




## Advisory 25-04 Prehospital Notification Using Pulsara

To: All EMS Agencies

From: Jeremy T. Cushman, MD, MS, EMT-P, FACEP, FAEMS  
Regional Medical Director 

Date: May 15, 2025

---

On June 2, in collaboration with Rochester Regional Health and URMedicine, ALS and transport EMS Agencies in the Monroe-Livingston Region will be able to utilize the Pulsara application for prenotification of every patient being transported to the following hospitals:

- FF Thompson Hospital
- Highland Hospital
- Noyes Memorial Hospital
- Saint James Hospital
- Strong Memorial Hospital (Adult and Pediatric)
- Strong West
- Rochester General Hospital (Adult and Pediatric)
- Unity Hospital

Pulsara will allow for the secure transmission of HIPAA compliant data and images related to any clinical condition (Stroke, STEMI, Trauma, Burn, ECLS, etc) and given the safeguards in place regarding the technology, will supplant traditional phone notifications. EMS clinician calls for physician orders or consultations will still occur using existing Medical Control phone numbers and processes.

Although hospitals will be able to receive notifications starting June 2, **by July 1 all facilities expect notification for every patient arriving to their ED using Pulsara. When making Stroke, STEMI and Trauma notifications during the month of June, if you do not receive an acknowledgement via the Pulsara application in 60 seconds, please call via cellular phone as you do today.**

EMS Agency Leaders were previously contacted to set up their Pulsara account and should have begun adding their clinician-users. You will receive an email from Pulsara on behalf of their agency to create your user account. You must have different User Names for each agency that you are affiliated with.

The following is specific guidance for EMS clinicians on the use of Pulsara in the MLREMS region.

Education for EMS Clinicians is available [here](#) and EMS agencies may elect to place Lessons 1-3 in their agencies learning Management Systems as needed.

EMS Clinicians will need to download and install the application. Please see instructions for doing so [here](#).

Once the application is installed, EMS Clinicians are expected to pre-notify the respective hospital to which they are transporting using the Pulsara application. Examples of how to do so can be found [here](#).

---

**web** www.mlrems.org  
**phone** (585) 463-2900  
**fax** (585) 473-3516

**office**  
44 Celebration Drive, Suite 2100  
Rochester, NY 14620

**mailing**  
601 Elmwood Avenue, Box 655  
Rochester, NY 14642



When pre-notifying, the EMS clinician must include a chief complaint, any relevant actionable information that will allow the ED to prepare for the patient within the chief complaint field, demographics (at minimum age and gender and as able demographics scanned from ID), and a full set of vital signs.

The Patient Type is defined below, and additional patient type-specific information requested as part of the pre-notification is included.

Patient Type	Definition for Use
Behavioral Health	Patient with primarily behavioral health presentation. Include nature (depressed, suicide attempt, psychotic, etc) and whether sedation given or patient in restraints.
Cardiac Arrest	Patient in cardiac arrest being transported. Not an ECLS candidate.
General	Patient meets none of the other patient type definitions. Include in chief complaint the nature (eg abdominal pain, asthma, fall with hip injury, etc) as well as vital signs and sufficient information to allow the ED to prepare for the patient.
Obstetrics	Patient with primarily obstetric-related complaint. Include weeks pregnant, and complaint (contractions, bleeding, baby born, etc).
Sepsis	Patient meeting sepsis protocol notification criteria. Include vital signs.
Shock/ECMO	Patient is an ECLS candidate (Transporting to Strong or RGH only).
STEMI	Patient meets STEMI notification criteria. Include vital signs, demographics, and upload/attach photo of 12-lead EKG. (Transporting to Strong, RGH, or Unity only)
Stroke	Patient meets stroke notification criteria for stroke symptoms with last known well <24 hours. Include time last known well, presenting neurologic deficit, demographics, and vital signs.
Toxicology / Overdose	Patient with primarily toxicological or overdose presentation. Include suspected agent, mental status, and vital signs.
Trauma	Patient meets trauma destination criteria (Red or Yellow) for transport to a trauma center. Include mechanism, injuries, and vital signs. (Transporting to Strong Only)

For Pediatric Patients being transported to Strong or Rochester General, EMS clinicians will use the Strong – Pediatric ED or Rochester General – Pediatric ED hospital. Adult patients will similarly use Strong – Adult ED or Rochester General – Adult ED. All other area hospitals do not have an adult/pediatric differentiator.

There are pre-built, EMS-selectable messages available for all patient types to improve clarity and efficiency of messaging. They are as follows:

**web** www.mlrems.org  
**phone** (585) 463-2900  
**fax** (585) 473-3516

**office**  
 44 Celebration Drive, Suite 2100  
 Rochester, NY 14620

**mailing**  
 601 Elmwood Avenue, Box 655  
 Rochester, NY 14642



<b>EMS Selectable Messaging for all Patient Types</b>	
<b>Title</b>	<b>Message</b>
CPAP/BiPAP Patient	Patient is receiving CPAP or BiPAP.
Intubated Patient	Patient is intubated and/or on a ventilator.
Airway Needed	Patient is receiving BVM assistance and may require intubation on arrival.
Cardiac Arrest	Patient has gone into cardiac arrest. CPR in progress.
Critically Unstable Patient	Patient is critically unstable, being resuscitated. Please prepare for critical patient.
ROSC	Patient now has Return of Spontaneous Circulation.
Destination Change	Patient diverted to another hospital.
Security Assistance	Please have security available on arrival.
Transport Delay	Transport delayed due to traffic, weather, or mechanical issues.
ASL Translator Needed	Please have ASL translator available on arrival
Spanish Translator Needed	Please have Spanish translator available on arrival
Other Translator Needed	Patient requires language interpreter services on arrival.

Within Pulsara there is a “Hospital Availability Status” which Rochester Regional and URMedicine facilities have agreed to be defined as follows and are controlled by designated individuals within each health system. Examples of how these status colors will be used is below. In short, green is open, yellow is an advisory and certain services may be limited, red is the facility is requesting diversion of patients for capacity reasons, and black is the facility is unable to receive any EMS patients.

<b>Hospital Availability Status</b>	
Available	Default - Facility is open without restrictions
CT Scan Down	For use when facility lacks CT imaging capability. EMS advised to transport patients who may need CT (eg stroke patients, head injury, etc) to alternate facility. ED otherwise open.
Cath Lab Down	For use when facility lacks cardiac catheterization availability. EMS advised to transport STEMI patients to alternate STEMI facility. ED otherwise open.
Diversion Due to Capacity	For use when facility has notified NYSDOH and they are on diversion for capacity issues. The hospital requests EMS transport to other facilities but remains open. CPEP, CIU, other service-specific diversion will be "yellow" caution alert. Red used only for main ED capacity diversion, the ED is otherwise open.
Closed - Facility unable to receive EMS	For use when facility has critical security incident or infrastructure failure and is unable to accept any EMS patients. EMS must transport to alternate facilities.

With any questions, please do not hesitate to contact this office.

**web** www.mlrems.org  
**phone** (585) 463-2900  
**fax** (585) 473-3516

**office**  
 44 Celebration Drive, Suite 2100  
 Rochester, NY 14620

**mailing**  
 601 Elmwood Avenue, Box 655  
 Rochester, NY 14642