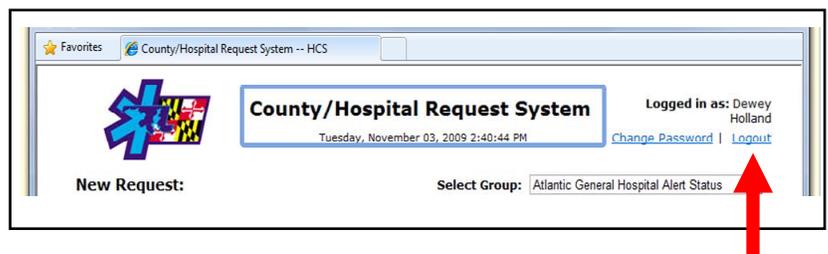
*** PLEASE NOTE: This system is designed to work directly with EMRC and the public CHATS System, in an effort to improve communication efficiency. If at any time you run into difficulties using CHRS, you can still call EMRC/SYSCOM, as you have previously, and request the Hospital Status Change verbally.

HC Standard® CHRS --- MIEMSS Hospital User Training Guide