



## RespondNH Personnel Permissions & Positions

### RespondNH Position Management

- The default Elite and RespondNH Permission is "Service Responder." There is no listing for this in RespondNH. If someone is not listed in a particular staff permission, they are automatically assigned the Service Responder permission
- If the position button is greyed out, that position only allows one person, and someone else in the service is already assigned. The existing individual needs to be removed from the 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 in a service. If any of the positions are a position that syncs to Elite, they will sync to Elite with the highest Elite permission they have been assigned
- Almost any mix of positions is allowed, except if someone is marked as both Chief and Deputy Chief, then any special Elite permissions will fail on sync to Elite, and they will be marked as a Service Responder as this mix is illogical
- The positions of Elite (Service Resources Staff) and Elite (Service CQI and/or NFIRS Reporting) Permission allow Service Admins to go into Elite after assigned and adjust more specific permissions for each user

### Show in EMS and Fire Runforms

Show in EMS and Fire Forms are currently managed separately

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

1. A user must have a value in the EMS license number field in the user profile in Elite
2. A user must have their profile set so they have runform permission.
  - a. Currently, the system only allows you to be all on or all off for show in EMS runforms in the whole system
  - b. Even if you change this in Elite, it will get overwritten every time the user syncs from RespondNH
  - c. Contact the helpdesk if you need to change this setting
  - d. This will be fixed in the future so that you can adjust this for the user in each service

#### To Show in Fire Form

All of the following must be true:

1. The service must have fire reporting turned on in Elite
2. The user must have a value in the "Personnel ID" field under the Employment tab in their Elite profile. We suggest first initial/last name, but it doesn't matter as long as it's unique for that service
3. The user must have the "Fire Form" bottom activated under the Employment tab in their user profile in Elite
4. 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.

## Position & Permission Descriptions

Please refer to the below information for a detailed explanation of each RespondNH Position/Permission and any corresponding Elite credentials.

### Service Responder

- Default Permission
- Does not show in the Staff Position list in RespondNH
- No other positions assigned to a user, then this will be defaulted in Elite
- If an illogical mix of staff positions are granted in RespondNH, then the system defaults back to this permission level
- Grants permission to add/edit EMS runs, but not to add/edit NFIRS records

### 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

### Authorized Representative and EMS License Signer



= Authorized Representative and EMS License Signer

- No limit on the number of this position per service
- Is someone that the service identifies as authorized to speak on behalf of the service and sign EMS license documents
- For tracking staff and form permissions in RespondNH only
- 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

### 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

### Elite (Service Admin) Permission

= Elite (Service Admin) permission

- No limit on the number of this position per service
- Used to give Elite Service Administrator position is Elite
- Links directly to the Service Administrator permission level in TEMSIS / NHESR / Elite

- Highest permission level in TEMSIS / NHESR / Elite at the service level
- Does not automatically make someone a Service Chief or Deputy Chief - That must be checked separately
- Does not automatically make someone an Authorized Representative and Signer - That must be checked separately
- Must be given by an Authorized Signer or another Elite Service Admin based on service needs
- If any combination of Elite permissions are granted, the user is reset to Service Responder (no enhanced permissions at all).

**Elite (Service Resource Staff) Permission**

= Elite (Service Resource Staff) permission

- No limit on the number of this position per service
- Second highest permission level in Elite depending on Service Admin adjustments
- Used to give Elite Service Resource Staff position in Elite (formerly known as “Service Officer”)
- This position allows service admins a great deal of latitude in adjusting specific Elite permissions per user
- The most flexible permission level in Elite - it allows Service Admins to turn on and off permissions to various modules in Elite
- Used for anyone who may need various higher permissions in focused areas without giving access to all the service settings a Service Admin has:
  - For example, an individual can be given permission to manage inspections and nothing else
  - Common Uses:
    - Officers or Administrative staff (e.g. secretary)
    - Staff members with a particular service resource focus, such as CQI, Inventory, investigations etc., while still blocking access to other modules
- Once a user is given this permission, Service Admins can go into Elite and make adjustments to individual user's permissions in the user profile
- Does not automatically make someone an Authorized Representative and Signer - That must be checked separately
- Does not automatically make someone a Service Chief or Deputy Chief - That must be checked separately
- Syncs directly to the Elite permission group of "Service Resource Staff"
- Need is determined by the service leaders and must be given by an Authorized Representative and Signer
- If any combination of Elite permissions are granted, the user is reset to Service Responder (no enhanced permissions at all).

**Elite (Service CQI and/or NFIRS Reporting) Permission**

= Elite (Service CQI and/or NFIRS Reporting) permission

- No limit on the number
- Used to give Elite (Service CQI and/or NFIRS Reporting) Permission in Elite (formerly known as “Service Responder with View All”)
- Syncs directly to the Elite permission group of Elite (Service CQI and/or NFIRS Reporting) Permission
- Service Admins can grant permissions to do EMS CQI and/or enter NFIRS reports
  - Users can view all EMS records, or use the CQI module, or both
  - Users can enter NFIRS (they still show as potential crew without this permission however)

- This position is otherwise the same as Service Responder
- Does not automatically make someone an Authorized signer - This must be checked separately
- Does not automatically make someone a Service Chief or Deputy Chief - This must be checked separately
- Need is determined by the service leaders and must be given by an Authorized Signer or Elite Service Admin
- Next highest permission level in Elite for a service
- If any combination of Elite permissions are granted, the user is reset to Service Responder (no enhanced permissions at all).

**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

**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 with 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