



ESO EHR FAQs



Updated FAQs are located on the SCFRD Members Area-EMS
Page-ESO Folder

July 15, 2022

The following Job Aids have been added to the SCFRD Website-Members Area-EMS Page-ESO Folder:

EHR Validation Guidelines

EHR Hospital Destination

Locking and Syncing EHRs

Completing, Locking and Syncing Fire Incidents

Getac ESO Sign-On

We have discovered some clinicians are manually entering the hospital name and address instead of using the drop-down auto-populating list. This has allowed clinicians to free-type, entering abbreviations, incorrect names, and addresses that will not export to the hospital's Patient Tracker. If you are having to manually type in a hospital or their address you are not in the correct tab. See Job Aid **EHR Hospital Destination** to correct this.

Clinicians shall sign-on at shift change and ensure they update the tablet when signing on. If there are any unlocked or locked records found on the tablet at shift change they shall be sync immediately.

NetMotions was removed from the Getac Tablets on July 13th and connectivity should be more reliable.

June 29, 2022

What is the password to sign on to the Getac Tablet? Stafford1

Who can reset my ESO Password: On-Duty Battalion Chiefs and EMS Supervisors.

If BC or EMS2 is unavailable during normal business hours are:

Career members: Carlton Burkhammer at cburkhammer@staffordcountyva.gov

Volunteer members: Robert Eaby at REaby@staffordcountyva.gov


What is the address for the ESO Dashboard? <https://www.esosuite.net/login/>

What is the ESO Agency Code? VA00578

Who can unlock a locked EHR? Assigned EMS Supervisors and EMS QM

Who can unlock a locked Fire Incidents Report: Assigned BCs and ODCs

What is the difference between an Electronic Health Record (EHR) and ePCR? It is the same, just a different acronym.

EHR Validation Error: CAD did not import the County and I cannot enter the County. How do I validate this requirement? CAD imports the City as Stafford and the ZIP Code does not recognize the City and leave County blank. Delete City and selected the  tool and it will list correct options.

What values are required to Lock the ESO EHR? Refer to the Validation Spreadsheet left with each tablet and/or on the SCFRD Website-Members Area-EMS Folder-ESO File.

Where are the EHR Patient Narrative Templates? On the Getac Tablet screen and on the SCFRD Website-Members Area-EMS Folder-ESO File.

How many personnel can we add to the unit? As many as you want.

Which providers have to sign the EHR? The Lead Aide in Charge (AIC) and one additional provider (total of 2). It is recommended those ALS Clinicians that performed ALS Procedures should sign the ePCR. There is space for a 4 provider signatures in the ePCR.

Does a Transport Unit have to complete a Fire Incidents Report (NFRIS)? Yes, once the EHR is Locked (completed) it will auto create, and populate a NFRIS Report. If the transport unit was dispatched and responded alone the system should automatically lock the NFRIS Report.

If the transport unit responded with another transport unit, it is the responsibility of the unit transporting the patient to complete the Fire Incident Report for the assisting transport unit and to lock the Fire Incident Report. If neither transported a patient then it would be the first arriving unit's responsibility to complete the Fire Incidents Report for both units. If both transport units were placed in service before arrival then the first due unit is responsible for completing the Fire Incidents Report

If a Transport Unit is dispatched with a Suppression Unit the auto-imported EHR should complete the required EMS Unit Tab for the Transport Unit. The Suppression Unit would have to complete their unit tab information.

Is the COVID-19 Screening Form required? No, unless signs and symptoms cause suspect for COVID.

Where is the COVID-19 Screening Form located in the ePCR? Under Forms-Outbreak Screening-Select Outbreak

Can the BLS Approved Medications be highlighted under the Flowchart Tab? ESO does not permit editing of these titles.

How do I document a patient flown by helicopter?

For Disposition select: *Patient Treated, Transferred Care to Another EMS Professional/Unit.*

For Transport Method select: *Rotor Craft*

For Transferred To select: *EMS Provider (Air)* (Document specific aircraft in narrative: AirCare 1)

For Destination: Highlight Address

For Destination Name enter: Landing Zone

For Address enter: Address of Landing Zone

Is the ESO QUICKTREAT ALERTS Active? No, MWHC has signed a contract with VAOEMS and ESO however the HDE and ALERTS features have not been activated.

What if the Patient or Witness refused to sign the EHR? This is different than the patient is UNABLE to sign the EHR. Just document the reason. There has to be something in the signature box to validate and lock the EHR. Example: Patient refuses to sign EHR, type “see narrative” in the Signature Box, document in the narrative.

How to I used the Mobile-to-Mobile Feature? Refer to the instructions on the SCFRD Website-Members Area-EMS Folder-ESO File.

Notes:

When responding to 1745 Richmond Hwy, Rappahannock Regional Jail, please comment in your narrative if the patient was an inmate, visitor or employee.

MWHC has been contacted and aware of our ESO Implementation and signature requirements for Advance Airway Confirmation, and as a witness when an EMS Provider signs for the Patient.

Each Transport Unit has received an 110v and 12v Getac Charger. The 110v Charger should be left plugged in the patient compartment, it will charge when the vehicle is plugged in to shore power. The 110v outlet does not have power when the shore line is disconnected unless the provider manually turns on the inverter. The 12v outlets do not have power unless the vehicle is running.

There are two 110v Getac Chargers at SHC and MWH in the EMS Room.

The following transport units will be issued a Getac Tablet on June 30th: A1, A2, A3, A4, A5, M5, M6, M7, M7B, M8, A9, M9, M10, M12, M14.

Suppression units with the Getac mount will be issued a Getac Tablet on June 30th: E9 and E12.

Once hands-on training is completed the remaining Getac Tablets will be assigned.

BC1, EMS2 and EMS Division each have a loaner Getac Tablet.