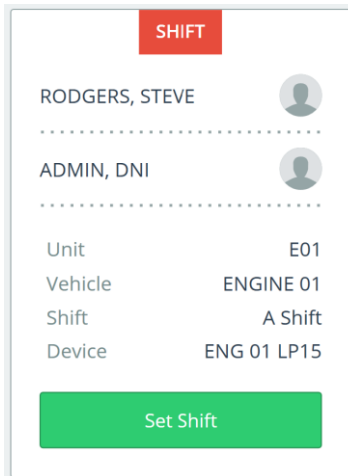


1) What are the differences between the Web Version and the Mobile Version?

- a) With the Mobile Version you can setup your “Shift” information for the day and it will allow you to populate the Crew, Shift, Unit and Cardiac Monitor information into each new record. It will also set the CAD import filter to only show incidents available for that Unit.
 - **Note:** If you restart the device using the Mobile Version App the Shift information will need to be re-entered.



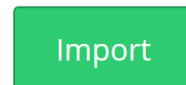
- b) With the Web version the Shift Information must be entered manually for each new EHR created.

2) How do I find CAD information to Import in a new EHR?

- a) In the Dashboard of the Mobile Version there is a “Quick Links” section where you can select “Import From CAD”. If you have your Shift setup with the Unit information entered it will filter it Automatically.
- b) In the Web Version the “CAD Import” button is on the middle bottom of the page. You will have to use the filter button in the upper right of the window to select your Unit and any CAD records that are available to import.
- c) You can change the filter to show “ALL” CAD records, or filter by another specific Unit in both the Mobile & Web Versions. The filter is located in the upper right of the CAD Import window, that will show available records to select from. (Note: when Unit is defaulted to “ALL” it will only display data for the last 72 hours, when a specific unit is selected it will show available dispatch records for the last 6 months)
 - Click on the Button to change filter selection
 - In the Web Version it defaults to “ALL” Units

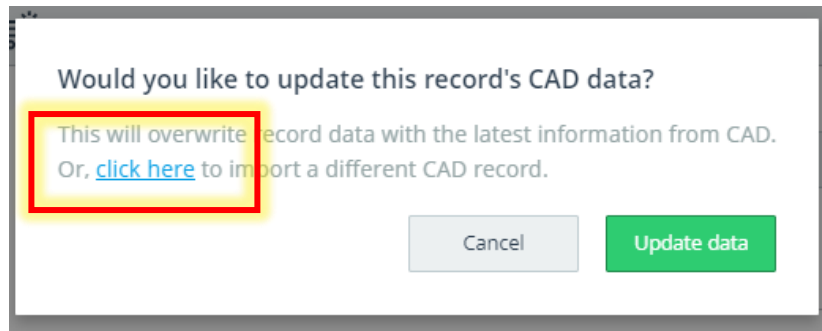
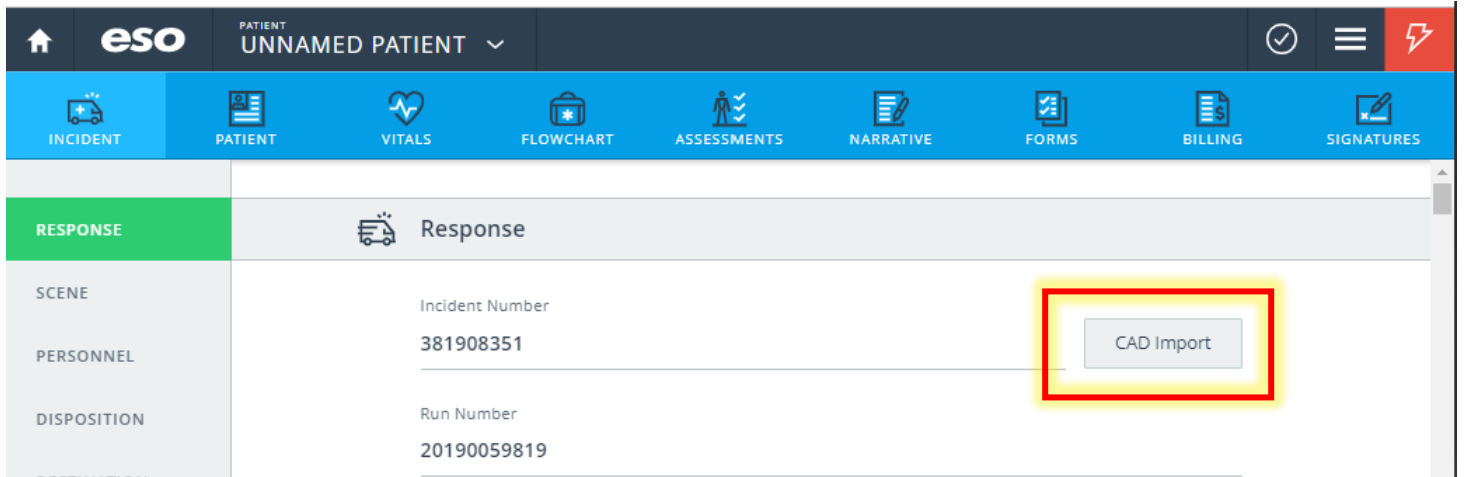


- d) Once you locate the correct record, highlight it (tap or mouse click on it) and select

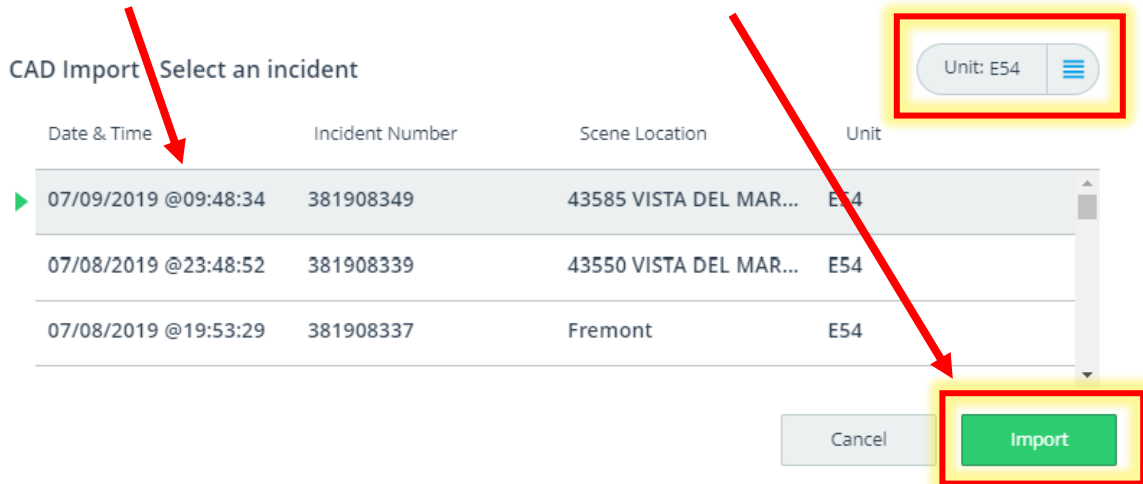


3) What do I do if I request the wrong Incident from the CAD Import?

- a) If you import an incident from the CAD and start an EHR and then realize you have the wrong incident information the following process should be performed.
 - i) Go to the main “Incident” tab and the “Response” section. Next to the “Incident Number” field click the “CAD Import” button to open the CAD Import window. It will give you the option to update the current CAD information if updated information is available, or you can select “Click Here” to import a different CAD record (the correct one if available).



- You may need to change the “Unit” to “All” to find the correct incident, or change it to the Unit number it is assigned to.
 - Highlight the correct incident and then select “Import”



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- Click on “Refresh with new data” button. It will import the incident information for the incident you have selected and release the incorrect incident that was originally imported and will allow other users to select that information for the EHR they need to complete

CAD Data Partially Imported

Some fields could not be imported until corrections are made

- **Unknown Value For Import**
Affected fields: Scene: Zone

Refresh with new data

4) What is the procedure for documenting “FRALS Ride-In”

- In situations where the FRALS Medic accompanies a patient to the hospital in either an ALS or BLS Transport Unit, this is the recommended documentation practice.
 - The “Disposition” recommended is “Assist, Unit”
- Navigate to the top level “Incident” tab and then scroll down or click on the “Additional” section at the very bottom of the page.
 - In the “Additional Agencies” dropdown menu select: “FRALS Ride In”
 - In the “Additional Responders” dropdown menu select: “Other EMS Agency”
 - In the “Additional Responders Injury, Exposure or Death” dropdown menu select “None”
 - in the “Additional Comments” section enter a brief summary of events (example shown in the screenshot below).

The screenshot shows the ESO patient record interface for an unnamed patient. The top navigation bar includes a home icon, the 'eso' logo, and a patient dropdown menu. Below this is a blue navigation bar with icons for Incident, Patient, Vitals, Flowchart, Assessments, Narrative, Forms, and Billing. The main content area is divided into sections: RESPONSE, SCENE, PERSONNEL, DISPOSITION, DESTINATION, TIMES, MILEAGE, and ADDITIONAL. The ADDITIONAL section is highlighted in green and contains the following information:

- Additional Factors**
- Additional Agencies**: FRALS Ride In
- Additional Responders**: Other EMS Agency
- Additional Responders Injury, Exposure or Death**: None
- Additional Comments**: Medic A. Smith rode in with the patient in ALS FALCK Unit B120. Transport Medic B. Jones assumed primary care during transport.

5) **What is the procedure for documenting a “Coroners Case” ?**

a) In the Disposition section select the values shown in the screenshots below. These are the best (and only) NEMIS based choices currently available. ALCO EMS is working with ESO on a permanent solution.

i) **“Disposition” fields and values to select.**

b) **“Destination” fields and values to select. You must select the values shown below so the Coroner’s Office has the ability to access the Patient’s EHR in the ESO Patient Tracker System.**

- Destination Type = **“Hospital”**
- Destination Name = **“Alameda County Coroners Office – Morgue”**
- Department = **“Other”**
- Hospital Designation = **“Hospital”**