

ESO EHR Accountability Best Practices Information Sheet

This information sheet provides best practices for managing records that are in the daily accountability report. Included is basic background information on how the data is processed and stored in the ESO databases. DNI imports the data from both of those databases and through advanced queries reconciles the incomplete records with the locked records.

The ESO databases used for ESO “Adhoc” reporting are updated daily at approximately Midnight. They are the “CAD Reconciliation” and “Incident Details” databases. As a result of that process the data is not provided in “real time” when the accountability (incomplete) report is generated.

For example, if your daily accountability (incomplete) EHR report is processed and sent to your agency daily at 08:00, anything that was generated, imported from CAD or locked between Midnight and 08:00 will not show or be updated on the report. Including any EHR’s that may have been completed and locked from the previous days incomplete report during that time...

The ***BEST*** practice (in theory) is the crew should import the CAD data as soon as possible after (or if resources permit during the incident) the response, complete and lock the record. As a reminder the CAD data does not update the EHR automatically, the crew must re-import the data manually after they have cleared the incident to ensure they have the most current time information available from the CAD.

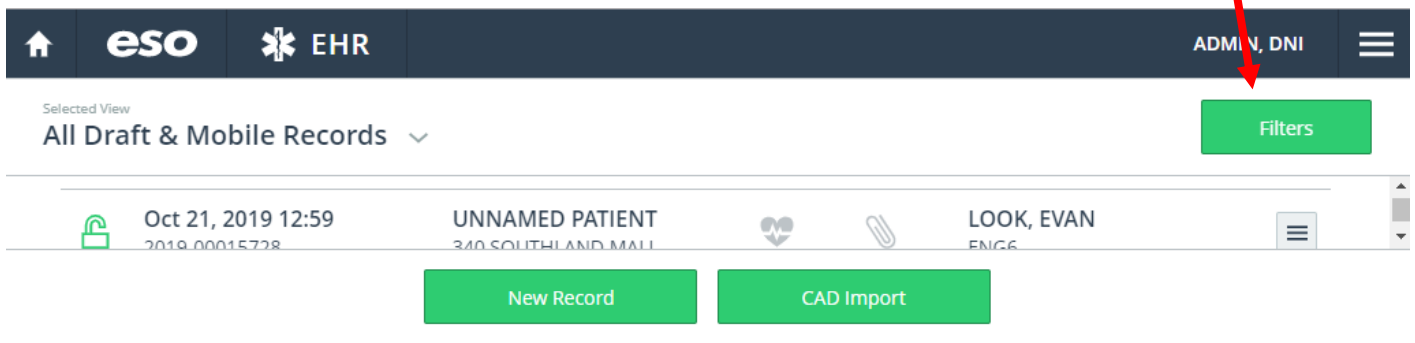
- “CAD Reconciliation” data.
 - The CAD import function provides the ability to import the incident demographics (Incident Number, location, times, etc...) directly into the EHR. The behaviors and processes are described below.
 - Import Process:
 - The data is imported into the “CAD Reconciliation” database where it is updated until the unit’s status is “Available”
 - Behavior:
 - That data is updated for up to 72 hours, *after that it remains in that status in perpetuity.* For a “Missing” record to be automatically removed from the daily incomplete report it must be selected from the CAD Import section and an EHR generated using that CAD data.
- Process to remove the record from incomplete report:
 - If the user or administrator attempts to Delete the EHR by selecting “Delete” from the “Hamburger Icon” it will not be removed from the incomplete EHR report and will remain in “Missing” status forever...
 - Why?
 - There is no “Deleted” Status in the ESO Incident Details Database, only “Draft” or “Locked” status
 - Best Practice to remove the EHR from the incomplete report:
 - If there is a duplicate report or one was created by the crew manually.
 1. Import the CAD Data for the incident in question.
 2. When you select the CAD import record it will open a new EHR
 - **DO NOT DELETE IT...**
 - Complete the record using a “Cancelled” type disposition.
 - In the narrative provide a brief explanation as to the circumstances and then “lock” it.

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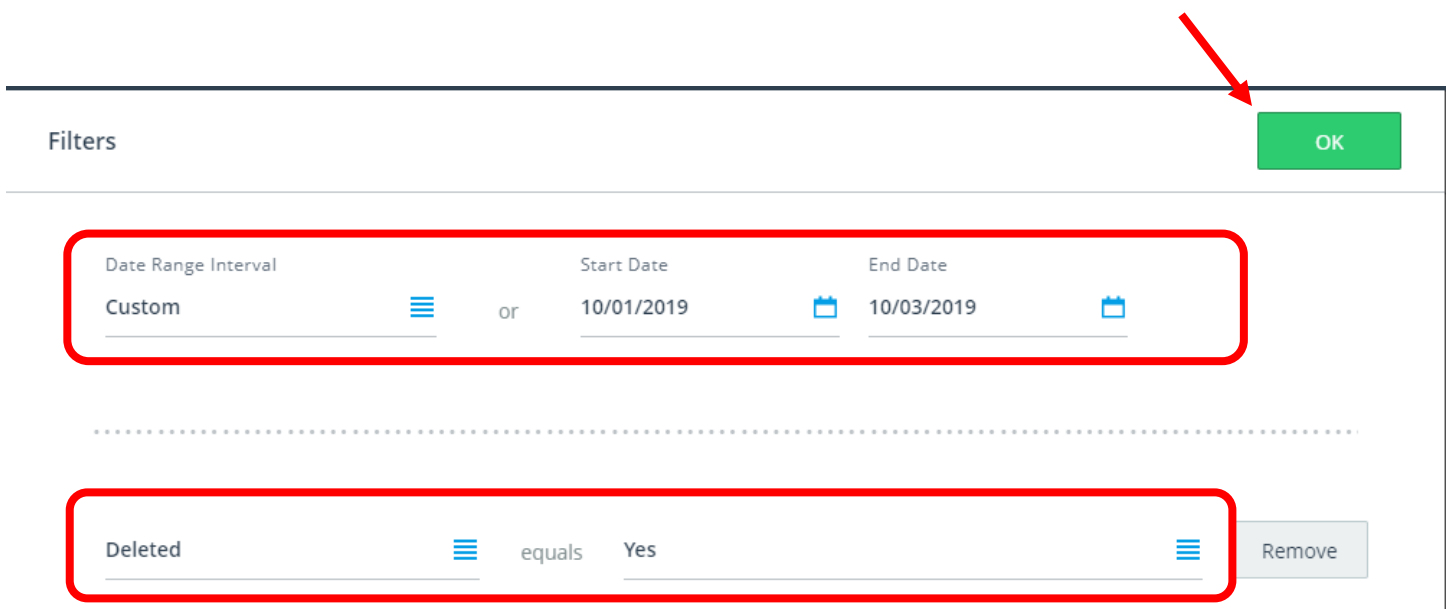
3. That process will satisfy the requirements and remove it from the incomplete report the next day it is generated with updated data from the database.

How to find a “Deleted” EHR and “Undelete Record”

- Login to your ESO Web Instance.
 - In the EHR section click on the green **“Filters”** button on the upper right of the screen. That will open the section to enter filter options.



- Select a date range Interval by clicking on the current selection (90 days is the default). For a specific date select **“Custom”** from the menu or one of the other pre-defined choices
 - For **“Custom”** enter a **“Start Date”** and **“End Date”** using Calendar Icons.
 - In the **“Status”** option (below the date range), click the section select **“Deleted”**
 - Tab to the next section, click the hamburger icon again and select **“Yes”**
 - Once you have the filters set click the green **“OK”** button to see the results page



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- It will display the results for “Deleted” records for the dates selected
 - Click the hamburger icon on the right of the record to **“Undelete Record”**
 - If the record is **“Locked”** you can **“Unlock”** it first and then “Undelete” it.
- Once you Undelete the record it will be visible on the main EHR page where it can be opened and edited with the outcome information necessary to remove it from the incomplete report.



- In order to remove a record that was created using the CAD Import data the user must treat that as a “Cancelled” type disposition. If not it will continue to show on the daily incomplete report.

Notes on “Manually Created” EHR’s

If the crews create an EHR without using the CAD Import function it is recommended that if they discover that there is CAD data that can be imported they should do so. It is a simple process while working on the EHR.

There is an information sheet on the Support Website on this process as well. There are also videos on the basics for importing CAD data and correcting one with the wrong CAD data. Both would apply to importing the CAD data into a manually created EHR

http://dnisupport.net/uploads/ESO_FAQ_Vs_2_August_25th_2019.pdf - Page 2 of the FAQ’s

