

Using ECMO Universe

Step-by-step instructions for every role, from signing in to decannulation.

Contents

- Who can do what
- 1. Signing in and securing your account
- 2. Registering and finding patients
- 3. Pre-ECMO assessment and ECMO initiation
- 4. Consent for ECMO and for decannulation
- 5. Hourly charting and vitals
- 6. Treatment plan, drugs, infusions and fluids
- 7. Lines, investigations and clinical images
- 8. Circuit troubleshooting
- 9. Weaning and decannulation
- 10. Referrals from other hospitals
- 11. Reports and PDF exports
- 12. Institute administration
- 13. Super user: platform management
- 14. Getting help and your data rights

Who can do what

Super user (platform team)

Creates and manages institutes, subscriptions and platform staff, answers support tickets, and shares the feature brochure.

Institute administrator

Adds and removes staff, sets roles, uploads the hospital logo and letterhead, sets the grievance officer, arranges the email-verified signing of the data processing agreement, reviews the audit trail, handles data-protection requests, and manages billing.

Physician / ECMO coordinator

Registers patients, completes pre-ECMO and initiation records, writes treatment plans, prints ECMO and decannulation consents in the family's language, handles referrals, and records weaning and decannulation.

Nurse, perfusionist, respiratory therapist, staff

Charts vitals and circuit parameters, records infusions, fluids, lines, investigations and images, and can witness consent. They cannot delete any entry, including their own.

1. Signing in and securing your account

Everyone | Where: /sign-in

Your institute administrator creates your account. You will receive your email address and a temporary password.

- 1 Open the app and enter your email and password on the sign-in page.
- 2 On first sign-in, read and accept the privacy notice (DPDP Act 2023). You cannot use the app until you accept it.
- 3 Set up two-factor authentication: open Profile, then Two-factor security, scan the QR code with an authenticator app, and enter the 6-digit code.
- 4 Change your temporary password from your Profile page.
- 5 To install the app on your phone or tablet, use the Install app option in your browser menu or the prompt shown in the app.

Good to know

- The app signs you out automatically after a period of inactivity. Save your work before stepping away.
- Never share your password or authenticator codes. Every entry is recorded against your name.

2. Registering and finding patients

Physicians, coordinators | Where: /patients

The patient list shows every ECMO patient in your institute, with status badges for the support mode and whether charting is due.

- 1 Go to Patients and click New patient.
- 2 Enter demographics, diagnosis, ECMO mode (VV, VA or other) and the admission details, then save.
- 3 Mark ECPR cases with the ECPR toggle so they are tracked separately.
- 4 Add the care team (consultant, perfusionist, nurse) from the Care team card on the patient page.
- 5 Use the search box and filters on the Patients page to find a patient quickly.

3. Pre-ECMO assessment and ECMO initiation

Physicians, perfusionists | Where: Patient page, Pre-ECMO and ECMO initiation

Record the indication, the baseline state and the cannulation details before and at the start of ECMO support.

- 1 From the patient page, open Pre-ECMO assessment. Enter ventilator settings, blood gases, scores, vasoactive support and contraindications.
- 2 Attach pre-ECMO images, such as chest X-ray or echo, from the Clinical images card.
- 3 Open ECMO initiation and record the cannulation site, cannula sizes, circuit, oxygenator, priming, anticoagulation and initial flows.
- 4 Save. Both summaries appear on the patient page and in the PDF exports.

4. Consent for ECMO and for decannulation

Physicians (nurses and staff may sign as witness) | Where: Patient page, Consent and Decannulation consent

Consents are printed in the language the patient or relative understands, with an optional English copy. They follow the standard NABH structure and list the expected benefits, risks and complications.

- 1 Open Consent (for ECMO) or Decannulation consent from the patient page.
- 2 Choose the language. Available: English, Hindi, Marathi, Gujarati, Bengali, Punjabi, Odia, Tamil, Telugu, Kannada, Malayalam and Urdu. Urdu prints right to left.
- 3 Tick Add English copy if the file also needs an English version. It prints as a separate page.
- 4 Check the hospital name under Hospital on letterhead, then click Apply. The patient details (name, MRN, age, IPD and bed number, diagnosis) are filled in from the record.
- 5 Click Print / Save as PDF to print on plain paper with your hospital's letterhead, or Print without letterhead to use paper that already has a pre-printed letterhead. A blank band is left at the top of each copy where the letterhead would be.
- 6 Explain each benefit and risk, then have the relative, the witness and the treating doctor sign and date the printed copy by hand. File the signed original in the patient's case file.

Good to know

- The regional-language translations should be reviewed once by your hospital's consent or legal committee before first use.
- If the patient is referred to you, the referring hospital signs its own consent. See Referrals from other hospitals.

5. Hourly charting and vitals

Nurses, perfusionists, respiratory therapists | Where: Patient page, Charting

Charting captures haemodynamics, ventilator settings, circuit parameters and neurological status on a flow sheet.

- 1 Click Quick vitals for a fast bedside entry, or Add chart entry for the full parameter set.
- 2 Enter the values and the observation time, then save. Values out of range are highlighted.
- 3 Review trends in the Vital trends graphs to see changes over time.
- 4 Use Flow sheet export to download a 24-hour flow sheet as a PDF.

Good to know

- If you make a mistake, edit the entry. Staff cannot delete entries. Ask a physician or administrator if an entry must be removed; the removal is recorded in the audit trail.
- Charting-due and device alerts appear in the alert centre at the top of the screen.

6. Treatment plan, drugs, infusions and fluids

Physicians, nurses | Where: Patient page, Treatment

Doctors prescribe on the treatment plan. Nurses record administration on the treatment sheet and the infusion log.

- 1 Physician: open Treatment plan, add each drug from the catalogue with its dose, route and frequency. The administration schedule is generated automatically.
- 2 Nurse: on the Treatment sheet, mark each scheduled dose as given, withheld or delayed, with the time.
- 3 Record continuous infusions in the Infusion log. The rate and volume are calculated from the concentration and dose.
- 4 Enter intake and output in Fluid balance. Hourly and 24-hour totals update automatically.

7. Lines, investigations and clinical images

All clinical staff | Where: Patient page, Lines, Investigations and Images

Keep a complete record of every access line, lab result and image for the ECMO run.

- 1 Lines: add each cannula or line with its size, site and insertion date, and remove it when it is taken out.
- 2 Investigations: enter lab values such as ABG, CBC, coagulation, ACT, LDH and plasma free Hb against the date and time they were sampled.
- 3 Images: upload X-rays, echo images or wound photos. Add the date the image was taken and a caption. Images are stored privately and can only be viewed by signed-in staff of your institute.

8. Circuit troubleshooting

Perfusionists, physicians | Where: Patient page, Troubleshooting

A guided checklist for common ECMO emergencies, with a record of each event.

- 1 Choose the problem, for example chattering, low flow, oxygenator failure or air in the circuit.
- 2 Follow the checklist and record the actions taken and the outcome.
- 3 The event is saved to the patient timeline and included in the day summary.

9. Weaning and decannulation

Physicians, perfusionists | Where: Patient page, Weaning and decannulation

Document weaning trials as structured notes and record decannulation as a procedure note.

- 1 Add a Weaning note for each trial. Record sweep gas, flow, FiO₂, ventilator settings, blood gases, echo findings and the result (passed, failed or continue).
- 2 Before decannulation, complete and sign the Decannulation consent.
- 3 Add the Decannulation procedure note. Record the date and time, the operator, the technique (surgical or percutaneous), haemostasis, complications and the post-procedure plan.
- 4 The patient's ECMO status is updated and the run duration is calculated.

10. Referrals from other hospitals

Coordinators, physicians | Where: /referrals

Referring hospitals submit ECMO referrals through a secure link. You don't need to create an account for them.

- 1 Go to Referrals and create or copy your institute's referral link. Share it with the referring hospitals.
- 2 The referring team fills in the patient's details, investigations and lines, and uploads the images and consent.
- 3 New referrals appear in the Referral inbox with an alert. Review them and accept or decline.
- 4 For accepted referrals, create a Retrieval plan and download the retrieval brief for the transport team.
- 5 The referring hospital can follow the status of the referral through its private status link.
- 6 Once the patient is enrolled, the referring team can print the ECMO consent from the status link. It carries only the referring hospital's name on the letterhead, because the consent is signed there. The text names your hospital as the one whose ECMO team performs the procedure.
- 7 The referring team can choose any of the 12 consent languages and use Print without letterhead for their own pre-printed paper.

11. Reports and PDF exports

Everyone | Where: Patient page, Download PDF buttons

Records can be exported as PDFs on your hospital letterhead.

- 1 On the patient page, find the Download PDF or Print button on the section you need.
- 2 Available exports include the day summary, the flow sheet, the pre-ECMO summary, the ECMO initiation summary, consents and the retrieval brief.
- 3 Choose the date where asked, then download or print the PDF.
- 4 In the print window, choose Save as PDF to keep a digital copy, or pick your printer to print directly.

12. Institute administration

Institute administrators | Where: /admin

Administrators manage the people, the branding and the compliance settings for their institute.

- 1 Staff: add staff members with a name, email and role. Deactivate staff when they leave. Deactivated accounts can no longer sign in.
- 2 Logo and letterhead: upload the hospital logo and enter the name, tagline, address and contact details. They appear on all PDFs and consents.
- 3 Audit trail: filter by user, patient or action to see who viewed, created, edited or deleted a record.
- 4 Data protection, Grievance officer: enter the name, email and phone of the person who handles patient privacy complaints. This is required by law and appears on your privacy notices.
- 5 Data protection, Data processing agreement: enter the name, title and official email of the person authorised to sign for the hospital, such as the Medical Director, and click Send signature email.
- 6 The signatory receives an email from no-reply@ecmouniverse.com. They open the link, read the agreement, type their full name exactly as entered and click Sign agreement. The link works once and expires after 72 hours. Use Send a new link on the same page if it expires.
- 7 Once signed, the page shows who signed, when, the verified email and the agreement version, and the event is added to the audit trail.
- 8 Data protection, Requests: log and respond to access, correction and erasure requests under the DPDP Act, and review data-breach records.
- 9 Retention and backup: set how long records are kept and confirm the backup status.
- 10 Billing: from the user menu, open Billing to view your plan, invoices and payment status.

13. Super user: platform management

Super users only | Where: /platform

The platform console is used by the ECMO Universe team to onboard and support institutes.

- 1 Organizations: create a new institute, set its subscription, and suspend or reactivate access.
- 2 Open an organization to see its users, usage and billing, or to send a payment link.
- 3 Team: add platform staff and assign their permissions.

- 4 Tickets: reply to and resolve support tickets raised by institutes.
- 5 Feature brochure and User manual: share these with prospective institutes and new users.

14. Getting help and your data rights

Everyone | Where: [/support](#), [/privacy](#), [/trust](#)

Help and information about your data are always one click away.

- 1 Support: raise a ticket describing the problem. You can follow the replies on the Support page.
- 2 Privacy notice: read how patient and staff data is processed under the DPDP Act 2023.
- 3 Trust centre: see the ISO 27001-aligned security controls, including encryption, access control, audit logging and backups.

ABOUT THE COMPANY

ECMO Universe is a product of Sardhara Medical Private Limited

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