
	Department of Public Safety	
	Standard Operating Guidelines	
	Subject:	Fire and EMS Documentation
	Section:	Operations
	Guideline Number:	302
	Effective Date:	December 15, 2014
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Signature of Approval:	Charles R. Pruitt Director of Public Safety 	

PURPOSE

To provide guidelines for proper documentation of Fire and EMS services provided by the Accomack County Department of Public Safety. To outline the standard for filing fire, EMS and daily paperwork correctly and within a timely fashion.

SCOPE

This policy applies to all members of the Department.

DEFINITIONS

Elite Field – An ImageTrend, tablet computer based, EMS records input client program. This program synchronizes report entries with the departments Elite Online platform by means of an internet connection.

Elite Online – An ImageTrend, Server based program that collects EMS data directly or from Elite Field applications.

Patient Contact – A patient contact occurs any time an EMS unit on the location or scene of an incident where a person is visually observed to have, verbally indicates there is, or is assessed for a suspected medical condition or traumatic injury.

Posting – The transfer of the Elite Field electronic EMS reports to Elite Online using an internet connection.

Sync – Synchronizing an Elite Field client with the Elite Online for program and departmental updates.

General Guidelines

Tablet computers access to the internet shall be restricted to posting calls, syncing with the ACDPS Elite Online and other sites required in order to post and sync. The tablet computers are not to be used for general computing or web access/surfing.

Employees should know and follow SOG #219 – Computing and Internet Guidelines.

The Accomack County Internet Technology Department will maintain and update tablet computers via an installed management application.

EMS Call Documentation/ImageTrend

- An Image Trend ePCR medical record shall be generated for every incident involving response of ACDPS personnel to an EMS incident call type and/or any patient contact event. The Attendant in Charge is responsible to make sure the record is as accurate and complete as possible.
- Fire Medics will log into Elite Online at the beginning of each shift to address all QA/QI notes. FireMedics will also review each EMS call posted at the end of their shift in the Elite Online. If the call report is finished, they will indicate the run form is complete by using the “Ready to Review” button.
- In the instance of electronic issues or computer malfunction reports may be written on paper PPCR forms. All paper forms must be entered into Image Trend once the computer is functioning and paper forms must be sent to the ACDPS office to be scanned into the system. No paper copy will be sent to the volunteer fire company.
- Elite Field reports shall be completed and posted to Elite Online by the end of each shift. Exceptions may only be for unusual circumstances, with the permission of the Battalion Chief or Captain, and the report must be entered at the earliest practical opportunity.
- All verbal requests, written requests and court orders for EMS records shall be forwarded to the ACDPS administrative office for further processing. Patient care records are regulated by State and Federal Law. Personal copies of these documents with protected patient information shall not be permitted outside the department’s records system and QA/QI process without proper authorization or legal requirement.
- Fire Medics are responsible for the security of the Tablet Computer and their passwords. For stations that only have ACDPS staff during the daytime hours, Tablet computers should be locked away at the conclusion of each shift. Individual ImageTrend passwords shall not be shared with anyone.

Fire Call Documentation/Image Trend

- All fire calls shall be documented in Elite Online.
- All required information shall be documented in the NFIRS form so that the run form has a 100% validation at its completion.
- The incident number formatting for fire calls is the same as for documentation of EMS calls.
- The primary station is the station whose district the call occurred in. The Secondary stations are those that assisted the primary station.
- All calls shall be defaulted to “Mutual Aid Given”.

ALS Rendezvous Documentation

If an ALS provider meets a BLS ambulance to provide advance life support the following documentation procedures shall be followed.

- If the BLS crew is ACDPS personnel the ALS provider will document all patient care on the original ImageTrend electronic care report that the BLS provider began.
- If the BLS crew is a volunteer crew the ALS provider will start a separate ALS patient care report using the ACDPS ImageTrend system and will document all patient care after arriving at the patient. The volunteer BLS crew will maintain their separate report.

PROCEDURES (Procedures are not subject to review)

- Incident Number Formatting
 - Incident numbers should be entered using the following format:
Two Digit Year – Two Digit Station Number, 0 (Number Zero Separator), Four Digit Incident Number. (Example: Incident No. 1234 for Station 2 in year 2018 is 18-0201234)
- Social Security Numbers
 - Patient Social Security Numbers are required data points according to the Virginia Office of EMS and must be documented for each patient. If you are unable to obtain a Social Security Number enter “000-00-0000” in the appropriate box.
- Multiple Patients
 - Multiple patients for an incident should be documented by separate ePCR records and the indicating such by adding a letter to the end of the incident number (Example: 18-0201234A, 18-0201234B, etc.)
- Adding Volunteer Names
 - All volunteers that assist on a call must be documented under the Response Tab>Unit & Crew Info>Volunteer Names. Type each volunteer’s name separated by commas.
- Narrative
 - Narratives may be automatically generated by using the CHHARTE method on the Narrative panel. Every narrative should be proofread to make sure all information is correctly generated. Any additional information that you wish to add should be put at the bottom of the automatically generated narrative after “More details of the incident can be found below” statement.
- Patient Signatures
 - Patient signatures are required for every adult patient or the legally designated representative, or the parent of a minor if possible. If the patient’s condition doesn’t allow for a signature, you must document the reason.
- Station for Billing
 - The station for billing should be listed as the station that should be allowed to bill the patient. This is usually the station’s ambulance that responds to the call, not the district in which the call occurs. Ask a supervisor if you are unsure.
- District
 - The district should be listed as the EMS district in which the call is located.
- Hospital Face Sheet
 - A clear and legible Hospital Face Sheet shall be attached to the ePCR by adding an attachment within the report. The attachment should be named “Face Sheet”. Attaching an electronic copy to the ePCR should be completed while at the hospital and will eliminate the need to keep the face sheet. Prior to leaving the hospital, the face sheet should be placed in the hospital shred box located at the Nurses Station.