

eso

EHR User Guide

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In this reference guide, you'll receive an overview of the ESO EHR application. New ESO EHR Users are encouraged to review this guide first in order to learn the basics of entering an EHR in the system.

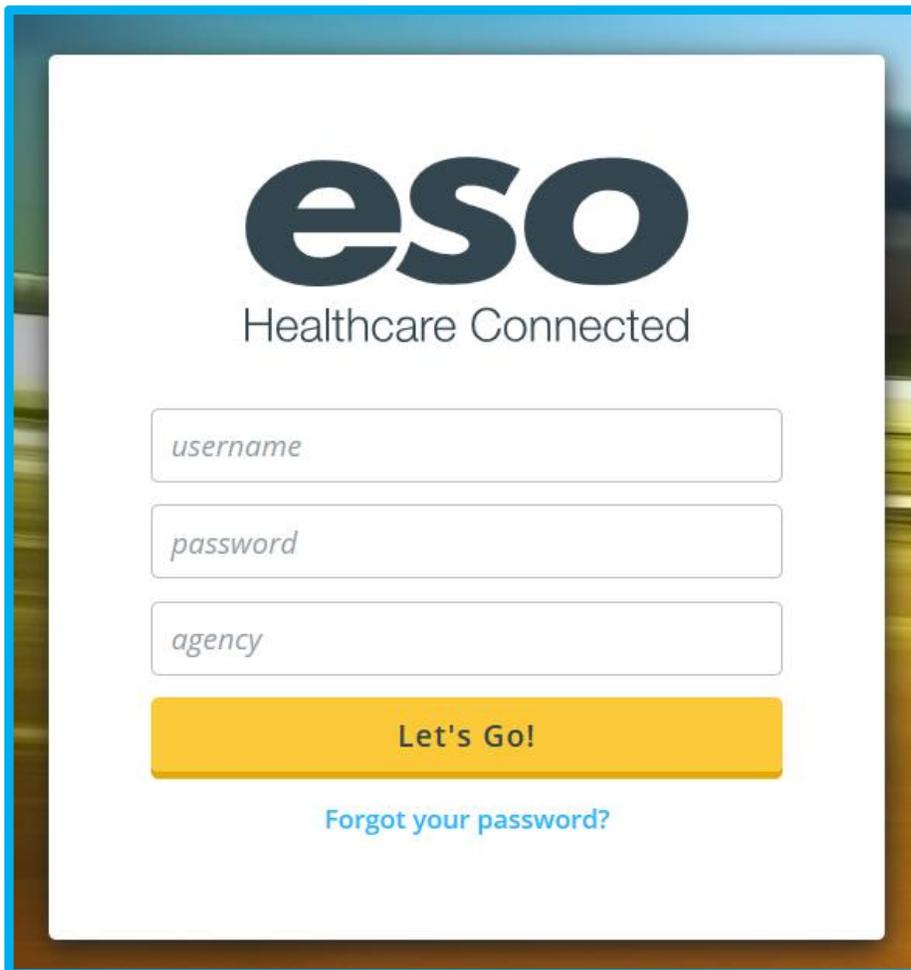
Navigation Page Logging In

To log in, go to <https://www.esosuite.net/EsoSuite>, enter your Username, Password, and Agency ID, then click "Let's Go"!

- Username and Agency ID are **NOT** case sensitive.
- Password **IS** case sensitive!

Be sure to keep your login information in a safe place.

If you forget your password on either the Web or Mobile application, please use the *Forgot your password?* Link on <https://www.esosuite.net/EsoSuite> to send yourself a password reset email.



eso
Healthcare Connected

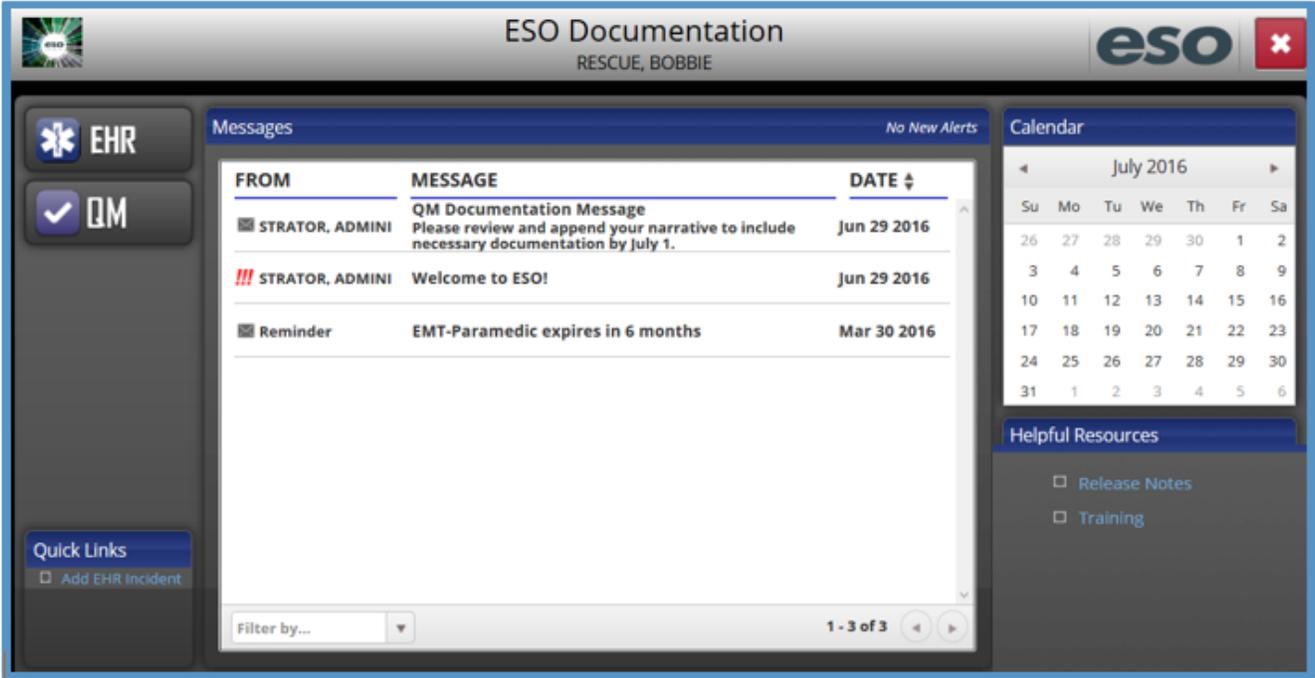
Let's Go!

[Forgot your password?](#)

Navigation Page

The ESO Navigation Page is the portal to all of your service's ESO applications. It also houses QM messages, support information, and the messaging component of the system.

The navigation panel on the far-left side of the page allows you to access all ESO applications such as ePCR, Fire, Personnel Management, Reports, Quality Management (QM), and Administrative Console. Your view of the navigation panel will be determined by your assigned the Security Role as well as what your service has purchased.



The screenshot displays the ESO Documentation interface for user RESCUE, BOBBIE. The interface is divided into several sections:

- Header:** "ESO Documentation" with the user name "RESCUE, BOBBIE" and the ESO logo.
- Navigation Panel (Left):** Includes icons for "EHR" and "QM", and a "Quick Links" section with "Add EHR Incident".
- Messages Section:** Titled "Messages" with "No New Alerts". It contains a table of messages:

FROM	MESSAGE	DATE
STRATOR, ADMINI	QM Documentation Message Please review and append your narrative to include necessary documentation by July 1.	Jun 29 2016
STRATOR, ADMINI	Welcome to ESO!	Jun 29 2016
Reminder	EMT-Paramedic expires in 6 months	Mar 30 2016

At the bottom of the messages section, there is a "Filter by..." dropdown and a "1 - 3 of 3" indicator.

- Calendar Section:** Titled "Calendar" showing "July 2016" with a grid of dates from 26 to 31.
- Helpful Resources:** Includes links for "Release Notes" and "Training".

Need File Path

Messages

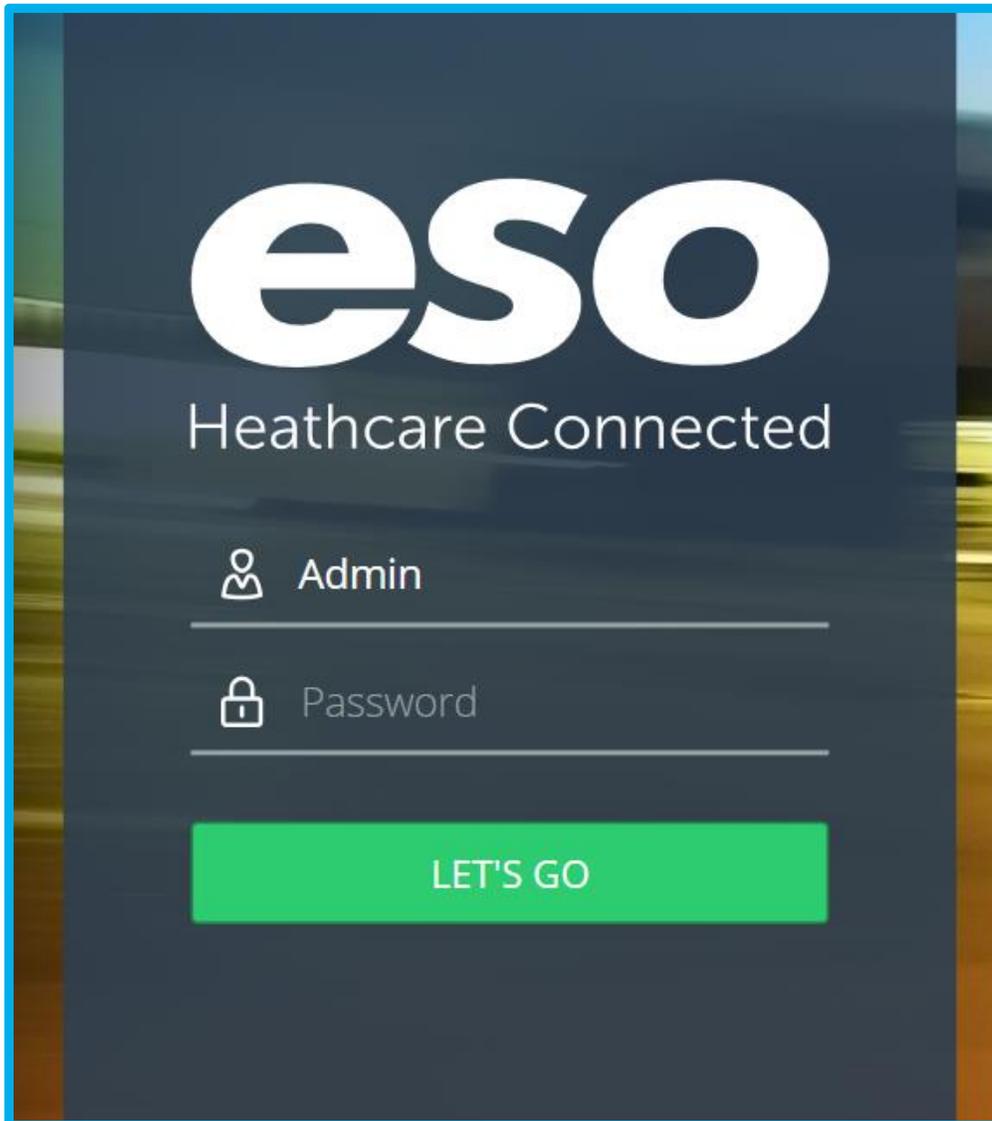
This area can display three types of information that require your attention:

1. Quality Management (QM) messages
2. Agency Alerts: Messages for all users who have access to your ESO environment
3. Impending credential expiration Reminders

Logging In

If ESO Mobile is purchased and installed on your device, start the program by clicking on ESO EHR in your app list. To log in, go, enter your Username, Password, and click "Let's Go"! Be sure to keep your login information in a safe place.

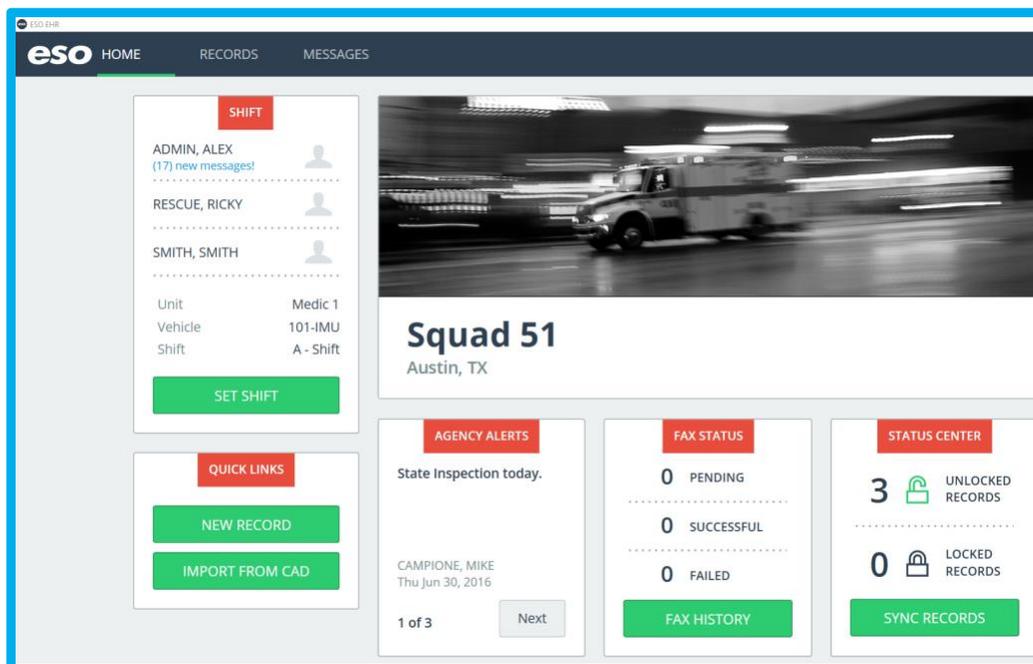
If you forget your password, please use the [Forgot your password?](http://www.esosuite.net) link at www.esosuite.net to send yourself a password reset email.



Navigation/Home Page

Many of the features on the ESOSuite.net Navigation page are also on the EHR Mobile Home Page

1. Private message Alerts
 - a. For the user who has logged in.
 - b. For additional crew who will be added when shift is set.
 - c. Each user must enter their login password to access their private messages.
2. Agency Alerts are **not** private and can be viewed by all users.
3. Set Shift
 - a. Allows for all crew, unit, vehicle and shift fields to be prefilled to provide as default in each record written on this device.
4. Fax Status and Fax History
5. Record Status Center
 - a. The status of records currently residing on this mobile device.
 - b. What is seen and accessible is based on security role of the crew.
 - c. The Sync Records button, pulls up ALL records on this device to elect which shall be "synced" to the web.
6. To initiate a new record
 - a. New Record
 - b. Import from CAD



Need File Path

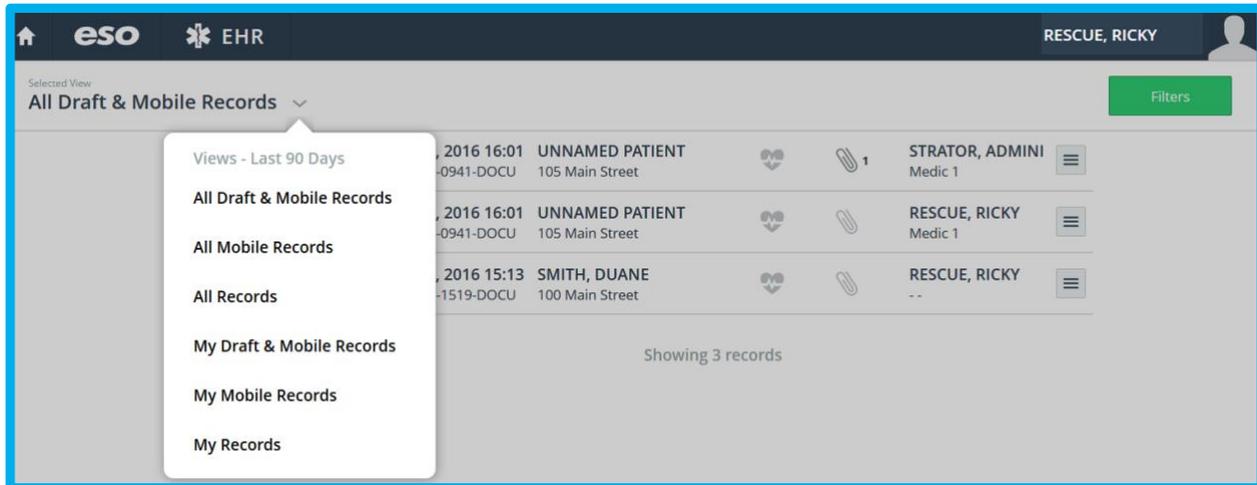
To go to the ESO EHR landing page, click on the Electronic Health Record, EHR link in the navigation panel.



Incidents available to a user's view is based on their assigned security role. This page provides many features and operations related to each EHR.

If the incident you are looking for is not immediately available in the current view, you may change the view by using 1 or 2 features. These features are meant to provide you with the best combination of your patient record default and/or search results.

The default view is all Draft (unlocked) and Mobile records for the last 90 days. In the upper left under "Selected View" you will click the arrow to reveal the drop-down menu of available views for the types or records you'd like to see and choose one.



The screenshot displays the EHR interface with a dropdown menu open for the 'Selected View' section. The menu options are:

- Views - Last 90 Days
- All Draft & Mobile Records
- All Mobile Records
- All Records
- My Draft & Mobile Records
- My Mobile Records
- My Records

The background shows a list of records with columns for date, patient name, address, status, and provider. The current view is 'All Draft & Mobile Records'.

Date	Patient Name	Address	Status	Provider
2016 16:01	UNNAMED PATIENT	105 Main Street	UNLOCKED	STRATOR, ADMINI Medic 1
2016 16:01	UNNAMED PATIENT	105 Main Street	UNLOCKED	RESCUE, RICKY Medic 1
2016 15:13	SMITH, DUANE	100 Main Street	UNLOCKED	RESCUE, RICKY --

Showing 3 records

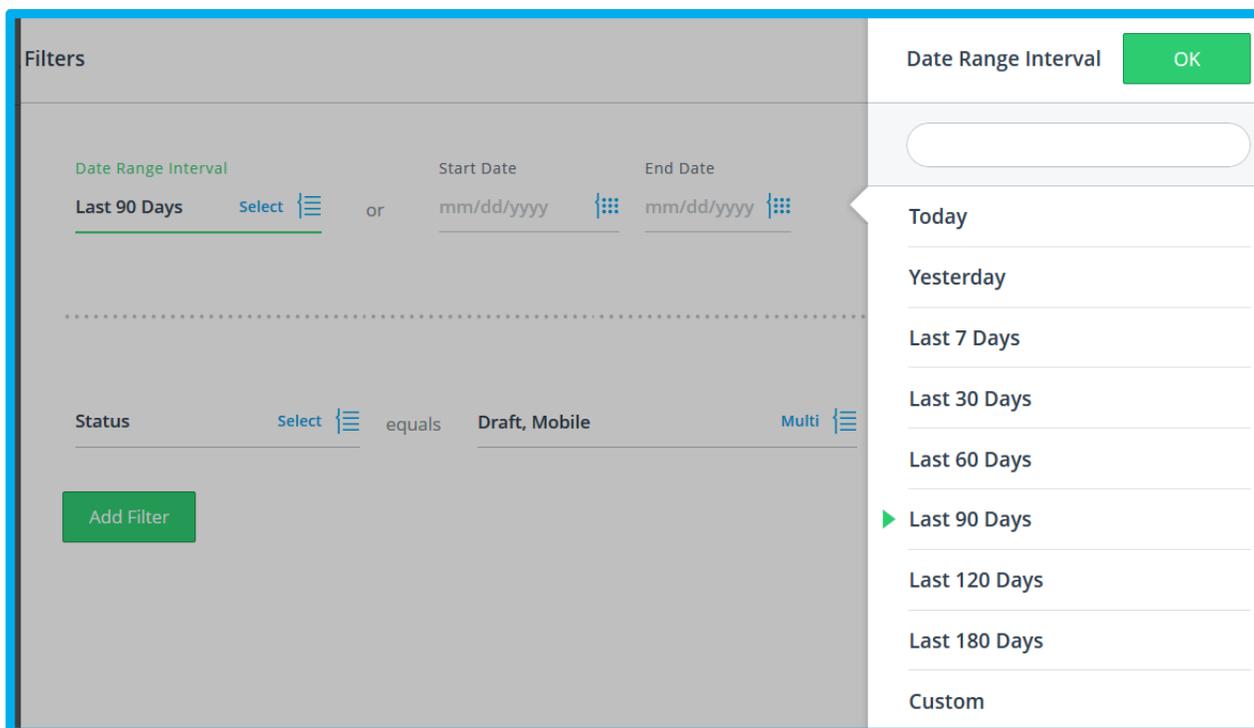
Log into web application > EHR

The chosen view can then be narrowed by using the 2nd feature: Filters, located on the right upper side.

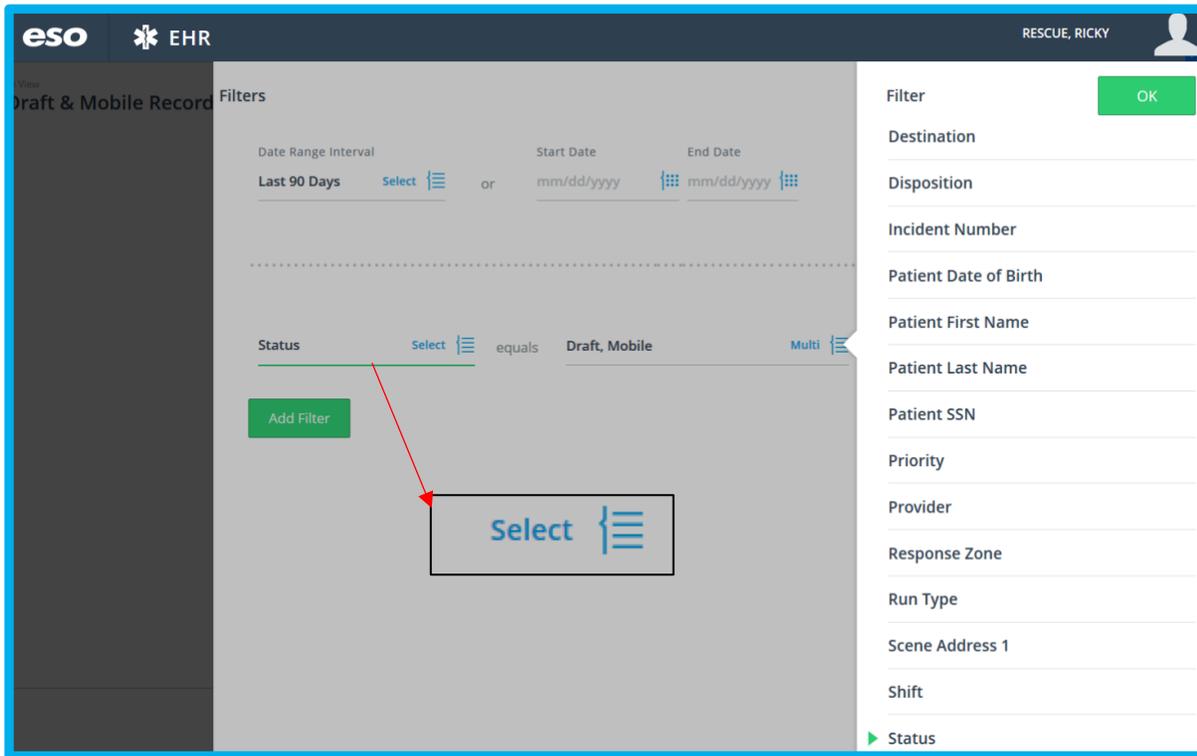


Log into web application > EHR

Use the single select slider menu to reveal additional choices for Date Range Interval. By choosing "Custom", simply use the number pad to select the date range



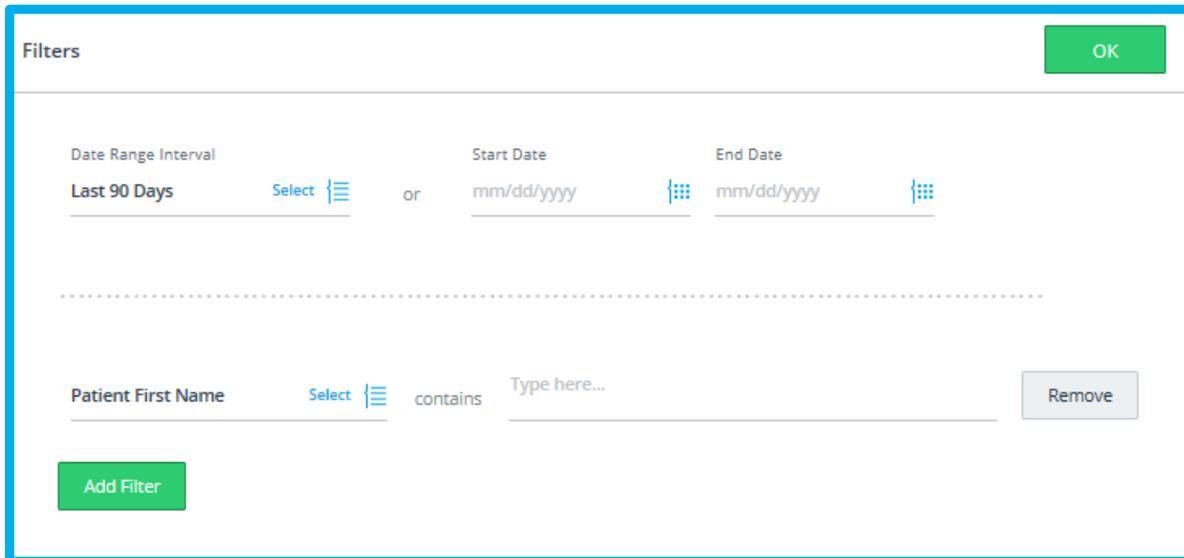
Log into web application > EHR > Filters



Log into web application > EHR > Filters

To add additional Filters, choose the Add Filter button under the **Date Range** Interval and single select a filter(s) to assist in your search.

For each added filter, you may be asked to type the desired search item, or single/multi select from a list. Filters may be added or removed as needed. Click "OK" to view your results.



Log into web application > EHR > Filters

The screenshot shows the top navigation bar with 'eso' and 'EHR' logos, and a user profile for 'RESCUE, RICKY'. Below the navigation bar, there are two filter boxes: 'Patient First Name: Johnny' and 'Destination: University Medical Center Brackenridge'. A 'Filters' button is visible on the right. The search results section indicates '1 records found from 07/08/2015 - 10/06/2015'. The record shown is for 'ESOSUITE, JOHNNY' with a date of 'Oct 06, 2015 11:28' and a location of '151006-1128-EHRTRAINING'. The user 'FOUTS, RYAN' is associated with the record. The interface shows 'Showing 1 records' at the bottom.

Log into web application > EHR > Filters > OK

During your search, the filters will be visible above. You are able to widen your search by removing one or more filters.

The icon to the left of each record, provides the reader a quick look as to its "status".

	Jun 02, 2016 13:11 160602-1311-SALES
	Jun 01, 2016 11:37 160601-1237-SALES
	Jun 23, 2016 01:30 4-6232016

← **This record is stored on the web application and is unlocked/draft status**

← **This record is out on a mobile device and has yet to be "synced" to the web. Only a printed view is available here.**

← **This record is stored here on the web application and is locked.**

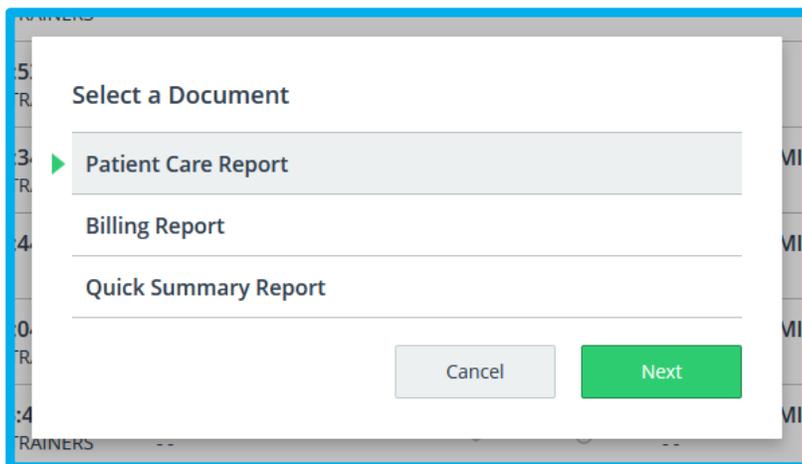
In whatever view, you choose for the EHR Landing Page, notice the “row menu” to the right of each record. Clicking this menu reveals many record operations, based on its status and the user’s security role.



Log into web application > EHR > Row Menu

Edit – reopens the record to view and/or edit

Print - allows the user to view/print a copy of the EHR: Patient Care Report, Billing Report (PCR + Billing + signatures + attachments) OR Quick Summary Report for quick info access of limited demographics, treatments and vitals, to give report or print.



Log into web application > EHR > Row Menu > Print

To print using the HTML default option, click "Send to Printer"

Note: When "Export PDF" is chosen, you will be asked to *Save before printing*.

The screenshot shows a web application interface for a Patient Care Report. At the top, there is a title bar with a Star of Life icon and the text "Patient Care Report". Below the title bar, there are two buttons: "Export PDF" and "Send to printer". A green "OK" button is located in the top right corner. The main content area displays patient information for "Squad 51" and "Patient Care Record". The patient's name is "SNOW, JOHN", the incident number is "171109-1025-SALES", and the date is "11/09/2017". Below this, there are two tables: "Patient Information" and "Clinical Impression".

Patient Information			Clinical Impression		
Last	SNOW	Address	8004 Richard King Trail	Primary Impression	Cardiac arrest
First	JOHN	Address 2		Secondary Impression	Traumatic Circulatory Arrest
Middle		City	Austin	Protocol Used	Multiple Trauma
Gender	Male	State	TX	Anatomic Position	
DOB	10/13/1981	Zip	78749	Chief Complaint	
Age	36 Yrs, 0 Months, 27 Days	Country	US	Duration	Units
Weight	185.0lbs - 83.9kg	Tel		Secondary Complaint	
Pedi Color		Physician		Duration	Units
SCN	123456789	Ethnicity	Not Hispanic or Latino	Patient's Level of Distress	

Log into web application > EHR > Row Menu > Print

Fax/email - Allows the user to fax or email to the destination listed on the record. The fax number and/or email must be set up prior to the fax/email button being active (see the [Administrative section](#) for instructions on how to set up hospital fax numbers/email addresses).

Fax History – Review fax history, resend from history any failed faxes.

Fax History - Last 15 Days

Sent At	Incident	Destination	Status
▶ 10/06/2015 @23:52:...	151006-1128-EHRTR...	University Medical Center Bra...	In progress

Looking for a specific record? Try a [custom search](#).

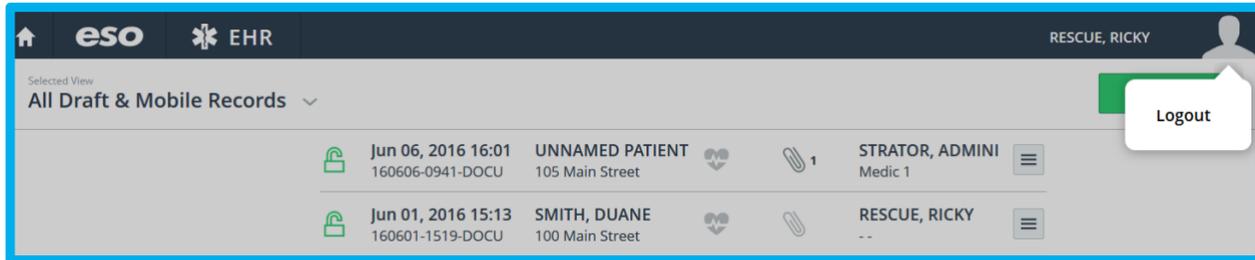
Log into web application > EHR > Fax History

Attachments - To view and/or attach documents to the record, choose attachments. The dialog box will appear to allow the user to download/delete or edit description of available attachments OR point to a chosen file to attach to its record.

Cardiac Monitor Files - To view them, click this operation. When downloaded, the reader must have the appropriate proprietary Monitor/Defibrillator viewer installed on their computer to view them. The files are also viewable in the printed view without downloading.

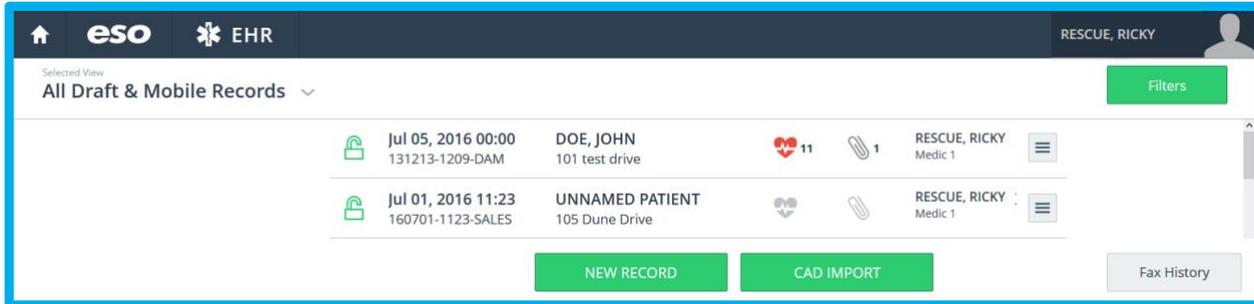
Unlock/Delete - The ability to delete, undelete and "unlock" records are based on security role.

To log out, click anywhere in the upper right-hand corner near your name or near the silhouette to bring up the word "Logout" click on Logout and the program will shut down.



Log into web application > EHR > Logout

To add an incident, Click the NEW RECORD button located at the bottom of the page. The Incident Detail screen will appear, allowing you to enter incident information.



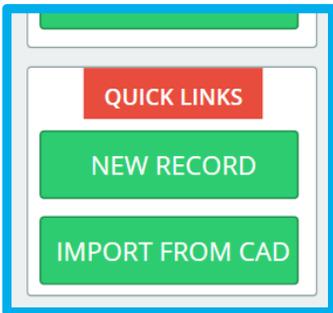
Log into web application > EHR >

If the Computer-Assisted Dispatch (CAD) interface is active:

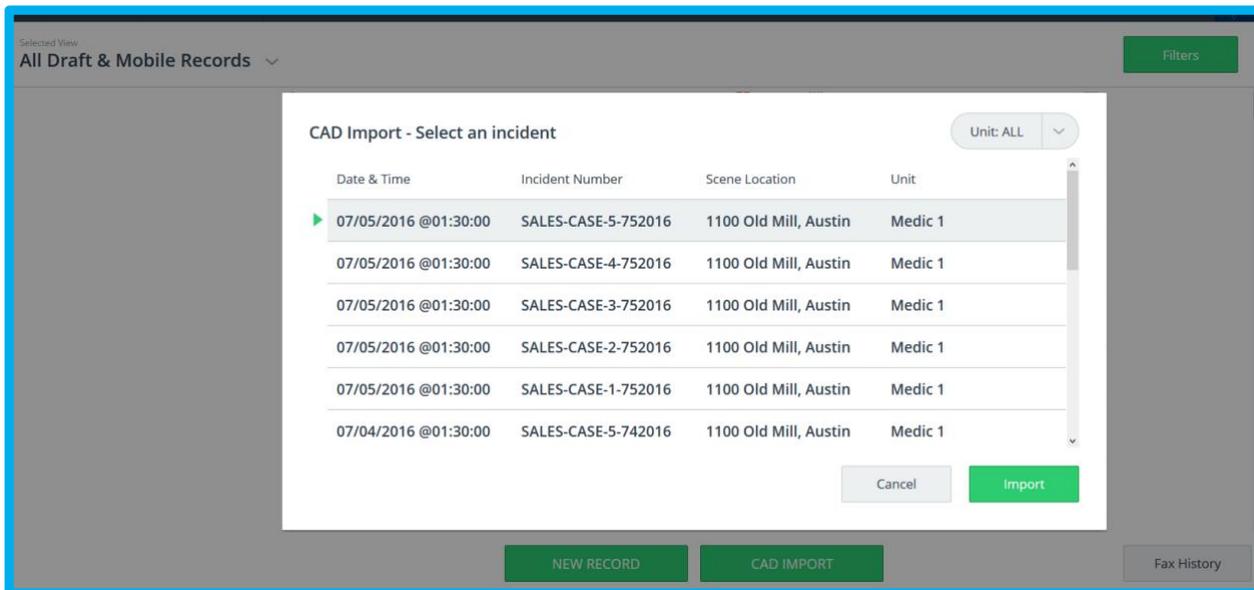
Click the CAD button to see a list of any incidents that are available for import.

In EHR Mobile

Once the shift has been set, the CAD queue will be filtered by the Unit listed in the shift setup.



New Record and Import from CAD are located on the navigation page in EHR Mobile.



EHR > CAD Import

Selecting an incident will automatically open up a new incident detail and pre-fill any mapped fields.

Within the record on the Incident tab, a "CAD Import" Button will be available to update the CAD data in to the record, as per below.

INCIDENT	PATIENT	VITALS	FLOWCHART	ASSESSMENTS	NARRATIVE	FORMS
	 Response					
SCENE	Incident Number					
PERSONNEL	160707-1250-SALES					<input type="button" value="CAD Import"/>

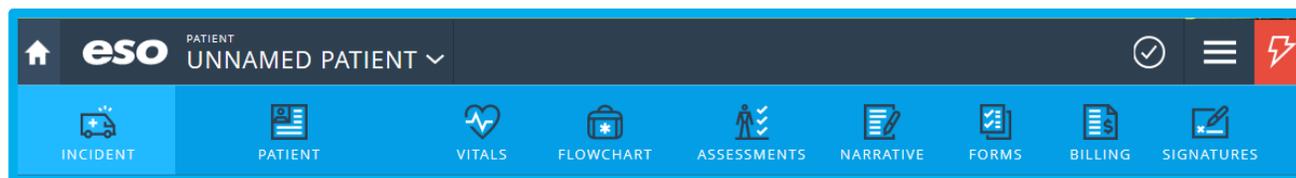
EHR > New EHR > CAD Import

Editing an Incident

An Incident may be viewed/edited by clicking on its entry in the incident list or via its Record Operation menu to the far right. The record will open and default to the Incident page.

Note: Access to the EHR module and the ability view and edit records is based on the security role of the user. Any record available in a user's view may be edited based on its status.

- **Unlocked records**
 - All fields may be edited by the crew listed in the personnel section of the record.
 - Non-clinical fields may also be editable by Admins and those with the security roles of either EHR Supervisor or EHR Manager
- **Locked records**
 - The only editable fields are non-clinical fields and the listed personnel, Admins, EHR Supervisors and EHR Managers may edit them.
- **Mobile records** (as seen from esosuite.net)
 - These records still reside on the mobile device
 - Mobile records may be viewed as a printed view only for all listed personnel on that record, Admins, EHR Manager and EHR Supervisor.
 - Once the Mobile record is synced to esosuite.net, it will convert with the same readers' able to read/edit as described above for locked or unlocked records.



EHR > Inside EHR

From left to right, these are the buttons at the top of the page:

Within an Incident, the HOME button (designated by the icon of a house) brings you back to the EHR landing page (incident list).

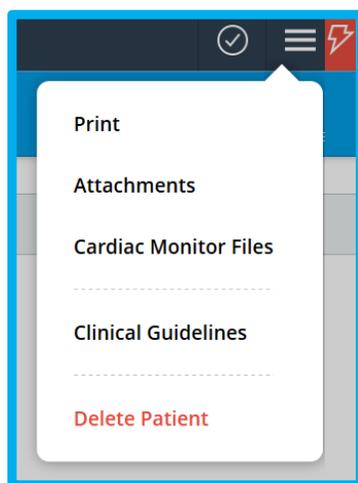
The down arrowhead to the right of the patient name will allow you to add additional patient(s) if you are documenting a report for more than one patient on a scene.

The arrow beside the name is also a popover menu that contains patient name (s) for that particular run.

The record operation menu to the far right or "row menu" offers an option to delete a patient added that is not needed.

The CHECK symbol takes you to the validation process for the report. You will be offered the option to Lock a record once all validations have been met.

The Record Operations menu (row menu) contents are below:



Print allows the author/reader to print the record within the record

Attachments allows the author/reader to make or view attachments

Cardiac Monitor Files allows the author/reader to view available cardiac monitor files imported to this record

Clinical Guidelines allow for available protocols or guidelines that may be uploaded by the administrator for viewing

Delete Patient allows the author to delete a patient that has been added to this incident.

Beneath the navigation bar are tabs used to navigate between EHR sections. These tabs are covered in detail in the following sections of this guide and are identical for Mobile and esosuite.net EHR entry.

INCIDENT	NARRATIVE
PATIENT	FORMS (Specialty Patient)
VITALS	BILLING
FLOWCHART	SIGNATURES
ASSESSMENT	

The screenshot displays the 'Response' section of the EHR interface. At the top, there is a navigation bar with icons for Incident, Patient, Vitals, Flowchart, Assessments, Narrative, Forms, Billing, and Signatures. Below this is a sidebar with a list of incident details categories: RESPONSE, SCENE, PERSONNEL, DISPOSITION, DESTINATION, TIMES, MILEAGE, ADDITIONAL, NFIRS, and PPE / EXPOSUR. The main content area is titled 'Response' and contains the following fields and options:

- Incident Number:** 160712-1037-ESOTRAINERS (with a 'CAD Import' button)
- Run Number:** (empty field)
- Run Type:** 911 Response, Medical Transport, Non-Emergency IFT, Other (dropdown)
- Priority:** Lights/Sirens, Lights/Sirens, Downgraded, No Lights/Sirens, Other (dropdown)
- Shift:** (empty field with a 'Select' dropdown)
- Unit:** (empty field with a 'Select' dropdown)
- Vehicle:** (empty field with a 'Select' dropdown)

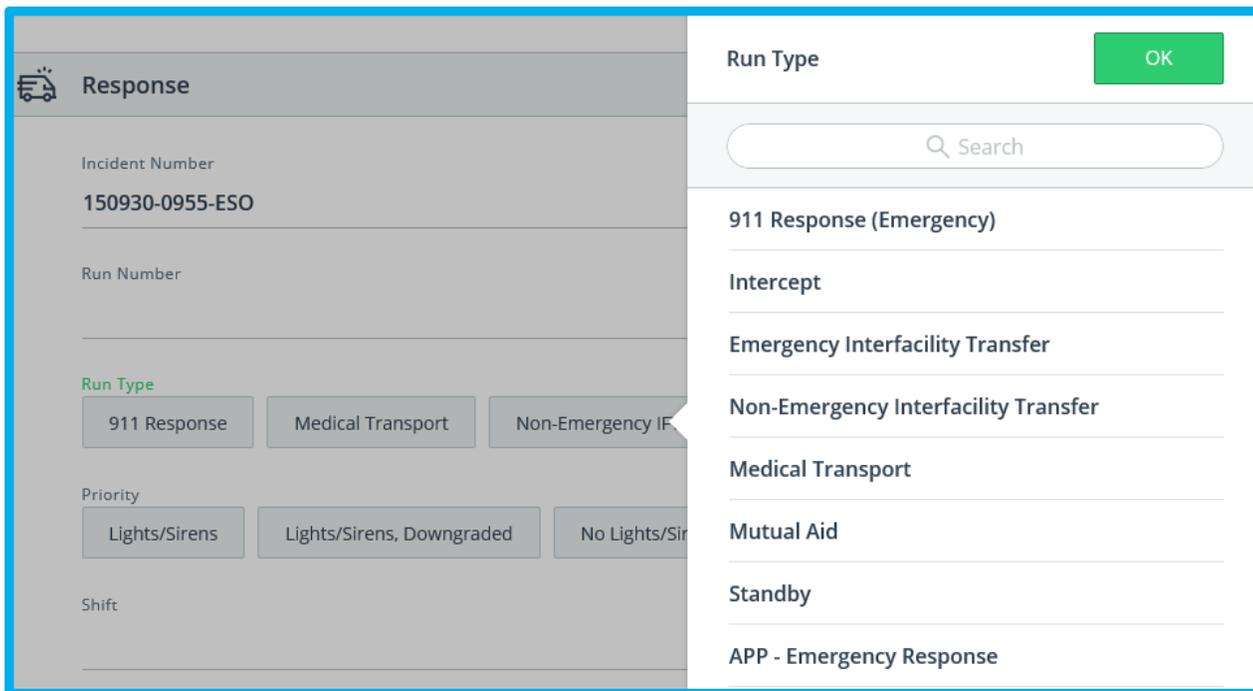
The Incident Detail screen provides access to the fields that relate to general incident information. Fields do not need to be completed in a particular order, and not every field needs to be completed in order to move to other screens.

Incident Information -Response

The Incident Number is an auto-generated number comprised of the chart creation date/time, followed by your service’s ESO Agency ID. This number IS overwritten with your CAD incident number and can be modified/replaced with any desired Incident number.

Run Type

Select one of the Quick Pick options or choose “Other” to see a full list of options.



EHR > Inside EHR> Incident Details Tab > Response > Run Type

Select the desired option and the selection panel will close entering the selected option or Click “OK” to close the section panel.

Priority

Select one of the Quick Pick options or choose “Other” to see a full list of options.

The screenshot shows a software interface with a 'Response' section panel on the left and a 'Priority' section panel on the right. The 'Response' panel contains the following information:

- Incident Number:** 150930-0955-ESO
- Run Number:** (empty field)
- Run Type:** 911 Response (Emergency)
- Priority:** Three buttons are shown: 'Lights/Sirens', 'Lights/Sirens, Downgraded', and 'No Lights/Sirens'.
- Shift:** (empty field)

The 'Priority' panel on the right includes:

- A search bar with a magnifying glass icon and the text 'Search'.
- A list of options: 'Lights/Sirens', 'No Lights/Sirens', 'Lights/Sirens, Downgraded', and 'No Lights/Sirens, Upgraded'.
- An 'OK' button in the top right corner.

EHR > Inside EHR> Incident Details Tab > Response > Priority

Select the desired option and the section panel will close entering the selected option or Click "OK" to close the section panel.

Shift

Select the row menu option **Select**  (section panel) to open the section panel of available choices.

Select an option or Click "OK" to close the panel.

The screenshot shows a panel with a grey background on the left and a white background on the right. The grey background contains the following fields: Incident Number (150930-0955-ESO), Run Number, Run Type (911 Response (Emergency)), Priority (No Lights/Sirens), Shift (highlighted in green), and Unit. The white background contains a 'Shift' header with a green 'OK' button, a search bar with a magnifying glass icon and the text 'Search', and a list of shift options: A Shift, B Shift, E Shift, F Shift, and On call.

EHR > Inside EHR> Incident Details Tab > Response > Shift

Unit

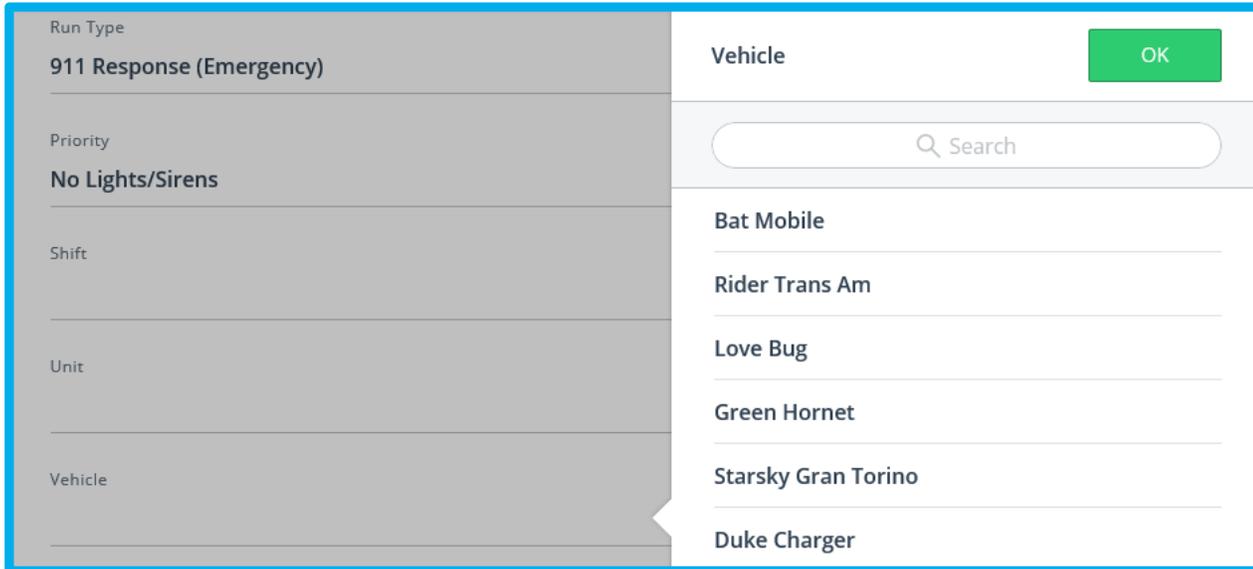
Select the row menu option  to open the section panel of available choices. Select an option or Click "OK" to close the section panel.

The screenshot shows a panel with a grey background on the left and a white background on the right. The grey background contains the following fields: Run Type (911 Response (Emergency)), Priority (No Lights/Sirens), Shift, Unit, and Vehicle. The white background contains a 'Unit' header with a green 'OK' button, a search bar with a magnifying glass icon and the text 'Search', and a list of unit options: Medic Bravo, Medic Charlie, Ambulance Delta, BLS 42 Beta, ALS 23 Alpha, and Rescue Ambulance.

EHR > Inside EHR> Incident Details Tab > Response >Shift

Vehicle

Select the row menu option  to open the section panel of available choices. Select an option or Click "OK" to close the section panel.



EHR > Inside EHR> Incident Details Tab > Response > Vehicle

Incident Information – Scene

Predefined

Predefined incident locations were entered into the software as part of your new company setup process.

To take advantage of these common locations:

Select a Scene Location Type.

A list of common incident locations of that location type will populate the slider menu to the right under Location Name, if available.

Choose the appropriate Location Name from the drop-down menu, and the incident address will auto-populate the correct fields.

NOTE: When using the Predefined feature, the Scene Address cannot be modified. If an address has changed or is incorrect, choose "Address" and enter the correct address. Report the incorrect information to your administrator so that it can be corrected in the administration section. Refer to the [Administration Section](#) for instructions on how to modify or add common incident locations to your company configuration.

EHR > Inside EHR > Incident Details Tab > Response > Scene > Predefined

Address

Common location types are built into the system to improve data accuracy and increase user input efficiency. Select "Address" if the location you desire is not in the slider menu to the right to type in the address.

Zip Code/City Look-up

If you enter the zip code and/or the City name, then click on the magnifying glass next to County, the City, County and State of the incident location will auto-fill or provide a list of choices from which to choose. NOTE: The county field is not an editable one. If you have manually typed in an address, use the magnifying glass to populate the county name.

Predefined **Address**

RESPONSE

SCENE

PERSONNEL

DISPOSITION

DESTINATION

TIMES

MILEAGE

ADDITIONAL

Location Type

Home Select 

Location Name

Address

Apt/Suite/Room

City State

Select 

Zip County

Zone Select 

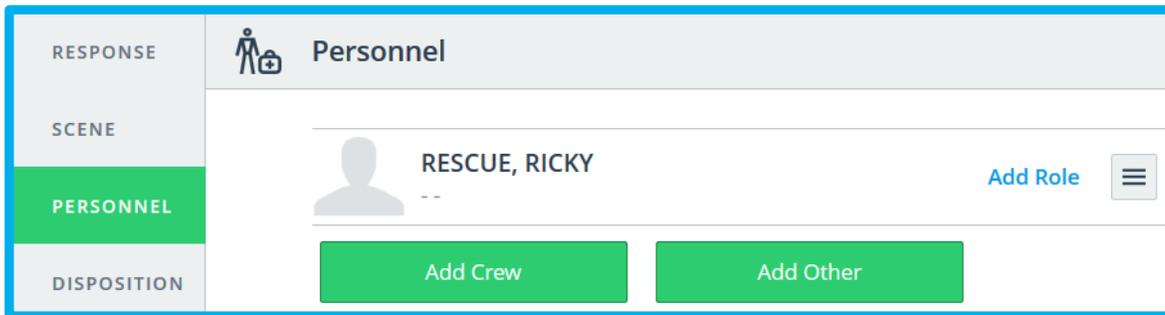
EHR > Inside EHR> Incident Details Tab > Response > Scene > Address

Personnel

Add personnel by clicking either the "Add Crew" or "Add Other" button.

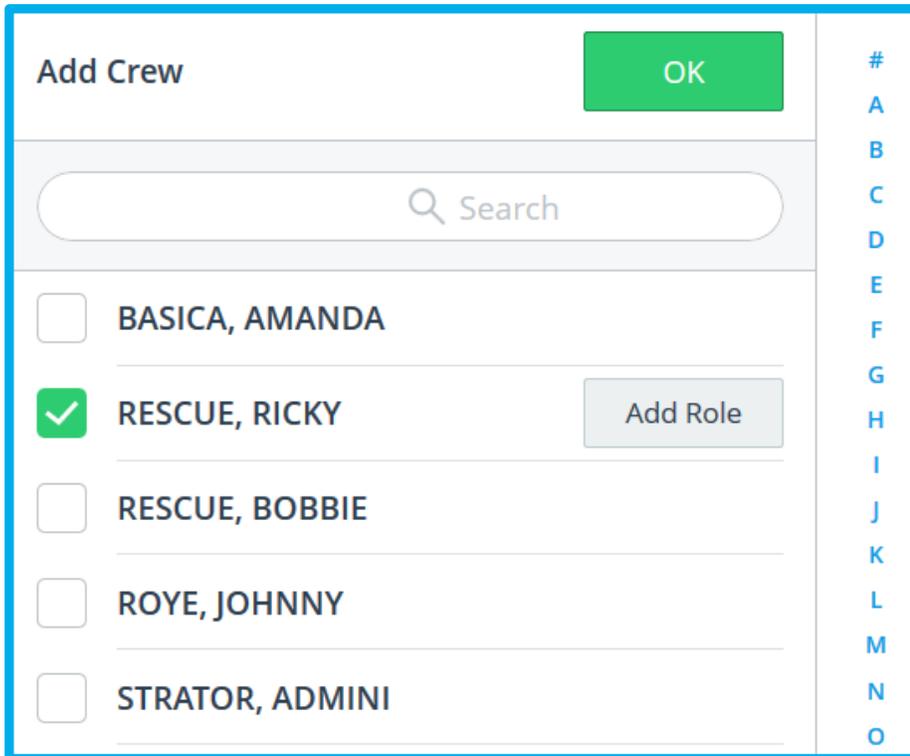
NOTE: *The person who is logged in will automatically be included in the personnel list.*

Add Crew



EHR > Inside EHR > Incident Details Tab > Response > Personnel

Select the appropriate crew members and select "OK" or "Role."



EHR > Inside EHR > Incident Details Tab > Response > Personnel > Add Crew

Add Crew

Role
RESCUE, RICKY OK

Search

BASICA, AMANDA

RESCUE, RICKY ▶ **Lead**

RESCUE, BOBBIE

ROYE, JOHNNY

STRATOR, ADMINI

Driver In Use

2nd Provider

3rd Provider

Other

EHR > Inside EHR> Incident Details Tab > Response > Personnel > Add Crew

Personnel roles can be edited from either the Incident Details page or the personnel selection list. The LEAD position is the person responsible for writing the patient care report for that particular call.

RESPONSE

SCENE

PERSONNEL

DISPOSITION

DESTINATION

TIMES

Personnel

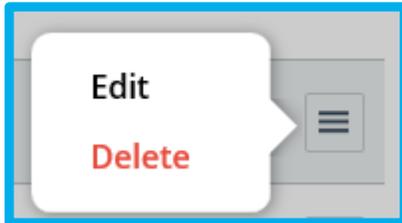
RESCUE, RICKY
Lead

ROYE, JOHNNY
Driver

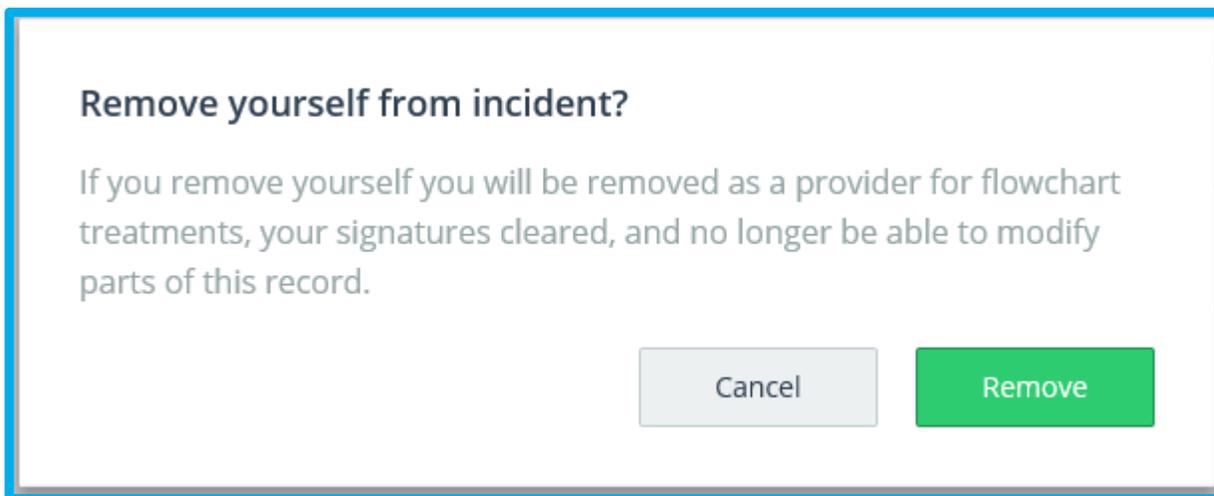
Add Crew Add Other

EHR > Inside EHR> Incident Details Tab > Response > Personnel > Add Crew

To Edit or Delete Personnel use the Row Menu in the right-hand column.



NOTE: *If a logged in user tries to remove themselves from an incident they will receive the following message.*



Select "Remove" to continue or "Cancel" return without deleting.

Deletion of other Personnel will see the following message:

Remove Personnel

Removing ROYE, JOHNNY from the record will remove them as a provider for flowchart treatments, clear their signature(s), and may prevent them from viewing and editing this record.

Select "Remove" to continue or "Cancel" return without deleting.

Add Other

Use "Add Other" to add personnel to the incident list who are not part of your agency.

EHR > Inside EHR> Incident Details Tab > Response > Personnel > Add Other

Enter the individual's name, affiliation and associated role.

Disposition

The disposition of the incident drives the availability of other fields as well as determining which fields are considered mandatory in the validation routine.

Select one of the Quick Pick options or choose "Other" to see a full list of options.

The screenshot shows a sidebar on the left with four menu items: RESPONSE, SCENE, PERSONNEL, and DISPOSITION. The DISPOSITION menu item is highlighted in green. The main content area is titled "Disposition" and contains a "Disposition" label above four quick pick buttons: "Trans No Lights/Siren", "Trans Lights/Siren", "No Treat, No Trans", and "Other". The "Other" button includes a list icon (three horizontal lines).

EHR > Inside EHR> Incident Details Tab > Response > Disposition

See below examples of data field changes based on disposition selected. Complete the data fields as appropriate.

This screenshot shows the "Disposition" section with "Disposition" highlighted in green. The selected option, "Treatment, No Transport", is displayed in a larger font and is underlined. To the right of this text is a "Select" button with a list icon. Below this, the "Refusal Reason" section is visible, featuring four quick pick buttons: "Against Medical Ad...", "Pt refuses amb trans...", "Pt to seek care P...", and "Other". The "Other" button also has a list icon.

EHR > Inside EHR> Incident Details Tab > Response > Disposition > Select

 **Disposition**

Disposition

Transported No Lights/Siren Select 

Transport Due To

EHR > Inside EHR> Incident Details Tab > Response > Disposition > Select

 **Disposition**

Disposition

Patient Care Transferred Select 

Transport Due To

Transferred To

EMS Provider (Air) Select 

Transferred Unit

Select 

EHR > Inside EHR> Incident Details Tab > Response > Disposition > Select

 **Disposition**

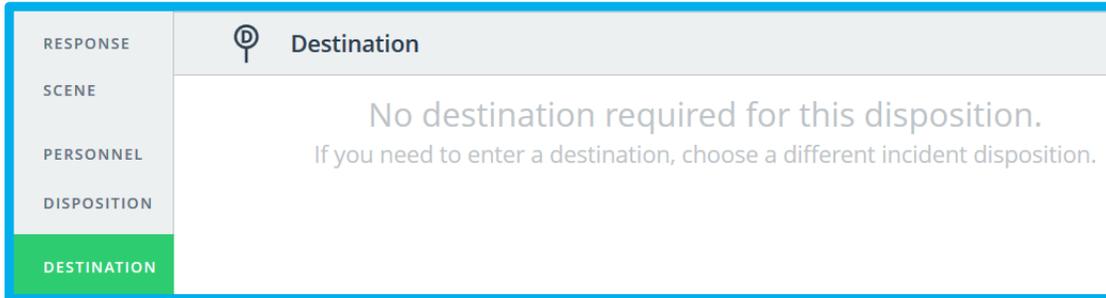
Disposition

Call Cancelled Select 

EHR > Inside EHR> Incident Details Tab > Response > Disposition > Select

Destination

The Destination section is needed when a patient is transported. Entering any of the transported options in the disposition section will open up the destination options.



EHR > Inside EHR> Incident Details Tab > Response > Destination

Predefined

Predefined destinations were entered into the software as part of your new company setup process.

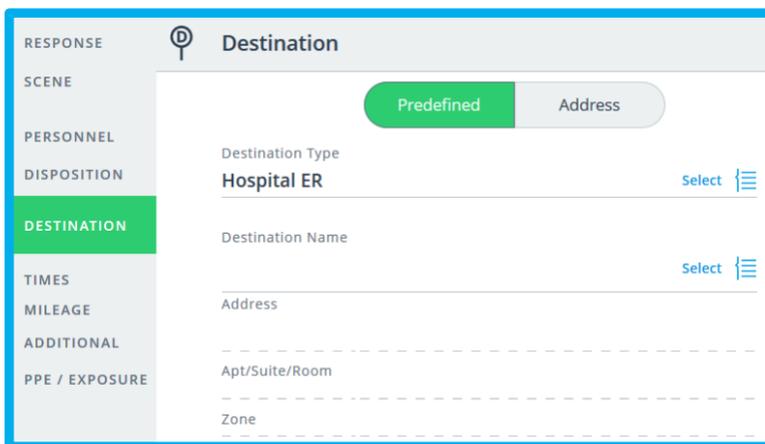
To take advantage of these common locations:

Select a Destination Type.

A list of common destination locations of that location type will populate the slider menu to the right under Location Name, if available.

Choose the appropriate Location Name from the drop-down menu, and the incident address will auto-populate the correct fields.

NOTE: *When using the Predefined feature, the Destination Address cannot be modified. If an address has changed or is incorrect, choose "Address" and enter the correct address. Report the incorrect information to your administrator so that it can be corrected in the administration section. Refer to the [Administration Section](#) for instructions on how to modify or add common incident locations to your company configuration.*



EHR > Inside EHR> Incident Details Tab > Response > Destination Pre-Defined

Address

Common destination types are built into the system to improve data accuracy and increase user input efficiency. Select "Address" if the destination you desire is not in the slider menu to the right.

Choose the Destination Type, then complete the entry of the address.

Zip Code/City Look-up: Enter the zip code and/or city name, then click the magnifying glass next to the "county" field and all other fields will auto-populate OR a list of choices will be displayed for you to choose.

The screenshot shows the 'Address' tab selected in a sidebar menu. The main form area has two tabs: 'Predefined' and 'Address' (which is active). Under 'Destination Type', 'Hospital ER' is selected. Below this are input fields for 'Destination Name', 'Address', 'Apt/Suite/Room', 'City', 'State', 'Zip', 'County', and 'Zone'. Each field has a 'Select' dropdown icon. A magnifying glass icon is next to the 'County' field.

This screenshot shows a zoomed-in view of the 'City', 'State', 'Zip', and 'County' fields. The 'City' and 'State' fields are empty. The 'Zip' field contains '77008'. The 'County' field is empty. A magnifying glass icon is next to the 'County' field.

City Houston	State Texas
Zip 77008	County Harris

[Select](#) 

EHR > Inside EHR> Incident Details Tab > Response > Destination > Address

Chart Number

Scan hospital barcode or type chart number

Patient Number

Trauma Registry

Reportable Condition

Yes No

Request for Review

Yes No

EHR > Inside EHR> Incident Details Tab > Response > Destination

Chart Number, Patient Number and Trauma Registry may not be required. If your service collects any of these, the fields may be used. Reportable Condition is also optional. Request for Review is an option crews may use should they need to discuss the call with someone at the agency. An Ad Hoc Report can be created to catch all records with a Request for Review for follow up.

Incident Times

Incident time fields are editable based on the patient disposition. Times not relevant to the disposition will not be editable (i.e. At Destination Time is not available when a patient is not transported).

Adding Incident times can be done by using the  button.

RESPONSE	Incident Date Nov 15, 2017																																																		
SCENE																																																			
PERSONNEL																																																			
DISPOSITION																																																			
DESTINATION																																																			
TIMES	<table border="1"> <tr> <td>PSAP Call</td> <td>--</td> <td colspan="2">Response Time</td> </tr> <tr> <td>Dispatch Notified</td> <td>--</td> <td colspan="2">--</td> </tr> <tr> <td>Call Received</td> <td>--</td> <td colspan="2"></td> </tr> <tr> <td>Dispatched</td> <td>--</td> <td>Chute</td> <td>--</td> </tr> <tr> <td>En Route</td> <td>--</td> <td>On Scene</td> <td>--</td> </tr> <tr> <td>Initial Responder on Scene</td> <td>--</td> <td>Transport</td> <td>--</td> </tr> <tr> <td>On Scene</td> <td>--</td> <td>Turnaround</td> <td>--</td> </tr> <tr> <td>At Patient</td> <td>--</td> <td colspan="2">View Definitions</td> </tr> <tr> <td>Depart Scene</td> <td>--</td> <td colspan="2"></td> </tr> <tr> <td>At Destination</td> <td>--</td> <td colspan="2"></td> </tr> <tr> <td>Transfer of Patient</td> <td>--</td> <td colspan="2">Total Call Time</td> </tr> <tr> <td>Call Closed</td> <td>--</td> <td colspan="2">--</td> </tr> </table>			PSAP Call	--	Response Time		Dispatch Notified	--	--		Call Received	--			Dispatched	--	Chute	--	En Route	--	On Scene	--	Initial Responder on Scene	--	Transport	--	On Scene	--	Turnaround	--	At Patient	--	View Definitions		Depart Scene	--			At Destination	--			Transfer of Patient	--	Total Call Time		Call Closed	--	--	
PSAP Call	--	Response Time																																																	
Dispatch Notified	--	--																																																	
Call Received	--																																																		
Dispatched	--	Chute	--																																																
En Route	--	On Scene	--																																																
Initial Responder on Scene	--	Transport	--																																																
On Scene	--	Turnaround	--																																																
At Patient	--	View Definitions																																																	
Depart Scene	--																																																		
At Destination	--																																																		
Transfer of Patient	--	Total Call Time																																																	
Call Closed	--	--																																																	
MILEAGE																																																			
ADDITIONAL																																																			
NFIRS																																																			

The "Num Pad" option will display a numeric pad to enter Time and/or Date. Select "OK" when complete.

The screenshot displays the 'Times' section of an EHR interface. On the left, there is a list of time events with input fields for time and date. Each event has a 'Num Pad' icon next to the input fields. The events listed are:

- Call Received: Time: 16:48:32, Date: 08/30/2016
- Dispatched: Time: hh:mm:ss, Date: 08/30/2016
- En Route: Time: hh:mm:ss, Date: 08/30/2016
- On Scene: Time: hh:mm:ss, Date: 08/30/2016
- At Patient: Time: hh:mm:ss, Date: 08/30/2016
- Depart Scene: Time: hh:mm:ss, Date: 08/30/2016

On the right side, a numeric keypad is displayed. The keypad has buttons for digits 0-9, a 'C' button, and an 'OK' button. The 'Dispatched' section is highlighted with a green border, and the 'OK' button is green.

Inside EHR> Incident Details Tab > Response > Times > Set Times

Delays are included in the Times section. The user can document any of 5 different types of delays by selecting the Multi option or if "None," simply select "None" in the far-right column. A free text field will be available to describe the delay in more detail.

Inside EHR> Incident Details Tab > Response > Times > Delays

Multiple delays can be added by selecting the desired options then clicking "OK."

Inside EHR> Incident Details Tab > Response > Times > Delays

Mileage

The "At Scene" and "At Destination" fields may be populated if you select a transport option for the disposition. The loaded miles will auto-fill based on the numbers you enter in the fields.

"Start" and "End" mileage can be used to track the total vehicle mileage from dispatch to completion. When entered, these fields will auto-populate the Total.

When a valid Scene Address and Destination Address are entered, the "Calculate Mileage" option can be used. "Calculate Mileage" requires an internet connection but will auto-calculate your loaded miles using Google Maps.

The screenshot shows the 'Mileage' section of an EHR interface. On the left is a sidebar with the following menu items: DISPOSITION, DESTINATION, TIMES, MILEAGE (highlighted in green), ADDITIONAL, and NFIRS. The main content area is titled 'Mileage' and features a header with a clock icon. Below the header are four input fields: 'Start', 'Scene', 'Destination', and 'Finish', each with a grid icon below it. A map is displayed below the input fields, showing a yellow route and a green button labeled 'Calculate Mileage'. The map text reads: 'Scene and destination addresses set? We'll calculate loaded mileage for you.' and 'powered by Google'. To the right of the map are two summary boxes: 'Loaded Mileage From Scene to Destination' and 'Total Mileage From Start to Finish', both showing '--'.

Additional

Use this section to document any other factors that pertain to this call.

Additional Agencies and Additional Responders can be added by using the Multi-select menu.

Inside EHR> Incident Details Tab > Response > Additional/Factors

Select one or multiple choices and click "OK" to complete the entry.

Inside EHR> Incident Details Tab > Response > Additional/Agencies

Patient Look Up

If you think a patient was transported by your organization on a previous occasion (and the function has been enabled in the Admin console), you can look up the patient.

Enter the patient's last name, date of birth, and/or social security number (you must enter two of these three types of patient demographics).

Click "Search."

Demographics

First Name: CHRISTINA

Middle Name: _____

Last Name: AUTOMO

Social Security Number: 000-00-0000 Num Pad

Date of Birth: mm/dd/yyyy Num Pad

Patient Import

Requires 2 of these 3 fields:
Last Name, SSN, and DOB

Search

Inside EHR> Patient > Demographics

After clicking "Search", highlight the desired entry in the results and choose "Import".

Select a record

Record Date	Patient Name	Patient Date of Birth	SSN
06/01/2016 @17:33:30	AUTOMO, CHRISTINA	XXX-XX-0000	XXX-XX-0000

1 records from last 90 days matching "AUTOMO" & "000000000"

Cancel **Import**

Inside EHR> Patient > Demographics >Search

Once imported, the Patient Data fields as well as any previously entered medications/allergies, medical history, and/or billing information will auto-fill with the data from the chosen encounter. If a patient has been seen multiple times, the information provided will be from the most recent patient encounter. All data is editable and you may update their information.

If no patient is found in your lookup, simply enter the demographics manually.

Adding an Additional Patient

To document an additional patient on a call, click the down arrow next to the patient's name. Select "New Patient" and a new demographic data page will appear so that you may enter the new patient information.

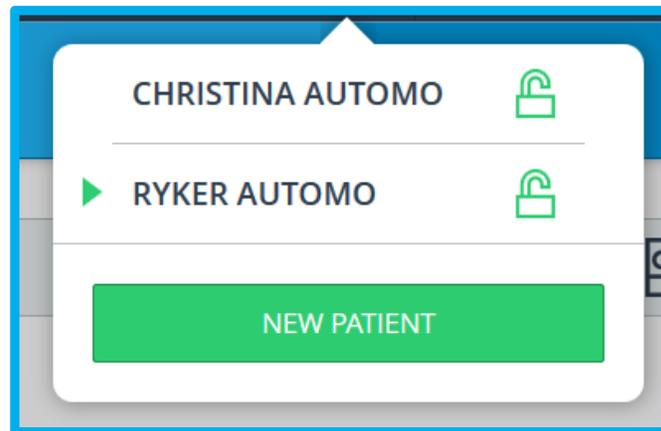


Inside EHR> New Patient

After entering new information and switching tabs, note that the additional patient name has been added to the upper tool bar. Information specific to the incident will copy for this patient on the incident detail page. Patient specific information (i.e. Disposition, at patient side time, etc.) will not auto populate.

The arrow next to the name below indicates which patient is currently active on your screen. You can easily toggle between the patients.

Add additional patients as needed.



Inside EHR> New Patient

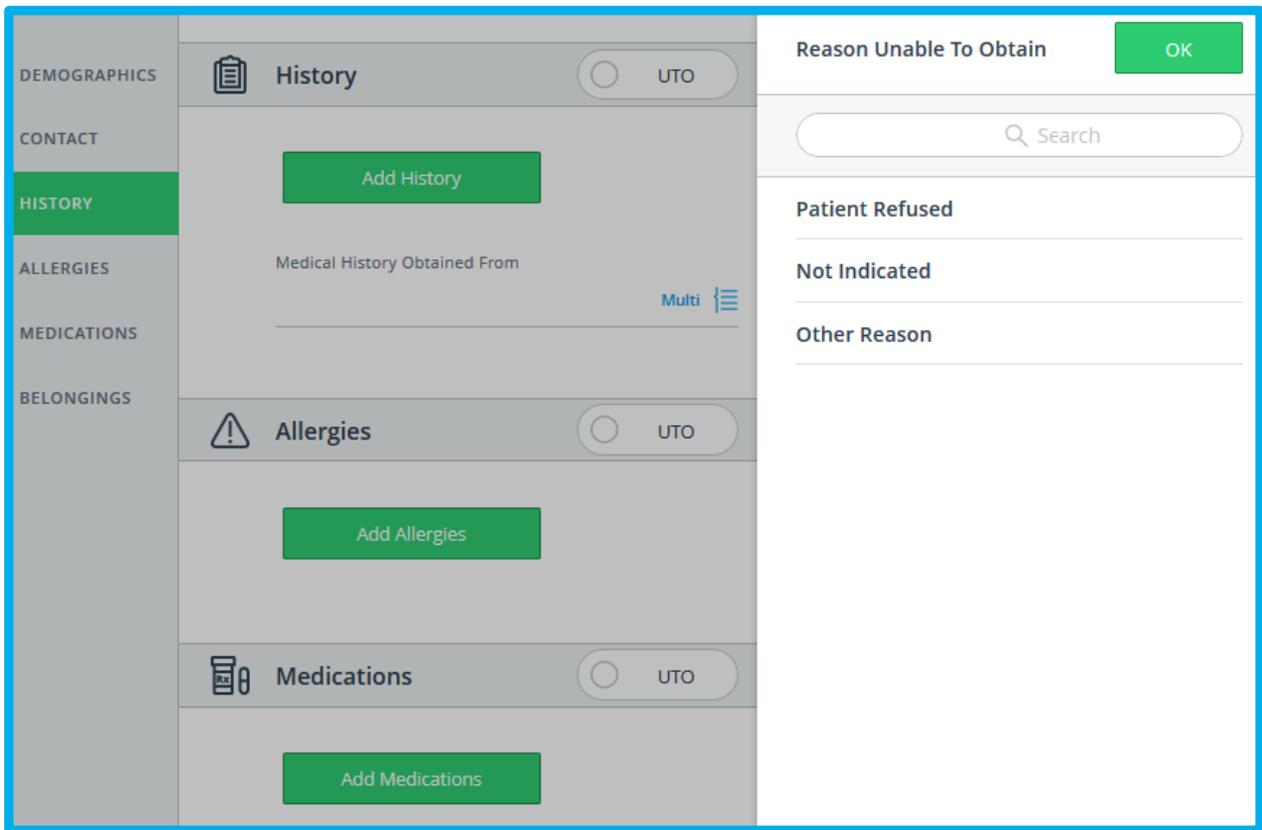
Adding Medications/Allergies/History

To add Medications, Allergies or History:

Select the "Add" button for the desired section.

If unable to obtain, choose the radio button with "UTO" and select the reason you were unable to obtain that category.

NOTE: *You will see Medication, Allergies and History in the Jump link on the left. You can enter those by selecting the icon or you can finish with one section and Add Allergies or History from the main view.*



Inside EHR>Patient > History > Unable to Obtain

You can scroll to the desired Medication(s) or use the list search to type in a name and have it take you to the medication. Select one or more medications.

HISTORY

ALLERGIES

MEDICATIONS

Add Medications OK

Search

Denies

Prescription

Non-prescription

Unknown

Other

Abilify

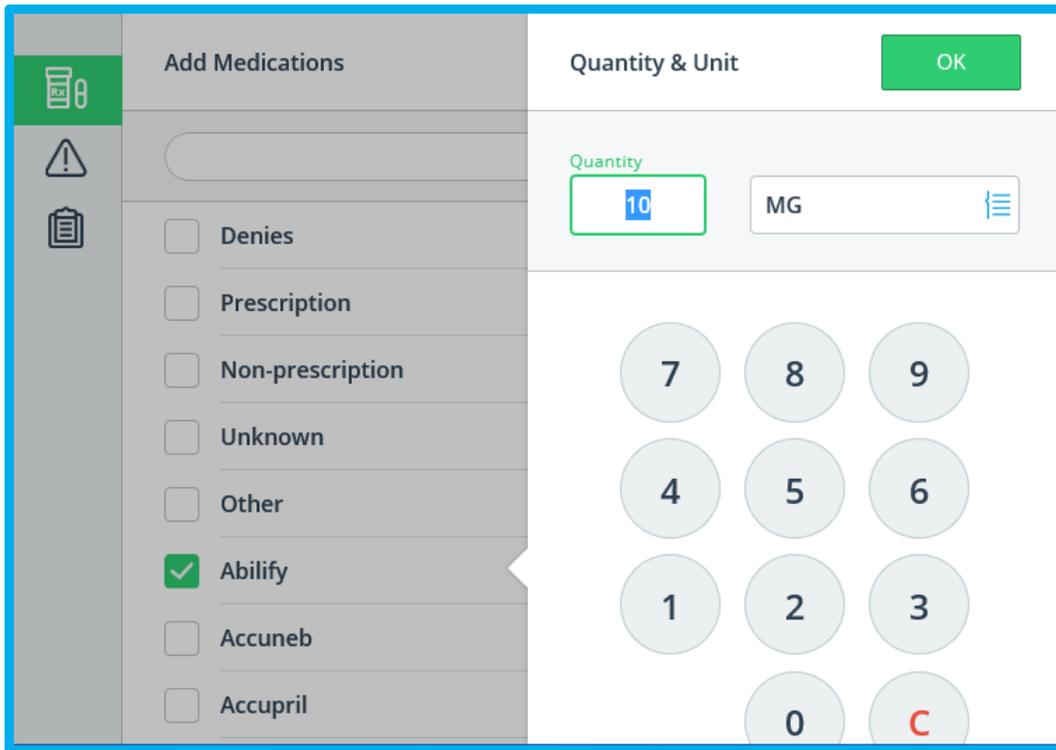
Acarbose

Accuneb

Inside EHR>Patient > Medications

Once a medication is selected, the "Add Dose" option will be available (if active in your admin console).

For any History, Medications or Allergies not found in the list, choose "Other" in the appropriate category. Then use the comment option to document all "Other" medications, or history or allergies found not to be present.



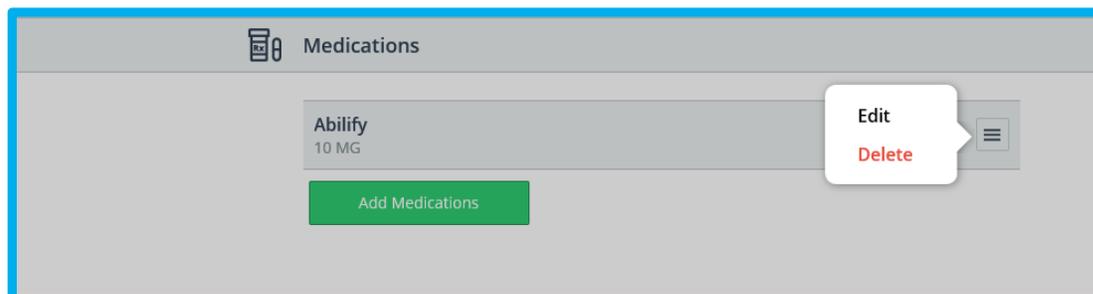
Inside EHR>Patient > Medications > Add Dose

Add dose gives the user the option to enter the quantity and measure of the medication the patient is taking. Select "OK" to confirm your entry.

When you have completed all of your medications select "OK" again to return to the main screen.

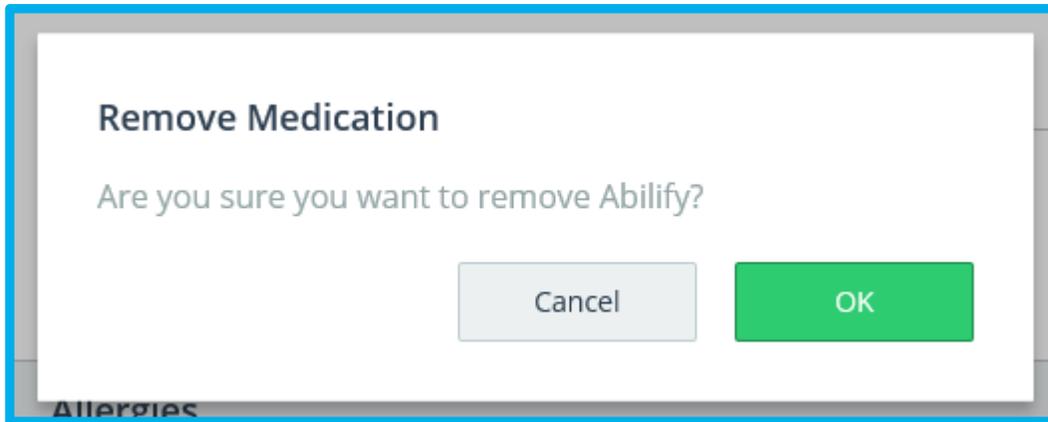
If you prefer to enter Allergies and History at this time, select the icon in the jump link section instead of "OK" to continue documenting.

To Edit or Delete an entry, select the row menu on the right.



Inside EHR>Patient > Medications > Edit/Delete

Choosing Delete will prompt you with a confirmation message.



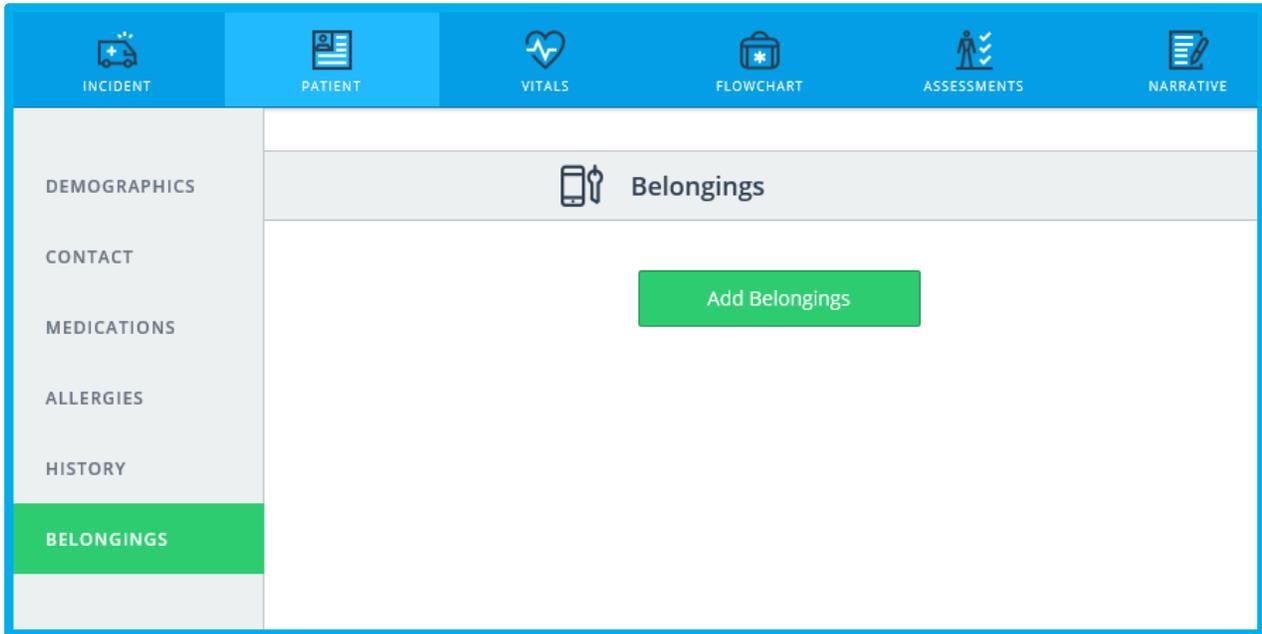
Inside EHR>Patient > Medications > Delete

Select "OK" to Delete or "Cancel" to continue without deleting.

Documenting Personal Items

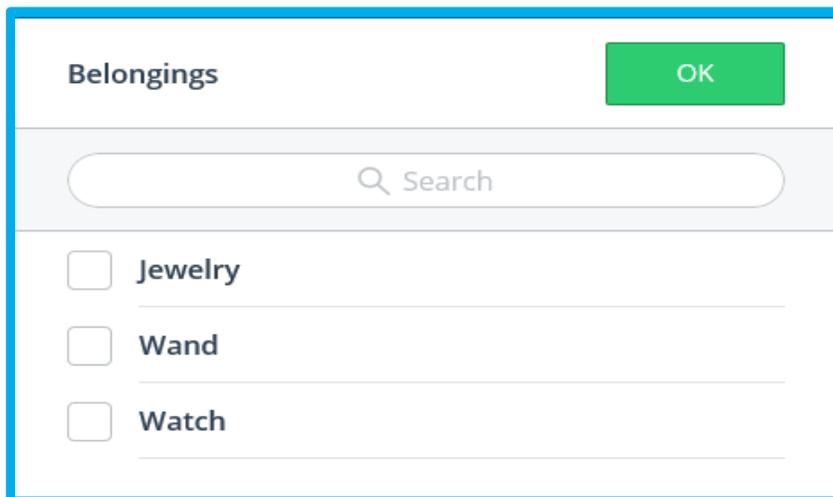
From the Patient Information screen, you can easily log any patient personal belongings that change hands during an incident:

Scroll to "Belongings" or use the jump link to take you to the Belongings section.



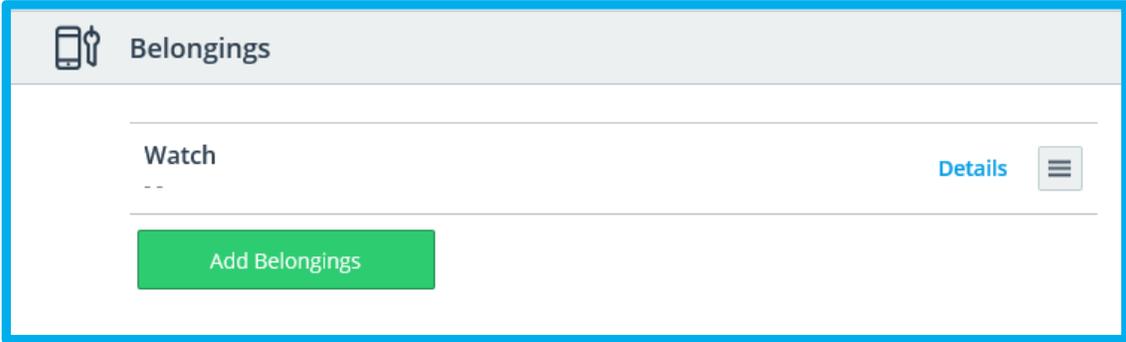
Inside EHR>Patient > Personal Belongings

Select "Add Belongings"



Inside EHR>Patient > Personal Belongings > Add Belongings

Choose from the list provided and select "OK" when finished.



Belongings

Watch

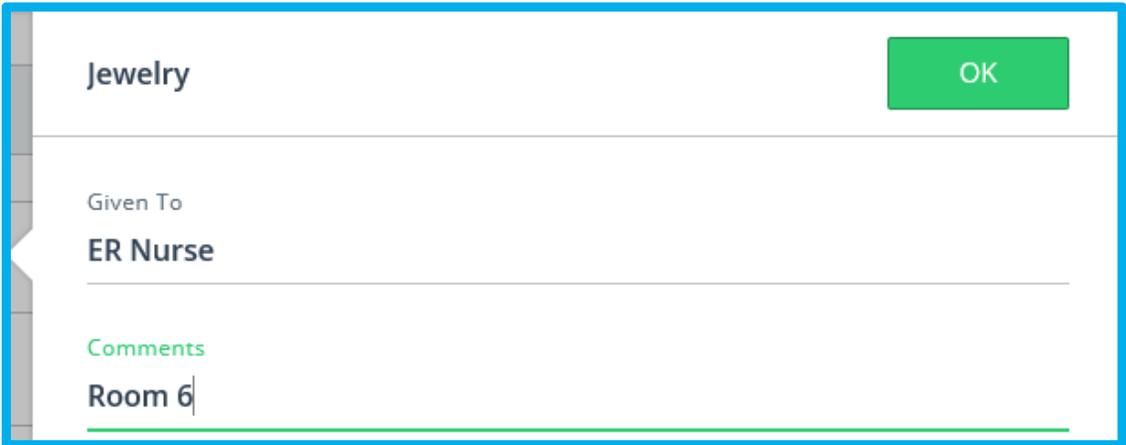
--

Details

Add Belongings

Inside EHR>Patient > Personal Belongings > Add Belongings > Details

To enter additional information, select "Details."



Jewelry

OK

Given To

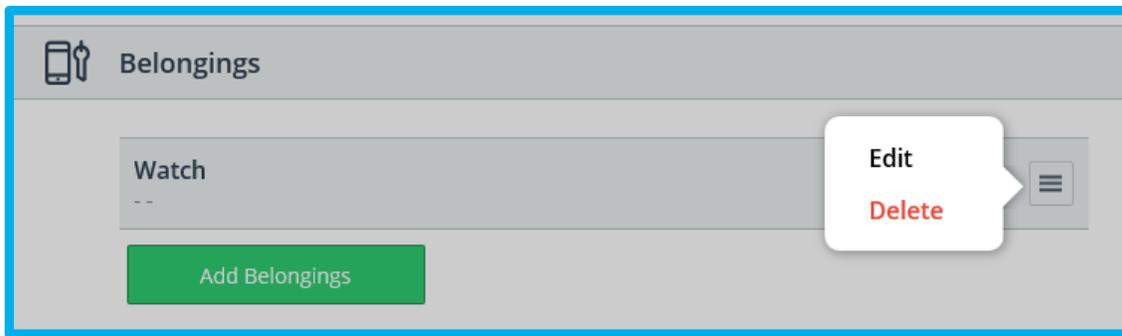
ER Nurse

Comments

Room 6

Inside EHR>Patient > Personal Belongings > Add Belongings > Given to

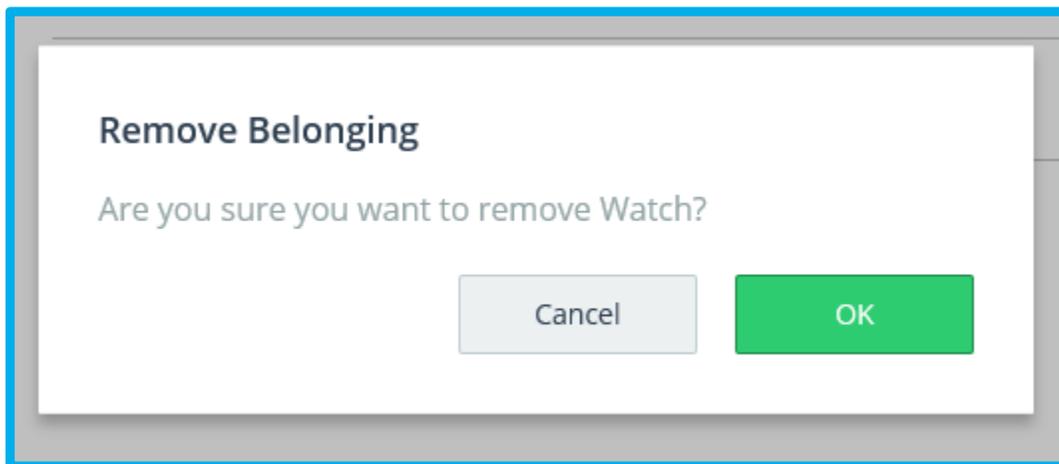
Selecting "Details" will open up a shelf to enter additional information related to the Belonging.



Inside EHR>Patient > Personal Belongings > Add Belongings > Edit/Delete

Selecting the row menu on the right will allow you to Edit or Delete the information related to that Belonging.

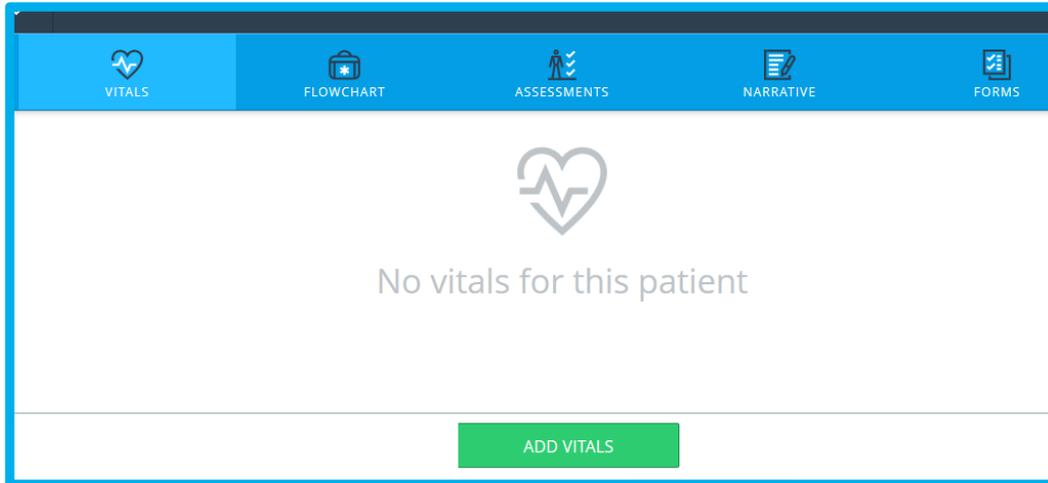
Selecting "Delete" will prompt the user to confirm the deletion of the Belonging.



Choose "OK" to Delete or "Cancel" to continue without Deleting.

To add vital signs:

After clicking on the vitals tab click the green "ADD VITALS" button located at the bottom of the page.

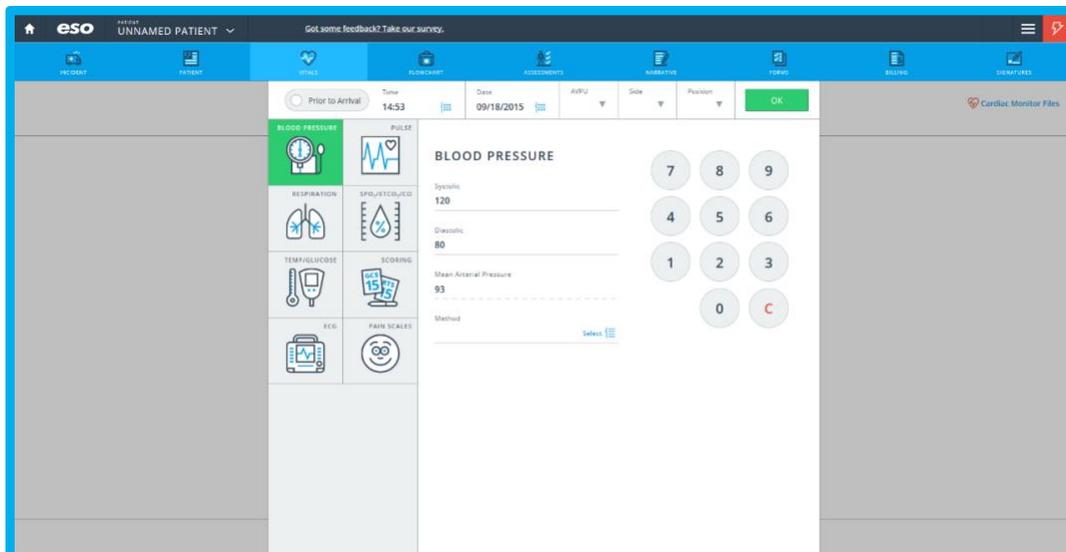


Inside EHR > Vitals

Modify the date if necessary (the date will default to the call received date, and the time will default to the current time).

Tab and type through to enter data after clicking each specific item on the left of the page.

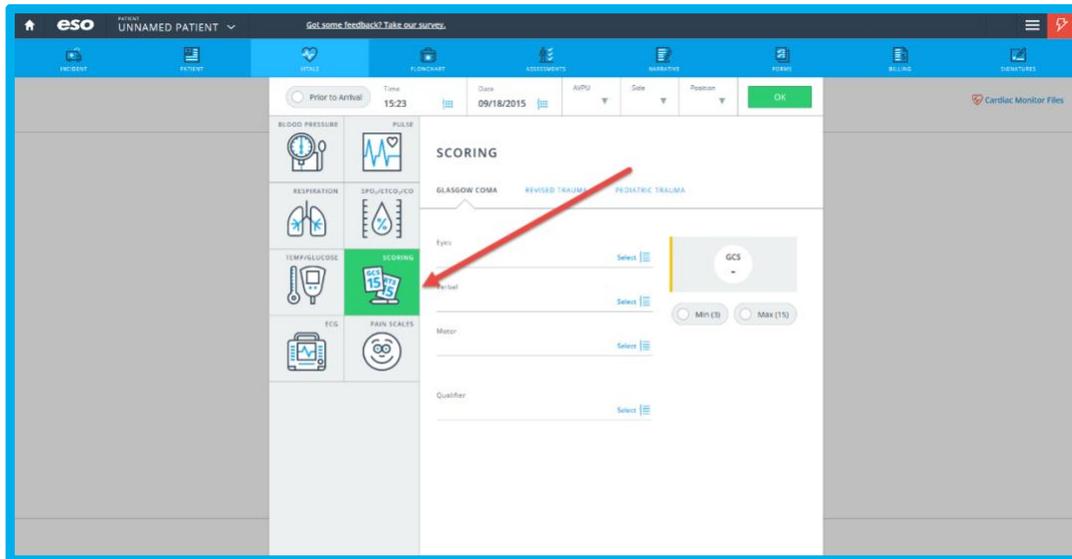
Select "OK" after completing your entry.



Inside EHR > Vitals

Trauma Scoring

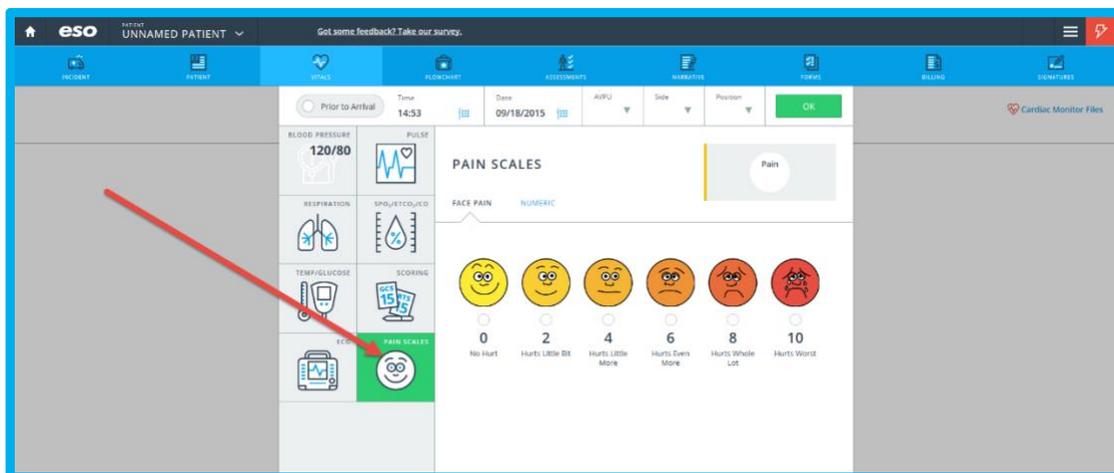
Select the Trauma Scoring tab. Document the patient's Glasgow Coma Scale information as applicable. The software will auto-calculate the Revised Trauma Score based on the GCS, BP, and RR for this set of vital signs. A pediatric trauma score is also available as necessary.



Inside EHR > Vitals > Trauma Scoring

Pain Scale

Select the Pain Scale tab located below the Scoring tab. The numerical and the Wong-Baker pain scales are helpful tools for determining and documenting pain levels. Select the number or the face the patient selects in order to describe his/her pain.



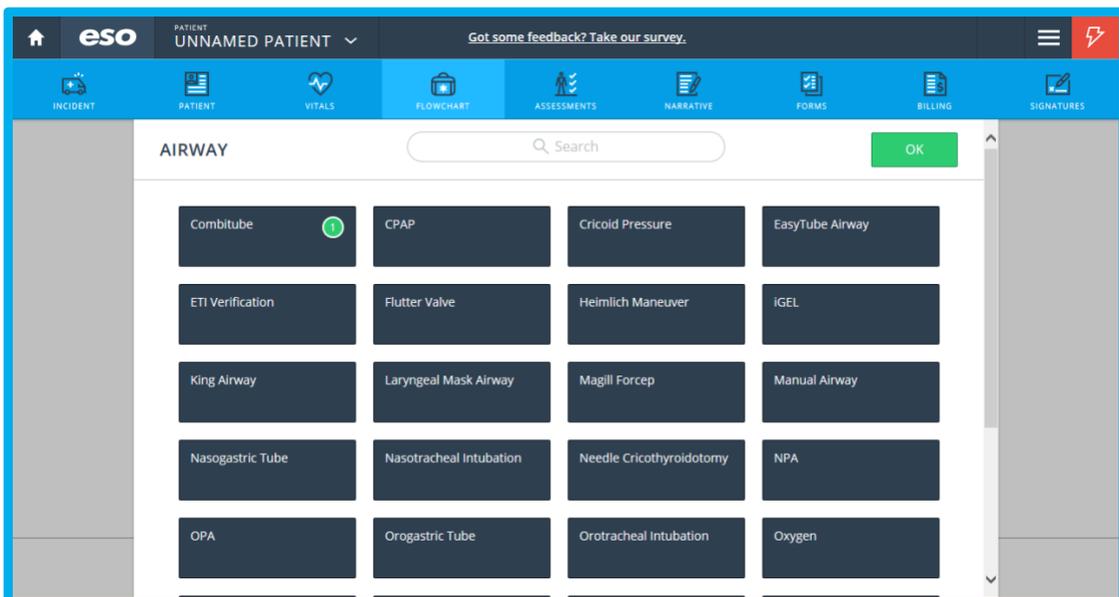
Inside EHR > Vitals > Pain Scale

Select a treatment category from the bottom of the screen.



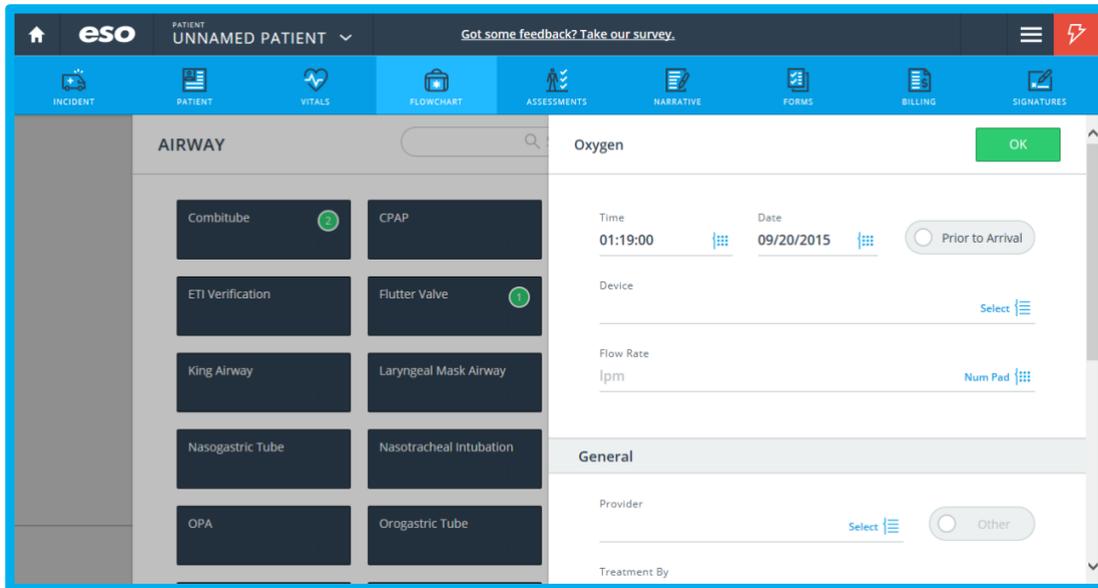
Inside EHR > Flowchart

The appropriate fields will open based on the category you select and treatments in your protocol.



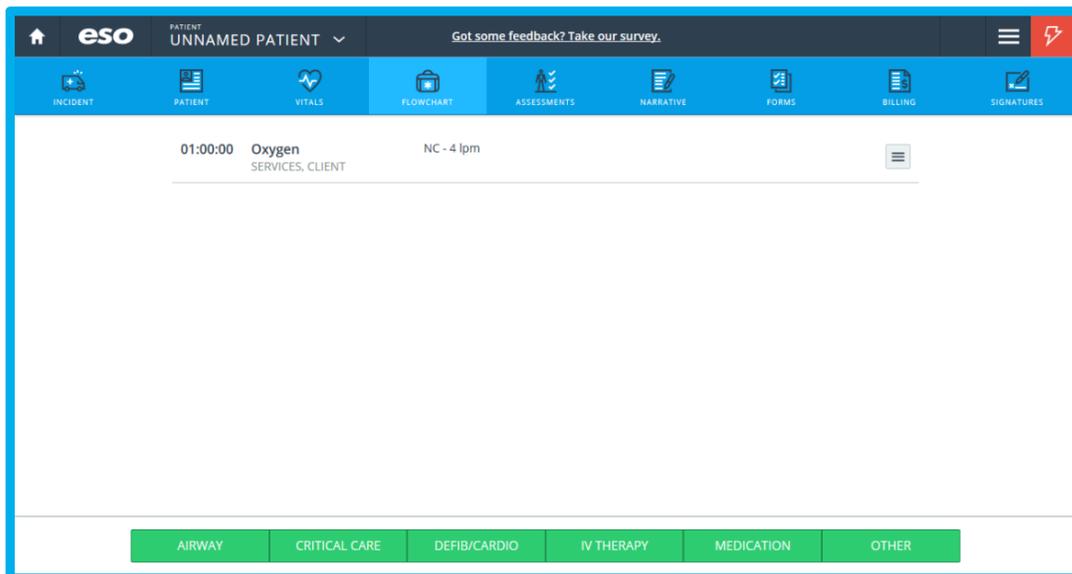
Inside EHR > Flowchart > Airway

For example, select the Airway category, then select Oxygen. Continue to populate all appropriate data, including any slider menu selections to the right. You may utilize the search field as needed at the top of the screen.



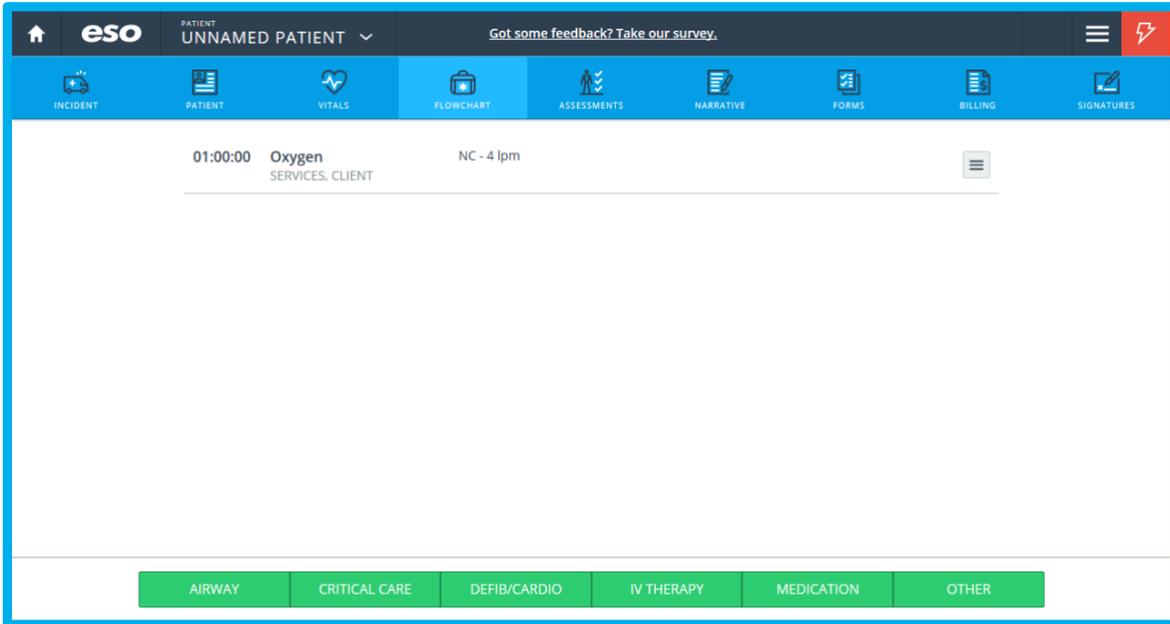
Inside EHR > Flowchart > Airway > Oxygen

When the field is completed click the "OK" tab. To edit the entry, click the icon to the far right of the treatment to either "Delete" or "Edit" the selection.



Inside EHR > Flowchart

A completed data grid will look like the image shown above. The provider will default to the lead provider on the incident details page but can be edited as necessary from within each flowchart item.

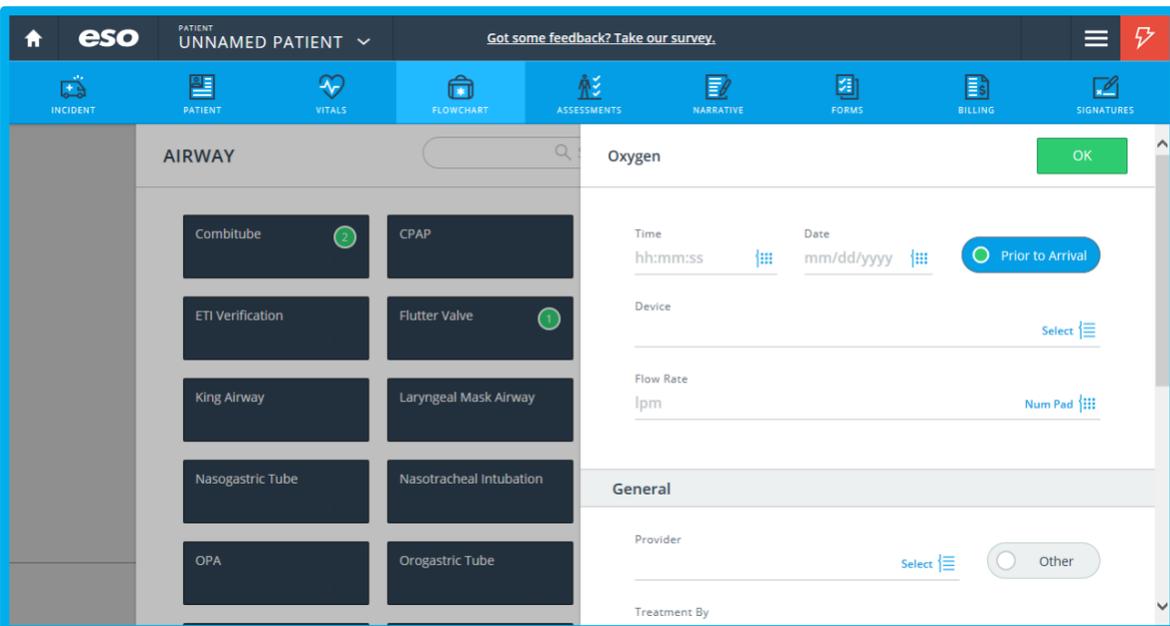


Inside EHR > Flowchart

Select the icon to the far right of each treatment listed to either "Edit" or "Delete" the intervention.

Documenting First Responder Aid (PTA)

Document any First Responder aid by choosing "PTA" in the treatment area chosen as shown below.

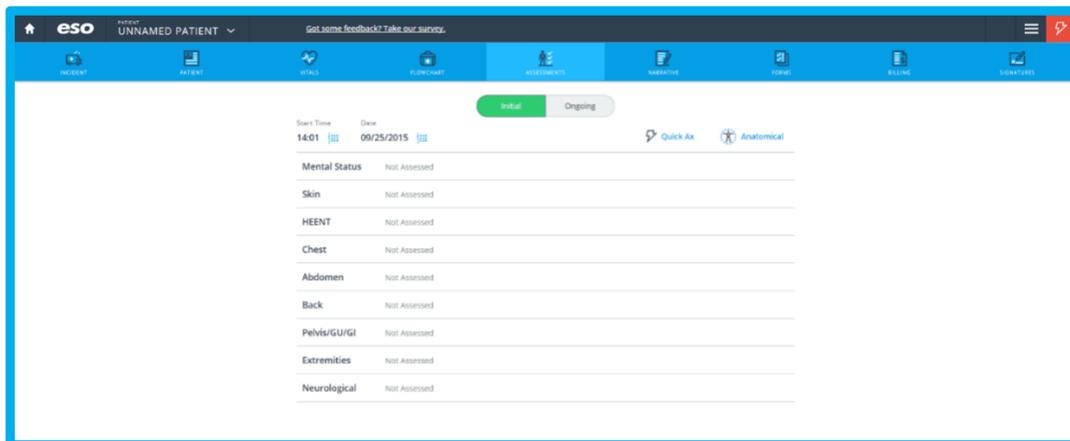


Inside EHR > Flowchart > Oxygen> PTA

The flowchart is editable at any time while a chart is in the "Draft" status.

There are two assessment options in the assessment page: Initial and Ongoing (tabs at the top). Enter the time of your assessment at the top left of the screen.

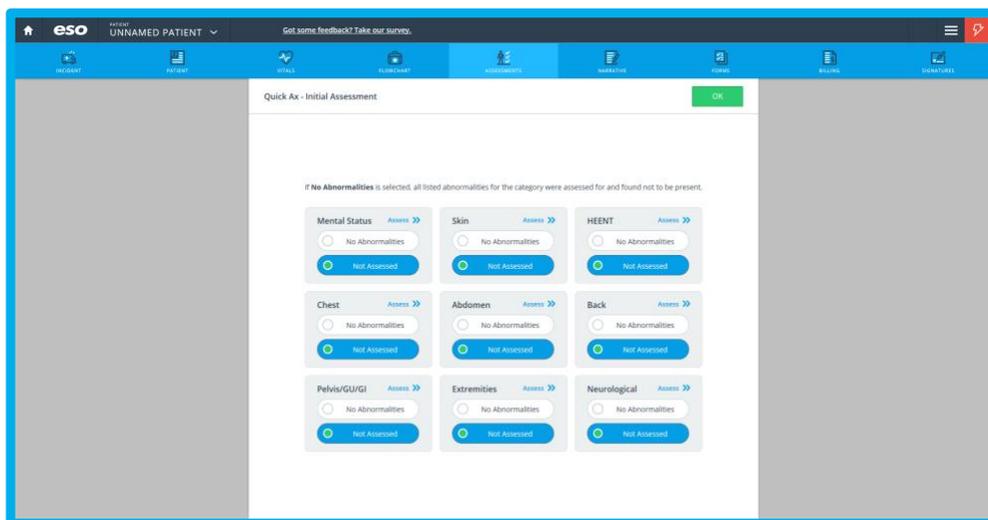
Initial



Inside EHR > Initial Assessment

Select the Assessment Quick AX at the top left of the screen to enter a quick assessment.

This view can be used to quickly indicate that there were no abnormalities to body areas, or that certain areas were not assessed.



Inside EHR > Assessment > Quick AX

To document assessment of a body area in more detail, select that area and add details as appropriate. Choose the affected body area on the left and then indicate pertinent positive or negative findings by selecting the "+" or "-" next to the affected area. Comments can be made as necessary in each section in the area located at the bottom of the page.

Ongoing

Start Time: 14:02, Date: 09/25/2015

Quick Ax, Anatomical

Mental Status	Not Assessed
Skin	Not Assessed
HEENT	Not Assessed
Chest	Not Assessed
Abdomen	Not Assessed
Back	Not Assessed
Pelvis/GU/GI	Not Assessed
Extremities	Not Assessed
Neurological	Not Assessed

Inside EHR > Assessment > Ongoing

Initial Assessment, OK

Mental Status: No Abnormalities, Not Assessed

Combitive: + - Confused: + - Hallucinations: + - Unresponsive: + - Other: + -

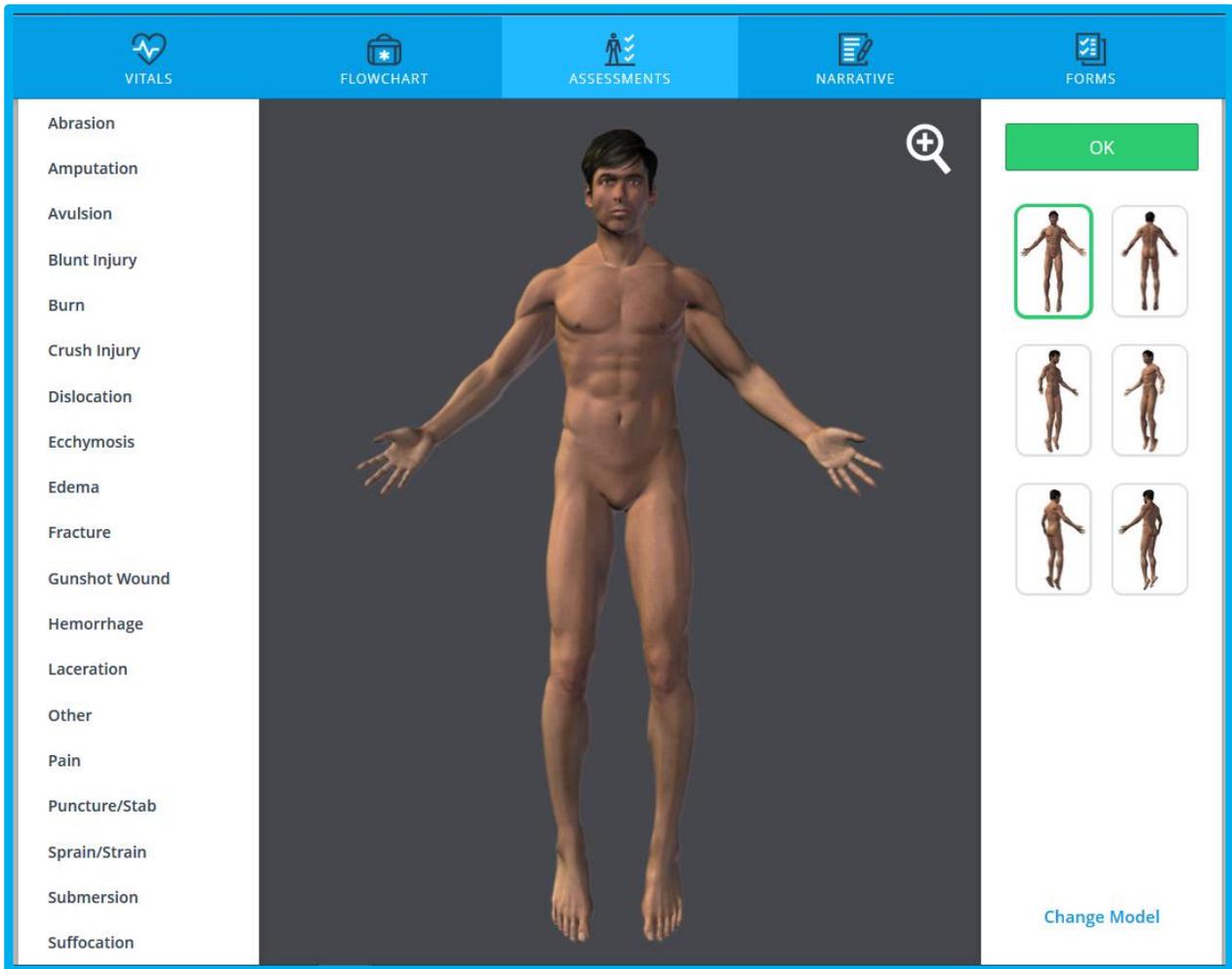
Orientation: Person: + - Place: + - Time: + - Event: + -

Comments: Type here...

Inside EHR > Assessment > Ongoing > Mental Status

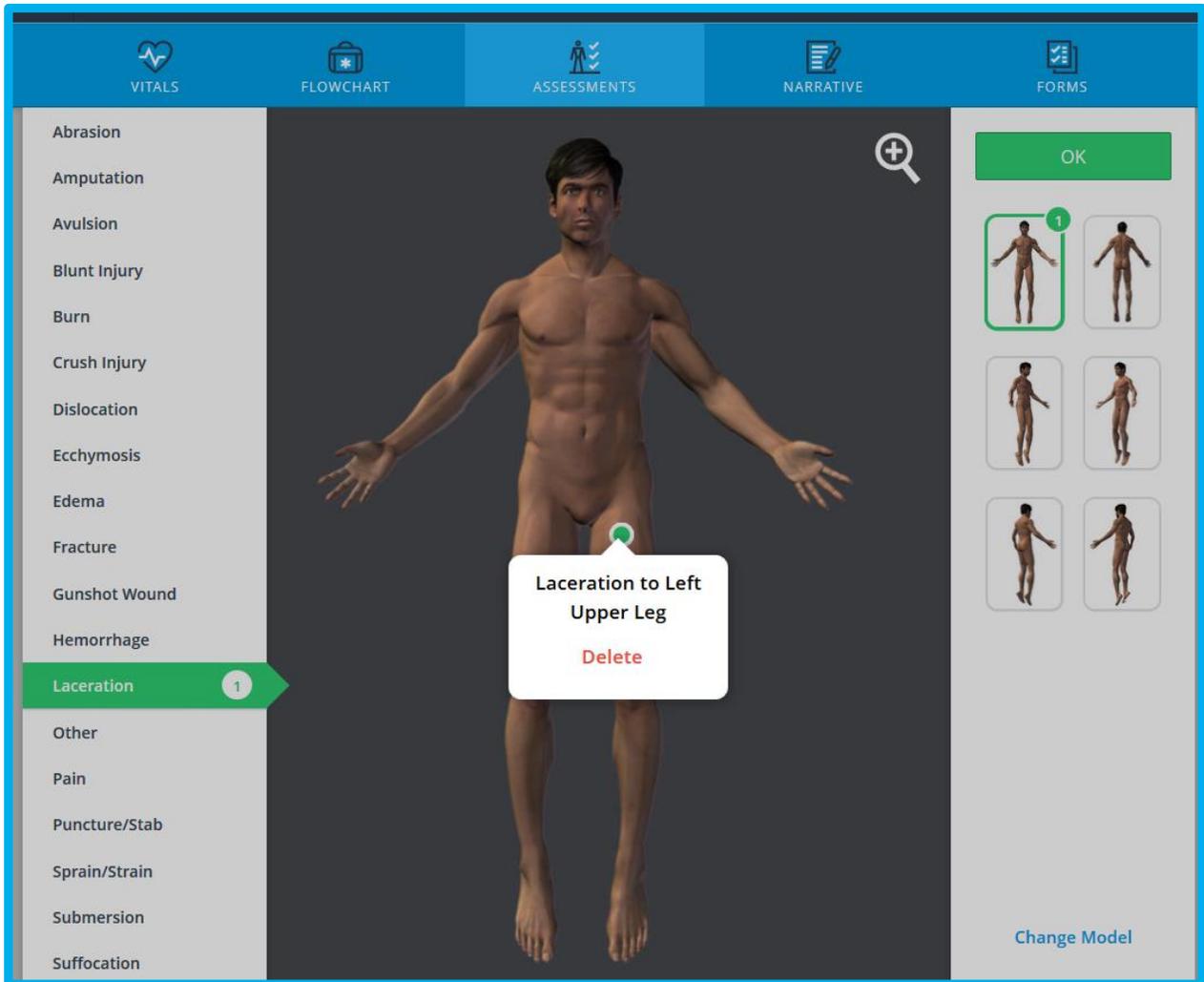
Anatomical Man/Family

To indicate traumatic injuries, select the Anatomical link in the upper right corner in order to display an anatomical figure. You also may modify the figure to represent an adult male or female, a child, or infant by clicking the Change Model link located at the bottom right.



Select the type of injury on the left and then place the injury on the affected part of the body. Use the zoom feature to focus on more detailed parts of the body. You may rotate the body to show six different views.

Edit any injury selection(s) click on the injury and select "Delete" to remove this documentation.



Inside EHR > Assessment > Anatomical > Add/Delete

Note that all injuries placed on the body will display in the data grid and additional comments can be made in the organ system by clicking "OK" in the right upper corner.

VITALS
 FLOWCHART
 ASSESSMENTS
 NARRATIVE
 FORMS

Initial
Ongoing

Start Time Date

16:17 09/22/2016 Quick Ax Anatomical

Mental Status	Not Assessed												
Skin	Not Assessed												
HEENT	Not Assessed												
Chest	Not Assessed												
Abdomen	Not Assessed												
Back	Not Assessed												
Pelvis/GU/GI	Not Assessed												
Extremities	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Left Arm</td> <td>Not Assessed</td> </tr> <tr> <td>Right Arm</td> <td>Not Assessed</td> </tr> <tr> <td>Left Leg</td> <td>+ Laceration Left Upper Leg</td> </tr> <tr> <td>Right Leg</td> <td>Not Assessed</td> </tr> <tr> <td>Pulse</td> <td>Not Assessed</td> </tr> <tr> <td>Capillary Refill</td> <td>Not Assessed</td> </tr> </table>	Left Arm	Not Assessed	Right Arm	Not Assessed	Left Leg	+ Laceration Left Upper Leg	Right Leg	Not Assessed	Pulse	Not Assessed	Capillary Refill	Not Assessed
Left Arm	Not Assessed												
Right Arm	Not Assessed												
Left Leg	+ Laceration Left Upper Leg												
Right Leg	Not Assessed												
Pulse	Not Assessed												
Capillary Refill	Not Assessed												



In addition to a written narrative, each ESO EHR is required to have Clinical Impression information recorded. **Primary Impression and at least one set of Supporting Signs and Symptoms for each treated and/or transported patient are required.** Other fields in the Clinical Impression section may be required, based on your local protocols.

In each section, click on "Num Pad" to enter numbers or "Select" to choose from a menu of options. The Chief and Secondary Complaint boxes are used to document any patient quote(s).

Inside EHR> Narrative > Clinical Impression

Patient Complaint

Chief Complaint
"My belly hurts"

Duration of Chief Complaint Num Pad  Unit Select 

Secondary Complaint

Duration of Secondary Complaint Num Pad  Unit Select 

Anatomic Position Select 

Injuries

Was the Patient Injured?

Yes No

Inside EHR> Narrative > Patient Complaint

You should complete Injury details for each trauma patient. The primary details you choose will determine what other Injury details become available.

Inside EHR> Narrative > Injuries

Factors Affecting Care is a space to document issues during the phases of an EMS call.

Inside EHR> Narrative > Factors Affecting Care

The Patient Transport section is for documentation of how the patient was transported to and from the ambulance as well as their position during transport and their condition upon arriving at your destination.

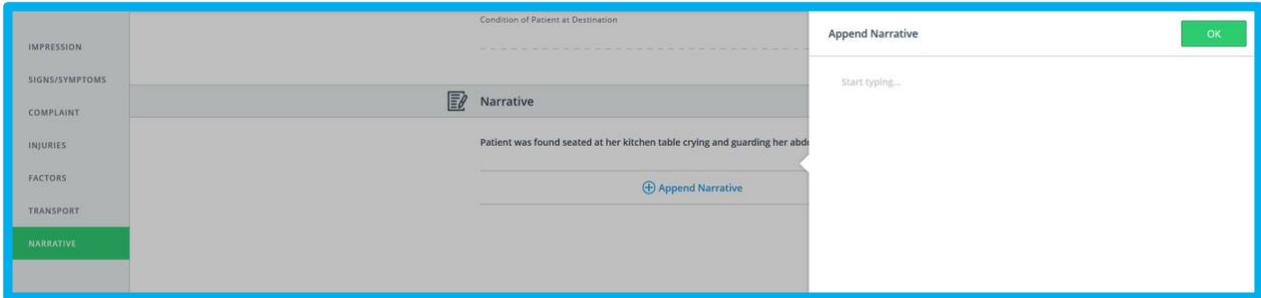
Inside EHR> Narrative > Patient Transport

The Narrative section is used to document subjective/objective data that isn't already recorded elsewhere in the report.

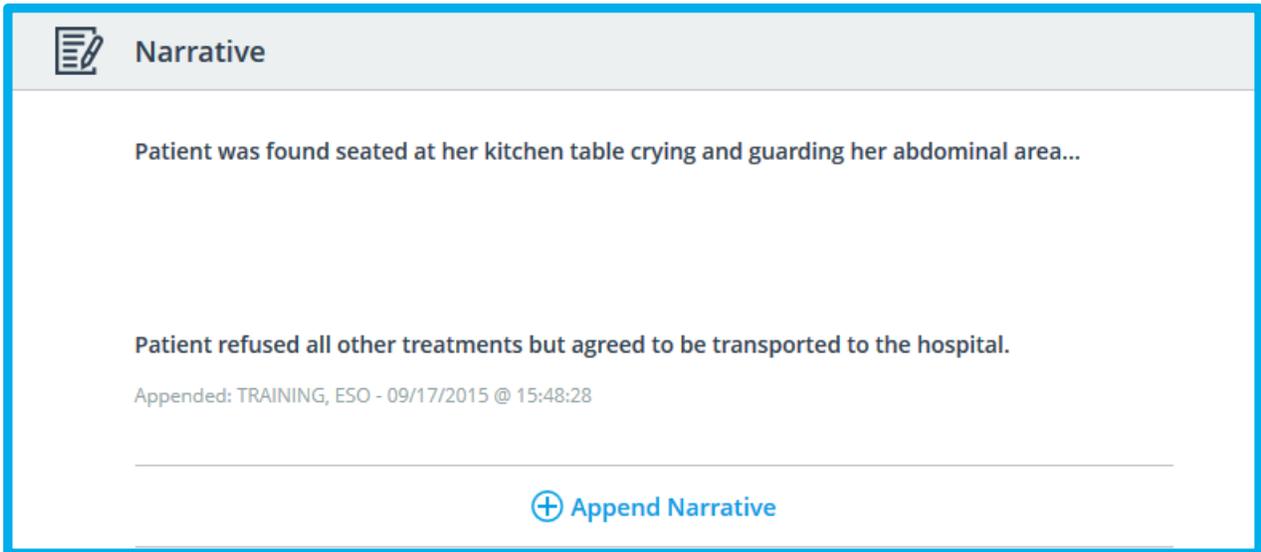
Inside EHR> Narrative > Narrative

The Appended Narrative is accessible once the call is in locked status to add any data that is pertinent but was left out of documentation (for example, failure to document oxygen administration to an intubated patient).

Click the blue "Appended Narrative" link to make the entry in the free text box. Once complete, click "Add" to allow that late entry to be included below the original Narrative entry. The new entry be date and time-stamped with the author's name.



Inside EHR> Narrative > Appended Narrative



Inside EHR> Narrative > Appended Narrative

Specialty Patient Forms have been added to allow detailed documentation of particular patient types. Select the specific situation you wish to document.

The screenshot shows a navigation bar with five options: VITALS (heart icon), FLOWCHART (first aid kit icon), ASSESSMENTS (person with checkmarks icon), NARRATIVE (notepad icon), and FORMS (document icon). The FORMS option is highlighted. Below the navigation bar, the 'Specialty Patient Forms' section contains six dark blue buttons arranged in a 2x3 grid:

Row	Column 1	Column 2	Column 3
1	Burns	Obstetrical	Motor Vehicle Collision
2	LAMS Stroke Scale	FAST Stroke Scale	Mobile Integrated Healthcare - Visit

To document burns:

Select the type of burn from the input list, and place it on the corresponding body part.

The burn percentage will be figured based on the placement.

Remember that you can select the adult male or female, child or infant, and anterior or posterior view by selecting the desired diagram on the right.

To delete one of your entries, choose the appropriate area of the body and select "Delete."

The screenshot displays a software interface for documenting burns. At the top, a navigation bar includes icons and labels for ASSESSMENTS, NARRATIVE, FORMS, BILLING, and SIGNATURES. The main content area is titled "Burns" and features a green "OK" button in the top right corner. On the left side, there is a list of burn degrees with corresponding colored circles: "1st Degree (0%)" with a light red circle, "2nd Degree (4.5%)" with a red circle, and "3rd Degree (0%)" with a dark red circle. The "3rd Degree (0%)" option is highlighted with a green arrow. Below this list, a box labeled "Total BSA" shows a value of "4.5%". The central part of the interface is a 3D model of a male human figure with a red, dashed-line outline on the chest area, indicating a burn. To the right of the 3D model are two smaller icons representing anterior and posterior views of the human body. At the bottom right of the interface, there is a "Change Model" link.

To document Obstetrics:

Complete each section as it applies to the pregnant patient and fill in the appropriate fields.

Select any High-Risk factors in the top right section of this page.

Record labor and delivery details in the bottom two sections of the page.

The screenshot shows a form titled "Obstetrical" with a "Labor" section. At the top right of the form, there is a "UTO" toggle switch and a green "OK" button. The "Labor" section contains the following fields:

- Onset Time:** A text input field with the placeholder "hh:mm:ss".
- Date:** A text input field with the placeholder "mm/dd/yyyy" and a calendar icon to its right.
- Membrane Intact:** Two radio button options labeled "Yes" and "No".
- Contraction Duration:** A text input field with the placeholder "seconds".
- Contraction Frequency:** A text input field with the placeholder "minutes" and a grid icon to its right.

Inside EHR >Forms > Obstetrical >Labor

Access the APGAR scoring and enter the values for each element you evaluated at one and five minutes. The score will be calculated for you.

Obstetrical

UTO OK

Apgar - 1 min

Time Performed: hh:mm:ss Date: mm/dd/yyyy

Activity: No Response, Some Motion, Cry

Pulse

Grimace

Appearance

Respiration

1 Minute - Score

--

Inside EHR >Forms > Obstetrical >Apgar Score 1 Minute

Obstetrical

UTO OK

Apgar - 5 min

Time Performed: hh:mm:ss Date: mm/dd/yyyy

Activity: No Response, Some Motion, Cry

Pulse

Grimace

Appearance

Respiration

5 Minute - Score

--

Inside EHR >Forms > Obstetrical >Apgar Score 5 Minute

To document MVC details:

Document each section as completely as possible.

Navigate through each section: Patient, Vehicle and Other.

The screenshot shows the 'Patient' section of the 'Motor Vehicle Collision' form. On the left, a vertical sidebar contains three tabs: 'PATIENT' (highlighted in green), 'VEHICLE', and 'OTHER'. The main content area is titled 'Patient' and includes the following fields:

- Patient Injured:** Two radio buttons labeled 'Yes' and 'No'.
- Position in Vehicle:** A text input field with a menu icon on the right.
- Seat Row:** A text input field with a menu icon on the right.
- Safety Devices Used By Patient:** A text input field with a menu icon on the right and a 'None' button.
- Extrication Required:** Two radio buttons labeled 'Yes' and 'No'.

 A green 'OK' button is located in the top right corner of the form.

Inside EHR > Forms > Motor Vehicle Collision > Patient

The screenshot shows the 'Vehicle' section of the 'Motor Vehicle Collision' form. On the left, a vertical sidebar contains three tabs: 'PATIENT', 'VEHICLE' (highlighted in green), and 'OTHER'. The main content area is titled 'Vehicle' and includes the following fields:

- Estimated Speed:** A text input field with 'mph' and a menu icon, followed by a text input field with 'kph' and a menu icon.
- Vehicle Type:** A text input field with a menu icon on the right.
- Collision Indicator:** A text input field with a menu icon on the right and a 'None' button.
- Damage Location:** A text input field with a menu icon on the right.
- Airbag Deployment:** A text input field with a menu icon on the right.

 A green 'OK' button is located in the top right corner of the form.

Inside EHR > Forms > Motor Vehicle Collision > Vehicle

PATIENT	Motor Vehicle Collision	OK
VEHICLE		
OTHER	Other	
	Weather	
	Law Enforcement Case #	

Inside EHR > Forms > Motor Vehicle Collision > Other



Payment

PAYMENT	Payment	<input type="radio"/> No Payment Info	<input type="radio"/> Unable to Obtain
CONTACT	Method Of Payment		Select
DETAILS	Medicare		
MEDICAL NECESSITY	Medicaid		
TRANSPORT	Primary Insurance		Select
WORK RELATED	Primary Group Number		
NEXT OF KIN			
CONSUMABLES			

Inside EHR > Billing > Payment

Primary Policy Number		
Secondary Insurance		Select
Secondary Group Number		
Secondary Policy Number		

Inside EHR > Billing > Payment

Select "No Payment Info" or "Unable to Obtain" when appropriate.

<input type="radio"/> No Payment Info	<input type="radio"/> Unable to Obtain
---------------------------------------	--

Selecting either of these will collapse the Payment details since no information is available. De-select the button if information later is available for you to enter and the Payment information will reopen.

Fill in the rest of the information as appropriate.

Contact

Scroll down or select the Jump links in the left-hand column to access Contact.

Contact information is the person who is responsible for payment.

Use the "Select" option to choose the relationship to the patient. If the patient is the Contact, then the demographic information will auto-populate in the fields below.

Inside EHR > Billing > Contact

Inside EHR > Billing > Contact

Use the "Same as Patient" button if the Contact lives at the same address as the patient

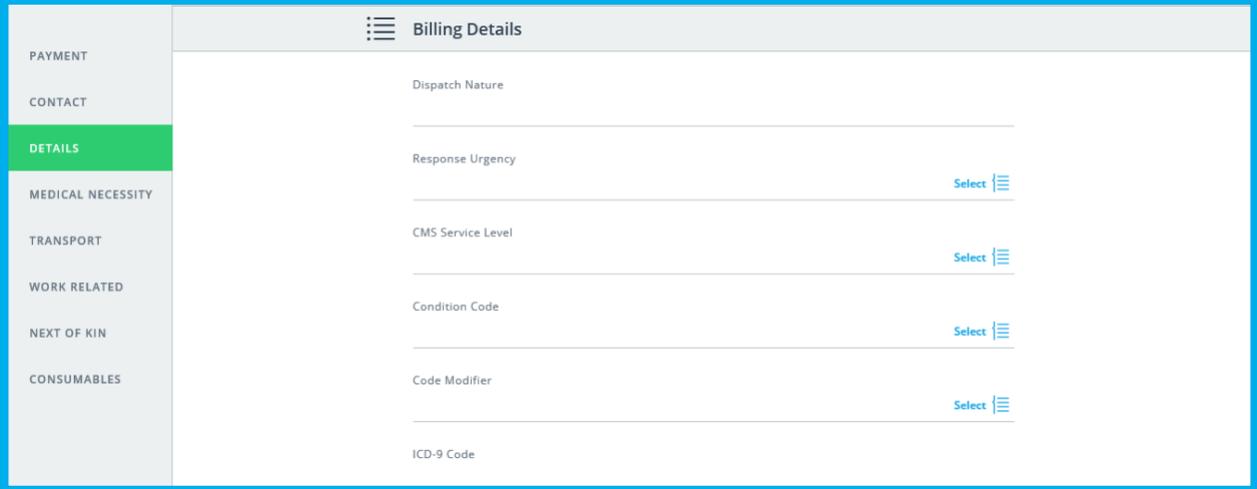
As with the other addresses in the application, enter either the city or the zip code and use the lookup



to autofill the city, state, county and zip code.

Details

Fill in the billing details as needed. Use **Select**  to choose from a list of available options.



Inside EHR > Billing > Details

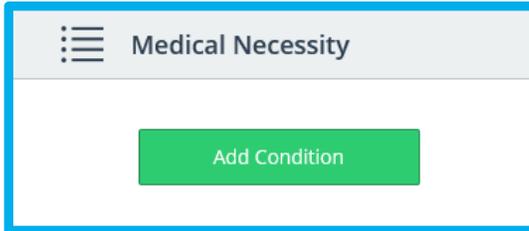
Medical Necessity

Either scroll or use the jump links in the left column to access "Medical Necessity",



Inside EHR > Billing > Medical Necessity

Select "Add Condition" to view the Medical Necessity Options.



Either search or scroll to the desired condition(s), check the box and select "OK."

Condition OK

Search

- Admit to Hospital
- Bed Confined
- Emergency
- Hemorrhage
- Immobilized
- Oxygen/Special Care
- Physical Restraints
- Possible Fracture

Inside EHR > Billing > Medical Necessity > Condition

Select "Comments" to enter details related to the Condition.

Medical Necessity

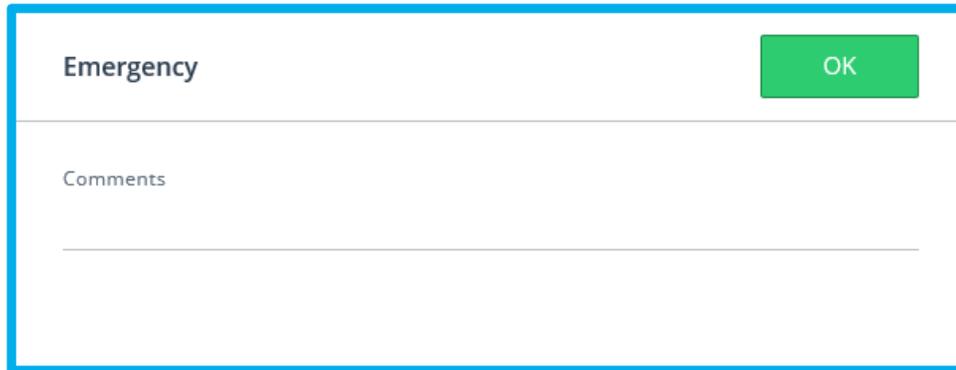
Emergency Comments

Immobilized Comments

Add Condition

Inside EHR > Billing > Medical Necessity > Condition > Comments

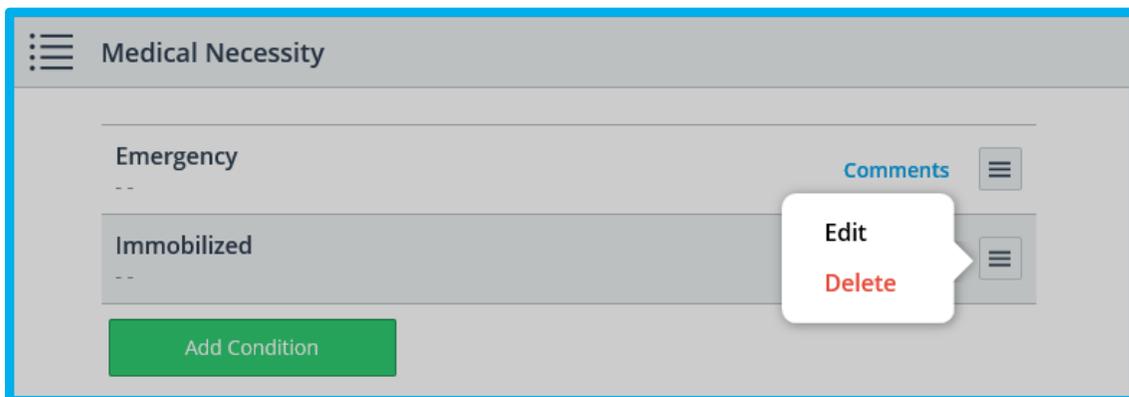
Once the details are added, select "OK."



The screenshot shows a form titled "Emergency" with a green "OK" button in the top right corner. Below the title is a section labeled "Comments" with a horizontal line for input.

Inside EHR > Billing > Medical Necessity > Condition > Comments

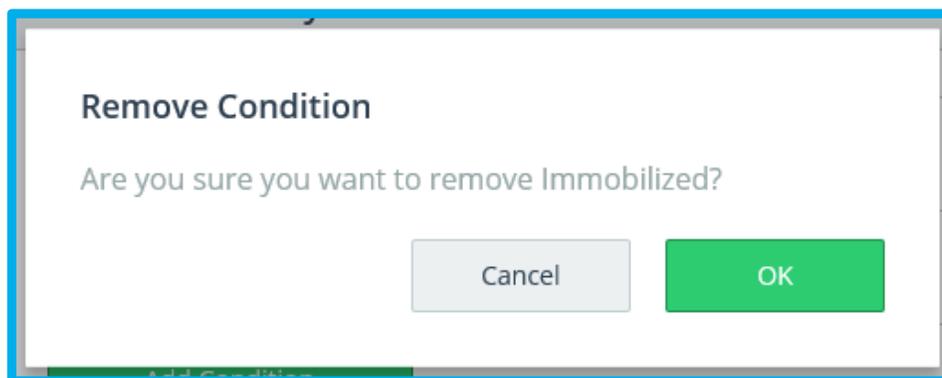
To "Edit" or "Delete" a condition select the row menu in the right-hand column. If you choose "Delete" you will be prompted to confirm the deletion of the condition.



The screenshot shows a "Medical Necessity" list. It contains two rows: "Emergency" and "Immobilized". Each row has a "Comments" link and a row menu icon. A tooltip is open over the "Immobilized" row menu, showing "Edit" and "Delete" options. A green "Add Condition" button is at the bottom left.

Inside EHR > Billing > Medical Necessity > Condition > Comments > Edit/Delete

Select "OK" if you want to delete or "Cancel" to continue without deleting.



The screenshot shows a "Remove Condition" dialog box. It asks "Are you sure you want to remove Immobilized?" and has "Cancel" and "OK" buttons at the bottom.

Transport

Scroll or use the jump links in the left column to get to "Transport".

The Transport section is designed to gather more information related to a non-emergency transfer.

Add details as needed in the appropriate fields.

The screenshot shows a web interface for the 'Transport' section. On the left is a vertical navigation menu with the following items: PAYMENT, CONTACT, DETAILS, MEDICAL NECESSITY, TRANSPORT (highlighted in green), WORK RELATED, NEXT OF KIN, and CONSUMABLES. The main content area is titled 'Transport' and contains the following fields:

- Prior Authorization Number (PAN): A text input field.
- Physician's Certification Statement (PCS) / Certificate of Medical Necessity (CMN): A radio button selection with 'Yes' and 'No' options.
- Advance Beneficiary Notice (ABN): A radio button selection with 'Yes' and 'No' options.
- Reason for Transport: A text input field with a 'Multi' icon to its right.
- Reason for Transport Comments: A text input field.

Below the main form is a separate section with four input fields:

- Sending Physician
- Sending Record Number
- Receiving Physician
- Destination Medical Record Number

Work Related

Scroll down or use the jump links in the left-hand column to access the "Work Related" section.

Fill in the appropriate fields for patients suffering from a work-related incident.

Work Related

Was the incident work related?

Yes No

Employer

Contact

Phone Number

_____ Num Pad

Occupation

_____ Select

Occupational Industry

_____ Select

Inside EHR > Billing > Work Related

Next of Kin

Scroll down or use the jump links in the left-hand column to access the "Next of Kin" section.

Next of Kin

Relationship to the Patient Select

First Name Middle Name

Last Name

Phone Num Pad

Country **UNITED STATES** Select Same as Patient

Address

Apt/Suite/Room

City State Select

Zip County

Ad Inside EHR > Billing > Next of Kin

Use the "Same as Patient" button if the Next of Kin lives at the same address as the patient

As with the other addresses in the application, enter either the city or the zip code and use the lookup

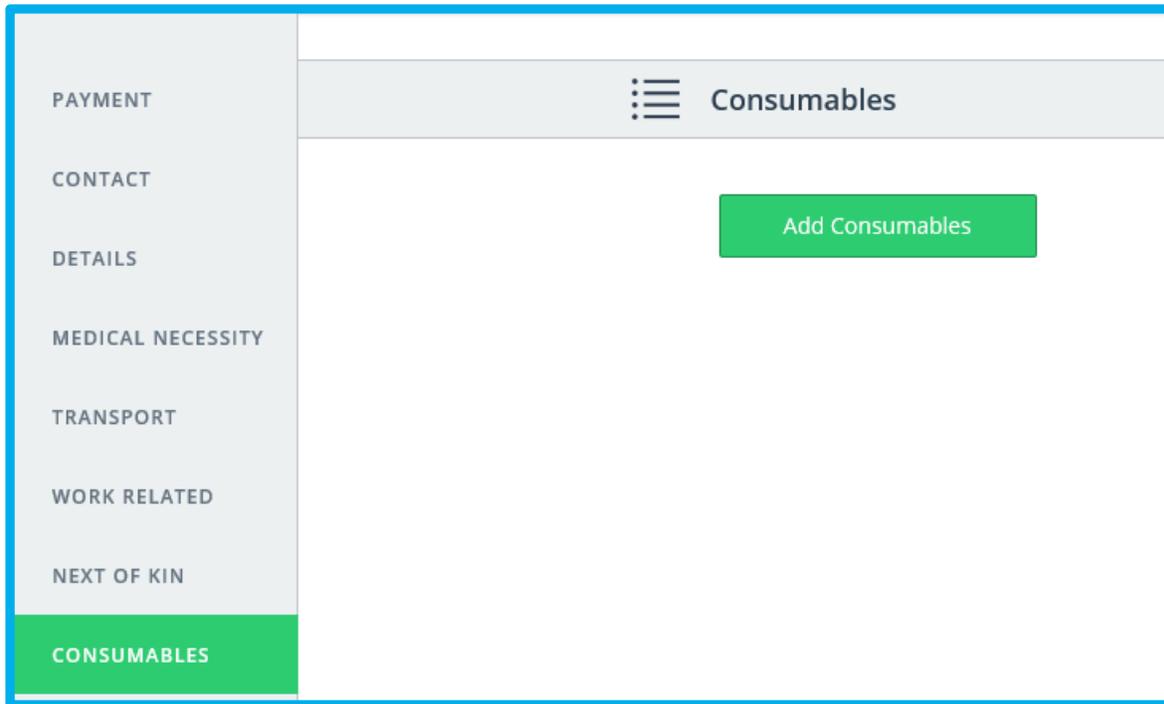


to autofill the city, state, county and zip code.

Consumables

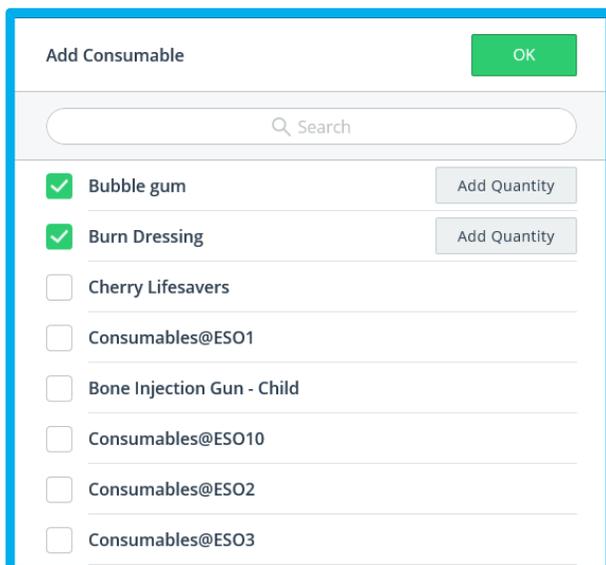
Scroll down or use the jump links in the left-hand column to access "Consumables".

The Consumable list is created by each agency within the Admin Console.

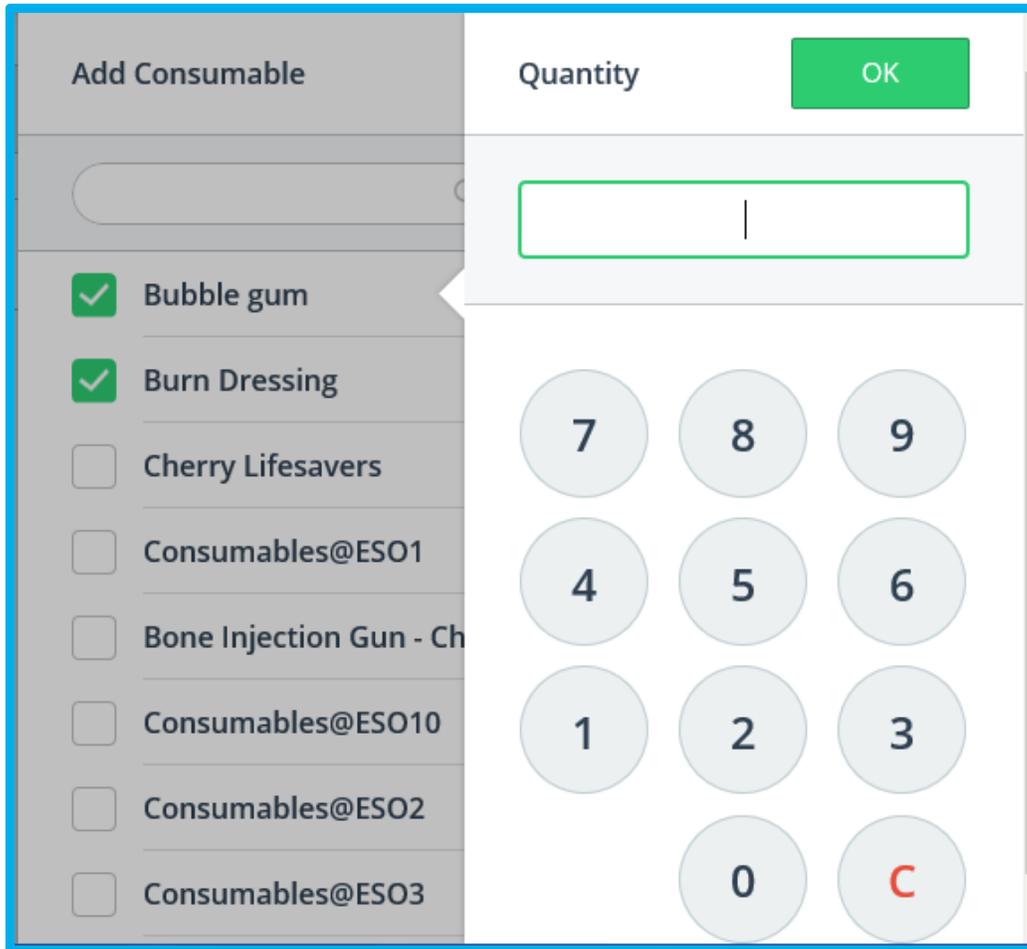


Inside EHR > Billing > Consumables

Select "Add Consumables" and a shelf will open from the right providing a list of previously entered consumables.

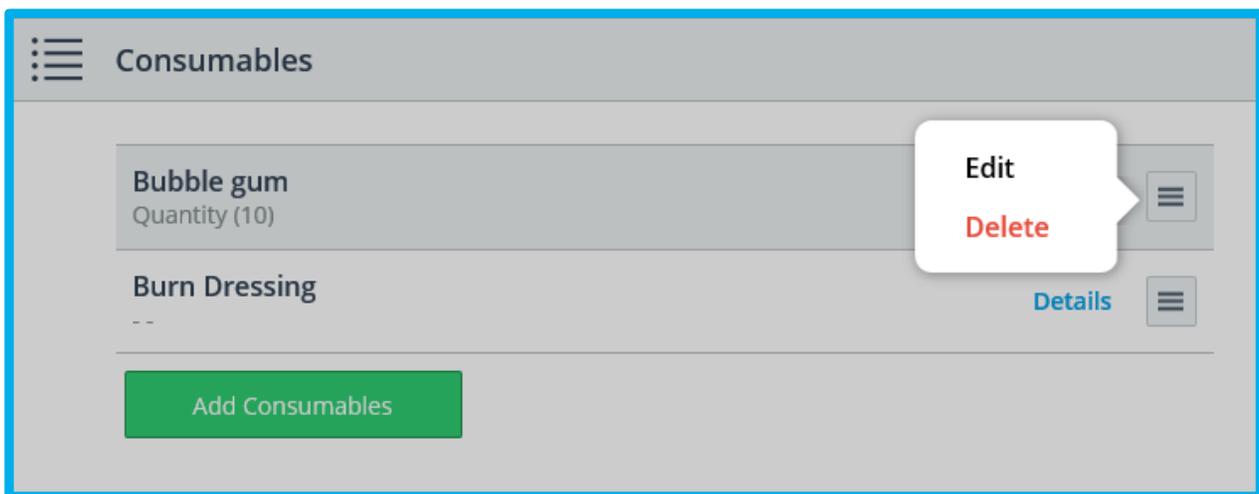


Use the search to type in a consumable name or scroll to find the desired consumable(s). Select one or several and choose "Quantity."



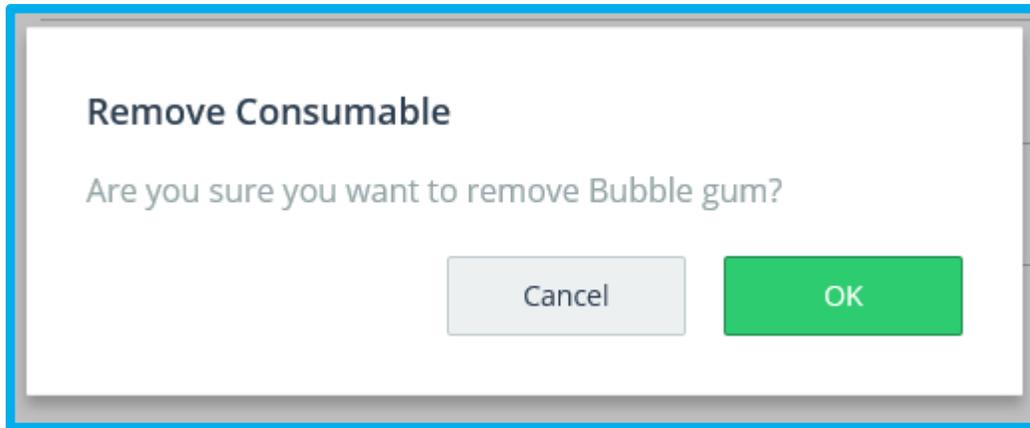
Inside EHR > Billing > Consumables > Add Quantity

Enter the quantity of that consumable used and select "OK."



Inside EHR > Billing > Consumables > Details

To edit or delete a consumable, select the row menu on the right side. If you choose "Delete" you will be prompted to confirm that you wish to delete the chosen item.



Inside EHR > Billing > Consumables > Details > Edit/Delete

Select "OK" to delete the consumable or "Cancel" to continue without deleting.



Signatures can be obtained both on the mobile and web applications assuming each has touch screen capability or an attached mouse.

Billing Authorization



Inside EHR > Signatures > Billing Authorization

The billing authorization section is used for patients who have been transported. It is broken up into three sections. If the patient cannot sign in Section 1, then the user should go to Section II and look for an authorized representative. If none is available, then Section III should be completed and witnessed.

Each signature section allows for direct signatures to be captured.

Section 1 – Patient Authorization Signature

Section I - Patient Authorization Signature OK

HIPAA Acknowledgement

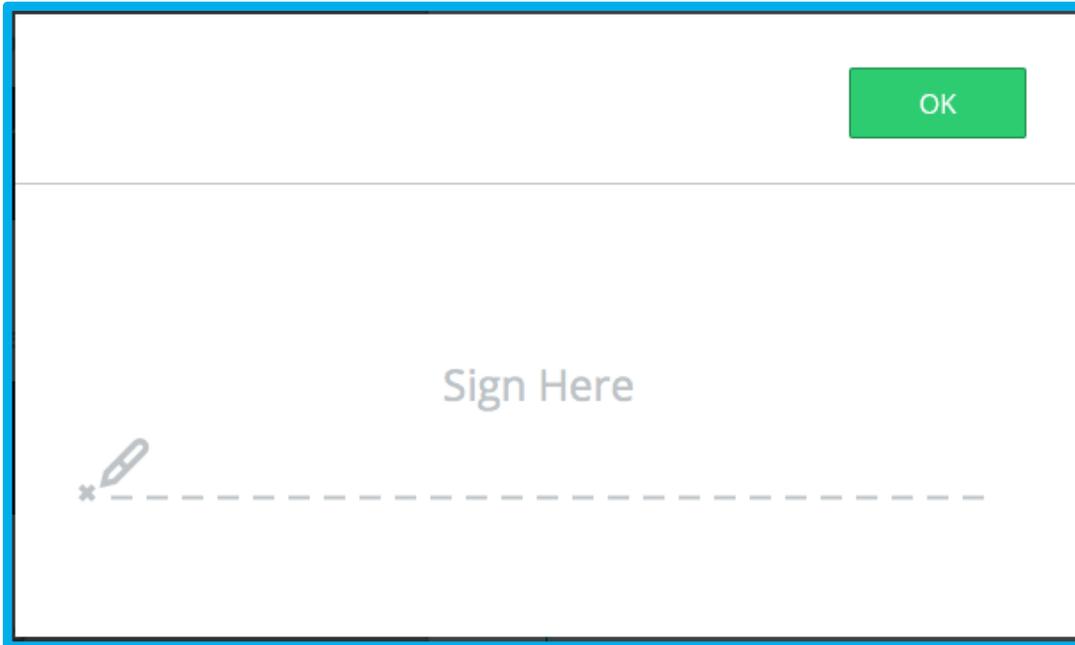
I Agree I Disagree PT Unable To Sign

Signature

 Click here to sign

Inside EHR > Signatures > Section I - Patient Authorization Signature

Click in the box to open up a larger signature box where the signature can be captured.



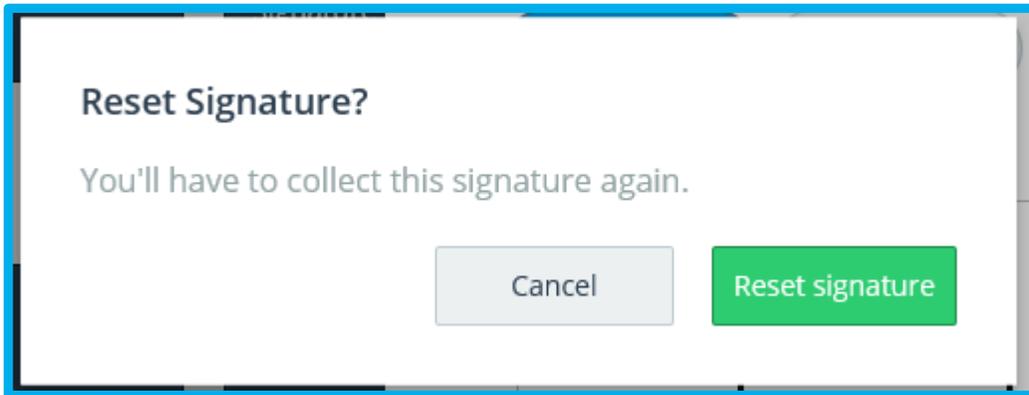
Inside EHR > Signatures > Section I - Patient Authorization Signature > Click here to sign

Have the patient sign and select "OK."



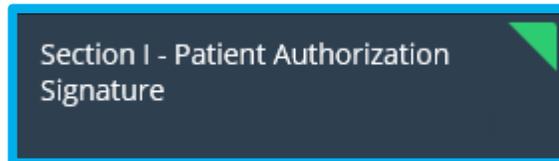
Inside EHR > Signatures > Section I - Patient Authorization Signature > Click here to sign > Reset

You can reset the signature by selecting "Reset". You will be prompted to confirm.



Inside EHR > Signatures > Section I - Patient Authorization Signature > Click here to sign > Reset > Reset

Select "Reset Signature" to clear it out or "Cancel" to continue and leave the signature as is.



If a signature has been captured in a section, it will be noted with a green triangle in the upper right corner.

Section II – Authorized Representative Signature

The screenshot shows a form titled "Section II - Authorized Representative Signature" with a green "OK" button in the top right corner. Below the title is a grey instruction box: "Complete this section only if the patient is physically or mentally unable to sign." The main text reads: "I am signing on behalf of the patient to authorize the submission of a claim for payment to Medicare, Medicaid, or any other payer for any services provided to the patient by the transporting ambulance service now or in the past, (or in the future, where permitted). By signing below, I acknowledge that I am one of the authorized signers listed below." Below this is a statement: "My signature is not an acceptance of financial responsibility for the services rendered." There are two input fields: "Authorized Representative" with a "Select" button and a dropdown arrow, and "Reason Unable to Sign".

Inside EHR > Signatures > Section II – Authorized Representative Signature

This section allows the user to choose who the authorized representative is, the reason the patient is unable to sign and to obtain the representative's signature.

If the mandatory validation for Authorized signature is turned on, then the authorized representative must sign and the printed name must be included as well as the reason the patient is unable to sign in order to meet the validation requirement.

Signatures can be captured as shown in Section I.

Section III – EMS Personnel and Facility Signatures

Section III - EMS Personnel and Facility Signatures OK

Complete this section if the patient was mentally or physically incapable of signing, and no Authorized Representative (Section II) was available or willing to sign on behalf of the patient at the time of the service.

EMS Personnel Signature

My signature below indicates that, at the time of service, the patient was physically or mentally incapable of signing, and that none of the authorized representatives listed in Section II of this form were available or willing to sign on the patient's behalf. I am signing on behalf of the patient to authorize the submission of a claim to Medicare, Medicaid, or any other payer for any services provided to the patient by the transporting ambulance service.

My signature is not an acceptance of financial responsibility for the services rendered.

Reason Unable to Sign

Printed Name

Signature

 [Click here to sign](#)

▼

Inside EHR > Signatures > Section III - EMS Personnel

Facility Representative Signature

The patient named on this form was received by this facility on the date and at t...
time indicated above and this facility furnished care, services or assistance to the
patient. I am signing on behalf of the patient to authorize the submission of a
claim to Medicare, Medicaid, or any other payer for any services provided to the
patient by the transporting ambulance service.

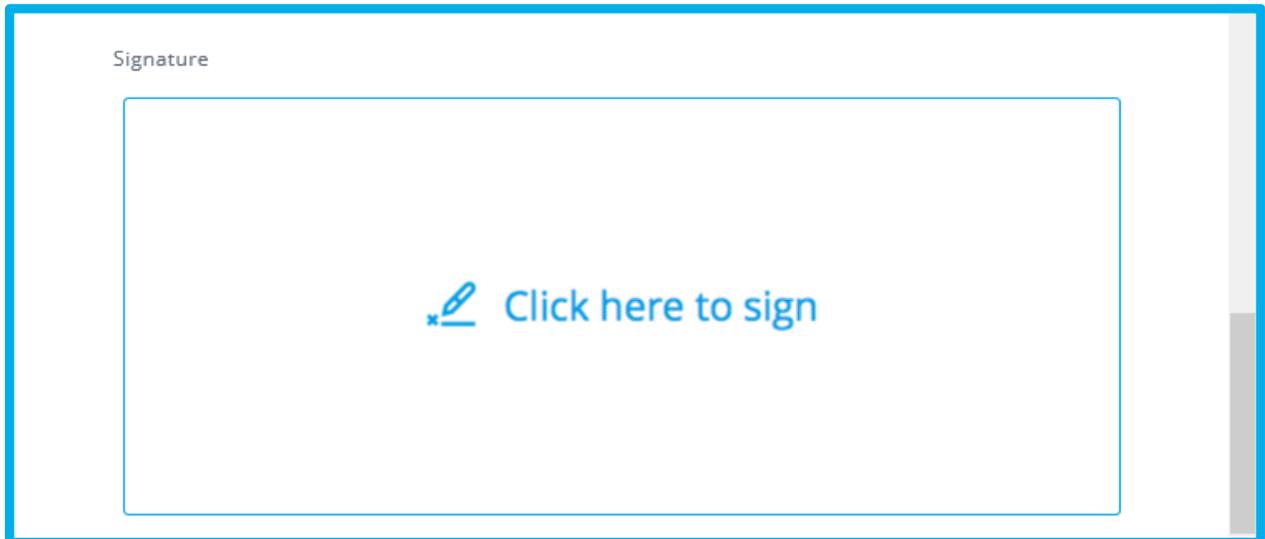
My signature is not an acceptance of financial responsibility for the services
rendered.

Title of Representative

Printed Name

▼

Inside EHR > Signatures > Section III - Facility Signature



Inside EHR > Signatures > Section III - Facility Signature

If Authorized Signature is set as a Mandatory Validation and Section I and II are not applicable then all parts of Section III must be completed in order to meet the validation requirement.

Signatures can be captured as shown in Section I.

Standard Signatures



Inside EHR > Signatures > Standard Signatures

Standard Signatures are signatures routinely obtained.

Facility Signatures

This provides a location to get signatures from hospitals or other destinations where you have transported your patient. Capturing signatures in this section is completed using the same process as shown in Section 1.

Provider Signatures

This section is for personnel on the crew to sign the EHR if required to do so. If this is set as mandatory, then the printed name and signature must be completed in order to meet the validation rule.

Refusal

Refusal forms can be uploaded as part of the application by an administrator using the Admin console. Forms in up to three languages can be uploaded. Patients can sign directly on the form. Use the arrows on the right or the scroll bar to view the form.

eso UNNAMED PATIENT Get some feedback? Take our survey

English French Spanish OK

PAGE, WOLFBERG & WIRTH, LLC
SAMPLE EMS "INFORMED DECISION-MAKING" FORM – Version 1.4

PATIENT ASSESSMENT

Patient Name: _____ Date: _____

(A) LEGAL CAPACITY

NOTE: If answer to at least one of the questions in this section is "YES," the patient may sign this form in most states. If "NO" to all, signature of legally authorized decisionmaker required. Check your state law for other exceptions.

Patient over 18? Yes ___ No ___ If minor, is patient married? Yes ___ No ___ If minor, is patient pregnant? Yes ___ No ___

Comments/Quotes/Observations: _____

(B) MENTAL CAPACITY

To clear the form and start over, select "Reset" at the bottom of the page.

Inside EHR > Signatures > Standard Signatures > Refusal

OTHER SPECIFIC INSTRUCTIONS TO PATIENT: _____

Signature of: Patient Parent Legal Guardian _____ Date _____

Witness Signature

IF PATIENT REFUSES TO SIGN: I attest that the patient has refused care and/or transportation by the emergency medical services providers. The patient was informed of the risks of this refusal and refused to sign this form when asked by the EMS providers.

Witness Signature _____ Print Name _____

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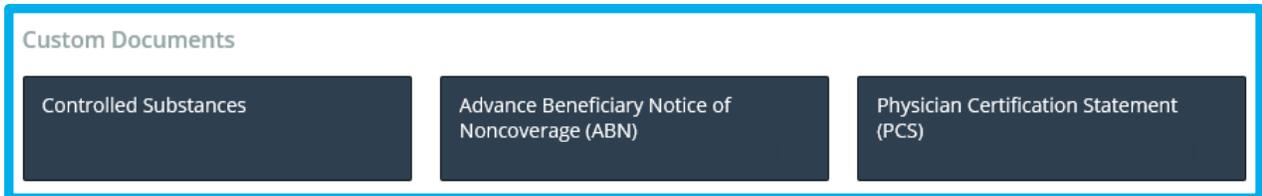
Controlled Substances Advance Beneficiary Notice of Noncoverage (ABN) Physician Certification Statement (PCS)

RESET DOCUMENT

When complete, select "OK."

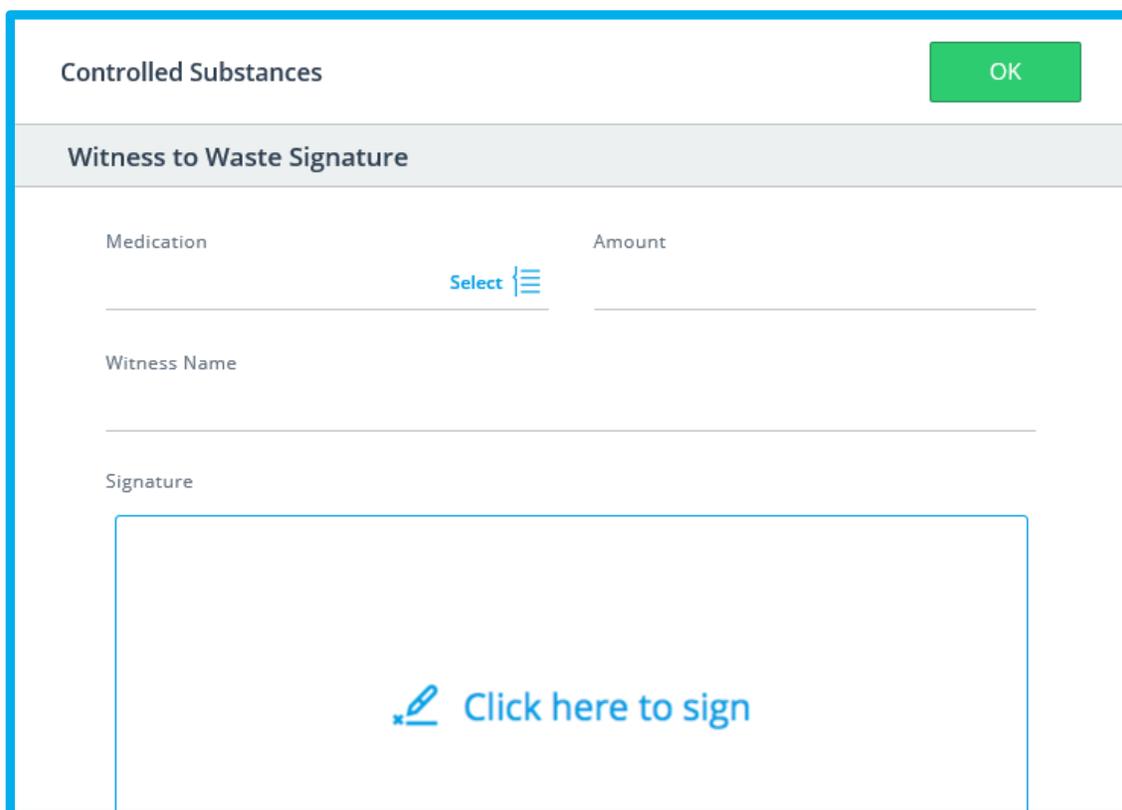
Standard Signatures > Refusal

Custom Documents



Controlled Substances

The Controlled Substances form allows a user to document the waste of a medication (generally a narcotic) that only partially has been administered to a patient.

A screenshot of a web form titled "Controlled Substances". The form has a header with the title and a green "OK" button. Below the header is a section titled "Witness to Waste Signature" with a light gray background. The form contains three input fields: "Medication" with a "Select" dropdown menu, "Amount", and "Witness Name". Below these fields is a "Signature" field with a large rectangular area containing a blue pen icon and the text "Click here to sign".

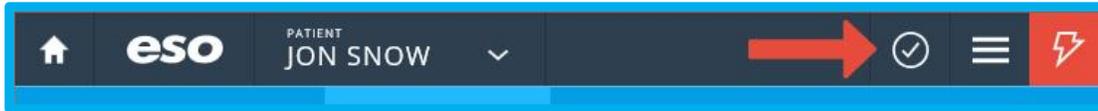
Inside EHR >Signatures >Controlled Substances >Witness to Waste

Enter the Medication, Amount, Witness Name and Signature. Up to three witness to waste signatures can be obtained. Scroll down to add others.

Custom Forms

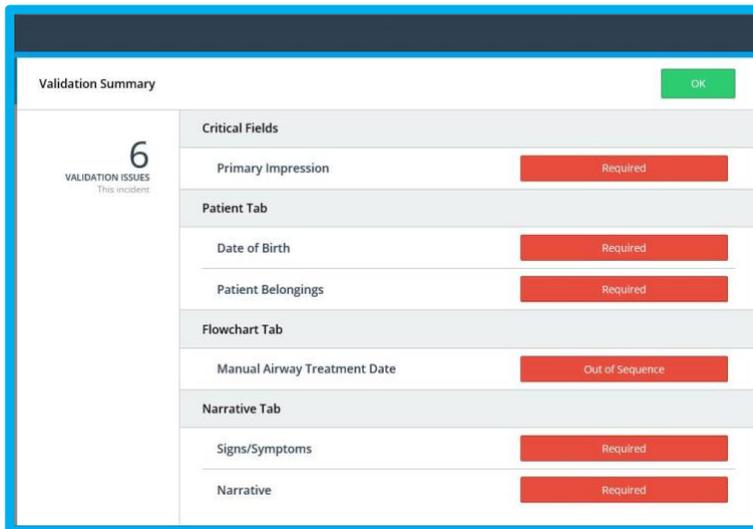
Other Custom Forms can be added by your administrator. These forms will behave like the Refusal form described above. Write directly on the forms and select "OK" to have these forms be part of your EHR.

Click the check button to begin the validation process.

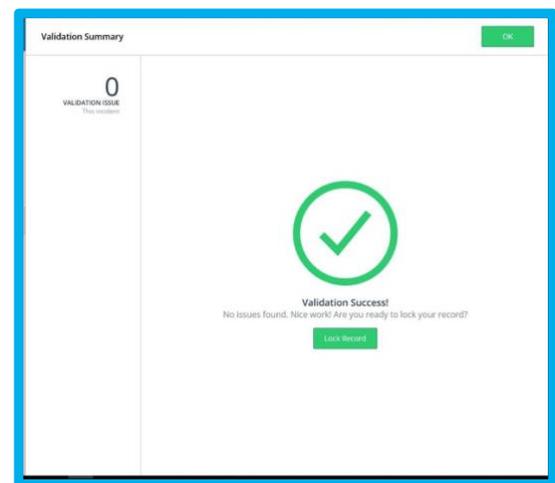


Inside EHR > Validation Check/Lock

The validation process reviews the report and alerts the writer of any missing or deficient data. If there is data missing in a EHR Tab section, you will see a red bar containing words/phrases such as "Required" or "Out of Sequence" in that section. Click on the red bar and you will be navigated to the field in which you need to add or modify data.



Inside EHR > Validation Check



Inside EHR > Validation Check Pass > Lock Options

If there is no missing data, you will see the screen below with the option to now lock the record. You may return to completing additional entries on the record before coming back to finalize/lock the record.

Locking

When the EHR is complete, select the "Lock" button to close your report. This will indicate that your call is complete. After your report is locked, no more clinical information can be added directly into the EHR.



Inside EHR > Validation Check Pass > LOCKED

Select "OK" to complete the lock process.

This completes the ESO EHR User Guide. Should you have any questions, please do not hesitate to contact ESO Support at **866-766-9471** option 3 or support@esosolutions.com