

Running the night from the dispatch board.

Everything the triage desk does in Trailwinds Dispatch, in the order a night actually happens: take the call, create the assignment, watch it accepted, handle the decline, and pull the numbers the next morning.

For triage nurses, administrators, and leadership

01

Who does what

Four roles, and each one sees a different app. Roles are set by an administrator under Admin → Staff, and they are enforced on our servers — not just hidden on screen.

ROLE	WHERE THEY WORK	WHAT THEY CAN DO
Triage	Web dashboard	Create assignments, reassign, re-page, defer, edit, cancel. Sees the live board, the staff roster, and reports.
Admin on call	Web dashboard + iPhone	Everything triage can do, plus setup: staff accounts and roles, the patient list, and the organization's escalation and response settings.
Field nurse	iPhone app	Receives assignments, accepts or declines, confirms arrival, completes the visit. The web dashboard shows a nurse-only account a pointer to the app.
Leadership	Web dashboard	The same live board, read-only — no action buttons — plus the full reports section.

THE RULE

One person can hold more than one role

A director of nursing who takes call is commonly Admin on call *and* Field nurse. The dashboard shows whatever their combined roles allow, and the iPhone app shows the nurse side.

Every screenshot in this guide comes from a demonstration system. The patients, nurses, addresses, and phone numbers in it are invented — no real patient information appears anywhere on this page.

Signing in

Access is invitation-only: an administrator adds your work email first, and there is no public sign-up. The first time you use a computer, you sign in with a code we email you.

1 Go to your dashboard address and enter your work email.

Use the address your administrator gave you. The screen looks the same whether or not an account exists — that is deliberate, so the page can never be used to discover who works at your agency.

2 Open the email and type the six-digit code.

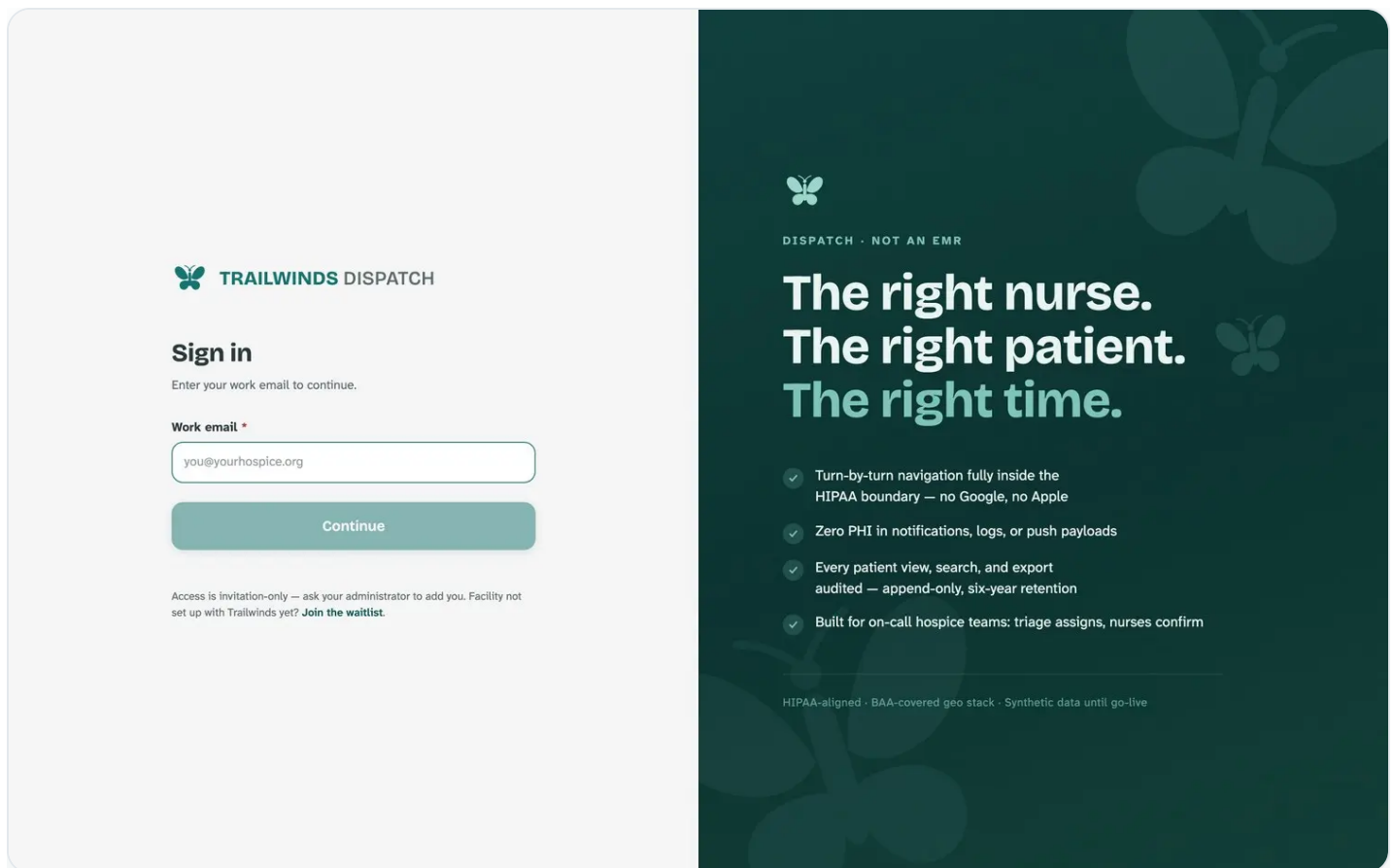
The code expires in ten minutes. If it does not arrive within a minute, check junk mail, then use **Resend code** — a new code replaces the old one.

3 Choose a password when prompted.

At least twelve characters. From then on, a computer you have already verified asks for the password instead of a code.

4 After that, the computer is remembered.

For seven days by default, adjustable under Admin → Organization. On a shared computer, sign out when you leave rather than relying on the timer.



One field, then a code. Nothing on this screen reveals whether an address belongs to your agency.

What the security settings mean for your shift

12-hour sessions	You are signed out after twelve hours no matter what, so a session cannot quietly outlive a shift.
15-minute lock	Leave the board idle and it locks; your password (or Face ID on the desktop app) brings it straight back with nothing lost.
Five wrong tries	The account locks. An administrator unlocks it under Admin → Staff — you do not need to call us.

03

The board at a glance

One screen holds the whole night: the queue on the left, your service area in the middle, and the selected visit on the right. Nothing here refreshes on a timer — it changes the moment something changes.

The dispatch console. Two visits need attention, five are waiting to be accepted, one is under way.

The strip along the top

The counters are the first thing to read: **open** is everything live, **declined** and **escalated** appear in red and amber only when they are not zero, and **active** and **deferred** sit quietly beside them. The teal button on the right creates a new assignment.

The queue, grouped by what it needs from you

Needs attention

Declined visits and anything that has escalated. Work this group first — it is the only one titled in red.

Awaiting acceptance

Sent, not yet accepted. Each card counts up; the timer turns amber at the first escalation and red at the second.

Active visits

Accepted, en route, or arrived — someone is on it.

Deferred

Scheduled to come back later, with the return time on the card.

NEEDS ATTENTION • 2	
Hazel Granville	Declined • Other
ROUTINE	Tuck-in • James Okafor
Mildred Hollingswo...	Declined • Too far
ROUTINE	Symptom management • Dana ...
AWAITING ACCEPTANCE • 5	
Hazel Granville	Awaiting 2:00
IMMEDIATE	Tuck-in • Nancy Rivera
Homer Kingsley	Awaiting 0:31
IMMEDIATE	Symptom management • Na...
Gladys Cavanaugh	Awaiting 2:43
URGENT	Symptom management • Priya ...
Margaret Whitfield	Awaiting 0:21
ROUTINE	Facility request • Nancy Rivera
Gladys Cavanaugh	Awaiting 0:11
ROUTINE	Other • Priya Natarajan
ACTIVE VISITS • 1	
Eleanor Prescott	Accepted
URGENT	Symptom management • Alex M...

Each card carries the patient, the priority, the visit type, and the nurse. The coloured stripe down the left edge is the priority — red for immediate, amber for urgent — so it reads from across the room.

Hazel Granville ROUTINE

Tuck-in · created 9:21 AM by Terry Nguyen

DESTINATION
7239 Daniels Pkwy, Fort Myers, FL

DECLINED BY
JO **James Okafor, RN** Call
With patient · ETA 11 min to destination

NEARBY & AVAILABLE

● Nancy Rivera · Available	15 min
● Alex Morgan · Available	17 min
● Priya Natarajan · Available	23 min
● Dana Whitcomb · Unavailable	11 min

Drive times only — the choice stays yours.

TIMELINE

- 7:19 PM Declined — Other
- 9:21 AM Created by Terry Nguyen (triage)
- 9:22 AM Assigned to James Okafor

NOTES
No notes.

MESSAGES
No messages on this visit.

Reassign now

Reassign Defer Edit

Cancel assignment...

Select any card — or any pin on the map — and the right-hand panel fills in: where the visit is, who has it, who else is close, and every timestamp so far.

The map

- Coloured pins are nurses, tinted by their current status; the legend sits at the bottom left.
- The red pin is the destination of the selected visit.
- Click a nurse to select them; click a visit pin to jump the panel to that visit.
- “Live” beside a nurse means their position is current. A nurse who has gone quiet is marked stale on the Staff board.

THE RULE

Leadership sees this board read-only

Same picture, no action buttons: the panel says so at the bottom. Every action is checked again on our servers, so a read-only account cannot change a visit by any route.

04

Creating an assignment

This is the screen you fill in while the family is still on the phone. It follows the order you already think in — who, where, what kind, how urgent, who goes — and the whole thing is one send.

1 Type the patient's name.

After two letters, matches appear with their facility or address underneath and how long it has been since their last visit. Arrow keys move through the list, Enter picks. If they are new, choose **+ New patient** “...” at the bottom of the list.

2 Check or enter the address.

A known patient brings their address with them. Typing a new one offers suggestions; picking one verifies it on the spot and draws the destination on the little map. Add the facility and room number if there is one.

3 Choose the visit type.

Symptom management, Death visit, Admission, Tuck-in, Facility request, or Other.

4 Choose the priority.

Routine, Urgent, or Immediate. Priority drives the response target you are measured against, and Immediate reaches the nurse as a critical alert that sounds through a silenced phone, provided they allowed Critical Alerts when the app asked.

5 Add notes for the nurse.

Gate codes, parking, who will meet them at the door, family context. This is the field nurses read first — and it is not the place for clinical documentation.

6 Pick the nurse.

The list is sorted by drive time to this address, with each nurse's duty state and current status beside them. Nobody is pre-selected, and nothing is recommended.

7

Send it.

The button names the nurse you chose, so you can see the decision before you commit. Escalation timers start the moment it goes out.

TRAILWINDS DISPATCH

Dispatch

Staff

Reports

Admin

Tue, Aug 18 · 9:49 AM

AM

New visit assignment

Patient *

Gladys Cavanaugh

Address *

8255 Daniels Pkwy, Fort Myers, FL

Facility

Gulf Coast Village

Room

163

Visit type *

Symptom management

Death visit

Admission

Tuck-in

Facility request

Other

Priority *

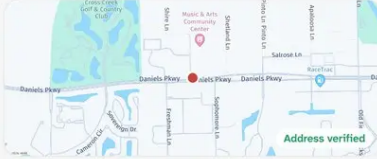
Routine

Urgent

Immediate

Notes for the nurse

Gate code 4417 — family asks for a call ten minutes out.



Assign nurse *

Sorted by drive time — your choice, always

NR

Nancy Rivera, RN

ON DUTY

Available

13 min

7.9 mi

SK

Sam Kowalski, RN

ON DUTY

Admission

13 min

7.8 mi

PN

Priya Natarajan, RN

ON DUTY

Available

21 min

13.2 mi

JO

James Okafor, RN

ON CALL

With patient

13 min

6.7 mi

DW

Dana Whitcomb, RN

ON CALL

Unavailable

13 min

9.3 mi

AM

Alex Morgan, RN

OFF

Available

16 min

12.0 mi

TM

Timothy Meade

OFF

Unavailable

—

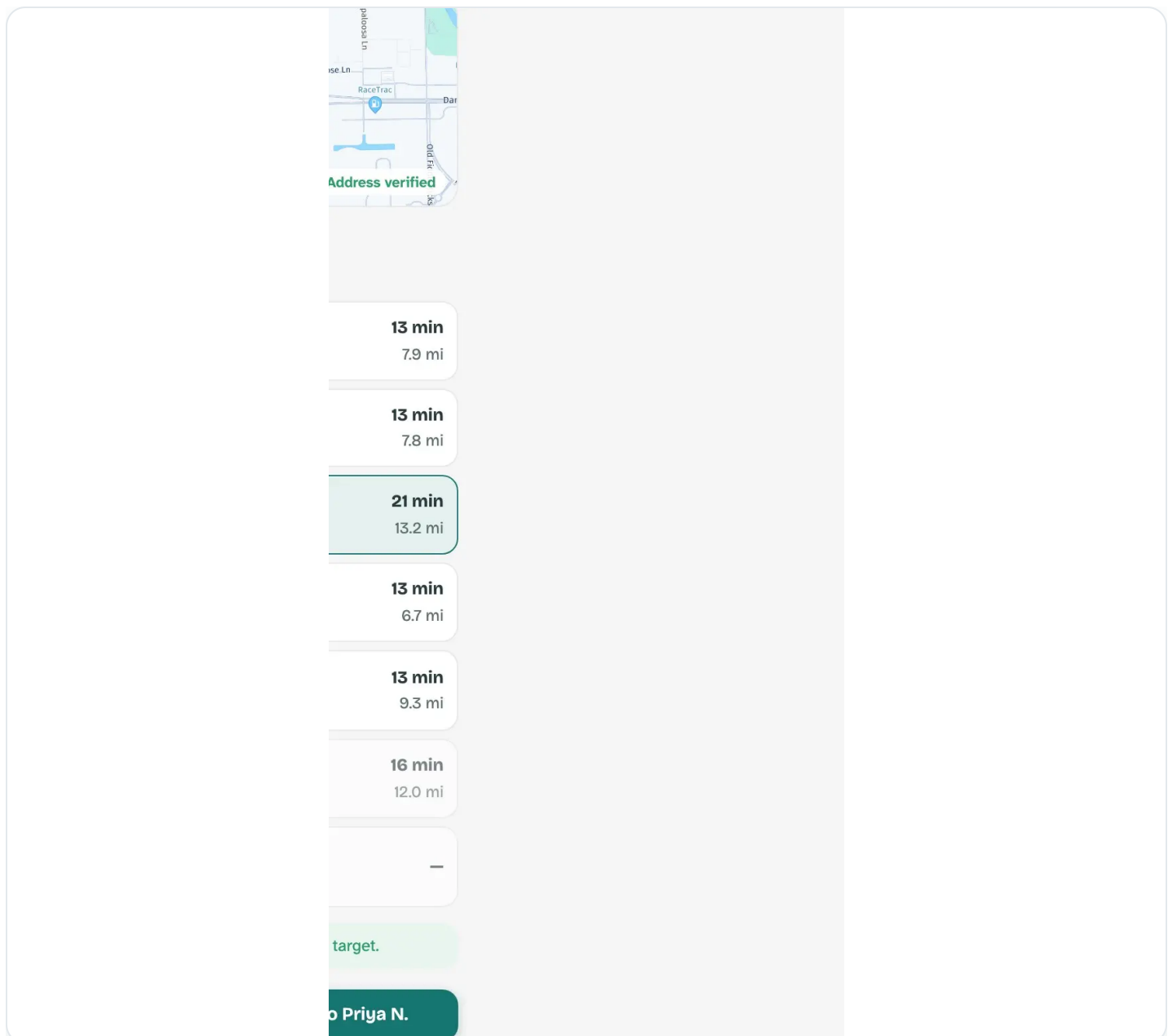
—

21 min drive — 9 min inside the 30-minute urgent target.

Cancel

Create & send to Priya N.

A finished assignment, a click before sending. The address has verified, the drive times are real, and the green line under the list says this nurse lands nine minutes inside the urgent target.



On duty, on call, or off — with drive time and distance. Off-duty staff stay visible but greyed, because sometimes they are the right answer and you will be the one who knows it.

THE RULE

The system never picks the nurse

It sorts by drive time and shows you who is available. It does not recommend, pre-select, or highlight a “best” choice. The decision — and the responsibility — stays with the person on the phone.

WATCH OUT

If an address will not verify

You can still send. The nurse receives exactly the text you typed, but the map pin, drive times, and the arrival prompt will not work for that visit. Fix the address later under Admin → Patients and the next visit behaves normally.

TIP

You will not lose a half-finished assignment

The form saves itself as you type. Close the tab by accident and it is still there when you come back — until you send it or cancel it.

05

What happens after you send

The visit moves through the same five states every time, and every step is stamped with the second it happened.

STATE	WHAT IT MEANS	WHO SETS IT
Assigned	Sent to the nurse; the acceptance clock is running.	You
Accepted	The nurse has it and is coming.	The nurse, one tap
En route	They are driving.	The nurse
Arrived	They are at the door. The phone may prompt when it detects arrival, but the nurse confirms it.	The nurse
Completed	Visit finished; the record closes and moves to History.	The nurse

Escalation runs itself

If nobody accepts, Trailwinds alerts your on-call chain at five minutes and again at ten — the exact numbers are yours to set under Admin → Organization. The card's timer changes colour as each alert fires, the escalation is written into the visit timeline, and it stays on the report the next morning whether or not anyone remembers it happened.

TIP**Re-paging does not reset the clock**

Sending the nurse another alert is deliberate and audited, and the acceptance timer keeps counting from the original send. Nothing you do at the desk can quietly restart a response time.

06

Declines and no answers

A decline is not a failure — it is information arriving early. It lands back on your board immediately, with the reason attached.

Homer Kingsley IMMEDIATE
Symptom management · created 9:27 AM by Terry Nguyen

DESTINATION
1956 Palm Beach Blvd, Fort Myers, FL

DECLINED BY
NR **Nancy Rivera, RN** Available · ETA 8 min to destination Call

NEARBY & AVAILABLE

● Alex Morgan · Available	7 min
● Priya Natarajan · Available	13 min
● Dana Whitcomb · Unavailable	10 min
● James Okafor · With patient	11 min

Drive times only — the choice stays yours.

TIMELINE

- 9:39 PM Declined — Other
- 9:27 AM Created by Terry Nguyen (triage)
- 9:28 AM Assigned to Nancy Rivera

NOTES
No notes.

MESSAGES
No messages on this visit.

Reassign now

Reassign Defer Edit

Cancel assignment...

A declined visit names the nurse who turned it down and why, keeps their phone number one click away, and ranks who else is close.

Your options, in the order most people use them

1 Reassign now.

Opens the picker sorted by drive time. The nurse who declined stays in the list with a note saying so — sometimes their situation has changed and you will want to ask.

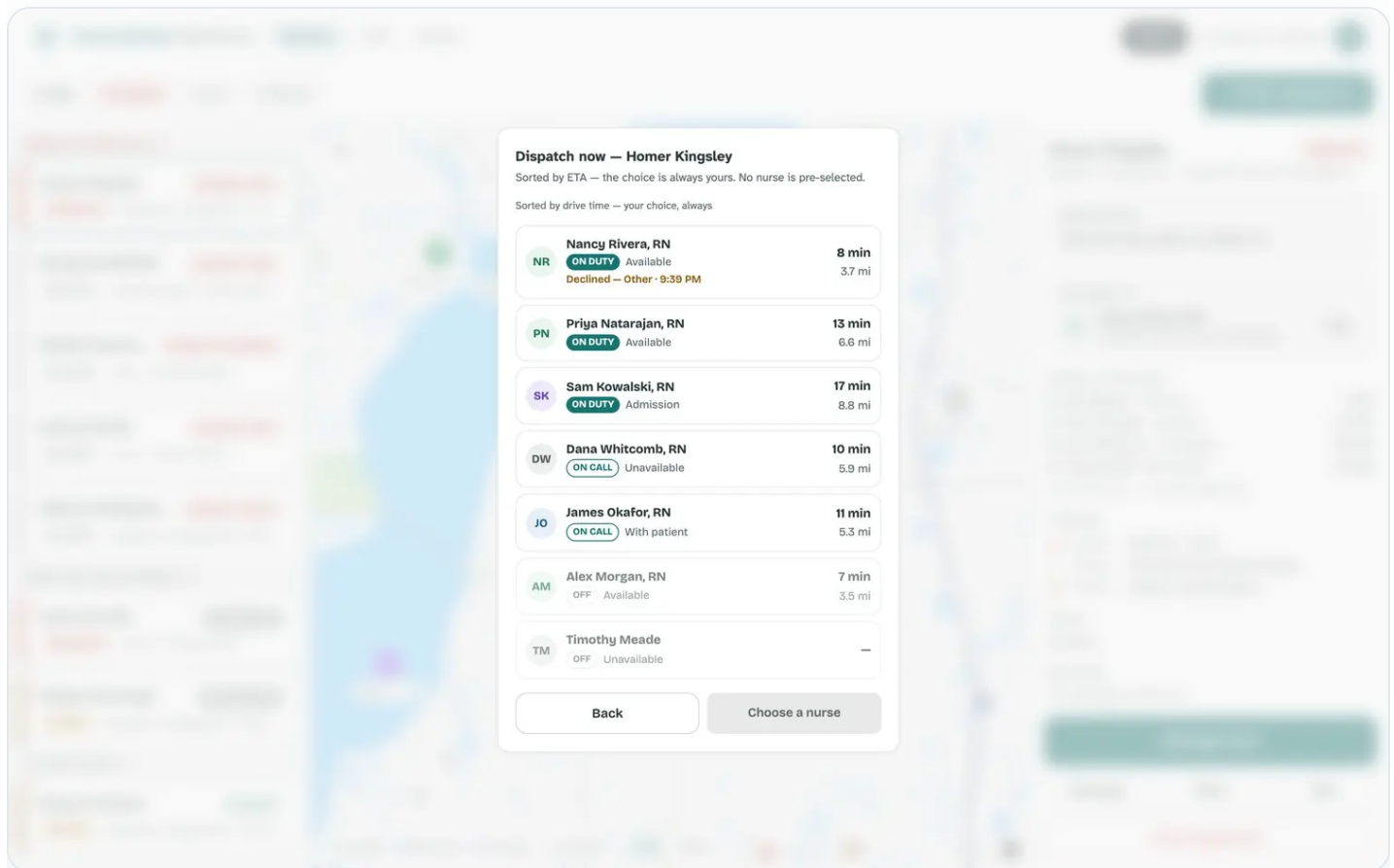
2 Re-page the nurse.

For a visit that has gone quiet rather than been declined: it re-sends the alert without changing anything else.

3

Call.

The Call button dials the nurse's number from their profile. Some nights that is simply faster.

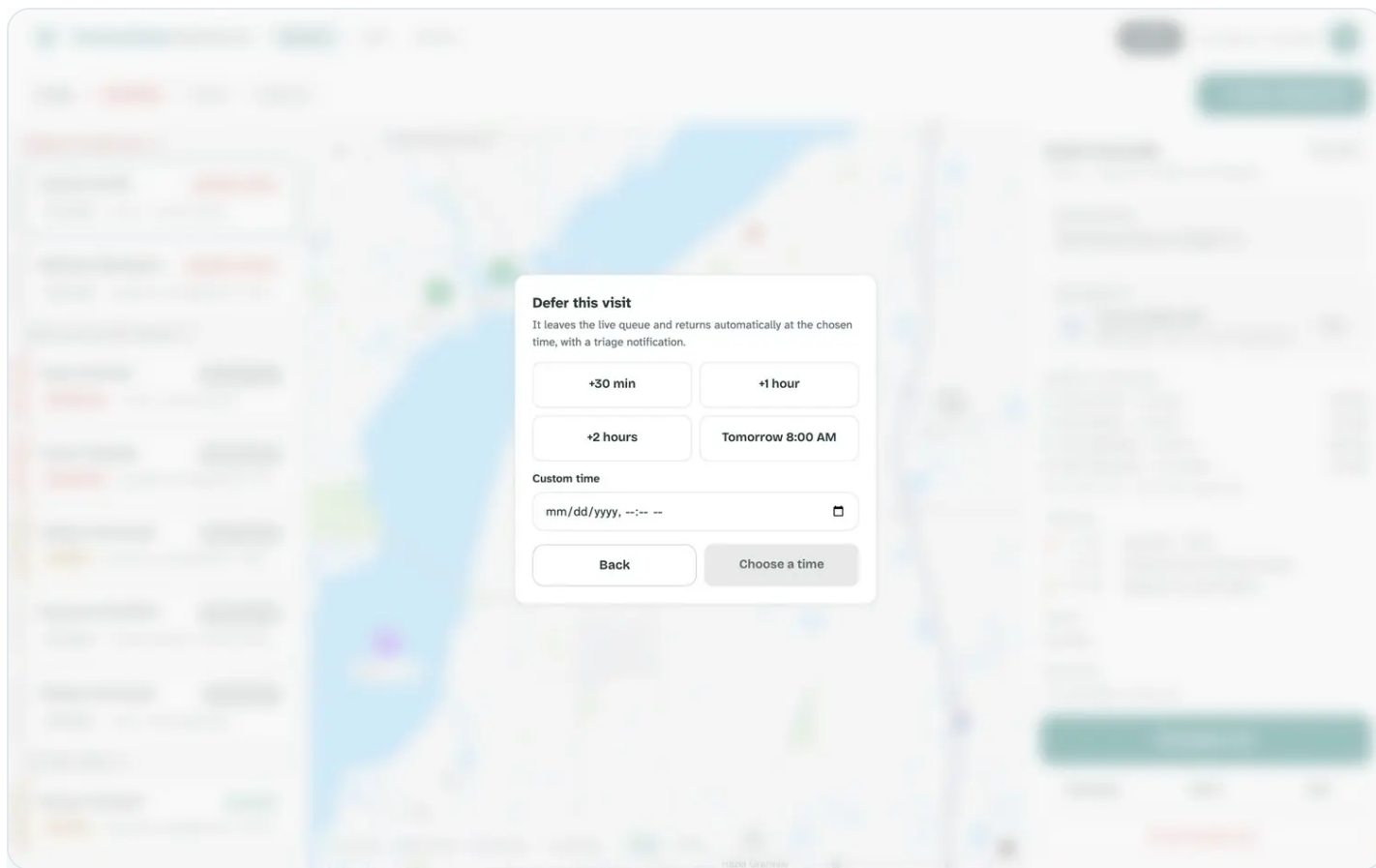


Reassigning pages the new nurse and tells the previous one the visit has moved. Both actions are written to the audit log.

07

Defer, edit, cancel

Three smaller actions live under the panel's main button. Each one keeps the record honest about what happened.



Defer: the visit leaves the live queue and returns automatically at the time you choose, with an alert to triage.

Edit assignment

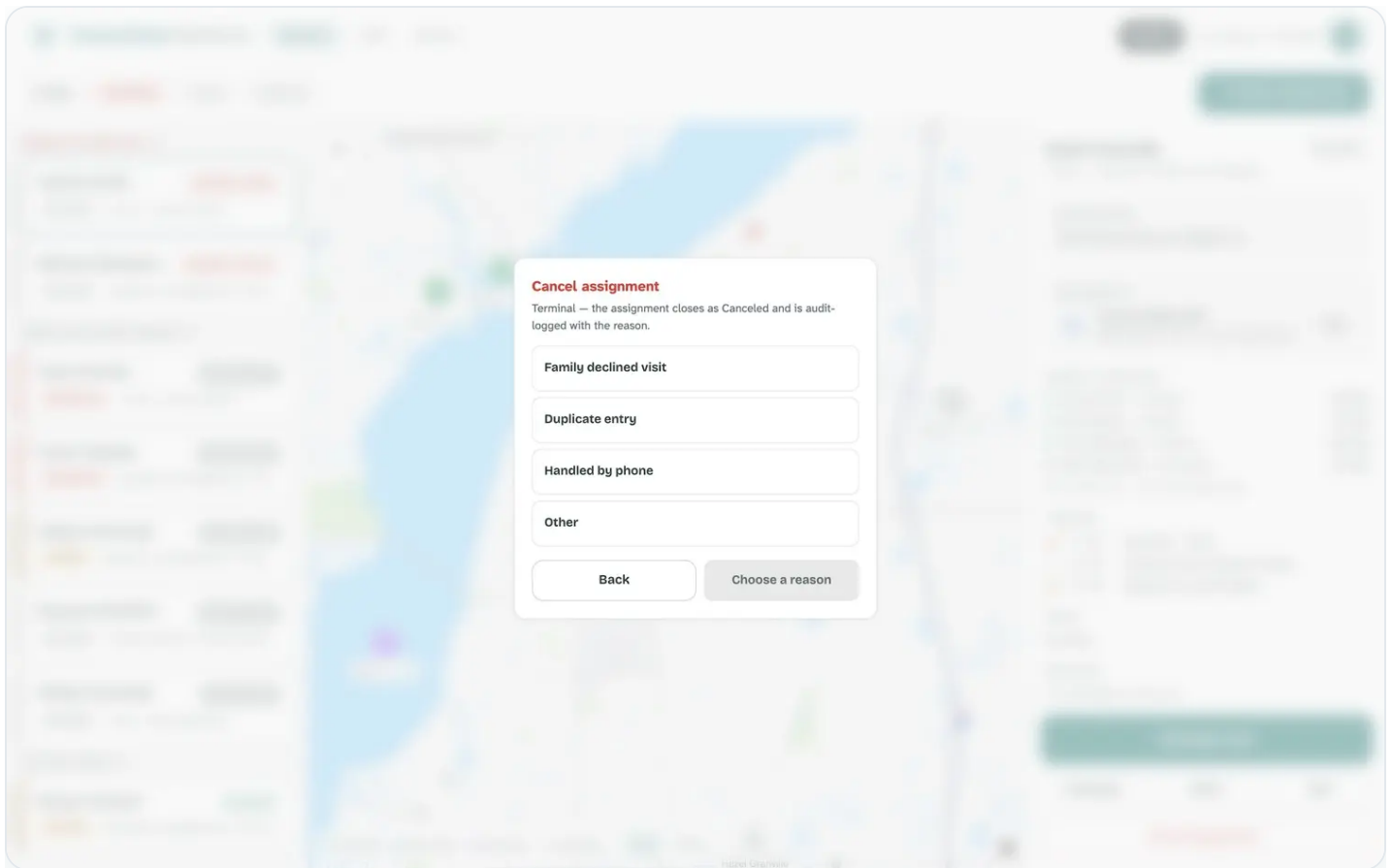
Priority, visit type and notes are editable in place. Patient or address changes go through cancel & recreate to keep the audit trail honest.

Priority

Visit type

Notes

Edit: priority, visit type, and notes change in place. Changing the patient or the address means cancelling and recreating — so the trail cannot be rewritten.



Cancel: final, reason required, and logged. Use it when the visit is genuinely not happening.

08

Messages on a visit

Anything worth remembering about a visit belongs on the visit, not in a phone call nobody wrote down.

- The Messages box at the bottom of the detail panel is a thread between the desk and the nurse on that visit.
- A nurse can send a note when they complete a visit — “needs a follow-up in three days” — and it arrives in the messages inbox on the board's top strip, even though the visit itself has closed.
- Messages stay attached to the visit record and appear in its history entry afterwards.

WATCH OUT

Messages are not a clinical record

Trailwinds Dispatch is not an EMR. Keep clinical documentation in your EMR; use messages for the logistics of getting there and closing the loop.

09

The Staff board

The dispatch board answers what is happening to the visits. This one answers who you have tonight and what they are carrying.

The screenshot displays the Trailwinds Dispatch Staff board. At the top, there's a navigation bar with 'Dispatch', 'Staff' (selected), and 'Reports'. A status bar shows '3 on duty', '2 on call', '3/7 available', and '0 stale'. On the right, there's an 'Admin' button, the date 'Tue, Aug 18 - 9:52 AM', and a user profile 'AM'. Below the navigation bar, there are filter buttons: 'On duty + on call' (selected), 'On duty', 'On call', and 'Everyone'. The left sidebar lists staff members with their status and actions:

- Nancy Rivera, RN**: Available - 8d 1h in status - seen 9m ago. Hazel Granville - Homer Kingsley - Margaret Whitfield. Buttons: On duty, On call, Call.
- Priya Natarajan, RN**: Available - 8d 1h in status - seen 9m ago. Gladys Cavanaugh - Gladys Cavanaugh. Buttons: On duty, On call, Call.
- Sam Kowalski, RN**: Admission - 8d 1h in status - seen 9m ago. No open visits. Buttons: On duty, On call, Call.
- Dana Whitcomb, RN**: Unavailable - 8d 1h in status - seen 9m ago. No open visits. Buttons: On duty, On call, Call.
- James Okafor, RN**: With patient - 8d 1h in status - seen 9m ago. No open visits. Buttons: On duty, On call, Call.

The main area features a map of Fort Myers, Florida, with various locations marked by colored dots: green for 'Available', blue for 'With patient', purple for 'Admission', and grey for 'Unavailable'. A legend at the bottom left of the map confirms these color codes. The map also shows a 'Map' button and a 'Hybrid' view option. At the bottom left, a note states: 'Visit actions live on the Dispatch console. Accounts and roles live under Admin → Staff.'

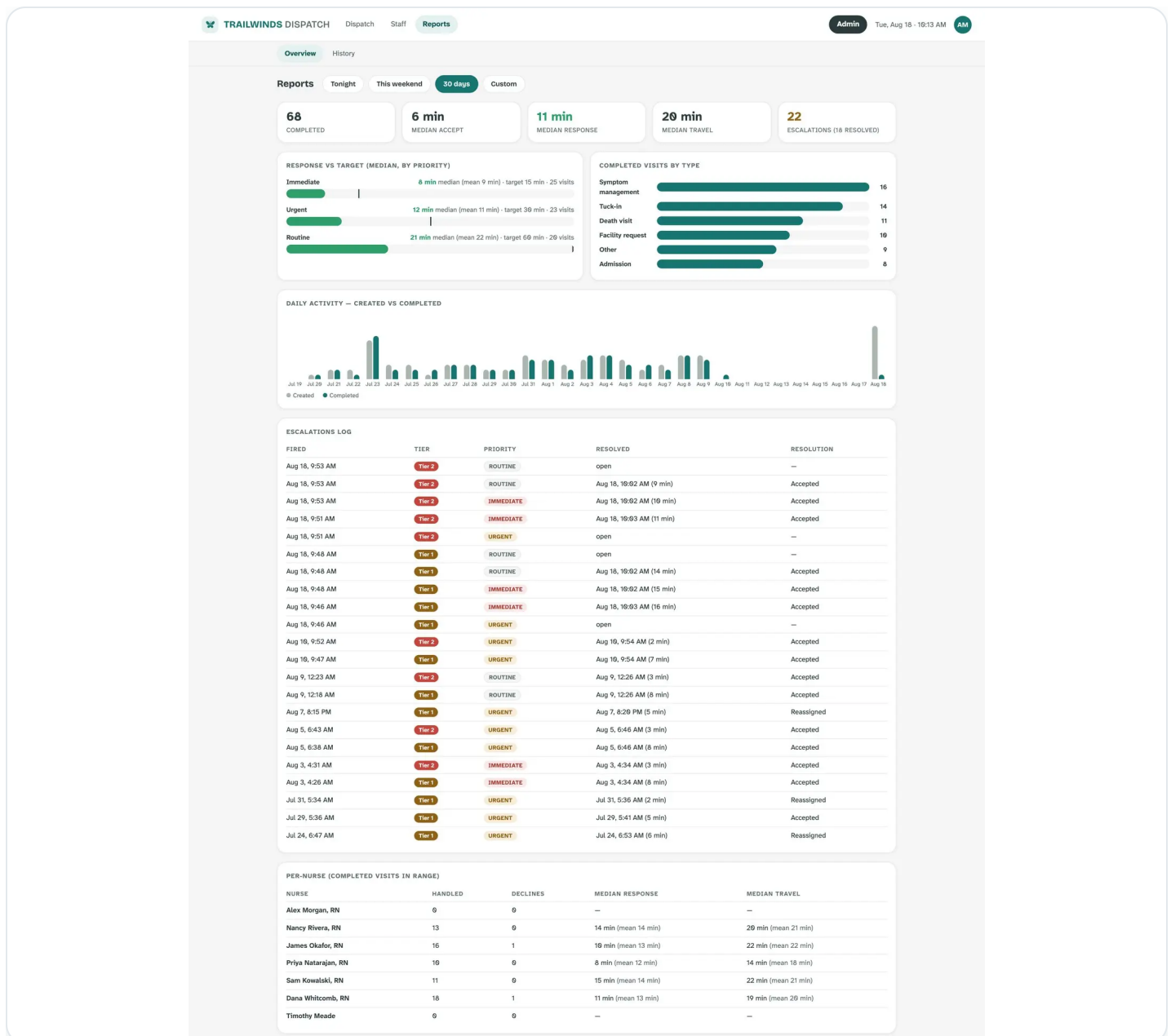
Counters across the top, roster down the side, everyone on the map. The filter buttons change both at once.

On duty / On call	Each nurse sets these in the app. If someone forgets, triage or an administrator can flip them here — the change is recorded as acting on their behalf.
Status and time in status	Available, With patient, Admission, or Unavailable — and how long they have been that way.
Seen ... ago	How recently their phone reported in. Positions arrive every five to ten minutes while sharing is active.
Stale / offline	An amber chip appears when an on-duty or on-call nurse's position has aged out — usually a phone with no signal, occasionally a phone that needs attention.
Open visits	Listed on each card. Clicking a patient name jumps straight to that visit on the dispatch console, where all the actions live.

10

Reports

Everything here is an aggregate — counts and times, no patient details — which is why it is safe to put in front of a board or a surveyor.



Thirty days on one page. Median is always the headline number, with the mean in smaller type beside it — one very long night should not move your reported performance.

Choosing a range

Tonight and **This weekend** follow on-call windows rather than calendar days: tonight runs 5 PM to 8 AM, the weekend runs Friday 5 PM to Monday 8 AM. **30 days** and **Custom** do what they say.

What each block tells you

- The five tiles

Completed visits, median time to accept, median response (send to arrival), median travel, and how many escalations fired — with how many resolved.
- Response vs target

Median response by priority against the targets you set. The bar reads green inside target, red outside.
- Escalations log

Every alert that fired, when it resolved, and how: accepted, reassigned, or still open.
- Per-nurse

Visits handled, declines, and median response and travel per nurse. Visible to administrators and leadership.

11

History and export

Every closed visit, searchable, with the full record behind each row.

TRAILWINDS DISPATCH

Dispatch

Staff

Reports

Admin

Tue, Aug 18 · 10:13 AM

AM

Overview

History

History

Search patient, address, nurse...

All closed

Any priority

Any type

Any nurse

mm/dd/yyyy

mm/dd/yyyy

Export CSV

CREATED	PATIENT	TYPE	PRIORITY	NURSE	STATUS
Aug 18, 9:41 AM	Hazel Granville	Tuck-in	IMMEDIATE	Nancy Rivera	Completed
Aug 18, 9:27 AM	Homer Kingsley	Symptom management	IMMEDIATE	Nancy Rivera	Reassigned
Aug 18, 9:24 AM	Mildred Hollingsworth	Symptom management	ROUTINE	Dana Whitcomb	Declined
Aug 18, 9:21 AM	Hazel Granville	Tuck-in	ROUTINE	James Okafor	Declined
Aug 18, 9:18 AM	Gladys Cavanaugh	Other	ROUTINE	Priya Natarajan	Reassigned
Aug 18, 9:15 AM	Margaret Whitfield	Facility request	ROUTINE	James Okafor	Reassigned
Aug 9, 11:37 PM	Bernice Larkspur	Other	URGENT	James Okafor	Completed
Aug 9, 6:12 PM	Clarence Winslow	Symptom management	IMMEDIATE	Priya Natarajan	Completed
Aug 9, 2:06 PM	Chester Dunmore	Death visit	IMMEDIATE	Dana Whitcomb	Completed
Aug 9, 9:38 AM	Bernice Larkspur	Symptom management	IMMEDIATE	James Okafor	Completed
Aug 9, 12:13 AM	Edith Eastgate	Facility request	ROUTINE	James Okafor	Completed
Aug 8, 9:39 PM	Thelma Northrup	Other	URGENT	James Okafor	Completed
Aug 8, 11:52 AM	Irene Inglewood	Tuck-in	IMMEDIATE	James Okafor	Completed
Aug 8, 7:33 AM	Bernice Larkspur	Facility request	IMMEDIATE	Sam Kowalski	Completed
Aug 8, 7:25 AM	Walter Culpepper	Tuck-in	ROUTINE	Priya Natarajan	Completed
Aug 8, 6:53 AM	Gladys Cavanaugh	Admission	IMMEDIATE	Nancy Rivera	Completed
Aug 7, 8:20 PM	Edith Eastgate chain	Symptom management	URGENT	Sam Kowalski	Completed
Aug 7, 8:10 PM	Willard Harrowgate	Symptom management	URGENT	Dana Whitcomb	Reassigned

Filter by status, priority, visit type, nurse, or date range — then Export CSV for anything you need outside the system.

Hazel Granville IMMEDIATE Completed Close

Tuck-in - 7239 Daniels Pkwy, Fort Myers, FL

TIMELINE

Created	Aug 18, 2026, 9:41:50 AM
Assigned	Aug 18, 2026, 9:41:50 AM +9s
Accepted	Aug 18, 2026, 10:03:15 AM +21m
En route	Aug 18, 2026, 10:04:48 AM +2m
Arrived (nurse-confirmed)	Aug 18, 2026, 10:09:02 AM +4m
Completed	Aug 18, 2026, 10:09:32 AM +30s

PEOPLE

Nurse: **Nancy Rivera**
 Created by: Alex Morgan
 Dispatch notes: Family at bedside; call on arrival.

ESCALATIONS

Tier 1 Aug 18, 2026, 9:46:50 AM resolved 16m later (accepted)
Tier 2 Aug 18, 2026, 9:51:50 AM resolved 11m later (accepted)

MESSAGES

No messages on this visit.

Message the nurse... Send

One row, opened: created, assigned, accepted, en route, arrived, completed — each with its own timestamp and the gap between them, plus who was involved and which alerts fired.

THE RULE

Looking is recorded too

Opening a visit's detail, searching for a patient, and exporting a file are each written to an append-only audit log. That is what lets you answer, months later, exactly who saw what and when.

12

Admin setup

Everything you set up once lives behind the dark Admin button: your people, your patients, and the numbers that govern escalation and response.

Staff

TRAILWINDS DISPATCH

DispatchStaffReports

AdminTue, Aug 18 · 9:39 AMAM

Staff

PatientsLocationsBillingOrganization

8 accounts

Search name, email, or role

☐ Show all

+ Invite user

NAME	EMAIL	ROLES	DUTY	STATUS	
Alex Morgan, RN	admin@synthetic.trailwinds.test	Admin on callField nurse	On dutyOn call	Active	Roles⋮
Dana Whitcomb, RN	nurse5@synthetic.trailwinds.test	Field nurse	On dutyOn call	Active	Roles⋮
James Okafor, RN	nurse2@synthetic.trailwinds.test	Field nurse	On dutyOn call	Active	Roles⋮
Lee Sandoval	leadership@synthetic.trailwinds.test	Leadership	—	Active	Roles⋮
Nancy Rivera, RN	nurse1@synthetic.trailwinds.test	Field nurse	On dutyOn call	Active	Roles⋮
Priya Natarajan, RN	nurse3@synthetic.trailwinds.test	Field nurse	On dutyOn call	Active	Roles⋮
Sam Kowalski, RN	nurse4@synthetic.trailwinds.test	Field nurse	On dutyOn call	Active	Roles⋮
Terry Nguyen	triage@synthetic.trailwinds.test	Triage	—	Active	Roles⋮

Invite a user with their name, work email, phone, credential, and roles — they receive a welcome email and sign in with a code.

- Roles change any time; the change takes effect on their next request, not their next login.
- Unlock reopens an account locked by failed sign-ins.
- Deactivate ends their sessions immediately and keeps their history intact — this is what you use when someone leaves.
- Phone numbers matter: they are what the Call buttons on the board dial.

Patients

TRAILWINDS DISPATCH

DispatchStaffReports

Admin

Tue, Aug 18 · 9:39 AM

AM

StaffPatientsLocationsBillingOrganization

Import spreadsheet

26 patients

Search name, address, or facility

Show archived (0)

Add patient

NAME	PHONE	ADDRESS	MAP	FACILITY	LAST VISIT	STATUS	
Beatrice Stanhope	—	3140 Colonial Blvd, Fort Myers, FL	✓	—	Aug 5	Active	⋮
Bernice Larkspur	—	6893 Winkler Ave, Fort Myers, FL	✓	—	Jul 31	Active	⋮
Chester Dunmore	—	3257 Colonial Blvd, Fort Myers, FL	✓	—	Aug 2	Active	⋮
Clarence Winslow	—	5213 McGregor Blvd, Fort Myers, FL	✓	—	Aug 1	Active	⋮
Dorothy Pemberton	—	8040 McGregor Blvd, Fort Myers, FL	✓	—	Aug 5	Active	⋮
Edith Eastgate	—	1042 Cypress Lake Dr, Fort Myers, FL	✓	—	Aug 3	Active	⋮
Eleanor Prescott	—	2450 1st St, Fort Myers, FL 33901-2940, United St...	✓	—	Aug 10	Active	⋮
Elmer Mayfield	—	1436 Cleveland Ave, Fort Myers, FL	✓	—	Jul 27	Active	⋮
Ernest Merriweather	—	3091 Gladiolus Dr, Fort Myers, FL	✓	—	Aug 2	Active	⋮
Evelyn Braddock	—	2717 College Pkwy, Fort Myers, FL	✓	—	Aug 10	Active	⋮
Florence Abernathy	—	4573 Daniels Pkwy, Fort Myers, FL	✓	—	Aug 9	Active	⋮
Gladys Cavanaugh	—	8255 Daniels Pkwy, Fort Myers, FL	✓	Gulf Coast Village, Rm 163	Jul 30	Active	⋮
Harold Ashworth	—	2376 Summerlin Rd, Fort Myers, FL	✓	—	Aug 4	Active	⋮

Add patients one at a time, or import a spreadsheet exported from your EMR as CSV. The tick in the Map column means the address verified and drive times will work.

- Dispatch notes on a patient are for gate codes and parking — not clinical information.
- An address that will not verify can be placed on the map by hand, and stays where you put it.
- Archive a patient to take them off the active census; their visit history stays, and they can be restored.

Organization

TRAILWINDS DISPATCH

DispatchStaffReports

Admin

Tue, Aug 18 · 9:39 AM

AM

StaffPatientsLocationsBillingOrganization

These apply to everyone in the organization. Organization name, branding, and per-site details arrive with the multi-org work.

ESCALATION

How long an unaccepted assignment waits before the on-call chain is alerted. Timers run on the server, so these are exact.

First alert (minutes)

5

Second alert (minutes)

10

RESPONSE TARGETS

Reporting goals by priority — they colour the metrics, they never block anyone.

Immediate (minutes)

15

Urgent (minutes)

30

Routine (minutes)

60

LOCATION

Arrival is always confirmed by the nurse; the geofence only prompts. Positions older than the retention window are deleted nightly.

Arrival prompt radius (metres)

150

Ping every, from (minutes)

5

...to (minutes)

10

Keep positions (days)

60

Tracking policy

Continuous (company devices, incl. off-duty)

SIGN-IN

How long a computer stays trusted before we email a code again. Sessions always end after 12 hours regardless.

Remember a computer for (days)

7

Save settings

The numbers that govern your nights. Change one and it applies everywhere — including retroactively to how the reports colour their bars.

SETTING	DEFAULT	WHAT IT CONTROLS
First alert	5 minutes	How long an unaccepted visit waits before the on-call chain is alerted.
Second alert	10 minutes	The second, louder alert.
Response targets	15 / 30 / 60 minutes	Reporting goals for immediate, urgent, and routine. They colour the metrics; they never block a dispatch.
Arrival prompt radius	150 metres	How close a nurse must be before their phone offers to mark them arrived.
Ping every	5–10 minutes	How often a phone reports its position while sharing is active.
Keep positions	60 days	How long position history is kept before it is deleted automatically.
Tracking policy	Per your agency	Whether sharing follows on-call hours or runs continuously on company devices.
Remember a computer	7 days	How long before a verified computer has to use an emailed code again.

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Your own account

Personal settings hang off your initials in the top-right corner, not the main menu — they are yours, not a place you work.



Alex Morgan

admin@synthetic.trailwinds.test

THEME

System

Light

Dark

My settings

Sign out

Hazel Granvil

Tuck-in · created 9:4

DESTINATION

7239 Daniels Pk

ASSIGNED NURSE

NR

Nancy Rivera, RN

Available · ETA 13 min to destination

Call

NEARBY & AVAILABLE

- Priya Natarajan · Available 19 min
- Alex Morgan · Available 21 min
- James Okafor · With patient 9 min

Light or dark is a per-person choice; both are first-class, and the dark theme is genuinely easier at 3 AM.

The screenshot shows the Trailwinds Dispatch user interface. At the top, there's a navigation bar with 'TRAILWINDS DISPATCH' and links for 'Dispatch', 'Staff', and 'Reports'. On the right, it says 'Admin', 'Tue, Aug 18 · 9:52 AM', and a user icon. The main content area has four sections: 1. PROFILE: Includes a description 'How you appear on rosters and call lists. Your email and roles are set by an administrator.' and fields for 'Full name *' (Alex Morgan), 'Credential' (RN), and 'Phone' (+12395550102). Below these is the email 'admin@synthetic.trailwinds.test · admin, nurse' and a 'Save profile' button. 2. PASSWORD: Includes a description 'At least 12 characters. Changing it here replaces it everywhere, including the phone app.' and fields for 'New password *' and 'Confirm new password *'. Below these is a 'Change password' button. 3. DESKTOP APP: Includes a description 'The dispatch board as an installed app: it launches with the computer, stays signed in through your shift, and taps you on the shoulder when a visit needs attention — even while you work in something else.' and buttons for 'Download for Mac' and 'Download for Windows'. Below these is the text 'Sign in the same way you do here. Updates install themselves.' 4. APPEARANCE: Includes buttons for 'System', 'Light', and 'Dark' themes.

Your name and credential (the “, RN” beside your name everywhere), your password, and the desktop app download.

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What the system will not do

A short list, because the things a dispatch platform refuses to do matter as much as its features.

- It will not assign a nurse for you. It informs; you decide.
- It will not mark a nurse arrived on its own. The phone can notice and offer to prompt — the nurse confirms, and any automatic detection is stored separately.
- It will not put patient information in a push notification, a log, a link, or an error message.
- It will not let the screen be the security boundary: every action is checked again on our servers, so a hand-typed address gets no data it should not have.
- It will not send a patient address to Google or Apple. Maps, address lookup, drive times, and navigation all run inside our HIPAA boundary under a business associate agreement.

If something looks wrong

Most of what goes sideways on a night shift has a two-line answer.

A nurse is missing from the picker

They are probably deactivated or have no nurse role — check Admin → Staff. Off-duty nurses do appear, greyed out, at the bottom.

Drive times show as “—”

Either the address has not verified, or that nurse's phone has not reported a position recently. The visit can still be sent.

A nurse shows as stale or offline

Their phone has not checked in inside the sharing window — usually signal. Call them; the board is not the only tool you have.

The board looks frozen

A banner appears when the connection drops, and the board catches up by itself when it returns. Nothing you clicked is lost.

Someone is locked out

Five failed sign-ins locks an account; an administrator unlocks it under Admin → Staff.

Field nurses have their own guide.

The iPhone side — accepting, declining, navigating, confirming arrival, and completing a visit — is covered in **the nurse app guide**, which is also available as a PDF to print or email to your on-call staff.

Still stuck? Your administrator is the fastest route; anything they cannot answer comes to us.