



Beacon Dispatcher Walkthrough

Walkthrough v2.1

Background: Beacon is a text message-based emergency medical dispatching software designed by Trek Medics International specifically for communities where advanced emergency dispatching technologies are inappropriate or unaffordable.

Purpose: The *Beacon Dispatcher Walkthrough* is used to train new dispatchers on how to create emergency incidents within the Beacon terminal, while simultaneously evaluating Beacon's compatibility with specific geographic locations. **This walkthrough is meant to be read after "Responder_Training_v2.1_eng.pdf".**

Objective: Successfully completing the walkthrough (approximately 25 minutes) will allow users to begin dispatching simulation emergency incidents to trained first responders and progress toward dispatching real-life emergency incidents. It will highlight the infrastructure capacity, resource demands, and activity costs needed to implement and launch the Beacon software.

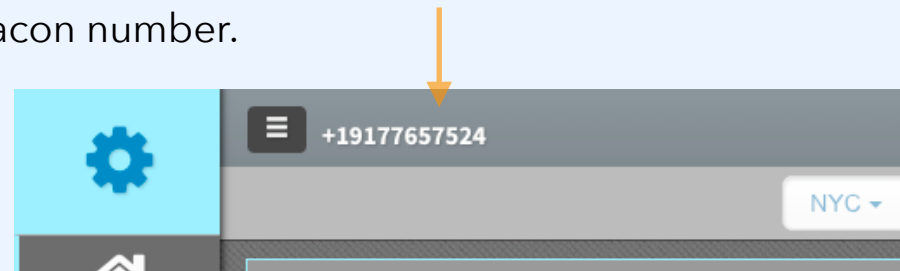


Important, please read the following carefully:

There are several factors that can affect message deliverability and the outcome, including: local infrastructure and capacity, plan and cost restrictions, mobile phone coverage, and user error. Any problems encountered with Beacon are almost always a result of the local telecommunications system's connection to Beacon. Beyond these connection errors, we've seen from experience that user error constitutes the overwhelming majority of errors.

Please follow these helpful tips to avoid common user errors:

1. Before starting this walkthrough, read "**Responder_Training_v2.1_eng.pdf**". This can also be found online: **The 5 Steps of Emergency Medical Response** at <http://trekmedics.org/beacon/how-to/>
 - Once you have completed the current walkthrough, you will have 2-3 minutes to reply to the first incident message sent to the phone that was registered; if you haven't read "**Responder_Training_v2.1_eng.pdf**" first, it's unlikely you will know how to respond to the text message prompts.
2. Make sure all phones have sufficient credits to send at least 3 text messages to a U.S.- or Switzerland-based phone number
3. If using a feature phone (non-smart phone), empty your message inbox so you have room for incoming text messages.
4. Make sure you are sending messages to the Beacon number located in the top left corner of the admin website.
Depending on local telecom networks, users may/may not receive texts from Beacon via other numbers – but all replies must be sent to the published Beacon number.



All users should be able to complete this walkthrough without errors, but an inability to complete it doesn't necessarily mean your program can't use Beacon. If all instructions have been followed and user error eliminated, we will be able to more accurately determine where the connection error is occurring within the local networks. (For a more detailed reference, please refer to the "Admin_Walkthrough_v2.1").



Contents

PART 1A – SET UP AND LOG IN

In this section you are acting as a System Administrator.

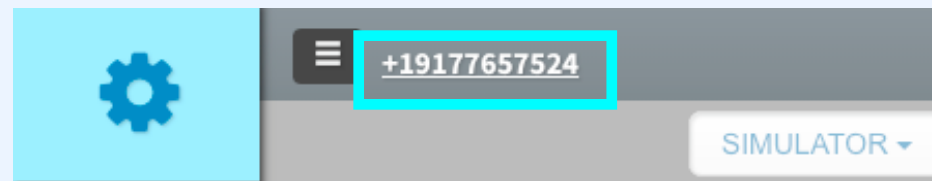
The objective is to register a new first responder that has recently completed medical training and is now ready to receive emergency alerts, using your own personal phone number.

PART 1B - CREATE NEW INCIDENT

In this section you are playing two roles: Dispatcher and First Responder.

- The first objective is to act as a Dispatcher to create and send an emergency alert to available First Responders in the community, providing them with the location of the incident, and asking them to confirm their ability to respond to the incident location.
- The second objective is to act as the First Responder and reply to these messages using your personal mobile phone (registered in Part 1A) in order to simulate your ability to locate, treat and transport a patient with an acute medical emergency using Beacon.

Note to Non-U.S. Users: Beacon operates via text message using a dedicated phone number; it is not necessary to download an app to use Beacon. Instead, you only have to reply to Beacon by text message using one of two phone numbers* as indicated in the top left hand corner of the Beacon Web Admin pages (pictured here):



*You will most likely be using the US-based number: +1.917.765.7524
But we can also test using one in Switzerland: +41.79.807.1899 (CH)

It's also possible that you may receive messages from Beacon via other numbers in the US or Switzerland. If this happens, it's owing to the local telecom infrastructure and is important to take note of. If you receive messages that are clearly from Beacon, but are not from either of the above numbers, continue to use Beacon by responding to the designated number as shown above, and not to the other numbers you're receiving messages from.



Go to: <http://beacon-ui.trekmedics.org/>

This is the abbreviated version; go to the next slide to see the detailed walkthrough with images.

PART 1A – SET UP AND LOG IN

1. Enter **USER NAME**
2. Enter **PASSWORD**
3. Click **LOG IN**
4. Make sure the **DATA CENTER** tab says "DEMO"
5. Click the three horizontal lines icon in the upper left to display **NAVIGATION SIDEBAR**
6. Select **RESOURCES**
7. Click on **NEW FIRST RESPONDER**
8. Enter **First and Last Name**
9. Enter **Phone Number** (include the international code and "+" sign)
10. Select the **Language** you wish to receive messages in (EN=English; ES=Español; HT=Hatian Creole; SW=Swahili)
11. Select your **Transportation Mode**
12. Click **Create**
13. Scroll down on the Resources page until you find your name in gray and then click on the **LOG IN** button. Your name should turn green and display a transport icon next to it.

PART 1B - CREATE NEW INCIDENT

1. Click to display **NAVIGATION SIDEBAR**
2. Return to **HOME SCREEN**
3. The first three Available Responders in each transportation mode will appear here
4. Click on **NEW INCIDENT** (Also possible through the Navigation Sidebar)
5. Enter **DISPATCHER NAME** (should be your full name)
6. Enter **PATIENT LOCATION** (should be current location for simulations)
7. Enter **TOTAL RESPONDERS** (can be left at default 3 for simulations)
8. Enter **MINIMUM VEHICLES** (can be left at default 1 for simulations)
9. Select **EMERGENCY TYPE**
10. Select **CREATE INCIDENT**. A new pop-up screen will appear. (NOTE: You will have 2-3 minutes to reply by phone to the Initial Alert message after clicking "Create Incident")
11. Select **VIEW INCIDENT DETAILS**
12. To monitor your incident in real time, scroll down to **MESSAGE LOG > SHOW** to see all Alert Messages and Replies, and then continue scrolling to **INCIDENT MESSAGES**

This is the end of Part 1 of this walkthrough. You should now be receiving a message at the phone number registered in Part IA, Step 9. To now complete the incident, reply correctly to all of the text messages received from Beacon on your phone number with the following information:

- Reply with a **17 minute ETA** to the Initial Alert
- Refuse Additional Resources
- Confirm that you are transporting to the hospital with **3 patients** and an **ETA of 22 minutes**



PART IA – SET UP AND LOG IN

Go to: <http://beacon-ui.trekmedics.org/>

1 Enter **USER NAME**

2 Enter **PASSWORD**

3 Click **LOG IN**

1 USER NAME Username


2 PASSWORD Password

REMEMBER ME

3 LOG IN

[FORGOT PASSWORD?](#)

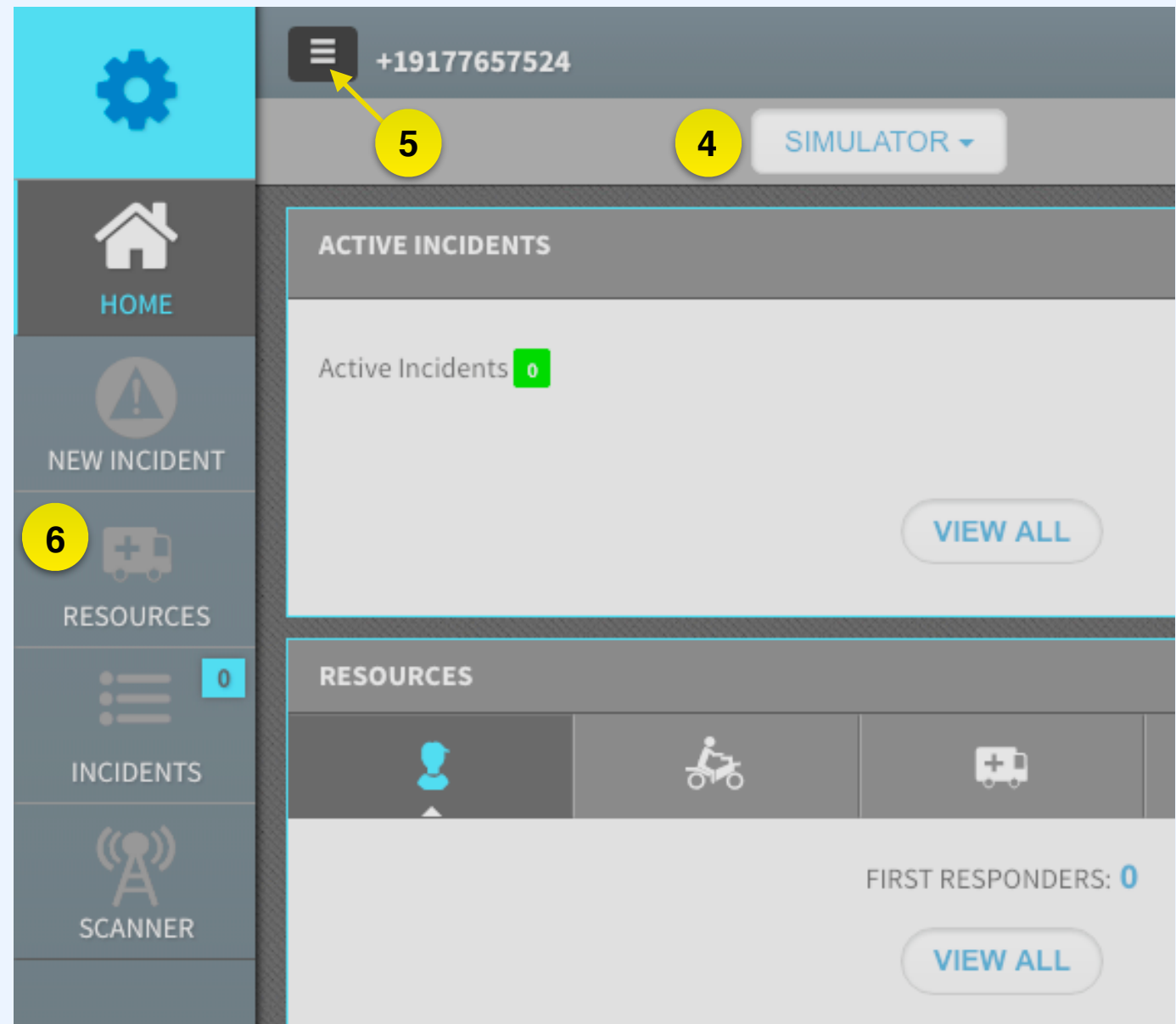
CREATED BY:





NAVIGATION SIDEBAR

- 4 Make sure the **DATA CENTER** tab says "DEMO"
- 5 If not already open, click to open **NAVIGATION SIDEBAR**
- 6 Select **RESOURCES**





ADD YOURSELF AS A NEW FIRST RESPONDER

- 7 Click on **NEW FIRST RESPONDER**

The screenshot displays the 'FIRST RESPONDERS' management interface. At the top right, a blue button labeled 'NEW FIRST RESPONDER' is highlighted with a yellow circle containing the number '7' and an arrow. Below this, a list of responders is shown. The first responder has a green status icon and the text 'STATUS: AVAILABLE'. To the right of this status are three icons: a pencil (edit), a trash can (delete), and a power button (toggle). Below the status bar, the responder's ID 'ZFR 0199' is displayed on the left, and a blue phone icon followed by the phone number '+18005550199' is on the right. At the bottom of the list, there is a grey message input field with the placeholder text 'message' and a black 'SEND' button. Below the list, a 'VIEW ALL' button with a right-pointing arrow is visible.



ADD RESPONDER (continued)

- 8 Enter **First and Last Name**
- 9 Enter **Phone Number**
Be sure to include the international code with "+" sign
- 10 Select the **Language** you wish to receive messages in
(EN=English; ES=Español; HT=Hatian Creole; SW=Swahili)
- 11 Select your **Transportation Mode** (use "Patient" for this walkthrough)
- 12 Click **Create**

FIRST RESPONDER LIST

ADD FIRST RESPONDER

NAME

8 → [Text Input Field]

PHONE NUMBER

9 → [Text Input Field]

10 → **LOCALE** EN ES HT SW

TRANSPORTATION MODE:

11 → PATIENT NON PATIENT NON MOTORIZED

12 → **CREATE**



LOG IN FIRST RESPONDERS

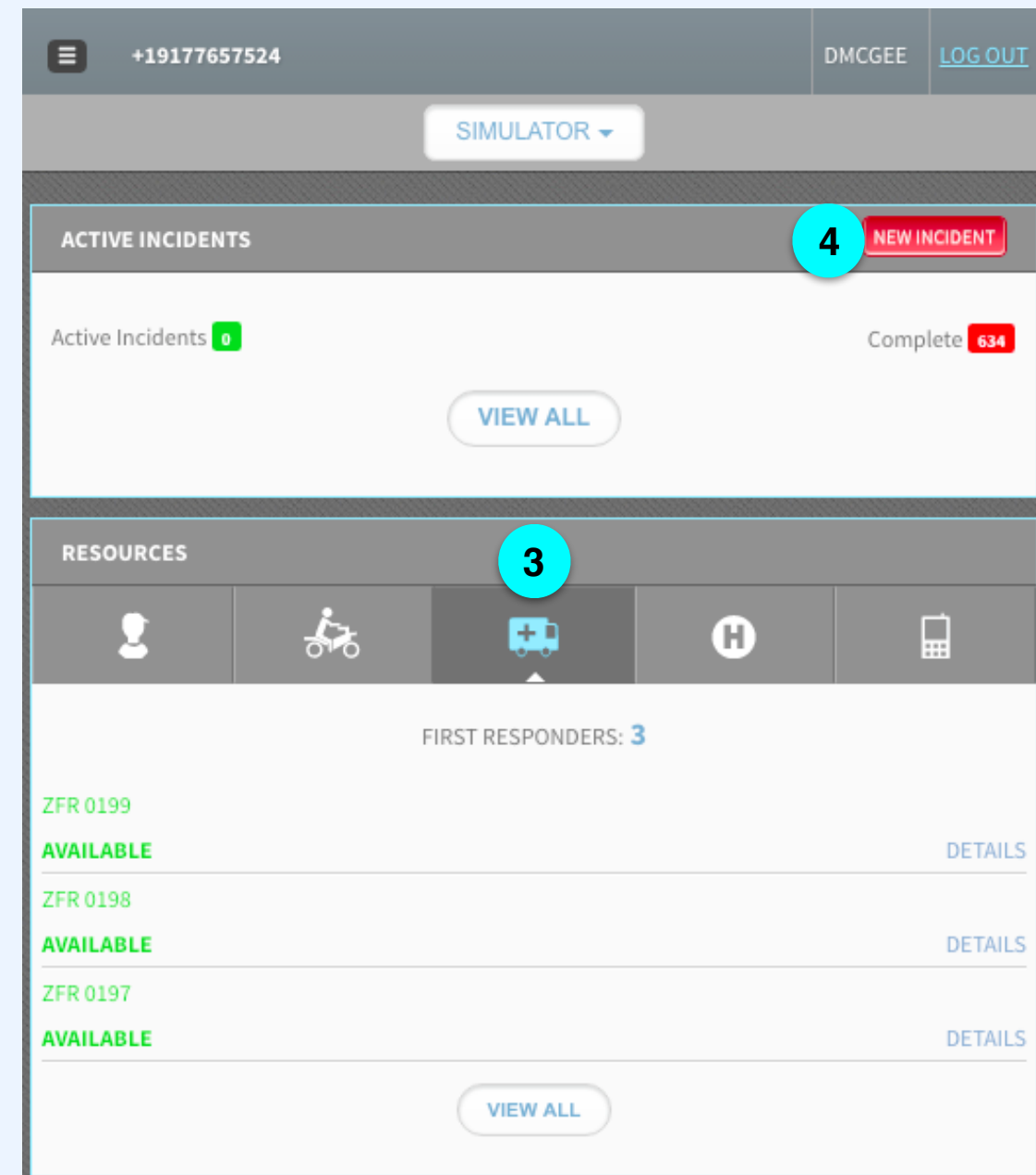
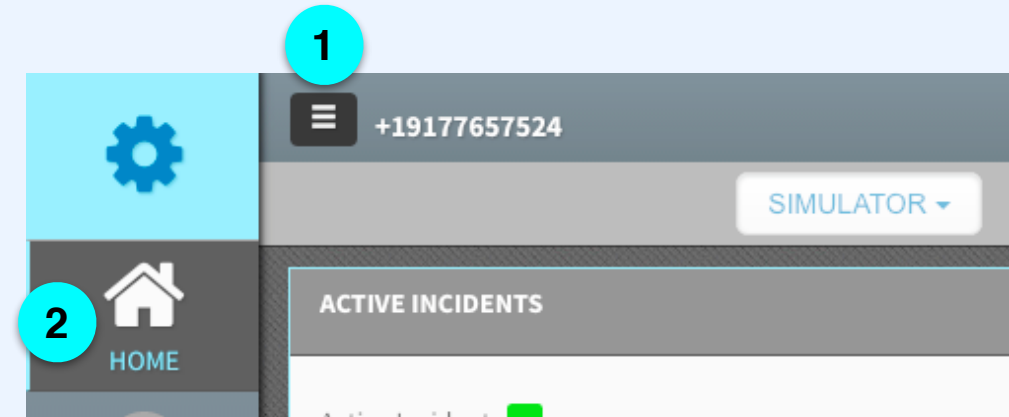
- 13** Scroll down on the Resources page until you find your name in gray and then click on the **LOG IN** button. Your name will move to the top of the list with the other logged-in names. It should now be green and display a transport icon next to it.

The image shows two screenshots of a resource card for 'ZFR 0003' with phone number '+18005550003'. The top screenshot shows the card in a gray state with buttons for 'EDIT', 'REMOVE', and 'LOG IN'. A yellow circle with the number '13' and a yellow arrow points to the 'LOG IN' button. A green arrow points down to the bottom screenshot, which shows the card in a green state with a transport icon next to the name, and buttons for 'EDIT', 'REMOVE', and 'LOG OUT'. Both screenshots include a 'message' input field and a 'SEND' button.



PART 1B - CREATE NEW INCIDENT

- 1 If not already open, click to display **NAVIGATION SIDEBAR**
- 2 Return to **HOME SCREEN**
- 3 The first three Available Responders in each transportation mode will appear here (click the ambulance to see yourself)
- 4 Click on **NEW INCIDENT**
(Also possible through the Navigation Sidebar)





1B. CREATE NEW INCIDENT

- 5 Enter **DISPATCHER NAME**
(should be your full name)
- 6 Enter **PATIENT LOCATION**
(should be current location for simulations)
- 7 Enter **TOTAL RESPONDERS**
(can be left at default 3 for simulations)
- 8 Enter **MINIMUM VEHICLES**
(can be left at default 1 for simulations)
- 9 Select **EMERGENCY TYPE**
- 10 Select **CREATE INCIDENT**
(NOTE: You will have 2-3 minutes to reply by phone to the Initial Alert message after clicking "Create Incident")

The screenshot shows the 'NEW INCIDENTS' form. At the top, it says '*REQUIRED TEXT FIELDS'. Below this are two text input fields: 'Dispatcher Name' (callout 5) and 'Location' (callout 6). Underneath is the 'ALLOCATION' section, which is divided into 'RESPONDERS' and 'VEHICLES'. The 'RESPONDERS' section has a person icon and a number '3' (callout 7). The 'VEHICLES' section has a truck icon and a number '1' (callout 8).

The screenshot shows the 'SELECT EMERGENCY TYPE' dropdown menu. The menu is open, showing a list of options: 'TRAUMA' (checked), 'BURN', 'FALL', 'ROAD TRAFFIC INJURY', and 'GUNSHOT WOUND/STABBING'. Callout 9 points to the dropdown menu. Below the menu is a 'CREATE INCIDENT' button with a right-pointing arrow (callout 10).

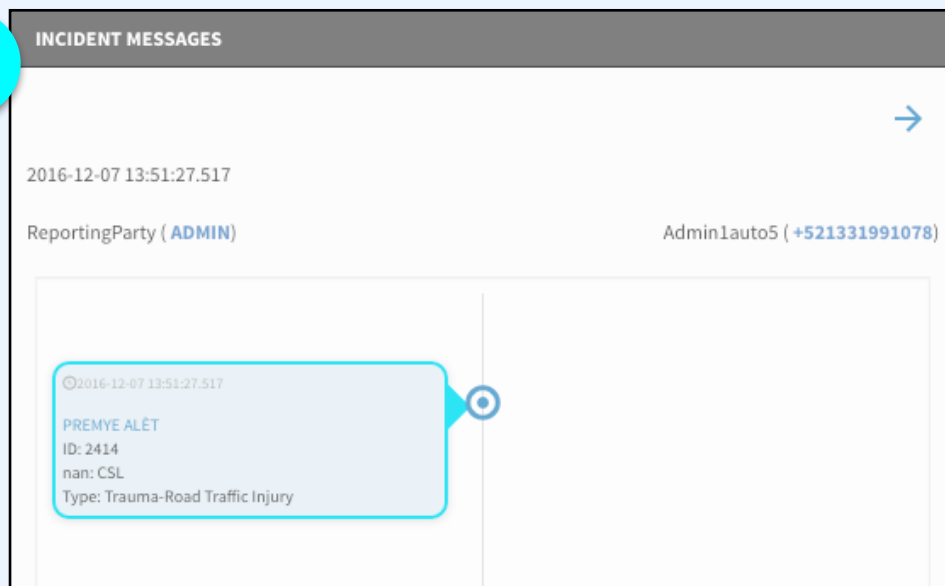
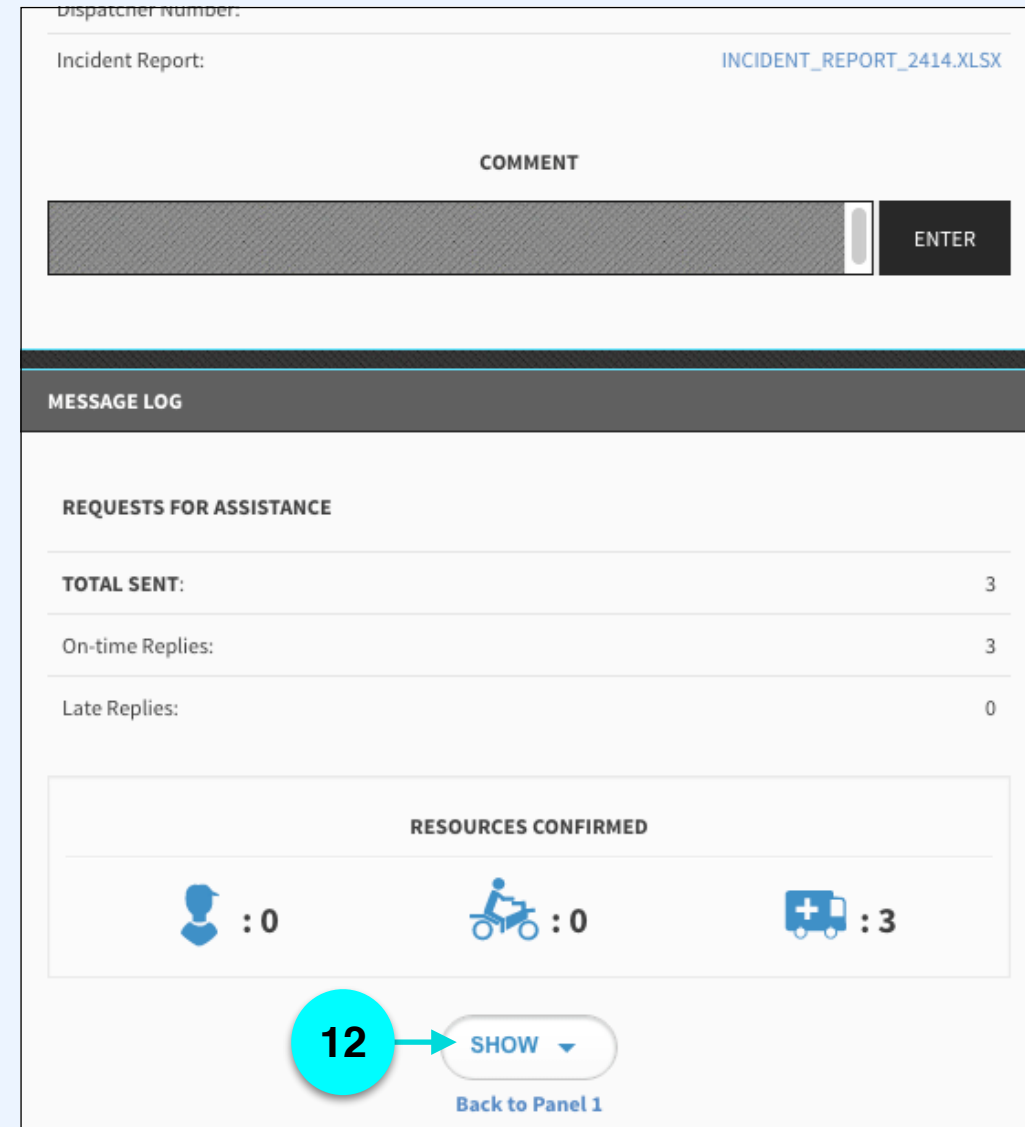
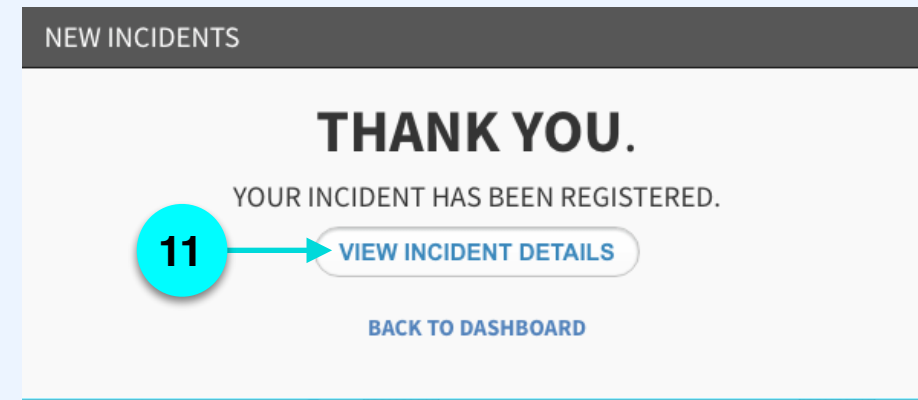


1B. CREATE NEW INCIDENT

11 Select **VIEW INCIDENT DETAILS** from the new pop-up screen.

12 To monitor your incident in real time, scroll down to **MESSAGE LOG > SHOW** to see all INITIAL ALERT message and Replies

13 Continue scrolling to view all **INCIDENT MESSAGES**





*****INITIAL ALERT*****

If you've followed the directions correctly to this point, you should now be receiving a message on the phone you registered in Part IA, Step 9.

To complete the incident simulation, you must reply correctly to all of the text messages received. Reply to the text messages you're receiving from Beacon with the following information:

- Reply with a 17 minute ETA to the Initial Alert
- Refuse Additional Resources
- Confirm that you are transporting to the hospital with 3 patients and an ETA of 22 minutes

If you are unsure of what we're referring to, please review the first two slides and read the other document mentioned.