

ePCR FAQ's for Inbox (Pending PCR's)

Updated on: May 1st 2014

Question:

- Why do I see multiple “Dispatched” status incidents in the “Pending PCR's” box that I did not respond to?

Answer:

- The Incidents are assigned to the Unit you selected for the crew setup for **all shifts**, they are not just for your shift or assigned to a specific crew member initially. The PCR's should be requested prior to going off duty which will then assign them exclusively to you and the current crew that you have setup until it is completed and saved to server.
 - All incidents in “Dispatched” status will show up in the “Pending” box on the bottom. You must select the incident you responded to and request it. Once you request it the crew you created will be the only ones that can see it until it is completed.
 - **Important Note:** You cannot request a dispatched PCR to just “look” at it and then put it back in the pending box. It will then be assigned to you and the crew members setup for the shift and must be moved by an administrator if you do not have the rights to transfer PCR's
 - You can adjust the columns to see more information, or resize the screen to full size. Confirm incident numbers and location before requesting a PCR. If the PCR's are requested during your shift there should not be incidents visible that you and your crew did not respond to.
 - These are incidents in “Dispatched” status for “E91”, All Shifts from time you went live.

Run/Case Number	Depart Scene	Status	F...	L...	Address 1	D
E91_121301844		Dispatched			STANLEY BL & VALL...	
E91_121301842		Dispatched			4436 MIRADOR DR	
E91_121301806		Dispatched			1024 SERPENTINE ...	
E91_121301788		Dispatched			QUARRY LA & BOU...	

▪ **Status Definitions in the Pending PCRs Box:**

- “Dispatched” = No one has claimed responsibility for the PCR yet (All shifts for that vehicle)
- “Open” = You are on the crew that was setup when it was requested
- “Complete” = The PCR has been sent to you by Admin for review or correction – these are in a workflow and require some additional items or corrections. See the how to return workflow PCR to Admin/QA information sheet...

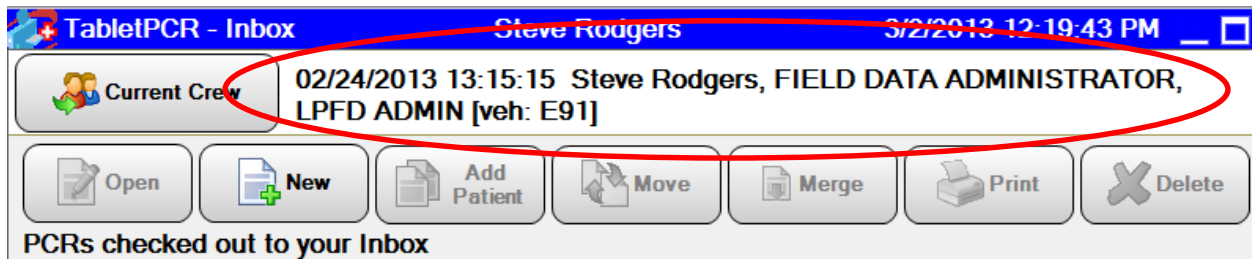
ePCR FAQ's for Inbox (Pending PCR's)

Question:

- Why do I see “Open” status calls in the “Pending PCR's” section when I did not respond to that incident?

Answer:

- This is due to someone requesting a PCR from the Pending PCR's without editing the crew that was setup previously. If your name was on that crew and the PCR was requested it will remain on it until someone removes you from the crew.
- The Current Crew should always be confirmed before requesting a PCR. It can be changed for that PCR in the review section for that PCR only. The current crew must be changed to prevent further PCR's from being assigned to wrong crew member.
 - Whoever is on this crew will be assigned to any new or dispatched PCR's requested



Question:

- Why is the last incident I responded to not in my “Pending PCR” box but is in RMS?

Answer:

- The incident must meet the criteria for being generated from the CAD to ePCR. The RMS interface does not have the same criteria and will generate and populate RMS for all responses from the time you are dispatched. Occasionally a system or CAD related issue may result in a PCR not being generated. The user will then have to complete the PCR manually.
 - Criteria for FRALS Non-Transport Agencies:
 - First, if someone else has requested the PCR by mistake your admin will have to research and reassign the PCR to you. The person may not have notified anyone they requested the wrong PCR. It will show up on the incomplete report that is sent daily to the admin staff.
 - You must have an “On Scene” time stamp present and it must be a “Medical” type nature to generate.
 - The “Vehicle and Agency” it is assigned to must match. On occasion auto-aid and mutual aid calls will have the wrong criteria in the CAD and the record will not be created. You will have to create a manual PCR.

ePCR FAQ's for Inbox (Pending PCR's)

- **Why is the last incident I responded to not in my Pending PCRs box but is in RMS? (Continued)**
 - If you are not on the initial dispatch or switch units after being dispatched on the same incident number you may not have the record generated. You will have to create a manual PCR.
 - This occurs frequently when you are at a dual staffed house, then you switch units after the first unit is dispatched to the same incident. The first unit is cancelled from the incident, now the system considers it to be closed. A new separate incident would have to be generated for you.

Question:

- **What do I do if I am at an incident that was not initially a medical and have to complete a PCR?**
 - i.e. Structure Fire, Lift Assist, Public Service, Etc...

Answer:

- There are a few options for you.
 - You can create a "New" manual PCR and enter the CAD information for the incident.
 - You can request the Comm. Center to cancel you on the current incident and create a new medical type incident, make sure they put you on scene and have the appropriate response information entered.
 - If you are at a fire and perform a rescue with no patient care, and the Paramedic Ambulance is at the scene to takes the patient from you they can complete the PCR. You can just document your non patient related information in FireRMS or other reporting tool used. (Follow your department policy)

Question:

- **I completed a "Manual PCR" and now the "Dispatched" PCR is showing up in the "Pending PCR's" section, how do I get rid of it?**

Answer:

- There are 3 things you can do to get rid of it:
 - If it shows up before you have completed the manual one you can request the "Dispatched" PCR and merge them into one in the upper box. Highlight them both and select "**Merge**" button.
 - Request the dispatched PCR and open it. You can go to the "**Outcome**" section and select "**Cancelled/Not Applicable**" and enter in the narrative it is a duplicate call.
 - Contact your administrator with the information (Inc # or PCRID) to remove it from the system.