

The app on your phone, from the first alert to the last tap.

Trailwinds is built for one hand, at night, in a car, sometimes with gloves on. There is one obvious button at every stage — this guide walks a whole visit, then covers everything around it.

For field nurses on call

01

Your first sign-in

Your administrator adds you first — there is no sign-up. Install Trailwinds on your work iPhone, then open it once before your first shift, not at the start of one.

1 Open the app and enter your work email.

The same address your agency uses for you. Personal addresses will not be recognised.

2 Type the six-digit code we email you.

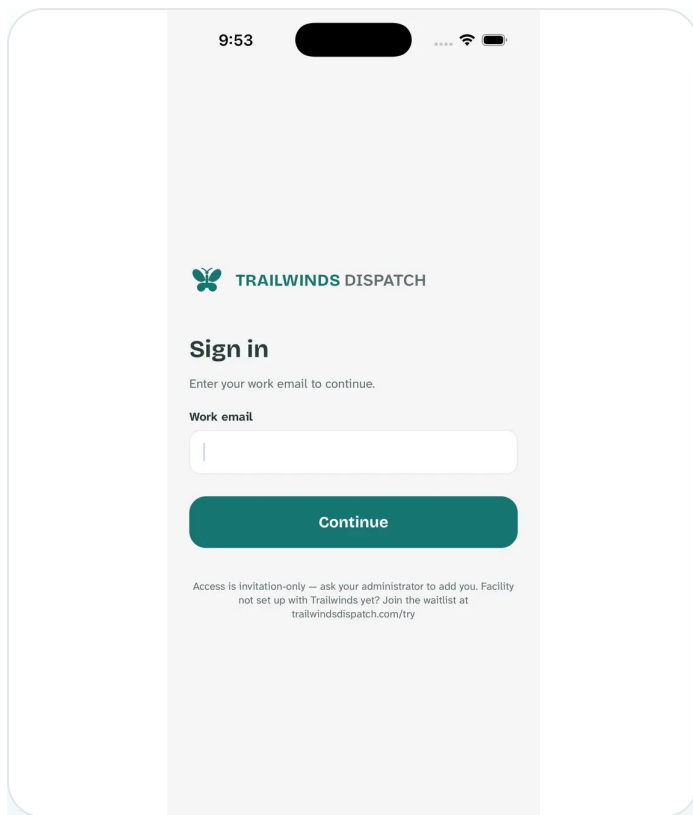
It expires in ten minutes. If it does not arrive, check junk mail and tap **Resend code**.

3 Choose a password, then turn on Face ID.

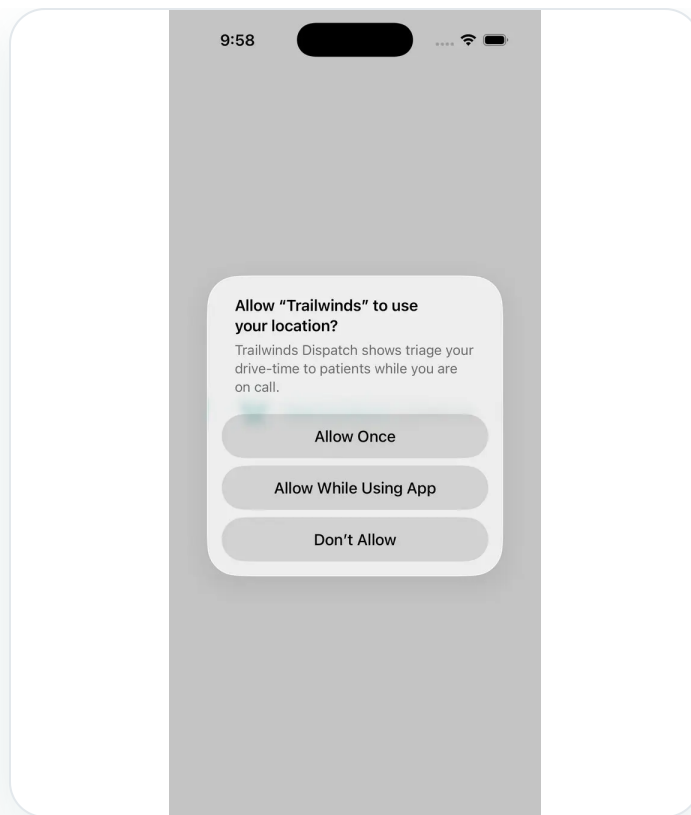
After the first time, Face ID (or Touch ID) unlocks the app — you will rarely type the password again.

4 Say yes to both permission prompts.

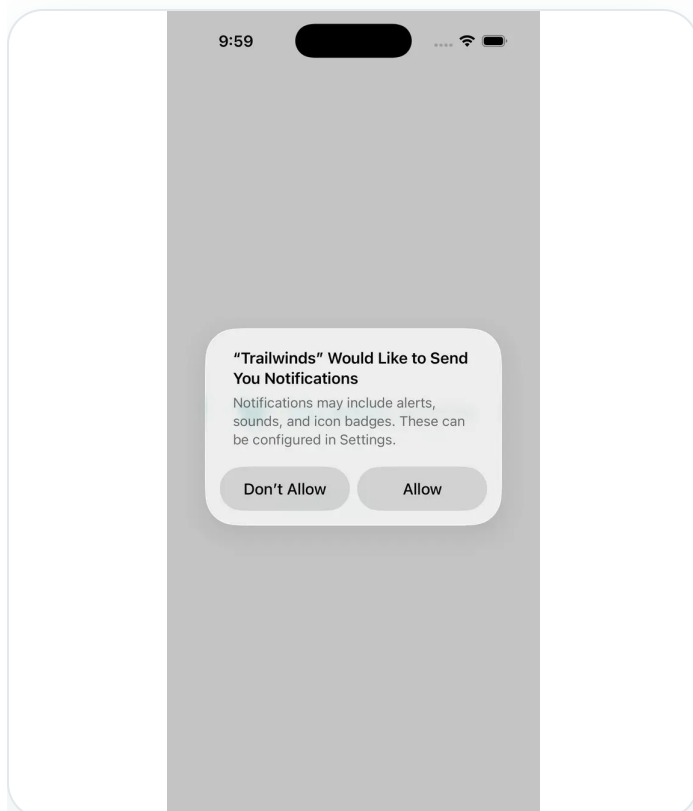
Location and notifications. Both are covered on the next page — the app cannot do its job without them.



One field to start. Access is invitation-only.



Choose Allow While Using App here — iOS asks about background sharing separately, and you should allow that too.



Tap Allow. This is how an assignment reaches you.

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.

02

The two permissions, and why

Neither one is optional in practice, and neither does what people usually fear.

Notifications

How a new assignment reaches you, and the only way. An immediate visit is sent as a critical alert, which sounds even when your phone is silenced or in Do Not Disturb — as long as you tapped Allow when the app asked for Critical Alerts permission. If you dismissed that prompt, turn it on in iOS Settings → Notifications → Trailwinds → Critical Alerts. The notification itself never contains a patient name or address — you open the app to see who and where.

Location — Always

So triage can see roughly how far you are from a patient before they send you, and so your phone can offer to mark you arrived when you pull up. Sharing follows the schedule your agency sets — for most agencies, that is while you are on duty or on call, and not otherwise.

THE RULE

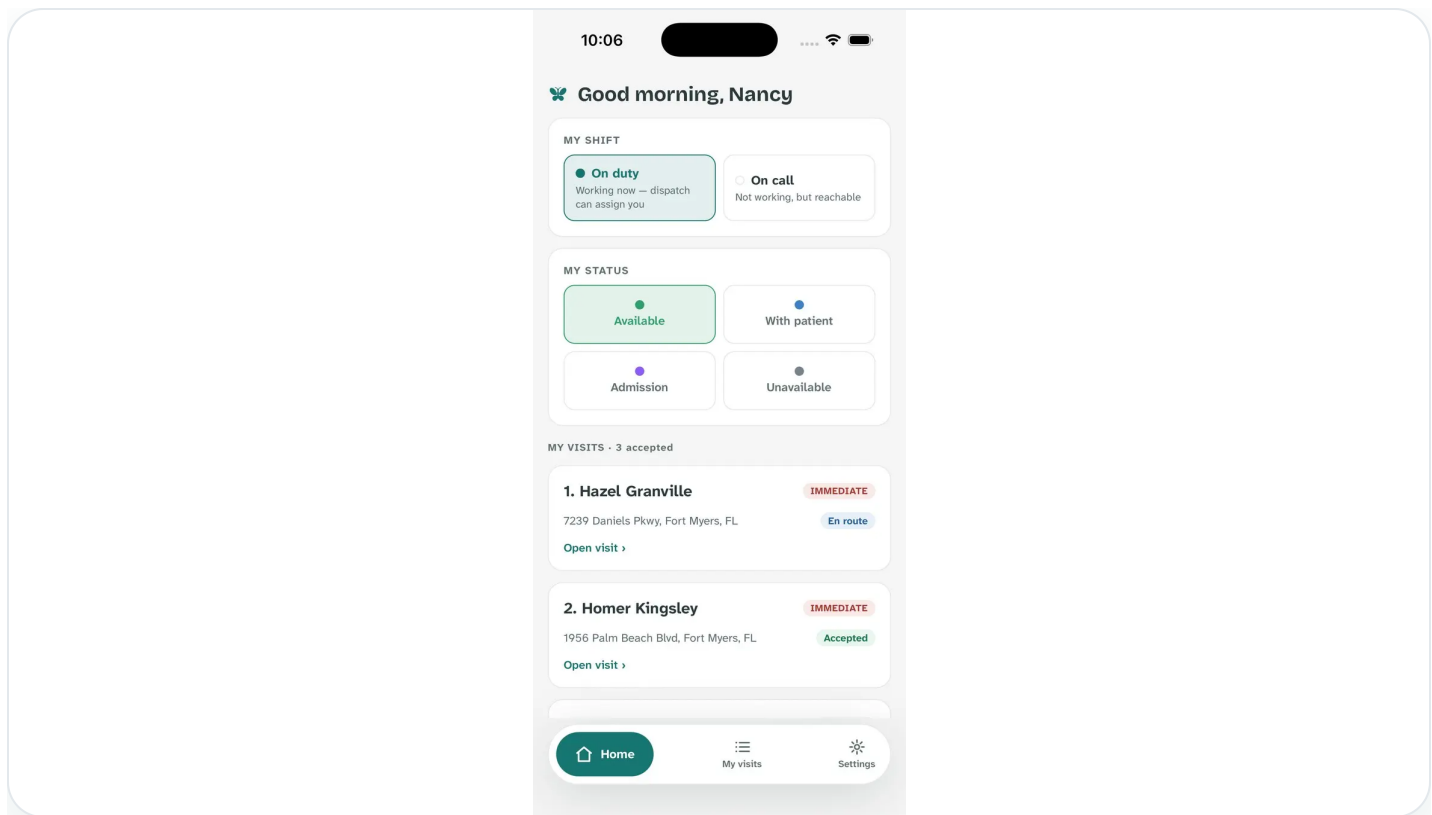
The app always tells you when sharing is on

There is a line at the bottom of your home screen that says so, every time, and it is never hidden. Position history is deleted automatically on your agency’s schedule — sixty days by default.

03

Your home screen

Three things, top to bottom: whether you are working, how you are doing, and what you are carrying.



On duty, available, three visits accepted — with the one to drive to first at the top.

My shift

On duty means you are working now and triage can assign you. **On call** means you are not working but you are reachable. Set these yourself at the start and end of your shift — the desk sees them instantly. If you forget, triage can flip them for you, and the record shows they did it on your behalf.

My status

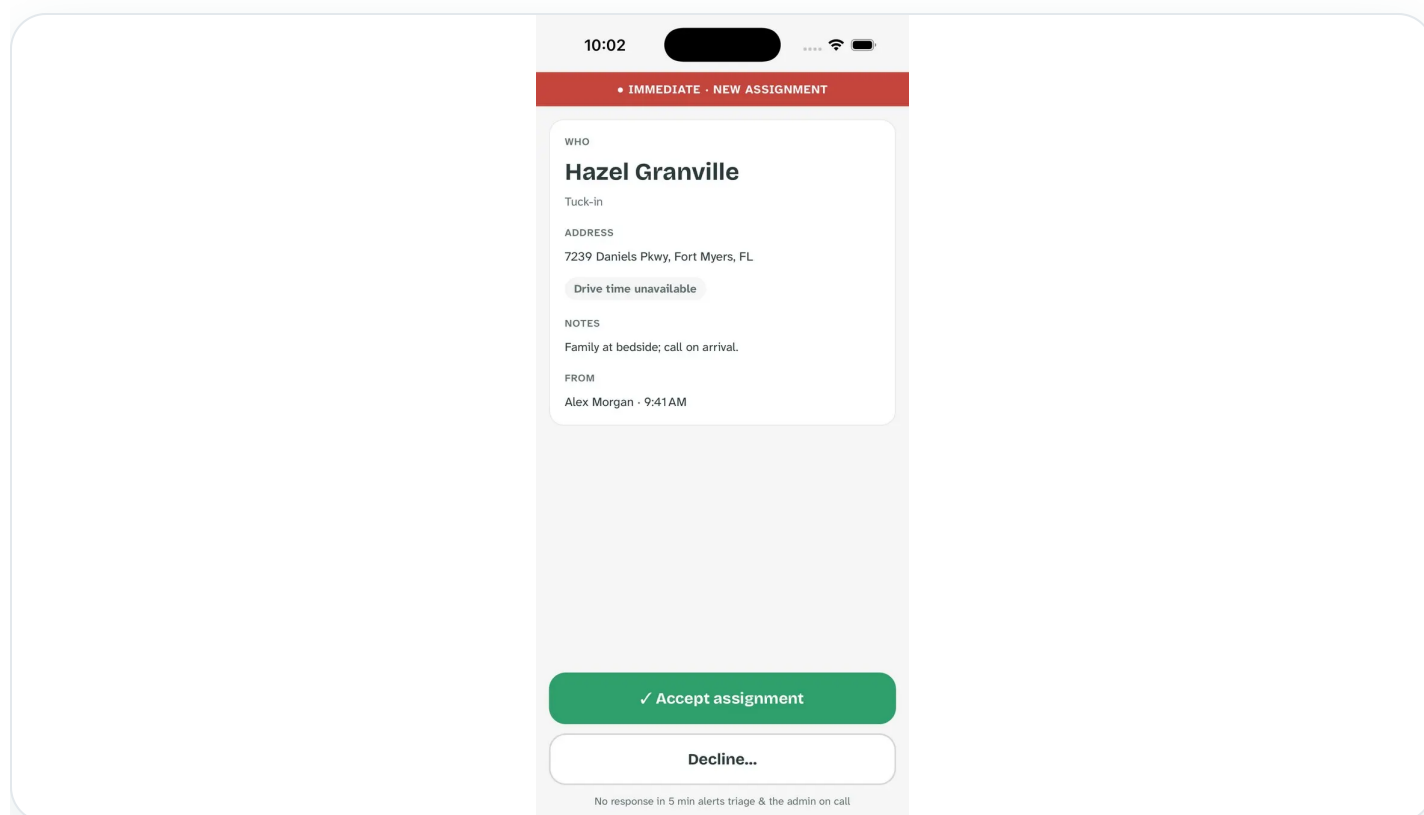
Available, With patient, Admission, or Unavailable. One tap, and it is on the dispatch board before you put the phone down. Triage uses this to decide who to send — keeping it honest is the single most useful thing you can do for the night.

Your visits

Every visit you have accepted, in working order: most urgent first, and within the same priority, the one that has been waiting longest. Tap any card to open it.

When a visit comes in

Your phone sounds, and the assignment takes over the whole screen — there is nothing to hunt for.



Who, where, how urgent, any notes, and who sent it. Accept is one tap.

The band across the top is the priority: red for immediate, amber for urgent, teal for routine. Below it: the patient, the address (with facility and room if there is one), your drive time, the dispatcher's notes, and who sent it.

- 1 Read the notes before you accept.**
Gate codes, parking, who will meet you — this is where they are.
- 2 Accept, and the visit is yours.**
Triage sees it immediately; the acceptance clock stops.
- 3 Or decline, with a reason.**
Covered on the next page. A decline goes back to the desk instantly.

WATCH OUT

If you do nothing, it escalates

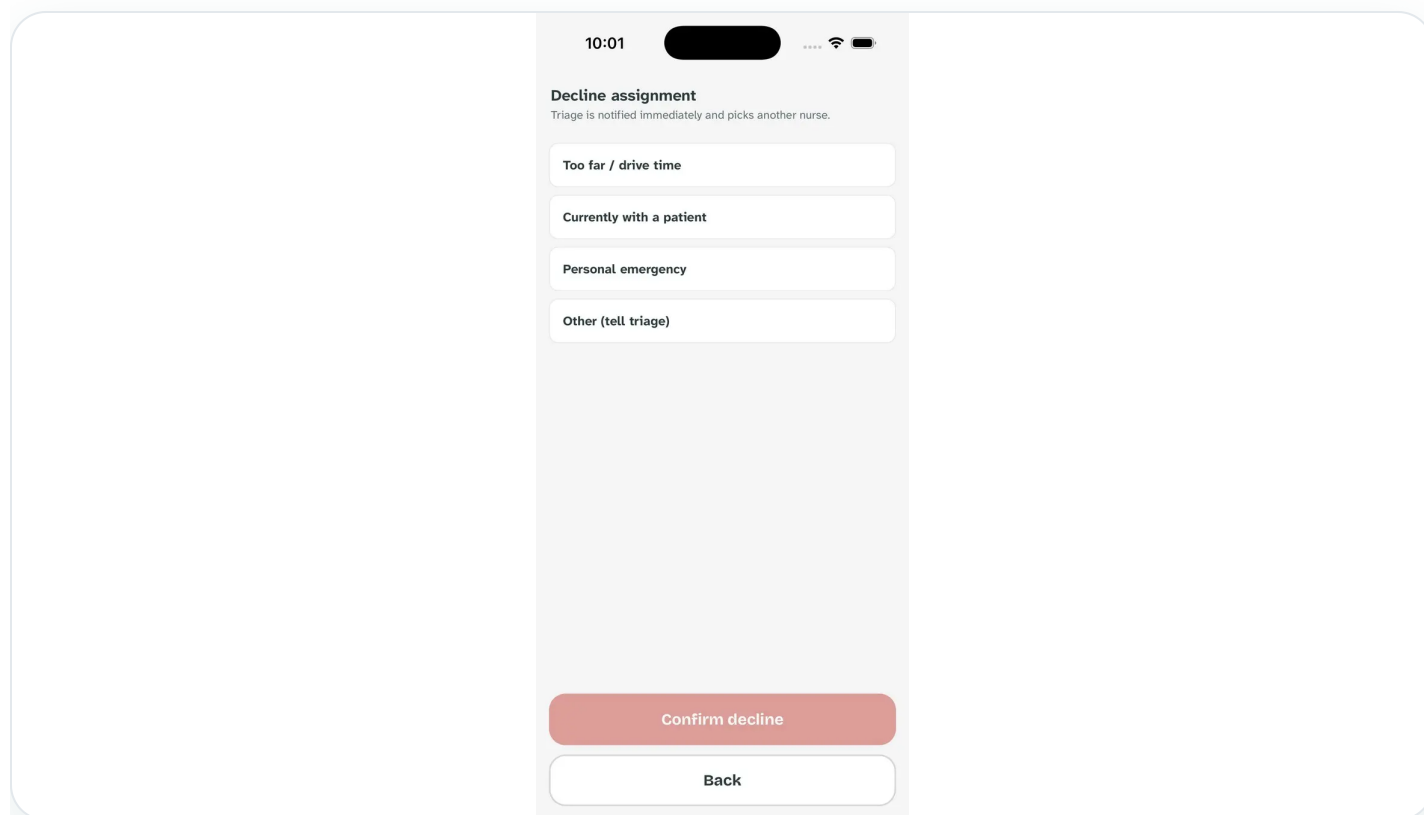
The line at the bottom of the screen tells you what happens and when — typically an alert to triage and the admin on call at five minutes, and again at ten. Declining is always better than leaving it silent.

If several visits arrive together, they queue: accept one and the next appears behind it.

05

Declining

Declining is a normal part of the night. The reason you choose is what lets triage pick the right person next.



10:01

Decline assignment
Triage is notified immediately and picks another nurse.

Too far / drive time

Currently with a patient

Personal emergency

Other (tell triage)

Confirm decline

Back

Four reasons, then confirm. Triage is notified the moment you tap it.

REASON	USE IT WHEN
Too far / drive time	Someone else is closer and the patient should not wait for you.
Currently with a patient	You are mid-visit and cannot leave.
Personal emergency	Anything happening to you.
Other (tell triage)	Anything else — add a short note so the desk is not guessing.

TIP

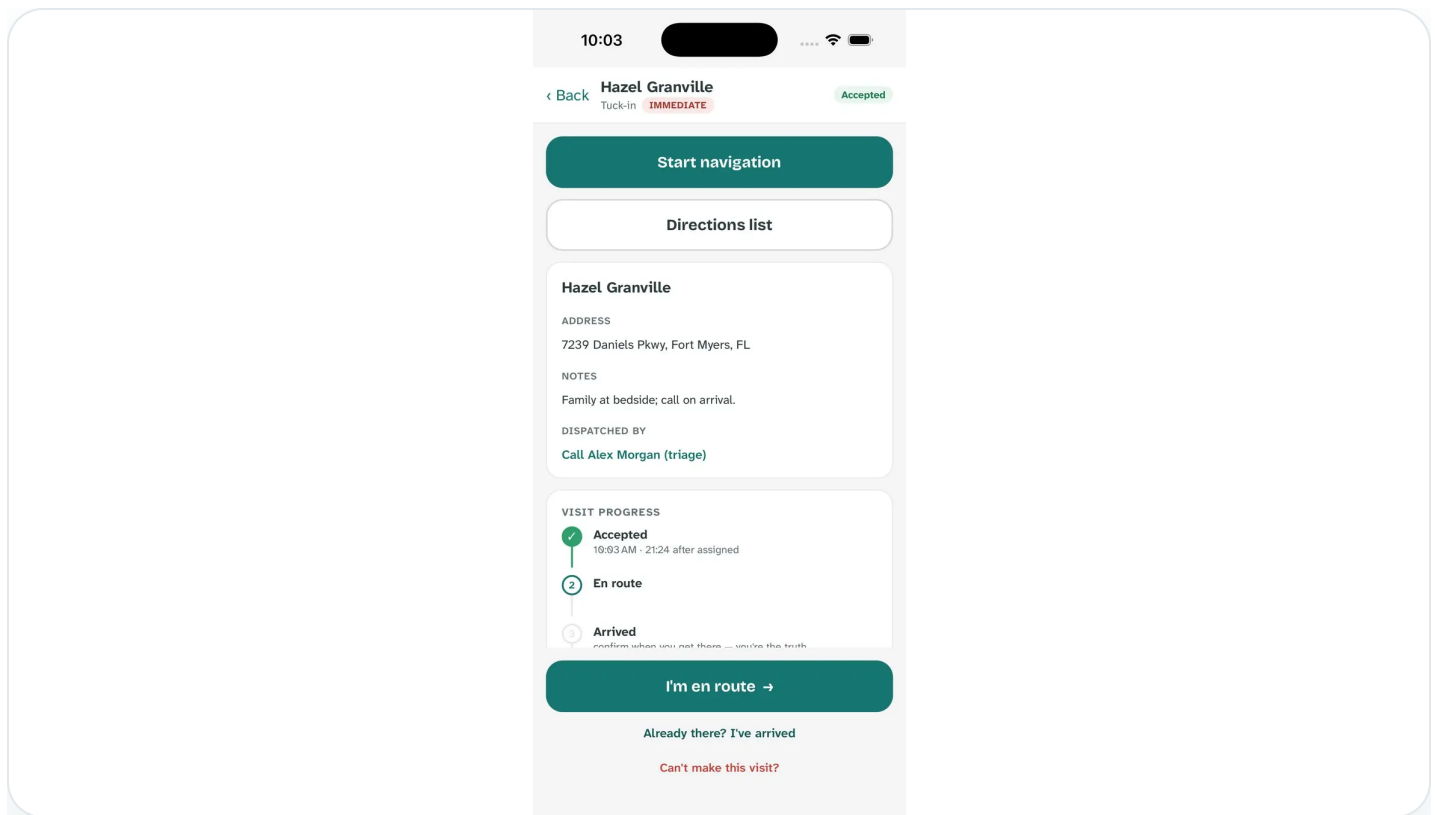
Nobody is scored on declines

The reason exists so the desk can reassign well, and so patterns — an area that is always too far, a shift that is always stretched — become visible to the people who can fix them.

06

The visit screen

Once a visit is yours, this is the only screen you need. It changes as you move through the visit, and there is always exactly one main button.



Accepted: navigation at the top, the patient and notes in the middle, your progress at the bottom.

Start navigation

Turn-by-turn guidance with spoken directions, inside the app.

Directions list

The written route — distance, time, and every turn — for when you would rather read than be talked at.

The patient card

Name, address, facility and room, the dispatcher's notes, and a tap-to-call link back to whoever sent the visit.

Visit progress

Accepted, en route, arrived, completed — with the time of each and how long it took.

Messages

A thread with the desk about this visit. Anything you write here stays attached to the record.

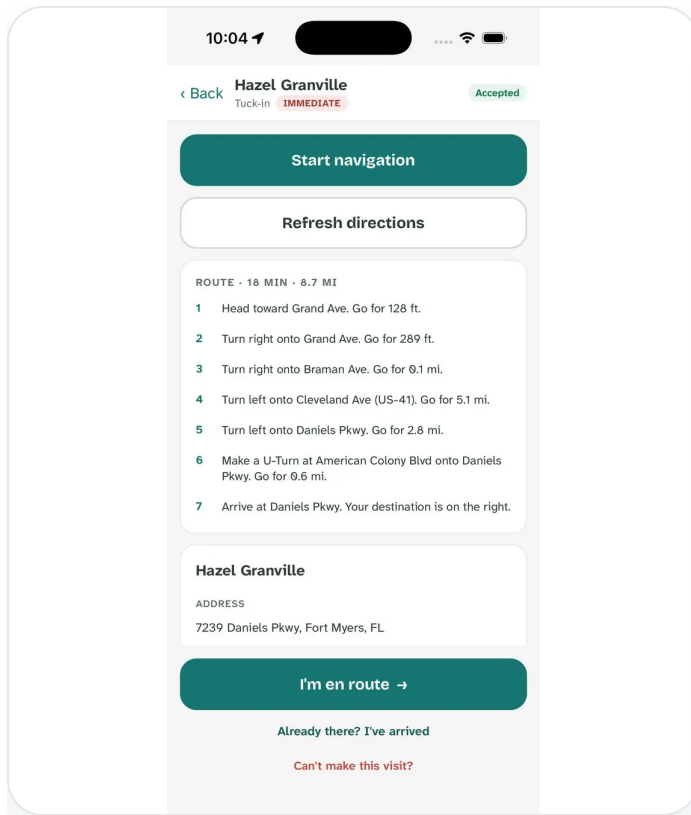
THE RULE

Navigation stays inside the HIPAA boundary

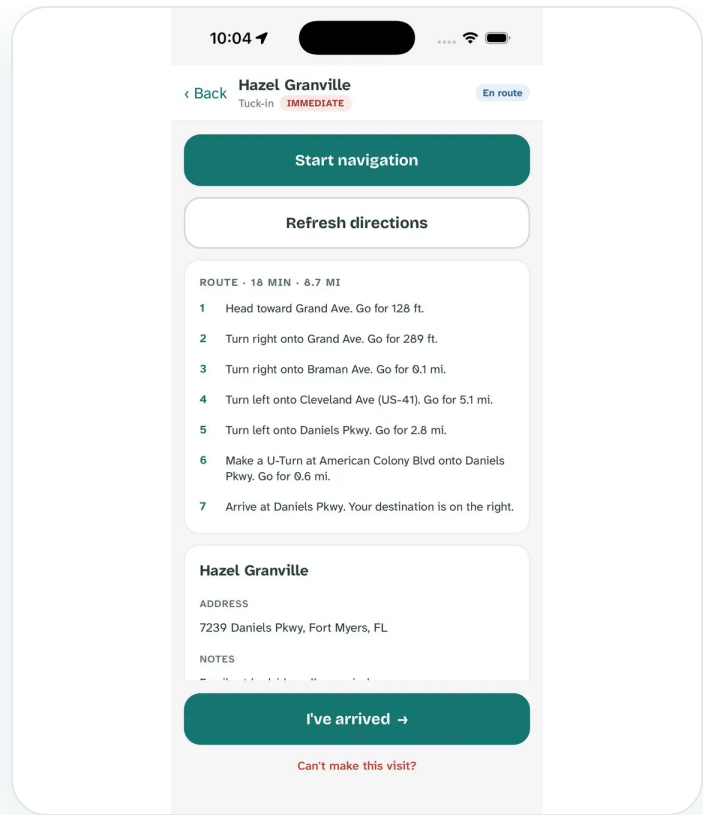
Patient addresses never go to Google Maps or Apple Maps. Routing, drive times, and the map itself all run under our agency agreements — which is why navigation lives in the app instead of handing off to another one.

Getting there

Tap "I'm en route" when you start driving. It takes one second and it is what the family's wait time is measured against.



The directions list: total time, total distance, and each turn in order.



En route. The main button has already become the next thing you will need.

TIP

No route showing?

A route needs a verified address and a recent location fix. If it says none is available, drive by the address on the card and tell the desk — they can fix the address for next time.

TIP

Arriving before you tapped en route is fine

It happens. Confirm your arrival and the app fills in the en-route step for you rather than losing it.

WATCH OUT

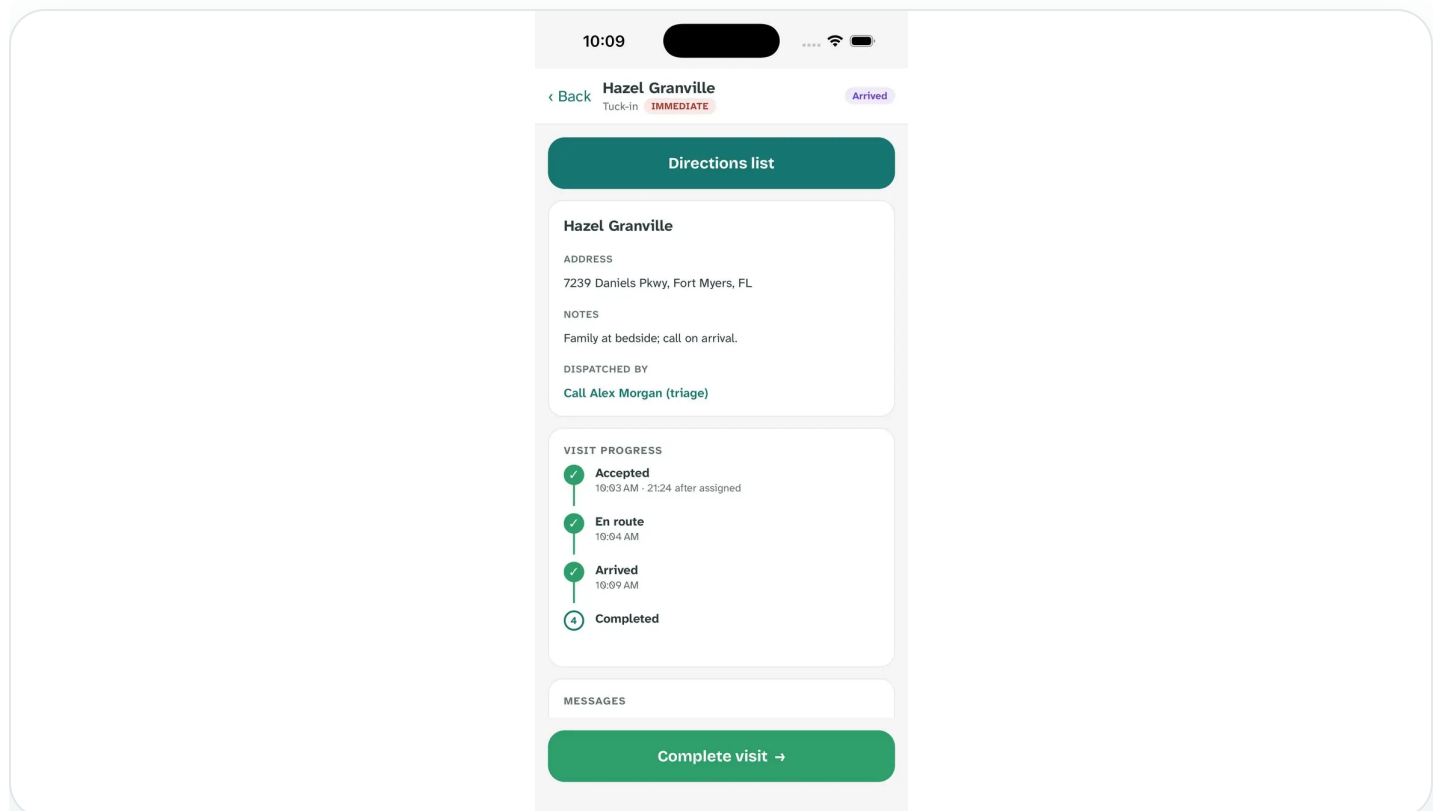
Poor signal

Taps are held and sent when you are back in coverage. Keep going — nothing is lost, and the app shows a reconnecting note rather than blocking you.

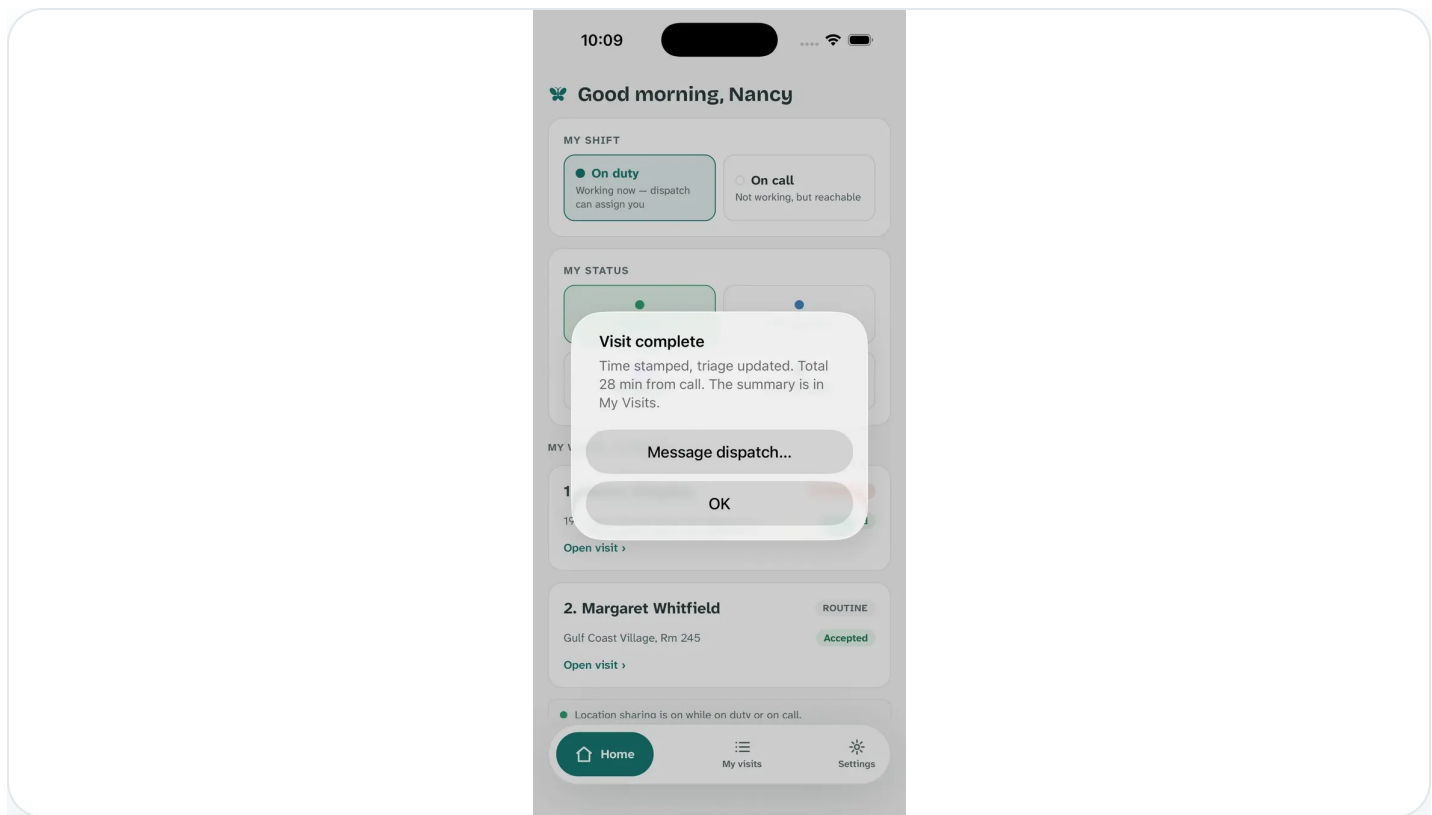
08

Arriving and finishing

Two taps close a visit, and both of them are yours to make.



Arrived, with the whole timeline filled in: accepted at 10:03, en route at 10:04, arrived at 10:09.



Completing tells you the total time from the call, and offers to send the desk a note before you go back to available.

1 Confirm your arrival when you are with the patient.

If your phone notices you are at the address, it says so and asks — but it never marks you arrived by itself. You are the truth; the GPS is a hint.

2 Do the visit.

Nothing to do in the app. Clinical documentation belongs in your EMR, as always.

3 Tap “Complete visit” when you leave.

The record closes, timestamped. If there is something the desk needs to know — a follow-up in three days, a family request — choose **Message dispatch** and it lands with them attached to this visit.

09

If you can't make it after all

A flat tyre, a call you cannot leave, a road that is closed. Tell the app rather than the voicemail.

On an accepted or en-route visit, tap **Can't make this visit?** at the bottom of the screen, choose a reason, and add a short note — “flat tyre on Daniels Pkwy” is exactly the right amount of

detail. The visit goes back to the dispatch board immediately, with your note, so the desk can reassign it without ringing round.

TIP

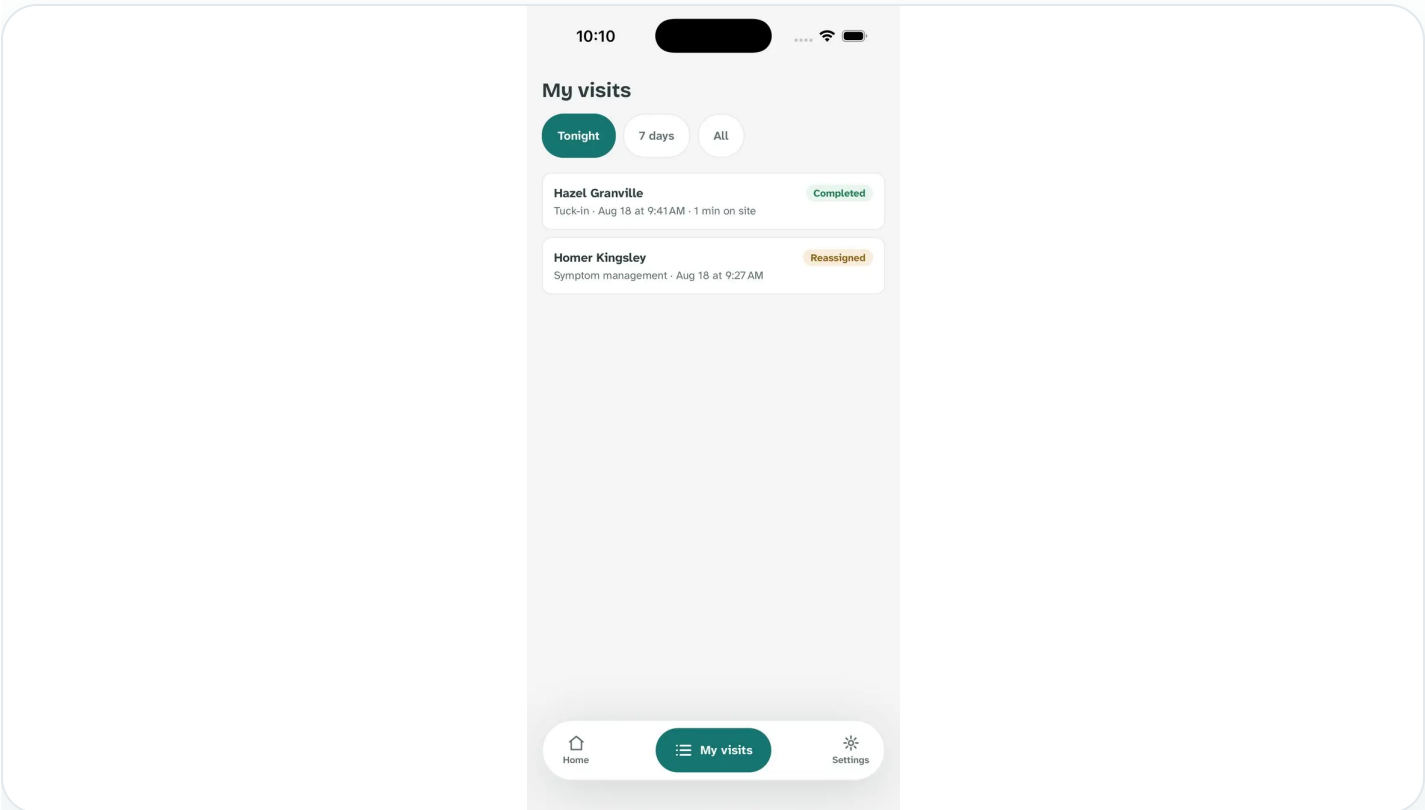
Sooner is always better

Handing a visit back at minute two costs the patient nothing. At minute twenty it costs them twenty minutes.

10

My visits

Your own record of the shift — useful at handover, and when someone asks what time you got there.



Tonight, the last seven days, or everything — with each visit's outcome and time on site.

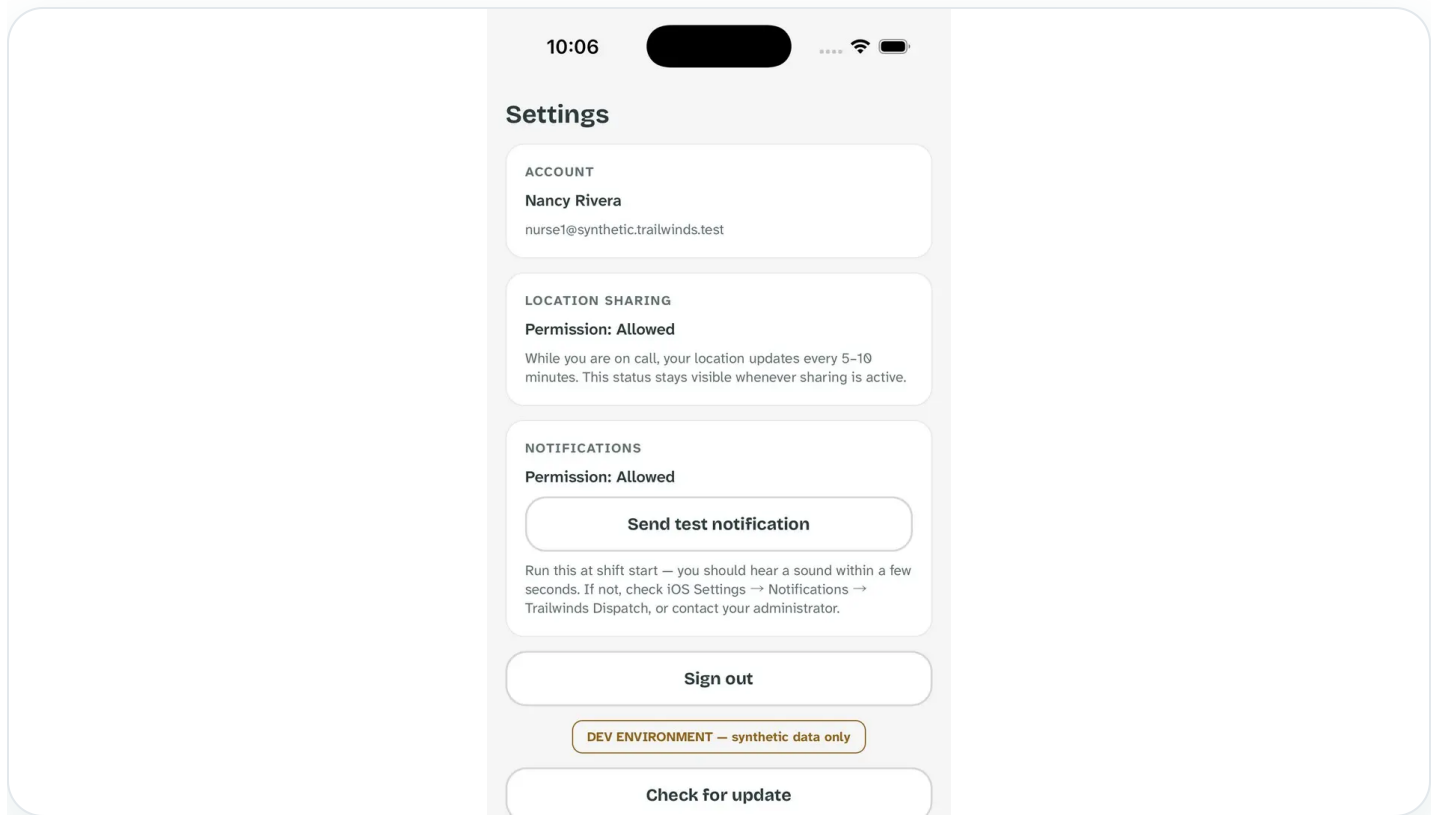
Every visit you handled, with what happened to it: completed, reassigned, declined. Tap one to see its full timeline.

“Tonight” follows the on-call window rather than the calendar day, so a visit at 1 AM still belongs to the night you started.

11

Settings

Four things worth knowing, and one you should do at the start of every shift.



Both permissions should read “Allowed”. If either does not, fix it before your shift, not during it.

- **Send test notification** — do this at shift start. You should hear a sound within a few seconds. If you do not, something is wrong now rather than at 2 AM.
- **Location sharing** — shows the permission you granted and the schedule your agency set.
- **Check for update** — pulls the newest version. Updates are small and take seconds.
- **Sign out** — only if you are handing the phone to someone else. Signed out, you receive nothing.

WATCH OUT

Do not sign out at the end of a shift

Going off duty is what tells the system to stop assigning you. Signing out only means you would miss the alert if someone tried.

12

What dispatch can see — and what it can't

Worth saying plainly, because nobody should have to guess about this.

THEY CAN SEE

Your position while sharing is on, updated every five to ten minutes

Your duty state and your status, with how long you have been in it

The times you accepted, drove, arrived, and finished

Which visits you declined and the reason you chose

THEY CANNOT SEE

Where you are outside the sharing window your agency set

Anything on your phone besides this app

Your speed, your route, or where you stopped along the way

A justification for a decline beyond the reason you gave

Positions older than your agency's retention window — sixty days by default — are deleted automatically. Arrival is confirmed by you; anything the phone detected on its own is stored separately and never presented as your word.

13

If something goes wrong

The five things most likely to happen, and what to do about each.

No sound when a visit arrives	First open Settings in the app and send a test notification — you should hear two sounds. Then check iOS Settings → Notifications → Trailwinds: notifications and sounds on, and Critical Alerts on (that is what lets an immediate visit sound through a silenced phone). If it is still silent, tell your administrator.
The sign-in code never arrives	Check junk mail, confirm you used your work address, then tap Resend code. Only the newest code works.
Drive time or directions unavailable	The address has not verified, or your phone has no recent location fix. Drive by the address on the card and let the desk know.
The app says you are offline	Keep working. Your taps are queued and sent as soon as signal returns; nothing needs re-doing.
Locked out	Five wrong passwords locks the account. Your administrator unlocks it — no call to us needed.

TIP

When in doubt, call the desk

The app is a tool for the night, not a replacement for talking to each other. Every visit screen has the dispatcher's name and a tap-to-call link.

For the desk side of the same night

How triage creates the assignment you receive, what escalation looks like from their chair, and where the response-time reports come from: **the dispatch dashboard guide**.

Both guides are available as PDFs, made for printing and handing out.