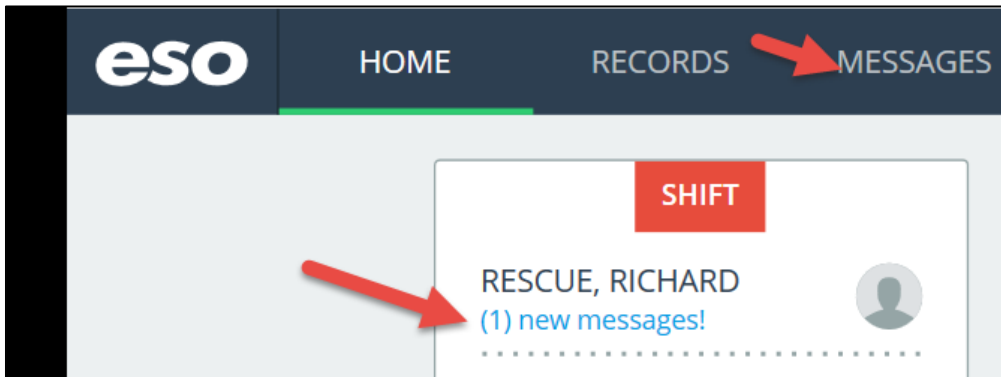
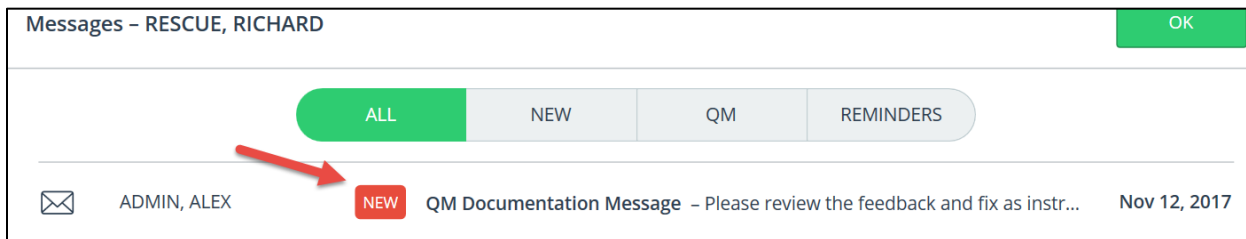


Once the QM reviewer sends an instant message in ESO to crew, they will be seen in 2 places:

1. Mobile Application
 - a. An alert is shown in Messages after the user logs into their messages as per below:

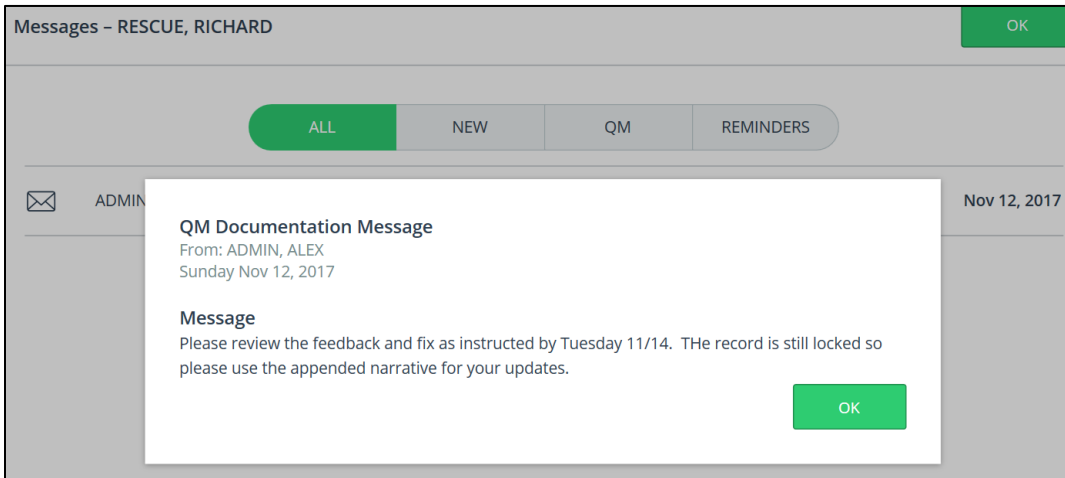


- b. Click the message link to view it



QM Process for EMS Crews

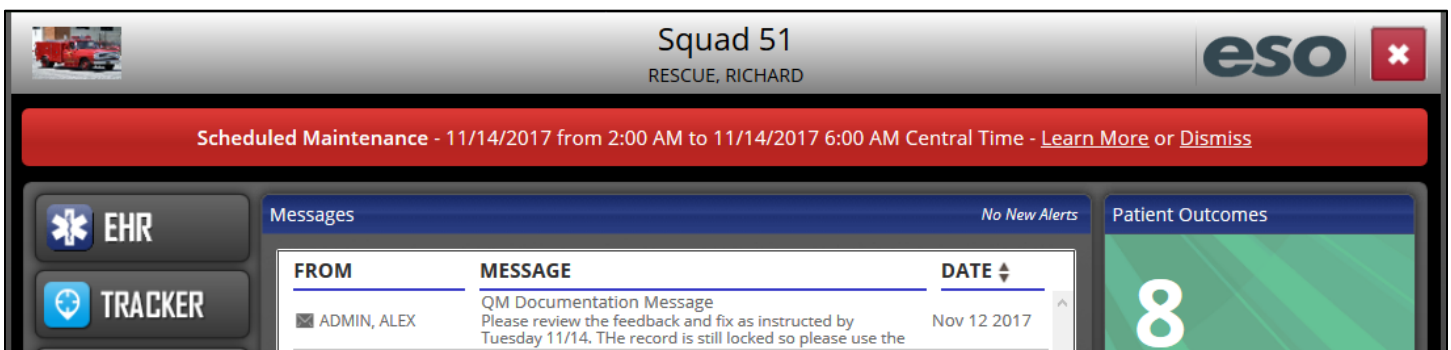
- c. Clicking on the word “NEW” to the left of the message reveals the following type of Information:



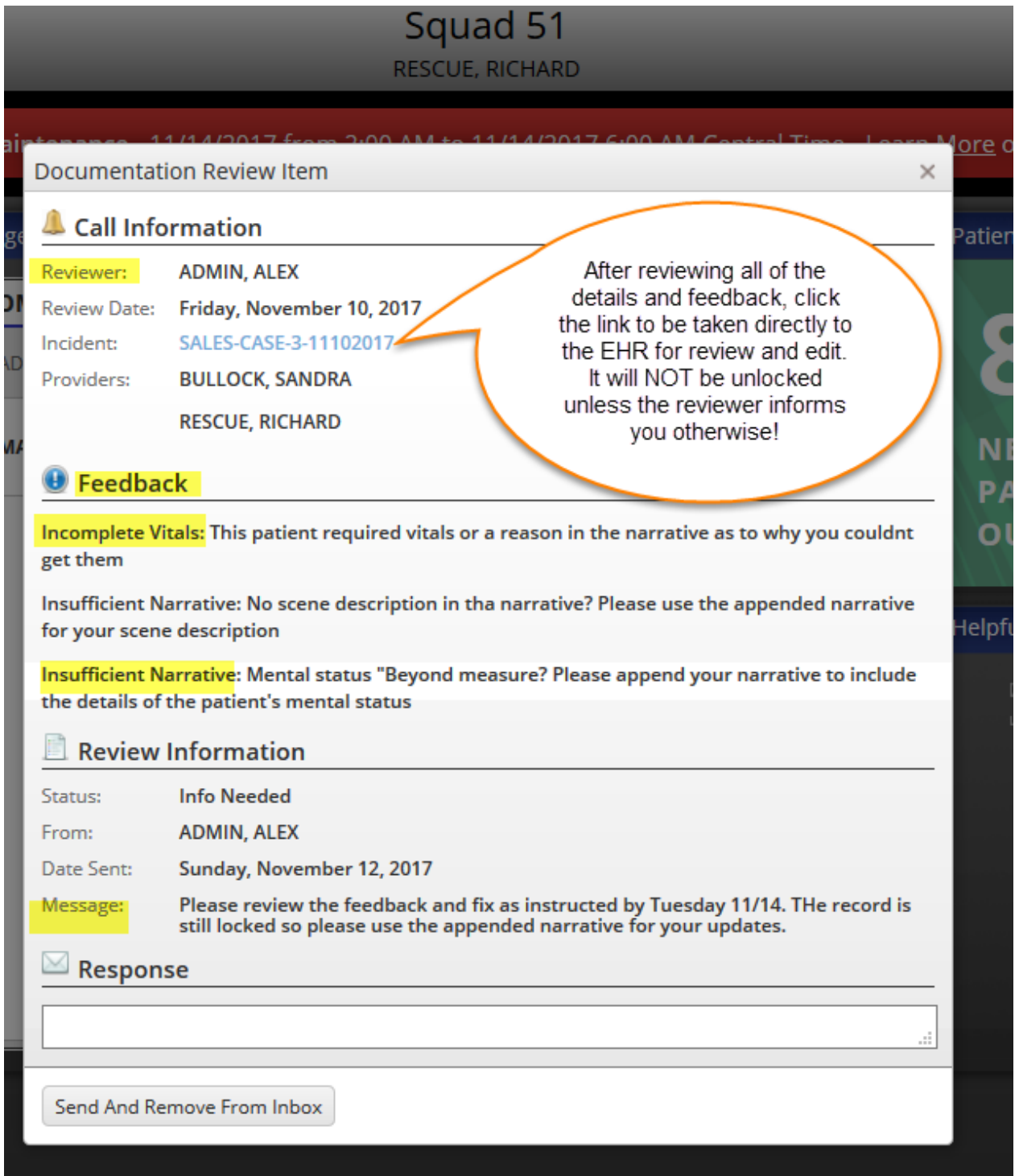
- d. **NOTE:** this is only an alert.
 e. To see the entire QM Message with details, you MUST log into the ESO Web application (link below).

2. ESO Web Application located at <https://www.esosuite.net/EsoSuite>

- a. The full message with feedback and link to the reviewed EHR is located at esosuite.net (ESO web application as per below)



- Click on the QM Documentation message to reveal the details as per below



Squad 51
RESCUE, RICHARD

Documentation Review Item

Call Information

Reviewer: ADMIN, ALEX
 Review Date: Friday, November 10, 2017
 Incident: [SALES-CASE-3-11102017](#)
 Providers: BULLOCK, SANDRA
 RESCUE, RICHARD

Feedback

Incomplete Vitals: This patient required vitals or a reason in the narrative as to why you couldnt get them

Insufficient Narrative: No scene description in tha narrative? Please use the appended narrative for your scene description

Insufficient Narrative: Mental status "Beyond measure? Please append your narrative to include the details of the patient's mental status

Review Information

Status: Info Needed
 From: ADMIN, ALEX
 Date Sent: Sunday, November 12, 2017

Message: Please review the feedback and fix as instructed by Tuesday 11/14. The record is still locked so please use the appended narrative for your updates.

Response

Send And Remove From Inbox

After reviewing all of the details and feedback, click the link to be taken directly to the EHR for review and edit. It will NOT be unlocked unless the reviewer informs you otherwise!

- Once in the EHR, go to the Narrative Tab, and add your appended narrative for the requested information. Unless the record is UNLOCKED to allow all fields to be edited, only the following fields/tabs will be editable:



QM Process for EMS Crews

- a. The appended narrative, some Incident Details, all the Patient Demographics **except** for PMH/Meds and Allergies and all billing information is editable.
If the record was unlocked for your edits, be sure to LOCK it once finished.

5. Upon completion of your edits to the EHR, return to the Landing Page on the web application and reopen your QM message and follow the instructions below.

Squad 51
RESCUE, RICHARD

Scheduled Maintenance: 11/14/2017 from 3:00 AM to 11/14/2017 6:00 AM Central Time. Learn More

Documentation Review Item

Call Information

Reviewer: ADMIN, ALEX
Review Date: Friday, November 10, 2017
Incident: SALES-CASE-3-11102017
Providers: BULLOCK, SANDRA
RESCUE, RICHARD

Feedback

Incomplete Vitals: This patient required vitals or a reason in the narrative as to why you couldn't get them

Insufficient Narrative: No scene description in the narrative? Please use the appended narrative for your scene description

Insufficient Narrative: Mental status "Beyond measure? Please append your narrative to include the details of the patient's mental status

Review Information

Status: Info Needed
From: ADMIN, ALEX
Date Sent: Sunday, November 12, 2017
Message: Please review the feedback and fix as instructed by Tuesday 11/14. The record is still locked so please use the

Response

Filter

Send And Remove From Inbox

Once your edits are complete (in the unlocked chart, LOCK it) return to this message and type any questions you have or simply "enter Done".

Then click this!

6. Wrap-up



QM Process for EMS Crews

- a. If the reviewer feels additional edits need to be made, they may message again with that feedback for you to fix. Always send the message back after you have completed the edit requests and note that you are “done” or add questions if need be. Once the review is approved, all messages will be removed from the inbox in which it lands last.