



Welcome to the 2024 GHC Training Session

- These sessions are available to attendees that have registered and are identifiable by the blue and purple name badge.
- Pre-enrolled attendees are guaranteed a seat. All others are first-come, first-serve if space permits.
- The Room Monitor will administer a sign-in sheet that you must sign. Pre-enrolled attendees: Please sign next to your name. Names are in alphabetical order by last name.
- If you are a walk-in (not pre-enrolled), print your name **legible** on the sign-in sheet.
- **You must attend and sign-in every day on multiple day sessions.**
- The sign-in sheet will be picked up 30 minutes after the session starts.
- A certificate will be provided at the completion of the session.



WS 152

**From Scene to Safety: Improving
Patient Tracking in Real-Time
Emergencies**



Introductions

Katja Miller

**Hillsborough County Office of Emergency
Management**

Operations Section Chief





Hillsborough County

- West Central Florida (Tampa Bay Region) – 1,266 sq. miles (total area)
 - ~1,020 sq. miles land / ~246 sq. miles water
- Population: ~1.53 million (4th largest in Florida)
- Municipalities: Tampa, Plant City, Temple Terrace
- One of the most storm surge–vulnerable regions in the U.S.
- 88 hurricanes since 1930
- Storm surge risk driven by Tampa Bay’s shallow basin + coastal development
- Extensive FEMA flood zones across coastal & riverine areas
- Port Tampa Bay – largest in Florida by tonnage
- Tampa International Airport (TPA) – nationally ranked major international airport serving 20M+ passengers annually
- Home to MacDill Air Force Base • Headquarters for U.S. Central Command (CENTCOM) and U.S. Special Operations Command (SOCOM)
- Major events and sports hub





Why Patient Tracking Matters

- **Accountability saves lives**
- **Continuity of care during chaos**
- **Family reunification expectations**
- **Resource prioritization**
- **State and federal reporting requirements**
- **Operational visibility for command staff**

Types of Incidents Requiring Patient Tracking



- MCI
- Active threat incidents
- Transportation accidents
- Hazmat exposures
- Hurricanes and flooding
- Etc.



Agencies & Stakeholders

- **County & Municipal EMS**
- **Private EMS**
- **Hospitals & Healthcare Coalition**
- **ESF-8 Public Health & Medical**
- **OEM/EOC Operations**
- **Law Enforcement**
- **MacDill AFB**
- **Transportation partners**
- **State ESF-8 coordination**



The Patient Movement Lifecycle

From Scene to Safety

- Incident Occurs
- Triage
- Initial Patient Identification
- Transport Assignment
- Hospital Destination Tracking
- EOC/Common Operating Picture Updates
- Family Reunification
- Long-Term Continuity of Care




Notification Process


- 911/Dispatch
- Recommend automatic notification to Command/OEM
 - Department of Health
 - Local Hospitals
 - IPAWS consideration
- Ensure notification to State Watch Point
- State Watch Office
 - State Requirement
 - State Watch Office Guide

FLORIDA DIVISION OF EMERGENCY MANAGEMENT
STATE WATCH OFFICE GUIDE
for Florida County Warning Points and PSAPs
Published January 2024

Updated versions and reportable incidents may be found at www.floridadisaster.org/SWO



To Report an Incident
(800) 320-0519 or (850) 815-4001





Identify & Standardize MCI Levels

- **MCI Level 1: 7-10**
- **MCI Level 2: 11-20**
- **MCI Level 3: 21-100**
- **MCI Level 4: 101-1000**
- **MCI Level 5: Over 1000 patients**

MCI & START Triage



TRANSPORTATION RECEIPT Tag Number 4869
 E10004869

Destination: _____ Via: _____ Time: 1 ● 2 ● 3 ●

TRIAGE TAG E10004869

Age: _____ First: _____ M _____ Last: _____
 Address: _____
 City: _____ St: _____ Zip: _____
 Phone: _____ Religious Pref: _____

AMBUCLANCE RECEIPT

EMT Personal Property Receipt

TRANSPORTATION RECEIPT For Use by Transportation Recorder Only EN45-05704

Age: _____ First: _____ M _____ Last: _____

Tourniquet Applied: _____ Airway Management: _____
 Time: _____ OPA _____ NPA _____

GCS Tx In: E: _____ M: _____ V: _____ Time: _____
 GCS Tx Out: E: _____ M: _____ V: _____ Time: _____

Known Allergies: _____

Treatment Administered/Comments: _____

D	Time	Drug Solution	Dose

S ● L ● U ● D ● G ● E ● M
 Salivation Laceration Urination Defecation O.I. Dressing Emesis Miosis

INJECTOR TYPE: _____ 1 ● 2 ● 3 ●
 INJECTOR TYPE: _____ 1 ● 2 ● 3 ●

Primary Decon: _____ Secondary Decon: _____

START triage system Initial Ribbon Triage 1 ● 2 ● 3 ●

MINOR Move the Walking Wounded

RESPIRATIONS: Yes - 2 Sec. Can Do
 No + 2 Sec. Can't Do

PERFUSION: - 2 Sec. Can Do
 + 2 Sec. Can't Do

MENTAL STATUS: Can Do
 Can't Do

IMMEDIATE Respirations - Over 30
 Perfusion - Cap. Refill Over 2 sec. or Radial Pulse Absent
 Mental Status - Unable to Follow Simple Commands

DELAYED All Others

MORGUE No Respirations After Head Tilt

V	Time	B/P	Pulse	Respiration

RE-TRIAGED 1 ● 2 ● 3 ●

MORGUE 0 E10004869	MORGUE 0 E10004869
IMMEDIATE 1 E10004869	IMMEDIATE 1 E10004869
DELAYED 2 E10004869	DELAYED 2 E10004869
MINOR 3 E10004869	MINOR 3 E10004869

EVIDENCE CONTAMINATED E10004869

MORGUE 0 Pulseless/ Non-Breathing

IMMEDIATE 1 Life Threatening Injury

DELAYED 2 Serious Non Life Threatening

MINOR 3 Walking Wounded

EVIDENCE CONTAMINATED

AMBUCLANCE RECEIPT

Personal Property Receipt

Name: _____ M: _____ Last: _____
 Name: _____ M: _____ Last: _____

Understanding & Integrating MCI Terminology



Role	Primary Focus	Key Actions
Triage Officer	Patient assessment & categorization	Perform triage, tag patients, direct them to Treatment Areas, maintain patient counts
Treatment Officer	Patient care & stabilization	Organize treatment zones, oversee ALS/BLS teams, document care, prep patients for transport
Transport Officer	Hospital destination & patient movement	Coordinate ambulance flow, assign hospital destinations, maintain transport logs and communications

Field View & Use



Field View & Use



ReadyOp Forms Form ID: 191

Patient Tracking Form - Hillsborough County Area

HILLSBOROUGH COUNTY FIRE RESCUE

Please complete as much information as possible to support patient tracking and reunification.

Incident Name

MCI Tag Number/Barcode

Triage Status

Green

Yellow

Red

Black

First **Middle**

Last **Patient Gender**

ReadyOp Forms

First **Middle**

Last **Patient Gender**

Select an option

Adult

Pediatric

Destination Hospital

If Other than a hospital in list:

Unit Number (Required)

----- If time allows:

Patient Pick Up Location

or

Transport Unit Comments / Information

Field View & Use



ReadyOp Forms

Photo 1
Select File...

Photo 2
Select File...

Photo 3
Select File...

Photo 4
Select File...

If Drivers License available and time permits, scan bar code on back of license:
DL/ID Number

Street 1

Street 2

City State

ReadyOp Forms

Personal Property / Evidence Taken Log:

Receiving Hospital

Hospital MRN

If Other:

Receiving Hospital Comments:

Admin Only:
Patient Status

Initial Triage

Treatment

Transport

At Hospital

Released



Administrative View

HILLSBOROUGH COUNTY FIRE RESCUE Search Messages Menu Logout Patient Tracking (4) Powered By ReadyOp

Katja Miller (Agency Administrator) - You are currently online

Main Dashboard Files Roster Tracking Dispatch Logbook Forms Patient Tracking 2.0 IAC

Forms Entries Show Archived: Show Drafts: Actions

ID	Incident Name	MCI Tag Number/...	Triage Status	
<input type="checkbox"/>	34602	FCC Exercise 2026	586610	Red
<input type="checkbox"/>	34601	FCC Exercise 2026	F0587434	Yellow
<input type="checkbox"/>	34600	FCC Exercise 2026	F0582672	Yellow
<input type="checkbox"/>	34599	FCC Exercise 2026	F0582649	Yellow
<input type="checkbox"/>	34598	FCC Exercise 2026	F0582650	Red
<input type="checkbox"/>	34597	FCC Exercise 2026	F0582659	Yellow
<input type="checkbox"/>	34596	FCC Exercise 2026	JPATS200012870	Yellow
<input type="checkbox"/>	34595	FCC Exercise 2026	F0582658	Red
<input type="checkbox"/>	34594	FCC Exercise 2026	F0582671	Yellow
<input type="checkbox"/>	34593	FCC Exercise 2026	F0582651	Yellow
<input type="checkbox"/>	34592	FCC Exercise 2026	F0588020	Red
<input type="checkbox"/>	34591	FCC Exercise 2026	F0582652	Yellow
<input type="checkbox"/>	34590	FCC Exercise 2026	F0584969	
<input type="checkbox"/>	34589	FCC Exercise 2026	F0584963	Yellow
<input type="checkbox"/>	34588	FCC Exercise 2026	F0585650	Red
<input type="checkbox"/>	34587	FCC Exercise 2026	F0585652	Red
<input type="checkbox"/>	34586	FCC Exercise 2026	F0584965	Red

Clear Filters 34 entries

New Entry

ReadyOp Patient Tracking Form - Hillsborough County Area
Hillsborough County Fire Rescue

Please complete as much information as possible to support patient tracking and reunification.

Incident Name

MCI Tag Number/Barcode

Triage Status
 Green Yellow Red Black

First Middle Last Patient Gender

Select an option
 Adult Pediatric

Close Form Submit Entry

Dashboards



HILLSBOROUGH COUNTY FIRE RESCUE Search Messages Menu Logout Patient Tracking (4) ReadyOp Powered By

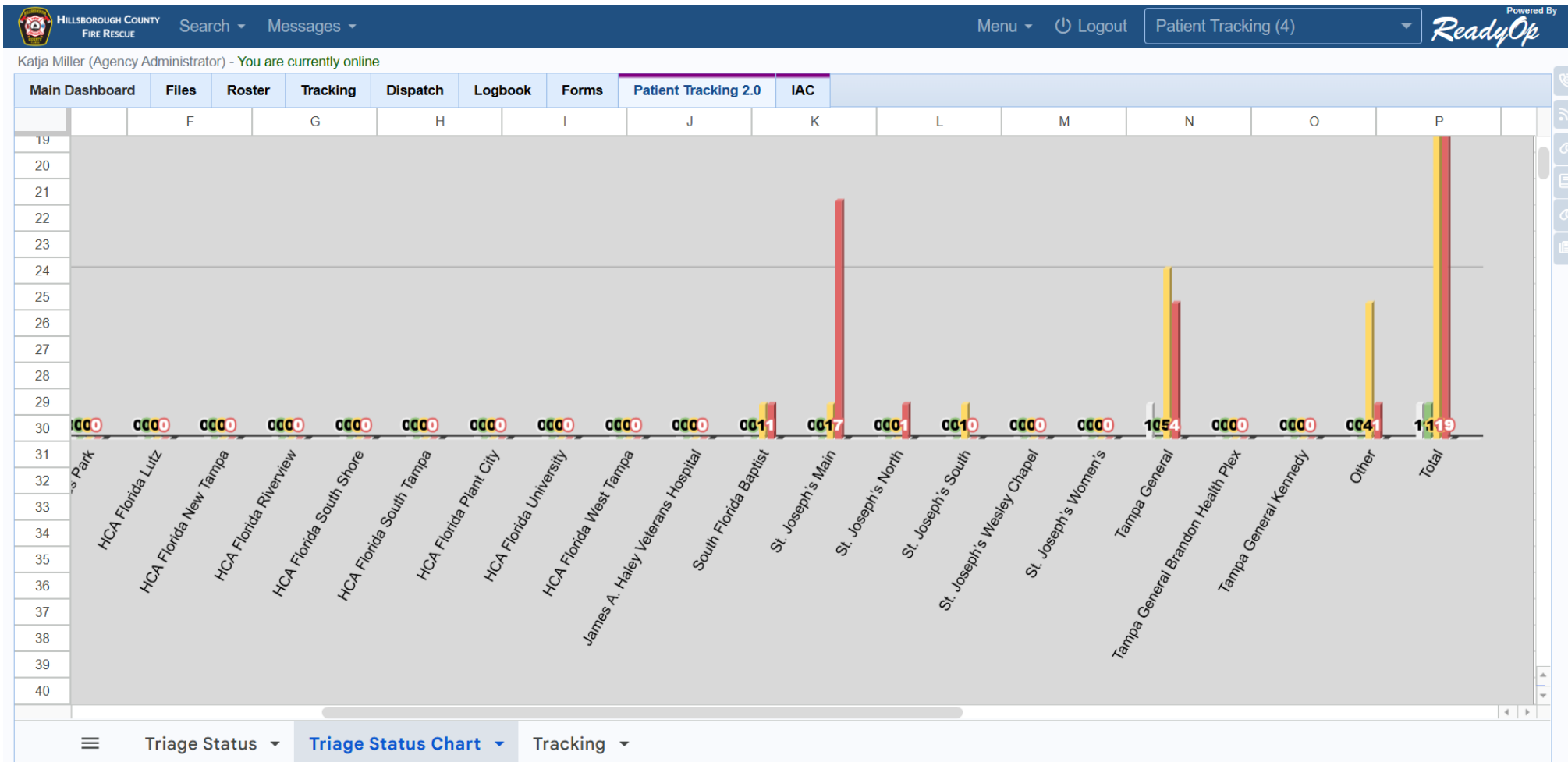
Katja Miller (Agency Administrator) - You are currently online

Main Dashboard Files Roster Tracking Dispatch Logbook Forms Patient Tracking 2.0 IAC

	A	B	C	D	E	F	G	H
20	South Florida Baptist	0	0	1	1	0	2	
21	St. Joseph's Main	0	0	1	7	0	8	
22	St. Joseph's North	0	0	0	1	0	1	
23	St. Joseph's South	0	0	1	0	0	1	
24	St. Joseph's Wesley Chapel	0	0	0	0	0	0	
25	St. Joseph's Women's	0	0	0	0	0	0	
26	Tampa General	1	0	5	4	0	10	
27	Tampa General Brandon Health Plex	0	0	0	0	0	0	
28	Tampa General Kennedy	0	0	0	0	0	0	
29	Other	0	0	4	1	0	5	
30	Total	1	1	13	19	0	34	

☰ Triage Status Triage Status Chart Tracking

Dashboards



Dashboards



HILLSBOROUGH COUNTY FIRE RESCUE Search Messages Menu Logout Patient Tracking (4) ReadyOp Powered By

Katja Miller (Agency Administrator) - You are currently online

Main Dashboard Files Roster Tracking Dispatch Logbook Forms Patient Tracking 2.0 IAC

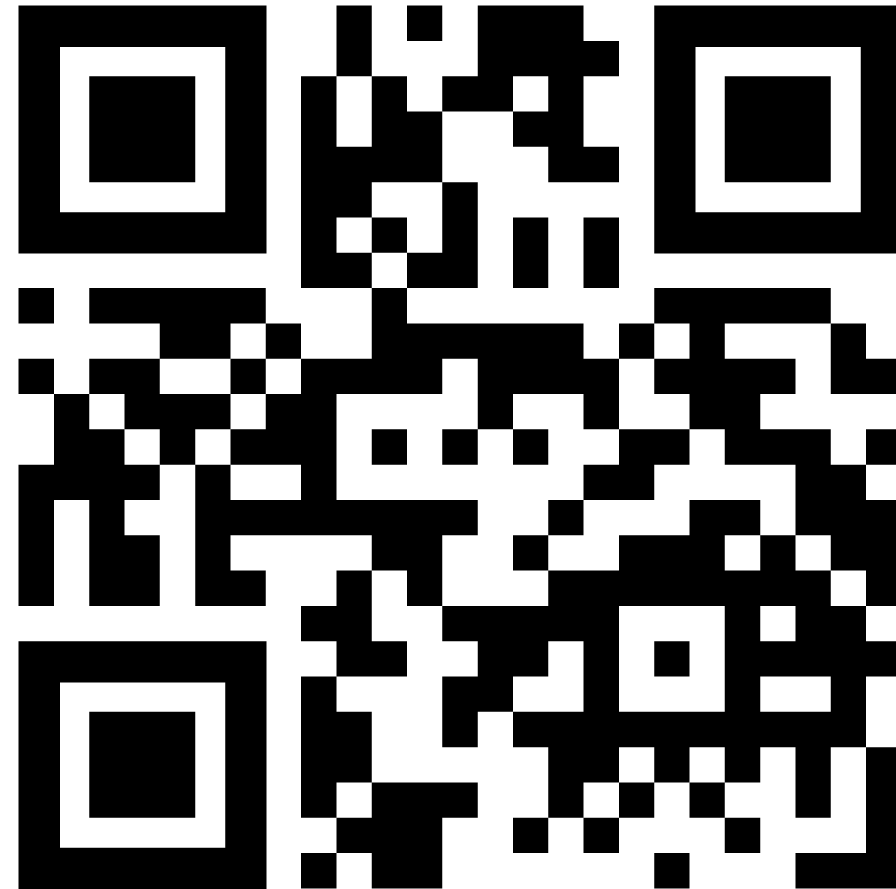
ReadyOp HCFR Patient Tracking

Entries	Gender	Triage Status	Reunification Status	Patient Status		
1				Initial Triage	0	
Unit Count	Male	11	Green	1	Unknown	0
30			Yellow	13	Info Entered	0
MCI Tags	Female	8	Red	19	Complete	0
17			Black	0	Not Needed	0
			No Status	1		0
					Unknown	0

Incident Name	MCI Tag Number/Barcode	Triage Status	First	Middle	Last	Patient Gender	Adult/Pediatric	Destination Hospital	If Other than a hospital in list:	Unit Number	Patient Pick Up Location	Comments / Information
FCC Exercise 2026	F0584774	Red	John		Mccall	Choose One	Adult	St. Joseph's Main				27.96770588320085 3, -82.5177569225336 @ 2026-05-13T09:12:15-04:00
FCC Exercise 2026	F0584964	Red	Robert		Stack	Male	Adult	Tampa General		HCFR SE		27.96789396556836 -82.5180741772824 1 @ 2026-05-13T11:45:05-04:00
FCC Exercise 2026	F0584775	Red	Sean		Weatherman	Male	Adult	St. Joseph's Main		R250		
FCC Exercise 2026	F0583352	Red	Johnny		Rocket	Choose One	Adult	Tampa General		R6		27.96755102136623 -82.5177627625750 2 @ 2026-05-13T12:08:18-04:00

Triage Status Triage Status Chart Tracking

Family Reunification





Field View & Use



ReadyOp Forms Form ID: 181

Incident Assistance Center In-Take Form

Incident Name


Requestor Information

Main Point of Contact for loved one

1. Date **Time**

Last Name **First Name**

Phone Number

 +1

Email

Last Name **First Name**

ReadyOp Forms

Last Name **First Name**

Relationship **Legal Next of Kin**

DOB **Age**

SEX

Hair **Eye Color**

Race

Comments

Add any descriptors that may help us identify loved one

Status (Admin Only)

 Unknown



Administrative View

HILLSBOROUGH COUNTY Fire Rescue Search Messages Menu Logout Patient Tracking (4) ReadyOp

Katja Miller (Agency Administrator) - You are currently online

Main Dashboard Files Roster Tracking Dispatch Logbook Forms Patient Tracking 2.0 IAC

Forms Entries Show Archived: Show Drafts: Actions

ID	1. Date	Last Name	First Name	Status
34565	2026-05-13	Miller	Katja	Reur

New Entry

Incident Assistance Center In-Take Form

Incident Name

Requestor Information
Main Point of Contact for loved one

1. Date Time

Last Name First Name
Of Visitor Of Visitor

Phone Number Email

Last Name First Name Relationship Legal Next of Kin

DOB Age SEX

Clear Filters 1 entries Close Form Submit Entry

Dashboards



HILLSBOROUGH COUNTY Fire Rescue Search Messages Menu Logout Patient Tracking (4) ReadyOp

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Main Dashboard Files Roster Tracking Dispatch Logbook Forms Patient Tracking 2.0 IAC

ReadyOp Incident Assistance Center In-Take Form

Entry Count	Status	Race
1	Unknown	White
	Reunified	Black or African American
	Next of Kin Notification	Hispanic or Latino
	Sex	Asian
1	Male	American Indian or Alaskan Native
	Female	Native Hawaiian or Other Pacific Islander

Incident: All Date: All Last Name: All
 ID: All Status: All First Name: All
 Possible PT Match ID: All PT Match: All Requestor Last Name: All
 Possible PT Match ID: All ID: All Requestor First Name: All

IAC Submission Information					Loved One Information													
ID	Incident	Date	Time	Status	Possible PT Match ID	PT Match	Matched PT ID	Last Name	First Name	Relationship	Kin	DOB	Age	Sex	Hair	Eye Color	Race	Tattoo
34565		5/13/2026	11:54 AM	Reunified	34563	Yes		Stack	Robert	Sister	YES	11/15/1972		Male	Choose One	Choose One	Choose One	Tattoo on forearm

Tracking Sheet



Lessons Learned from Recent Events

- **Importance of standardized processes**
- **Early EOC integration**
- **Unified communication pathways**
- **Importance of training/exercises**
- **Value of healthcare partnerships**



What Questions Do you Have ?

Katja Miller

Hillsborough County OEM

Operations Section Chief

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