



Beacon First Responder Walkthrough

Walkthrough v5.0

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 First Responder Walkthrough* is used to walk new first responders through the process of using Beacon on their mobile phone.

Objective: Successfully completing the walkthrough (approximately 15 minutes) will allow first responders to quickly and accurately respond to Beacon's text message prompts. First responders will have the technical knowledge to immediately begin running simulation emergency incidents with Beacon and progress to responding to real-life emergencies incidents.

Also available online at <https://docs.trekmedics.org/documentation/responder-resources/mobile-app-interface/sms-interface/full-manual-for-sms-users/>



General Guidelines

No words. Numbers and periods only. In order to keep communications as efficient as possible, we've developed it so that you never have to use words; use only numbers and select symbols. For example, to list multiple values, separate numbers with a period - i.e., 1.10

Provide answers only when prompted. Beacon is not interactive like a human dispatcher. Sending information which has not been requested will not be processed. The system is only looking for answers to its own specific requests. These questions come at the same milestones every time (see below).

No repetition. You only need to respond to Beacon once; if a reply is not received from Beacon immediately, it's likely calculating the positions of many other responders. Be patient.

Answer promptly. There is a window of time that allows you to confirm your ability to respond (Step 1). If you respond outside that window, your message will not be processed.

Don't call; reply to the text you were sent. The number you receive Beacon text messages from can only be communicated with via text message; it's easiest to always reply to the text you were sent.



1: Confirm Response

- First responders (FRs) receive a Request for Assistance from Beacon indicating the Incident ID (ID) and the Location of the incident
- If an FR can respond, they should reply with the Incident ID and the number of minutes it will take them to arrive to the location (MINS).
- The values must be separated by a " ." (see example at right).

You will have between 2-3 minutes from the moment you receive this text to confirm your participation, depending on how long Beacon has been set to accept confirmation replies from other FRs.

Once you confirm your participation, you will have to wait up to 3 minutes before Beacon tells you to proceed or not.

I: Confirm Response



INITIAL ALERT ***
Incident ID: 333
Location: South side of
Independence Bridge -
Motor Vehicle Collision
Responding?:
Yes: 333.MINS



333 = Incident ID
8 = Estimated time of arrival
in minutes ("MINS")



2: Confirm Arrival On-Scene

Once they have located the patient(s), FRs who are chosen to respond are asked to confirm their arrival on-scene by sending **1** in a text message to Beacon.

Sending **2** indicates to Beacon that the patient(s) cannot be located

- Beacon will then request more information from the original caller and/or dispatcher.

Sending **0** cancels the FR's involvement in the incident and makes them available to receive alerts for subsequent incidents.

2: Confirm Arrival On-Scene



Proceed to location:
South side of
Independence Bridge -
Motor Vehicle Collision.
Confirm arrival on-scene:
Yes: **1**
Unable To Locate: **2**
Cancel Response: **0**





3: Additional Resources

The first FR to arrive on-scene is the "Incident Commander" (IC) and has the option to request additional resources when needed.

- For example, one patient with a broken leg could be treated and managed by 3-4 FRs, while a bus accident with multiple casualties would need more help.

The IC is told at the beginning of the text how many other FRs are currently en route (**2 FRs**), how many transport vehicles they have (**2**), and their estimated time of arrival in minutes (**ETA: 8 min**).

- With this information, the IC can better decide the need for additional resources.

If no additional resources are needed, the FR replies with **0**.

If additional resources are needed, the FR indicates the number needed.

- In this example, the FR can only request additional vehicles and would do so by sending the number of additional vehicles needed
- For example, **4** if four more vehicles were needed. (Do not send #4 as # will not be acknowledged by the system.)

3: Additional Resources



Responding: 2 FRs with 2 vehicles.
 ETA: 8 min
 Need ADDITIONAL RESOURCES?
 Yes: #VEHICLES
 No: 0



If a first responder (**FR**) needs to request Additional Resources, they reply with the number of additional vehicles needed, e.g.:

2 = "I need **2** additional vehicles" (Not "#2")



4: Confirm Transport

When an FR is ready to transport patients to the hospital, they can do so by indicating:

- The destination facility they will be transporting to
- The number of patients they'll be transporting
- Their estimated time of arrival in minutes (#ETA).

In this case, there are two possible destinations.

- FR sends **1** to indicate St. Stephen's Hospital
- The **2** indicates they are transporting two patients
- The **20** indicates an ETA of 20 minutes

Always make sure that the values are separated by periods, as shown in the example at left.

If no transport is needed, the FR sends **0**.

Note: Confirming transport will automatically send a notification text message to the receiving facility.

4: Confirm Transport



Confirm Transport and ETA.
 St. Stephen's :
1.#PATIENTS.#ETA
 University Hospital :
2.#PATIENTS.#ETA
 No Transport: **0**

1.2.20



- 1** = Destination: St. Stephen's Hospital
- 2** = # of patients being transported
- 20** = Estimated time of arrival in minutes ("#ETA")



5: Confirm Destination Arrival

FRs indicate their arrival at the destination facility by sending **1**.

If the FR needs assistance, they can send **2**, which will automatically inform the destination facility, available FRs, and other designated users that the FR is requesting additional assistance through a voice call from the dispatcher.

If there is a delay, the FR sends **3** followed by the expected **delay time (in minutes)**. This text is forwarded to the destination facility.

If a transport needs to be canceled, the FR sends **0**. This text is also forwarded to the destination facility.

5: Confirm Arrival



Confirm arrival at destination?
Yes: 1
Need Assistance: 2
Report Delay: 3.Minutes
Change Destination: 4
Cancel: 0

1





6: Confirm Destination

FRs can complete their involvement in the incident by sending **0**.

If the FR needs to re-direct their transport or choose another destination, they can send **1**, which will automatically revert them to *Step 4: Confirm Transport Destination*.

6: Complete Incident



Add Transport Leg: 1
Complete Incident: 0





Monitoring and Evaluation

Once the FR has completed the incident, Beacon will send them a summary of their response times.

FRs will also be given the option to submit notes by sending an SMS starting with the ID Code included in the text (in this example [26894](#)), followed by their notes.



Monitoring and Evaluation

Incident 1524 response complete.

You are now available.

To submit notes for this incident, send an SMS to Beacon starting with ([26894](#)) and followed by your text.

To see the full list of SMS Codes, send ### to Beacon

Times:

Response: 13:47:02.9

En Route: 13:47:52.1

On-Scene: 13:48:51.3

Transport: 13:59:31.7

At Destination: 13:59:46.2

Available: 13:59:55.1



Sending **456** logs an FR out of the system, making them unavailable to receive additional calls.

To log back in, send **123**