

BASICS | Bidirectional Communication - Calls



Traditional Calls

Tap Phone Button to Initiate

- Will place call if using a phone enabled device
- Provides number if current device is not phone-enabled

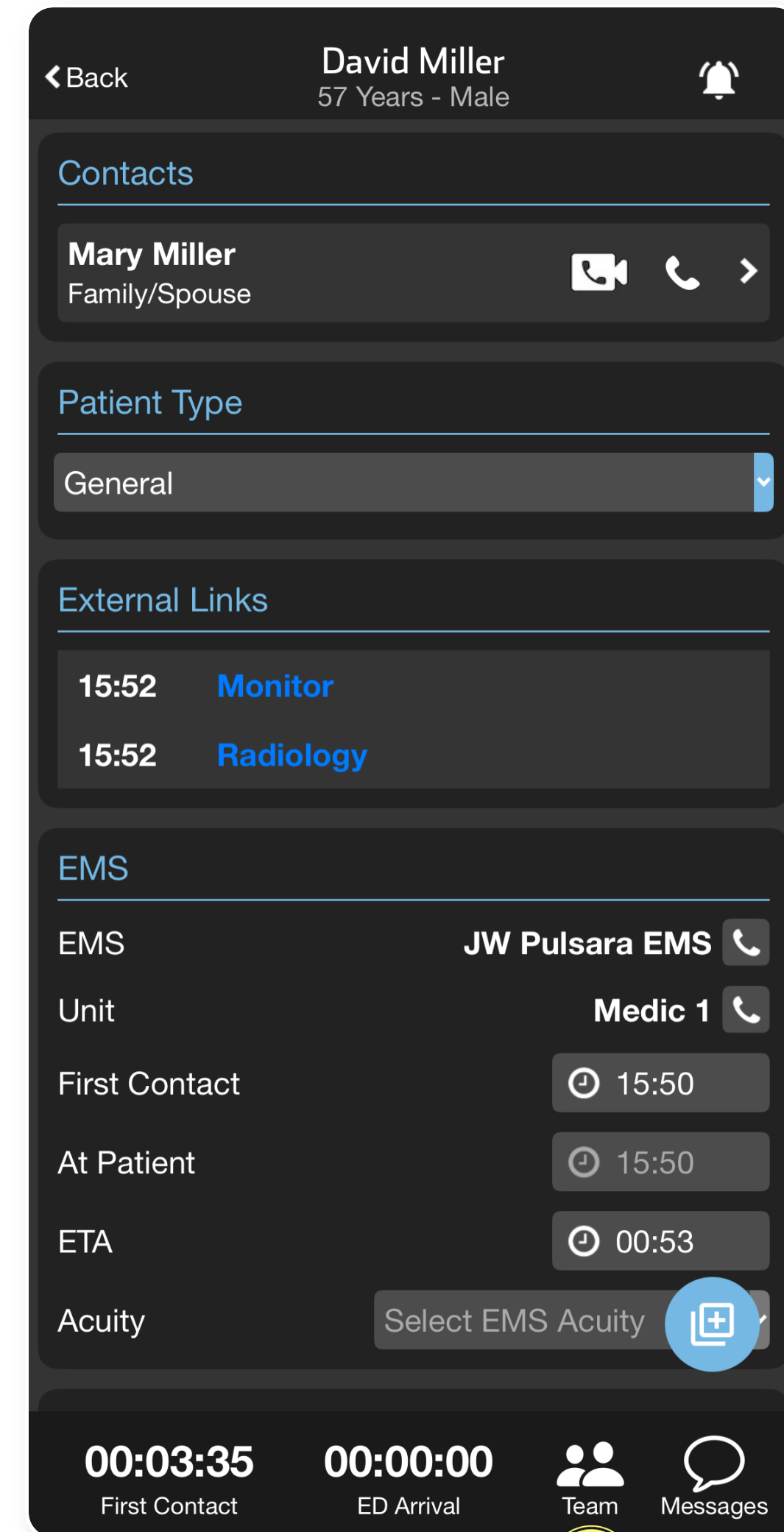
Pulsara Calls (VoIP)

Tap Video/Phone Button to Initiate

- Button only visible for individuals who have it enabled
- Configure default settings to your environment
- Optional: Record Video Call

Where to Find

- 01 EMS – Agency, Unit
- 02 Department – ED, Cath Lab
- 03 Team – Individual Care Team Members
- 04 Contacts – Non-Care Team Individuals



David Miller
57 Years - Male

Contacts

Mary Miller
Family/Spouse

Patient Type

General

External Links

15:52 Monitor

15:52 Radiology

EMS

JW Pulsara EMS

Unit Medic 1

First Contact 15:50

At Patient 15:50

ETA 00:53

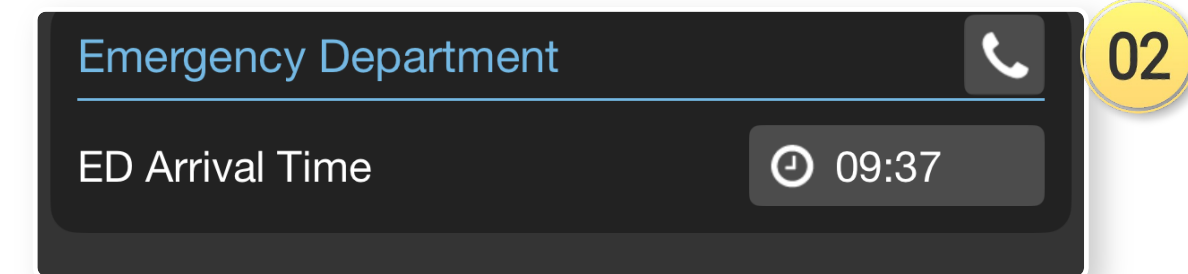
Acuity Select EMS Acuity

00:03:35 First Contact

00:00:00 ED Arrival

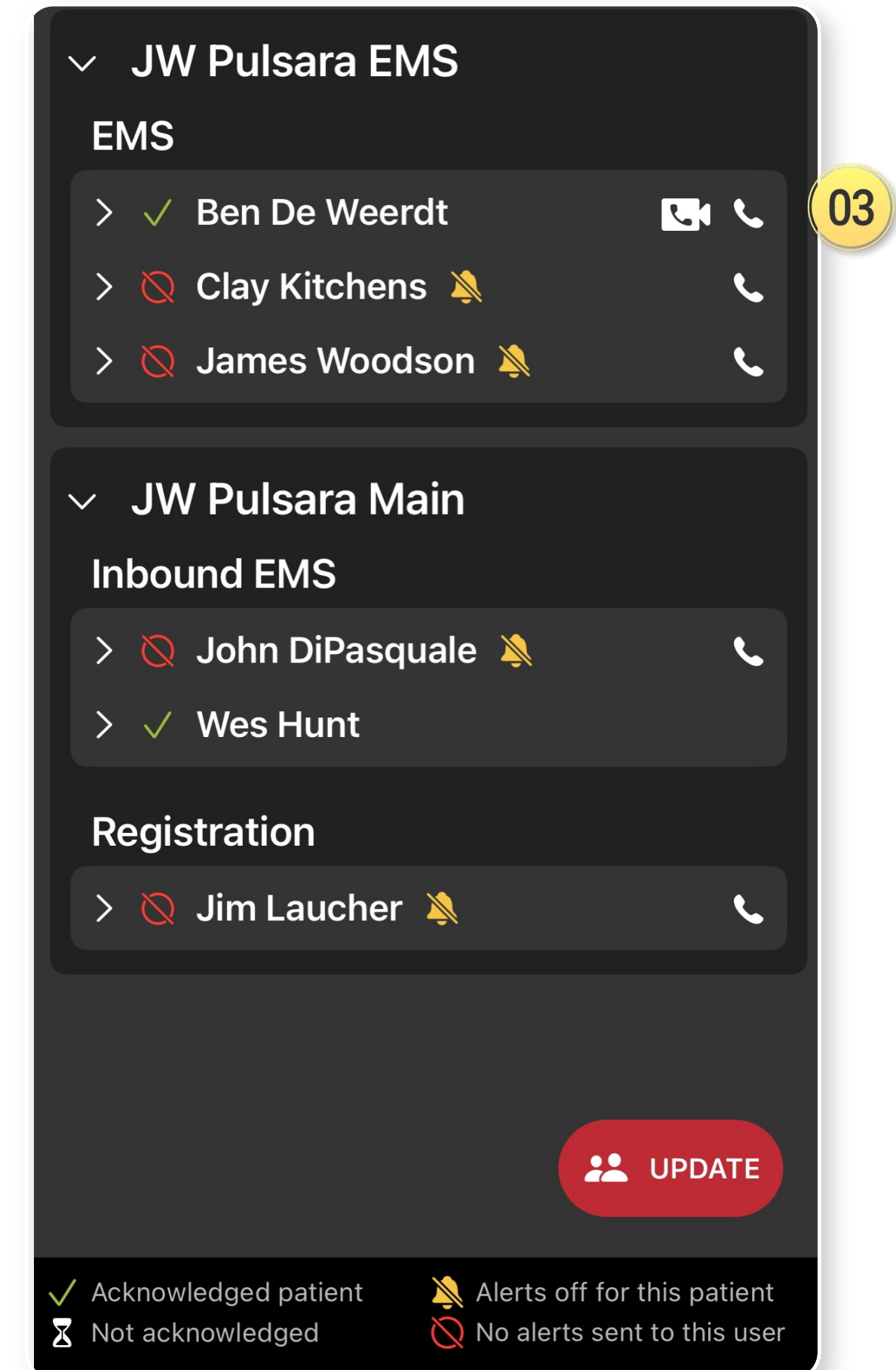
Team

Messages



Emergency Department

ED Arrival Time 09:37



JW Pulsara EMS

EMS

Ben De Weerd

Clay Kitchens

James Woodson

JW Pulsara Main

Inbound EMS

John DiPasquale

Wes Hunt

Registration

Jim Laucher

UPDATE

Acknowledged patient

Not acknowledged

Alerts off for this patient

No alerts sent to this user

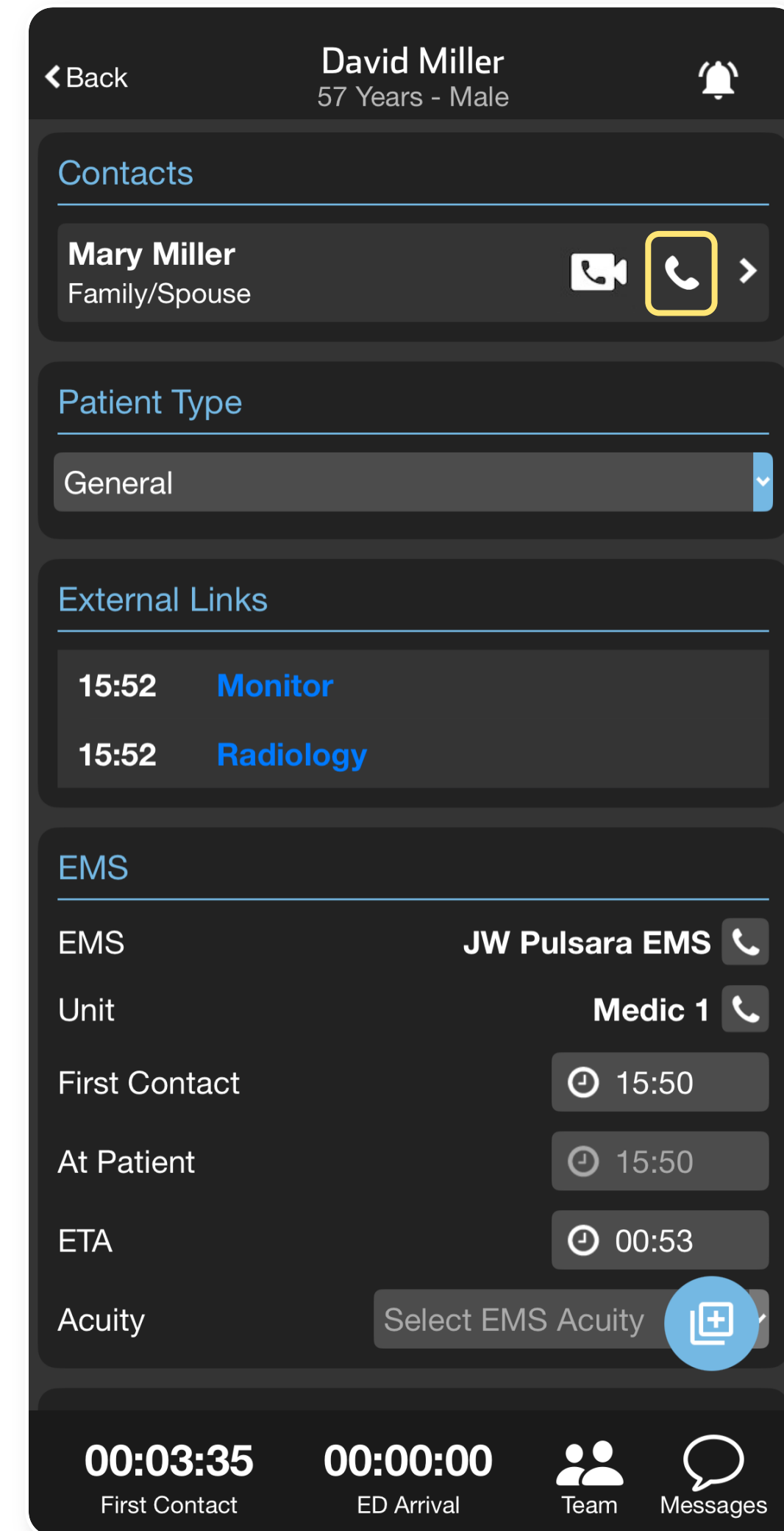
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A screenshot of a mobile application interface for a patient named David Miller. The interface is dark-themed with white and blue text. At the top, there's a header with a back arrow, the patient's name "David Miller", age "57 Years - Male", and a bell icon. Below this is a "Contacts" section with a card for "Mary Miller" (Family/Spouse) featuring a video call icon and a highlighted phone call icon. The "Patient Type" section shows a dropdown menu set to "General". The "External Links" section lists two items: "15:52 Monitor" and "15:52 Radiology". The "EMS" section contains fields for "EMS" (JW Pulsara EMS), "Unit" (Medic 1), "First Contact" (15:50), "At Patient" (15:50), "ETA" (00:53), and "Acuity" (a button labeled "Select EMS Acuity" with a plus icon). At the bottom, a status bar shows "00:03:35 First Contact", "00:00:00 ED Arrival", and icons for "Team" and "Messages".

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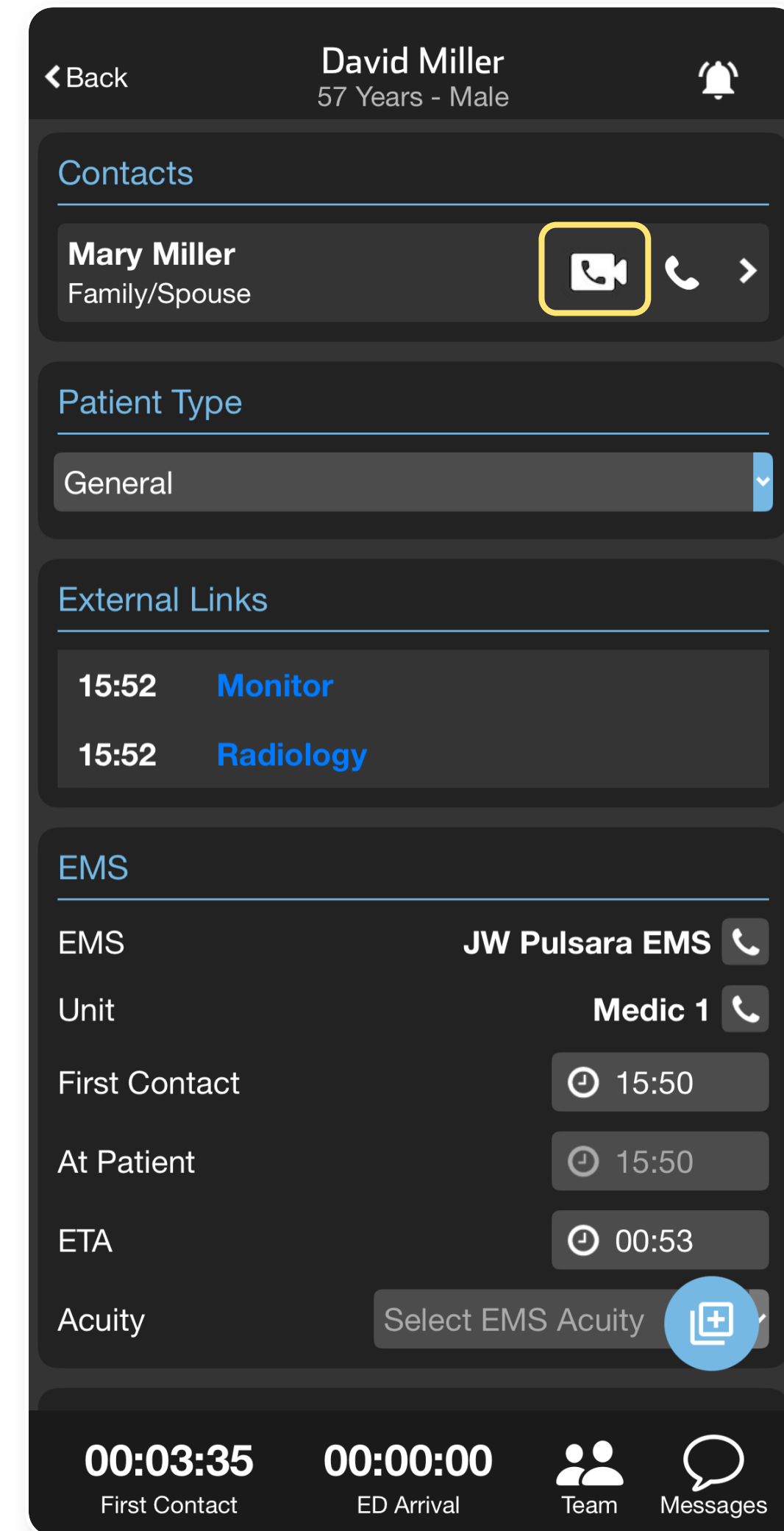
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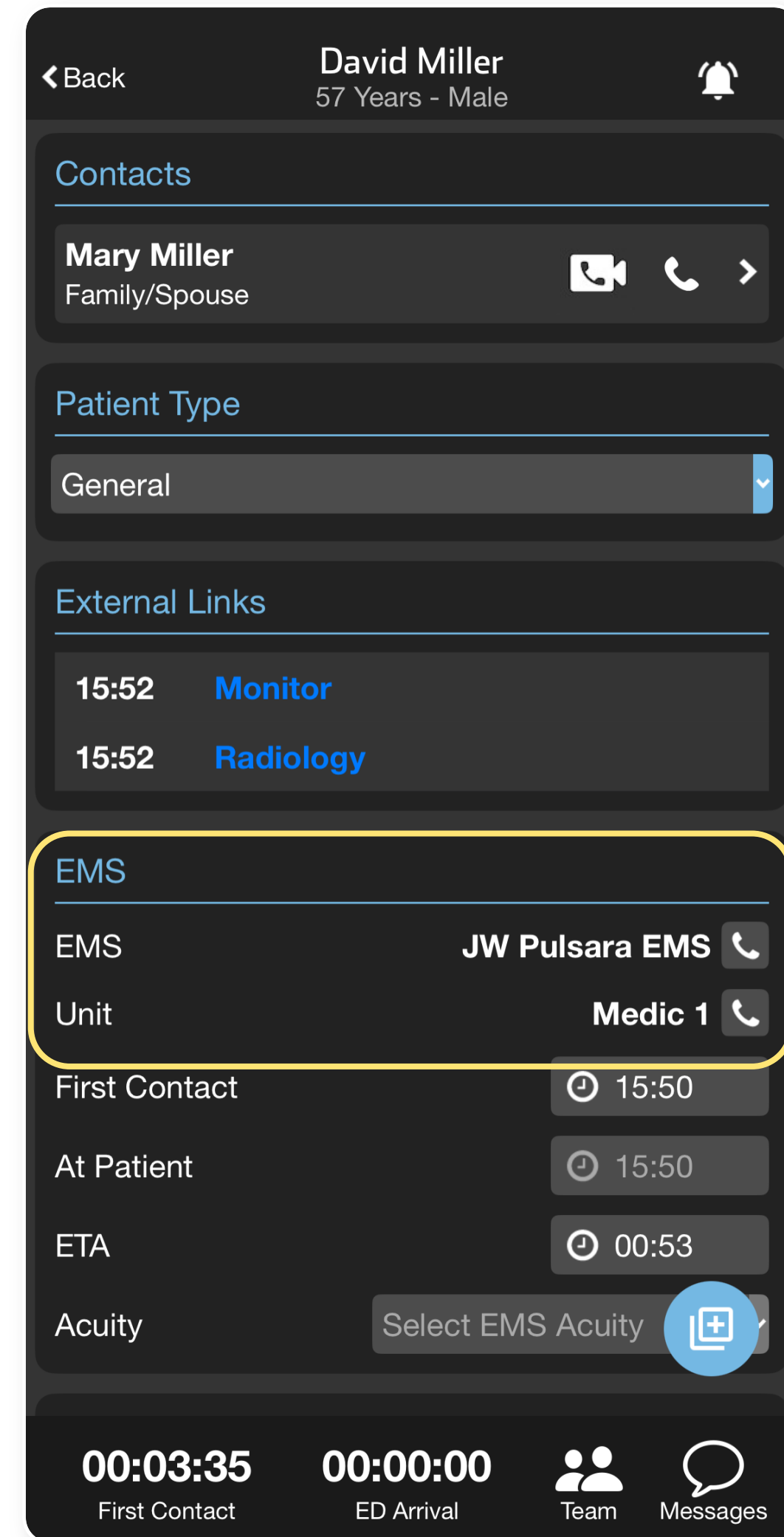
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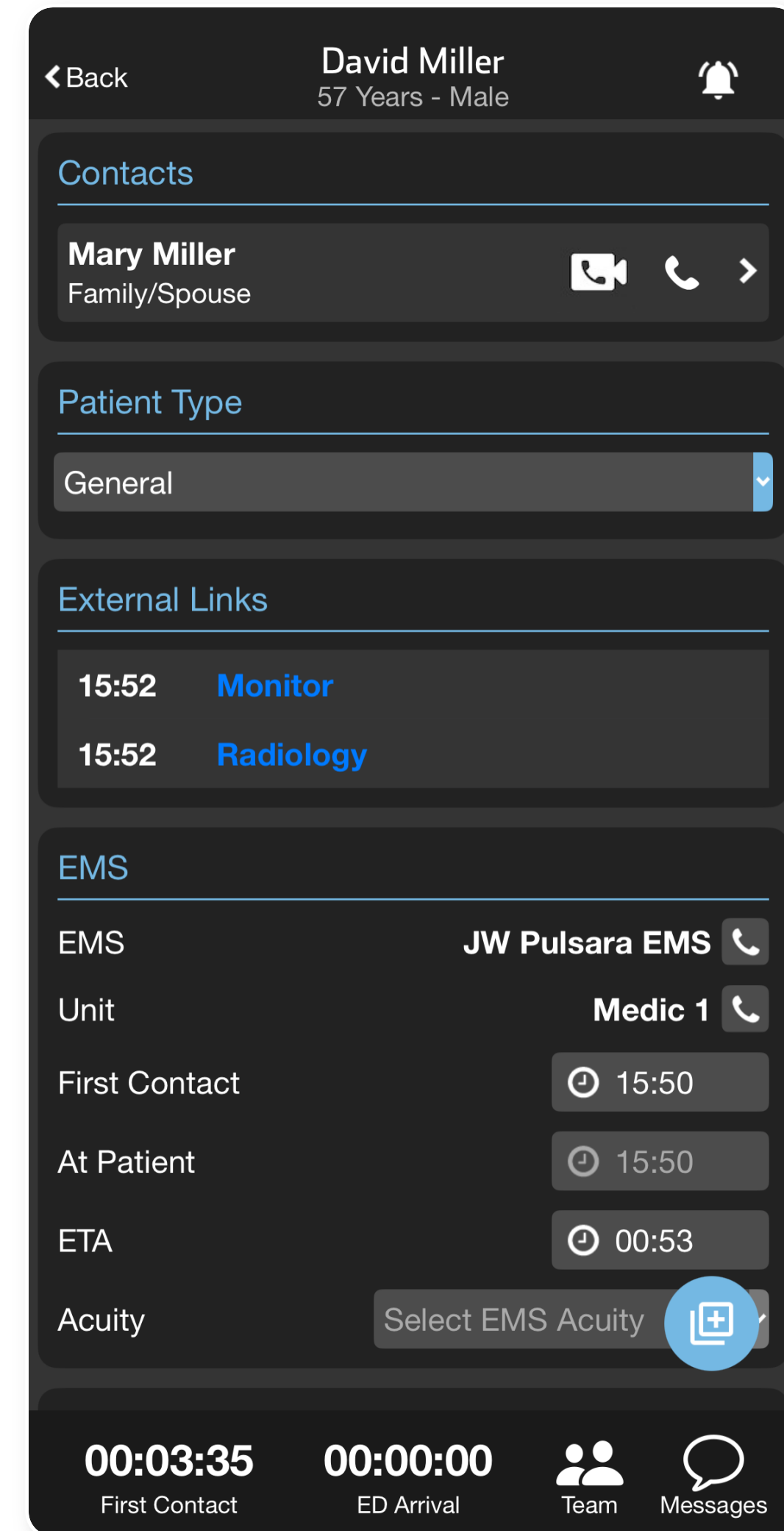
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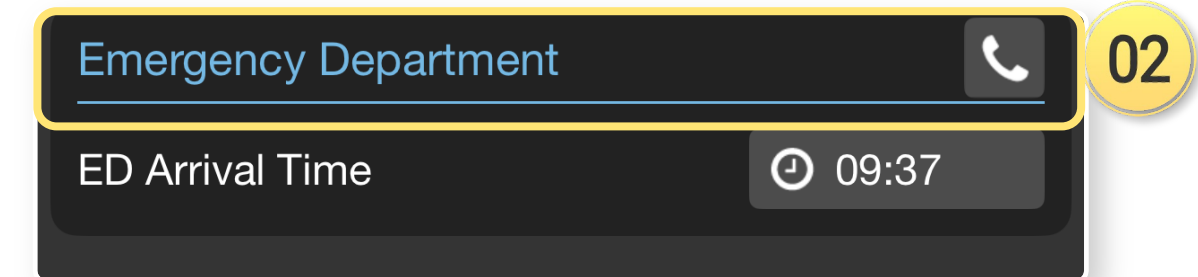
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Where to Find

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- 02 Department – ED, Cath Lab



The screenshot shows the Pulsara mobile app interface for a patient named David Miller, 57 Years - Male. The interface includes a 'Back' button, a notification bell, and a 'Contacts' section with a card for Mary Miller (Family/Spouse) featuring video and phone call icons. Below this is a 'Patient Type' dropdown menu set to 'General'. An 'External Links' section shows two links: '15:52 Monitor' and '15:52 Radiology'. The 'EMS' section lists 'EMS' (JW Pulsara EMS), 'Unit' (Medic 1), 'First Contact' (15:50), 'At Patient' (15:50), 'ETA' (00:53), and 'Acuity' (Select EMS Acuity). At the bottom, there are four buttons: '00:03:35 First Contact', '00:00:00 ED Arrival', 'Team', and 'Messages'.



The screenshot shows a section of the Pulsara mobile app interface. It features a header 'Emergency Department' with a phone icon and a yellow circle containing the number '02'. Below this is a row for 'ED Arrival Time' with a clock icon and the time '09:37'.

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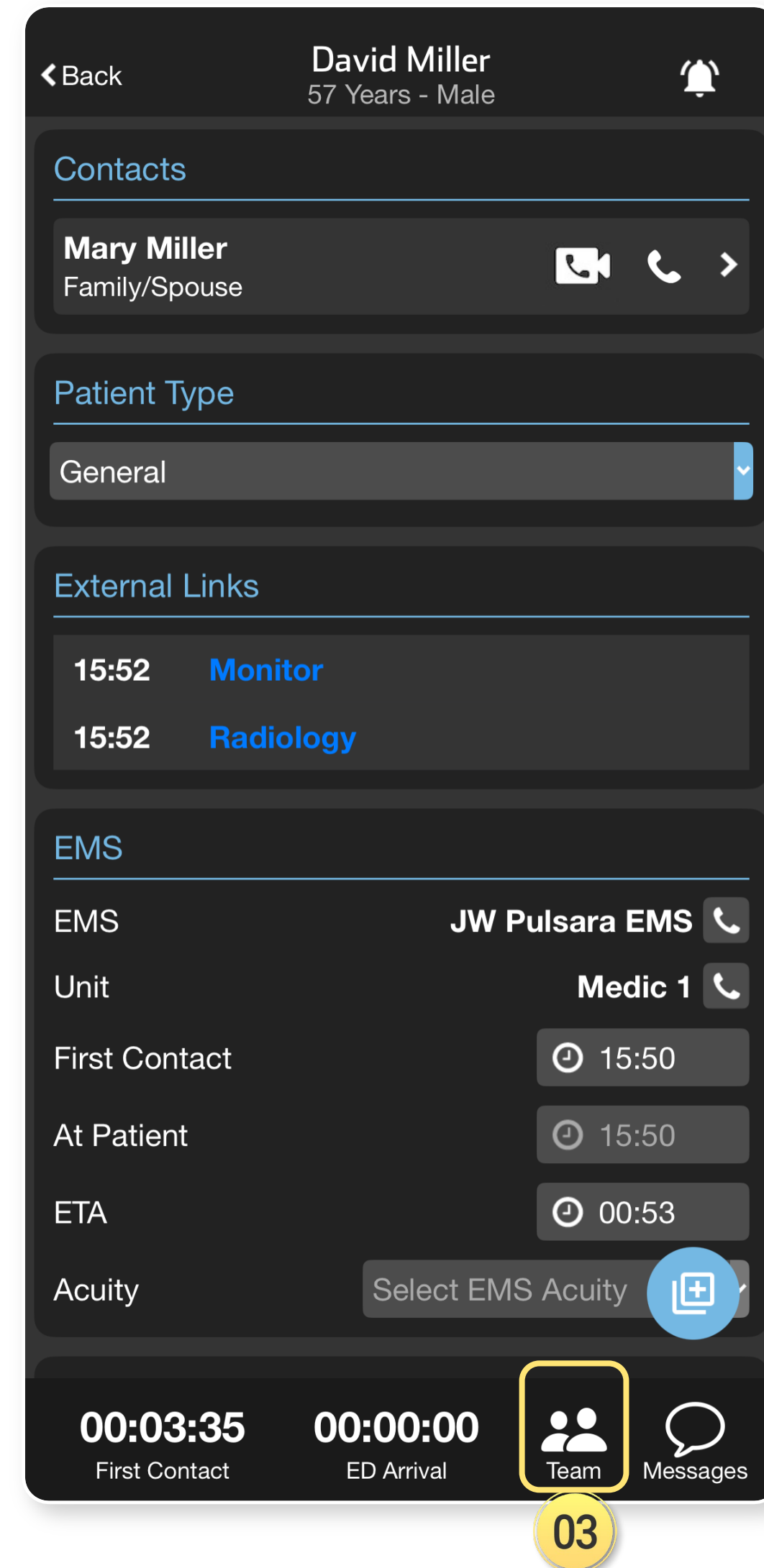
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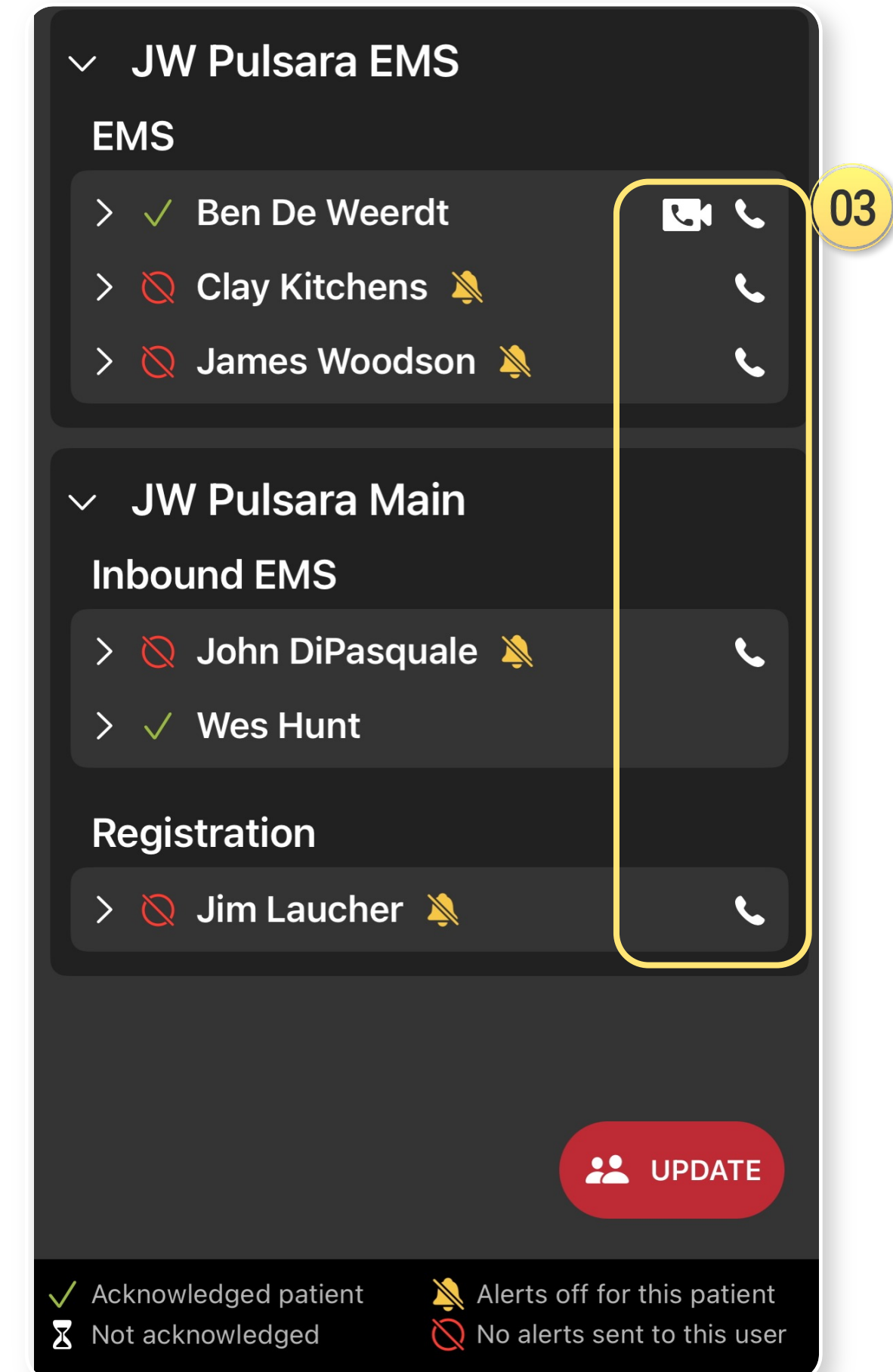
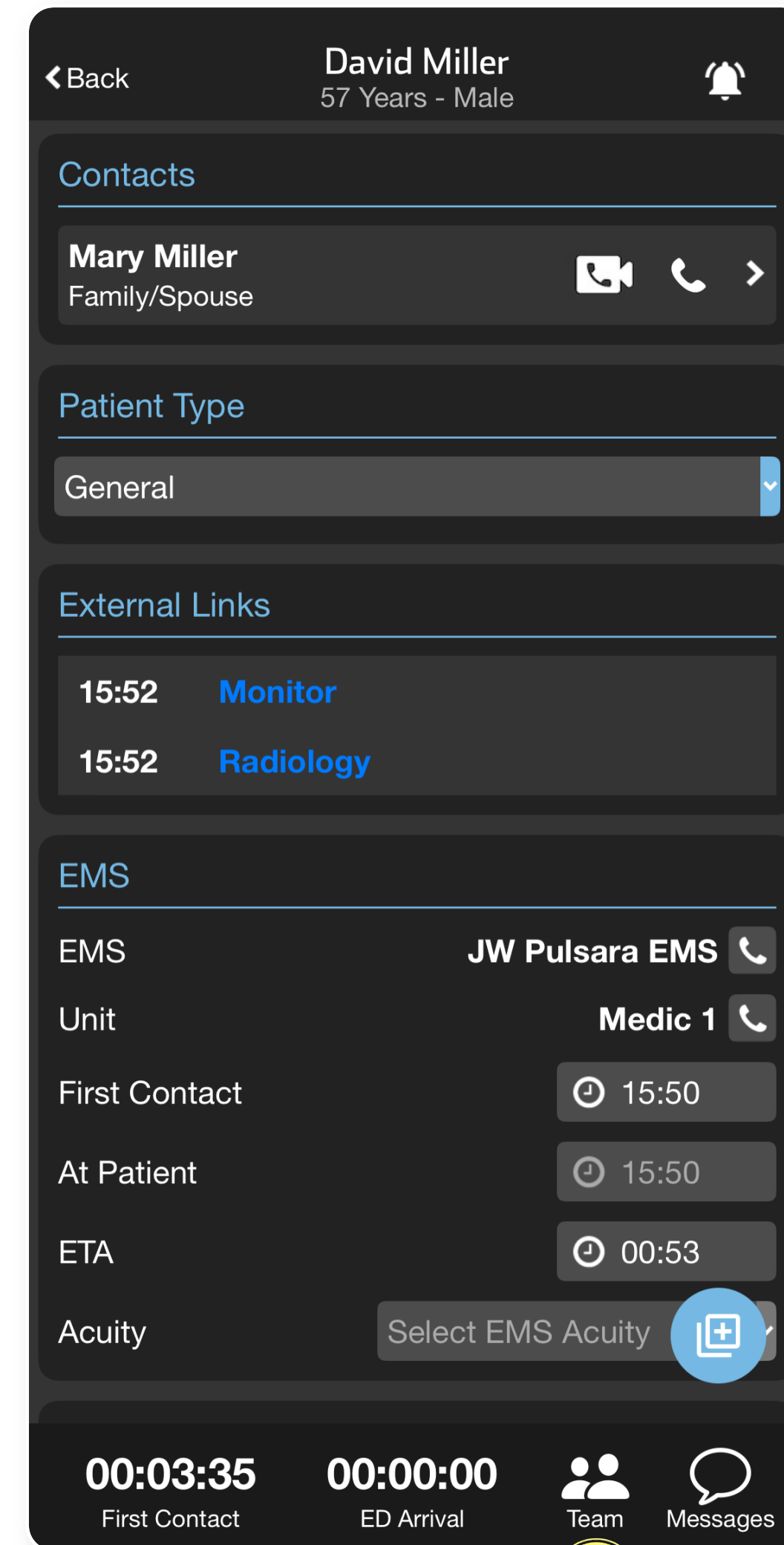
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