



## RespondNH Personnel Permissions & Positions

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## RespondNH Position Management

- If a position choice is greyed out in your selection form, then that position only allows one person, and someone else in the service is already assigned. The existing individual needs to be removed from that position before anyone else can be added to it (Chief, UCDC, Hospital Coordinator, and Medical Director).
- If someone is a chief or deputy, they do not automatically get marked as Authorized signer and/or Elite Service Admin. They also need to be assigned to these positions to get those permissions.
- A staff member is allowed to have a mix of positions within a Service.
- Almost any mix of positions is allowed, except if someone is marked as both Chief and Deputy Chief.
- Elite/NHESR/TEMSIS Positions are managed in Elite. RespondNH only manages staff positions relevant to the roster on RespondNH.

## Crew - Show in EMS and Fire Runforms

### Important to Note:

1. Show in EMS and Fire Forms are currently managed separately
2. Show in Forms as a crew member does not automatically mean you can enter runs yourself

## To Show In EMS Runform as a Crew Member

### In RespondNH:

1. A user must have "Show in EMS Run Form" set to "Yes" to change this setting, use Applications> Service Form 2: Update Service Personnel / Staff Positions

### In Elite:

1. The user must have the "EMS Form" button activated under the Employment tab in their user profile in Elite. Contact the helpdesk if you need to change this setting

## To Show in Fire Form

### In RespondNH:

1. The user must have a value in the "Personnel ID" field under the Employment tab in their RespondNH profile. *Note: We suggest first initial/last name, but it doesn't matter as long as it's unique for that service and cannot be repeated (do not use radio ID for example). Use Applications> Service Form 2: Update Service Personnel / Staff Positions to make any updates to this field.*
2. If a personnel ID is assigned via RespondNH it also automatically toggles 'show in fire form' to yes, so no further action is needed. If they want to add the personnel ID in Elite, please follow the steps below:


### In Elite:

1. The service must have fire reporting turned on in Elite
2. The user must have the "Fire Form" button activated under the Employment tab in their user profile in Elite.
3. The "Show in Fire Form" function is distinct from the "Show in EMS Runform" and is managed separately. The "Show in Fire Form" can only be managed in the Elite system; there is no way to manage it from RespondNH at this time.

## Local/Department-Managed Positions


Please refer to the below information for a detailed explanation of each RespondNH Position/Permission

### Authorized Representative and EMS License Signer

 = Authorized Representative and EMS License Signer

- The most important position in RespondNH – Allows a user to act on behalf of the service.
  - This position is for someone that the service identifies as authorized to speak on behalf of the service and sign EMS license documents. Has full admin ability in RespondNH.
- Does not need to be a chief or other officer, could be an administrative person designated by the service
- Does not need to be mixed with any other position, but can be mixed with any other combination of positions if desired
- Does not link directly to TEMSIS / NHESR / Elite by itself
- Does not automatically give someone an Elite Service Admin permission - That must be checked separately (In Elite).
- No limit on the number of this position per service

### Director or Chief of Service

 = Director or Chief


- Only one allowed per service
  - If the box to "add" is greyed out, that means another person is already in that position and they must be removed first
- This is used for tracking staff positions and form permissions in RespondNH only
- Does not automatically list someone an Authorized Representative and Signer - That must be checked separately
- Does not link directly to TEMSIS / NHESR / Elite by itself
  - Does not automatically give someone an Elite Service Admin permission - That must be checked separately

### Deputy or Assistant Director or Chief

 = Deputy or Assistant Director or Chief


- RespondNH allows an unlimited number of Deputy/Assistant Chiefs
- Used for tracking staff positions and form permissions in RespondNH only
- Does not automatically list someone an Authorized Representative and Signer - That must be checked separately
- Does not link directly to TEMSIS / NHESR / Elite by itself
  - Does not automatically give someone an Elite Service Admin permission - That must be checked separately

### Training Officer

 = Training Officer


- No limit on the number of this position per service
- For tracking staff positions and form permissions in RespondNH only
- Can be an EMS or Fire Training Officer
- Does not automatically make someone an Authorized Representative and Signer - That must be checked separately
- Does not link directly to TEMSIS / NHESR / Elite by itself
- Does not automatically give someone an Elite Service Admin permissions - That must be checked separately

### UCDC

 = UCDC


- Only one UCDC allowed per service
- If box to "add" is greyed out, that means another person is already in that position and they must be removed first
- For tracking staff position in RespondNH only
- Service sets and manages this at their discretion - not managed by the State, but the State will reference it when looking at narcotics agreements with the MRH
- Does not automatically make someone an Authorized Representative and Signer - That must be checked separately
- Does not link directly to TEMSIS / NHESR / Elite by itself
- Does not automatically give someone an Elite Service Admin permission - That must be checked separately
- Can be mixed with any other combination of positions

### Leave of Absence

 = Leave of Absence


- No limit on the number of this position per service
- Used for staff that are on a leave of absence for some reason, but the service does not want that person completely removed from the service roster in RespondNH or TEMSIS / NHESR / Elite
- Need and assignment is made by the service
- Should not be mixed with any other position or permission
- Links directly to permission in TEMSIS/ NHESR / Elite, which prevents any access to records or any other features, modules or settings within the Elite service account

### Billing - Internal Service Staff

 = Billing Staff - Internal Service Staff

- No limit on the number of this position per service
- These are billing staff that are direct employees of the Service
- Service determines who will be assigned this position
- This permission is for both identifying the role in RespondNH and linked to a permission in Elite
- Someone can be listed as a biller and any other staff positions at the same time in RespondNH
- If someone has more than one position in the service that syncs to Elite, they will be assigned the highest level permission assigned in Elite

**Billing – Outside Agency**

 = Billing Staff - Outside Agency

- These are billing staff that work for an outside billing company hired by the service to bill for them
- These users are not direct employees of the service
- Service determines who will be assigned this position based on requests from the billing company
- This permission is for both identifying the role in RespondNH and linked to a permission in Elite
- These users should not have any other position / permission within the service, as they are an outside employee
- Do not list someone as Billing Staff - Outside Agency and any other position in a service as this is illogical, and will not function properly in Elite
- If someone has this position in conjunction with any other, the permissions will be ignored in Elite, and they will be defaulted to Service Responder

**State Managed Positions**


**Hospital Coordinator (Primary)**

 = Hospital Coordinator

**This position should only be managed by state administrators**

- Only one allowed per service
- For tracking the primary Hospital Coordinator for a service under the MRH agreement
- This gives Elite service permissions only to their MRH Services
- Syncs directly to the Hospital Coordinator permission in Elite
- Should only be managed by the State as many services will need to be updated at once if there is a change
- Changes made at the direction of the existing/outgoing Hospital Coordinator, Medical Director or recognized hospital Administrator

**Medical Director (Primary)**

 = Medical Director

**This position should only be managed by state administrators**

- Only one allowed per service
- For tracking the primary Medical Director for a Service under the MRH agreement
- This gives no service permissions but shows who the Medical Director is for the service
- Syncs directly to the Medical Director permission in Elite
- Should only be managed by the State as many services will need to be updated at the same time if there is a change
- Changes to this position are only made at the direction of the existing/outgoing Hospital Coordinator, Medical Director or a recognized Hospital Administrator
- Once a user is marked as a Medical Director, they become available to be added as a course Medical Director in RespondNH course setup. Instructors needing a medical director added make this request to [fstems@dos.nh.gov](mailto:fstems@dos.nh.gov)

## Hospital Coordinator – Secondary Services

= Hospital Coordinator - Secondary Services

### **This position should only be managed by state administrators**

- No limit on the number of this position per service
- For tracking the secondary Hospital Coordinators for a service to access Elite records
- Used most often for:
  - Private services who have multiple service licenses based on MRH agreements, one of which must be the "Parent" Service under which all Elite Records are entered
    - This allows the primary Hospital Coordinators from the MRHs from the other service licenses to get access to EMS records under the Parent service
  - Also used for other Hospital Admins who may need access such as an ED Supervisor or Pharmacists based on local requirements
- This gives no Service permissions but shows who the secondary Hospital Coordinator(s) are for the Service
- Syncs directly to the Hospital Coordinator permission in Elite (both primary and secondary end up here)
- Should only be managed by the State as many services will need to be updated at the same time if there is a change
- Changes to this position are only made at the direction of the existing/outgoing Hospital Coordinator, Medical Director or recognized Hospital Administrator

## Medical Director Secondary Services

= Medical Director - Secondary Services

### **This position should only be managed by state administrators**

- No limit on the number of this position per service
- For tracking the secondary Medical Director for a service to access Elite records
- Used most often for:
  - Private services who have multiple service licenses based on MRH agreements, one of which must be the "Parent" Service under which all Elite Records are entered
    - This allows the primary Medical Directors from the MRHs from the other service licenses to get access to EMS records under the Parent service
  - Also used if a hospital has more than one Medical Director needing access because of hospital mergers or regional groups etc.
- This gives no Service permissions but shows who the Medical Director - Secondary Services users are for the Service
- Syncs directly to the Medical Director permission in Elite (both primary and secondary end up here)

- Should only be managed by the State as many services will need to be updated at the same time if there is a change
- Changes to this position are only made at the direction of the existing/outgoing Hospital Coordinator, Medical Director or recognized Hospital Administrator
- Once a user is marked as a Medical Director, they become available to be added as a course Medical Director in RespondNH course setup. Instructors needing a medical director added make this request to [fstems@dos.nh.gov](mailto:fstems@dos.nh.gov)

## [State Use Only] Hospital or Billing Co Staff

= z[State Use Only] Hospital or Billing Co Staff

### **This position should only be managed by state administrators**

- For use only by the state to track hospital or billing company employment
- Used *only* to track what facility or company:
- Hospital Coordinators and Medical Directors work for; or
- Billing company outside billers work for
- NOT for use with a provider who says they are affiliated with a hospital
- A hospital Coordinator or Medical Director will have those permissions in all other services, but this permission in their hospital
- The hospital used here should not be confused with the hospital names where a hospital has obtained an EMS service license
- if someone accidentally gets added to an EMS licensed hospital then they may be able to see EMS records if any are entered
- Hospitals for intended for use here do not collect EMS records
- This permission has no permissions. When a user goes into the hospital or billing co agency in Elite, they see no features to use

## [State Use Only] State Staff

= z[State Use Only] State Staff

### **This position should only be managed by state administrators**

- Used by the state to sync state staff members to Elite for records access
- Users with this permission with always be visible to services when an individual is assigned- there is no way to hide these individuals from services

## [State Use Only] Researcher

= z[State Use Only] Researcher

### **This position should only be managed by state administrators**

- Used by the state to sync authorized researchers to Elite for records access

- Users with this permission will always be visible to services when an individual is assigned- there is no way to hide these individuals from services
- Will show as active within a Service in Elite, but not as a staff member
- Users with this permission must be given special approval by the Division and EMS Coordinating Board after a legally defined vetting process, which includes state and federally mandated privacy agreements