Key Points for ePCR Initial Login and ePCR Check Out Procedure

This document covers the basic steps and requirements to successfully request, open and complete an ePCR. The basic design and operational concept of the program is that "EMS First Responders" will respond to a medical emergency, then either return to the station; or use an optional mobile device to initiate and complete the patient care report the same day as the incident. Follow the steps listed below to reduce the possibility of creating unwanted PCR's in the pending box and the potential of notifications by your administration that you have incomplete reports.

Requirements set by the State and County that all reports will be completed and submitted within 24 hours.

1. At the start of your shift the Medic or EMT who will primarily document patient care reports should sign into the application, and create the crew assigned to the apparatus for that shift. This only needs to be completed once for the tour and possibly longer if no updates are sent out. The crew will be saved on the computer you used when the crew was setup. If a second medic will be sharing the reporting duties he should also login and create the same crew information. This way he is able to sign in and retrieve dispatched incidents if needed.
2. Respond to the Incident and gather patient information using your field notes as you currently practice.
3. When you return to the station and are ready to work on reports, sign in and retrieve the "Dispatched" PCR in the Pending Box. Confirm the "Incident Number" and Address that you responded to is correct.
    a. If you check out the wrong one, either contact your admin person, or you can look up who was supposed to request it from a previous shift and add them as a crew member for that PCR in the "Review" and "Crew" section. You should notify them it is now visible in their Pending Box.
4. Complete the PCR as required. Either a full patient contact report or "311" no contact report with minimal information. Level of Service = "Clinical Care Provided" or "Provided Manpower Only" / "Cancel/NA"
5. Once you have marked the report "Complete" then "Save to Server" to remove it from your pending box.
6. If you are not going to complete it at that time, always save it to server and exit the program so you can access it from any location at a later date.
7. If you do not request the calls that you responded to for that shift it will show as a "Dispatched" call for all shifts using the apparatus in their current crew. If someone else request the one you responded to they will have to contact the admin person to reassign to you.
8. At a minimum you should "Request" all "Dispatched" incidents in your "Pending Box" prior to going off duty. That way it will now be assigned to your crew members and no longer visible to any other crews.

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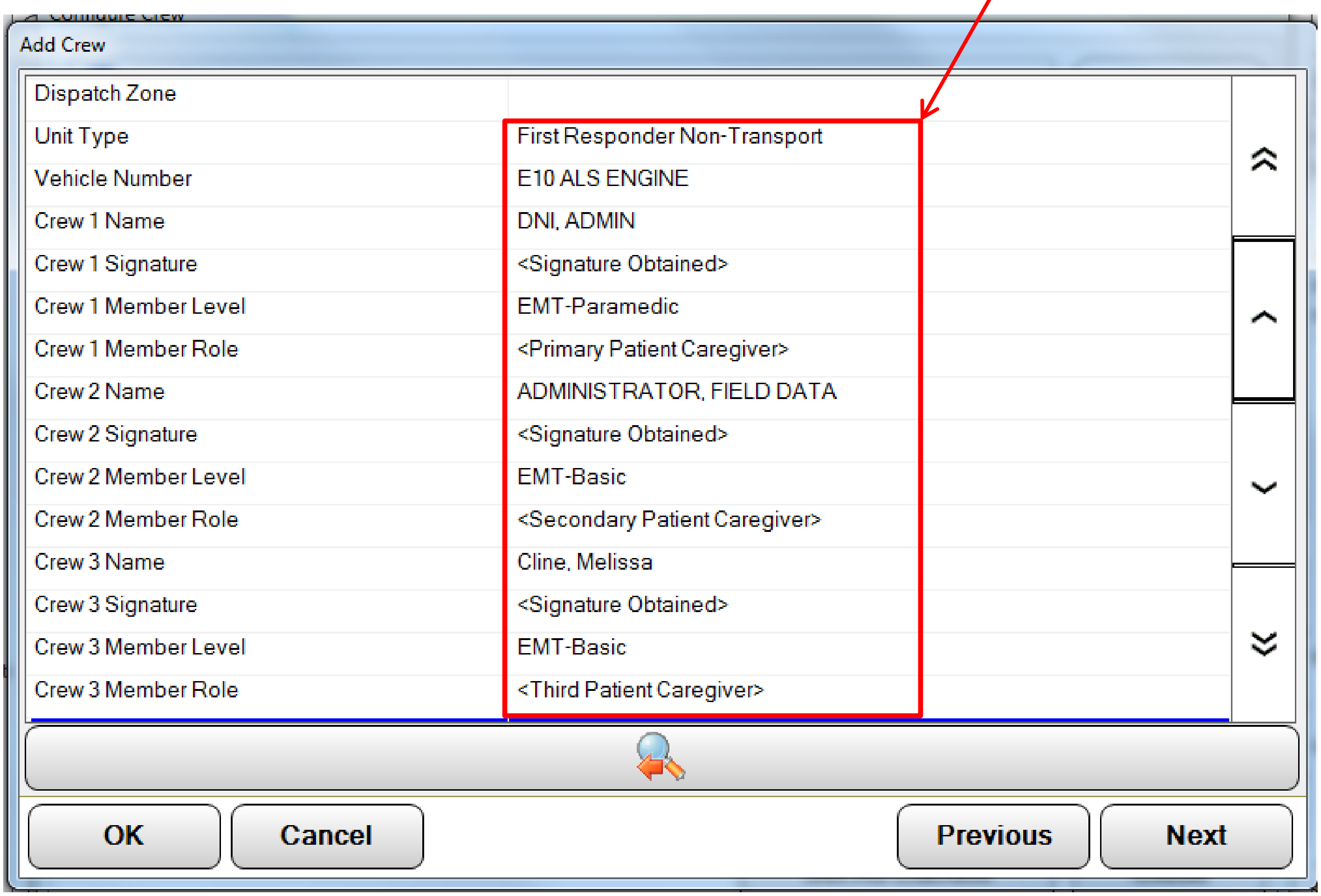
If you are using the WebPcr application you can locate it at the following URL:

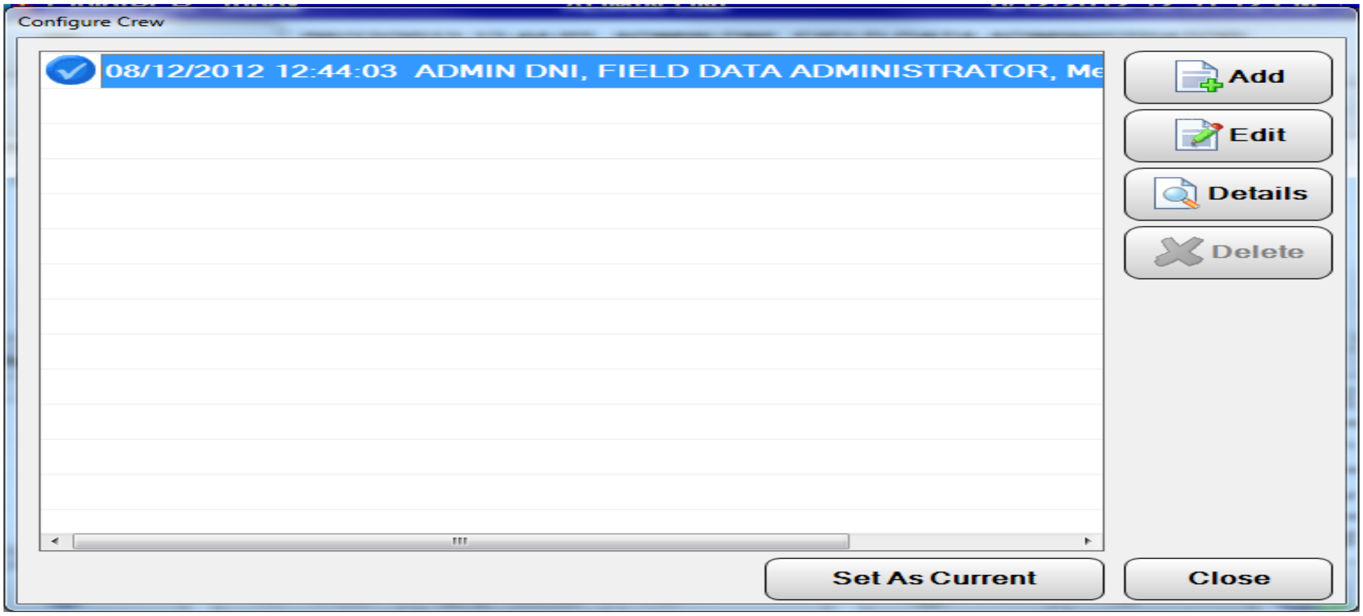
- WebPcr Production Address (live version): https://alco.customer.zolldata.com/webpcr
- The Current training WebPcr system can be accessed at: https://epcr.dni.net/webpcr
- **For WebPcr:** Select your agency name.
    - User Name: first initial and last name i.e.: "jsmith"
    - Password: Badge / F# / Etc... for your agency, followed by "epcr" lower case
        - Example: "123epcr"

- Open the program and sign in under your agency (Company). Find your Name in the crew list and enter your Password.
    - Check with your administrator if you do not know your password format. Most agencies are using Employee Numbers, Badge Numbers or EMT/Medic Certification Number. All passwords must include "<u>**epc**</u>r" in lower case after your password.
        - Example: "**12345epcr**"

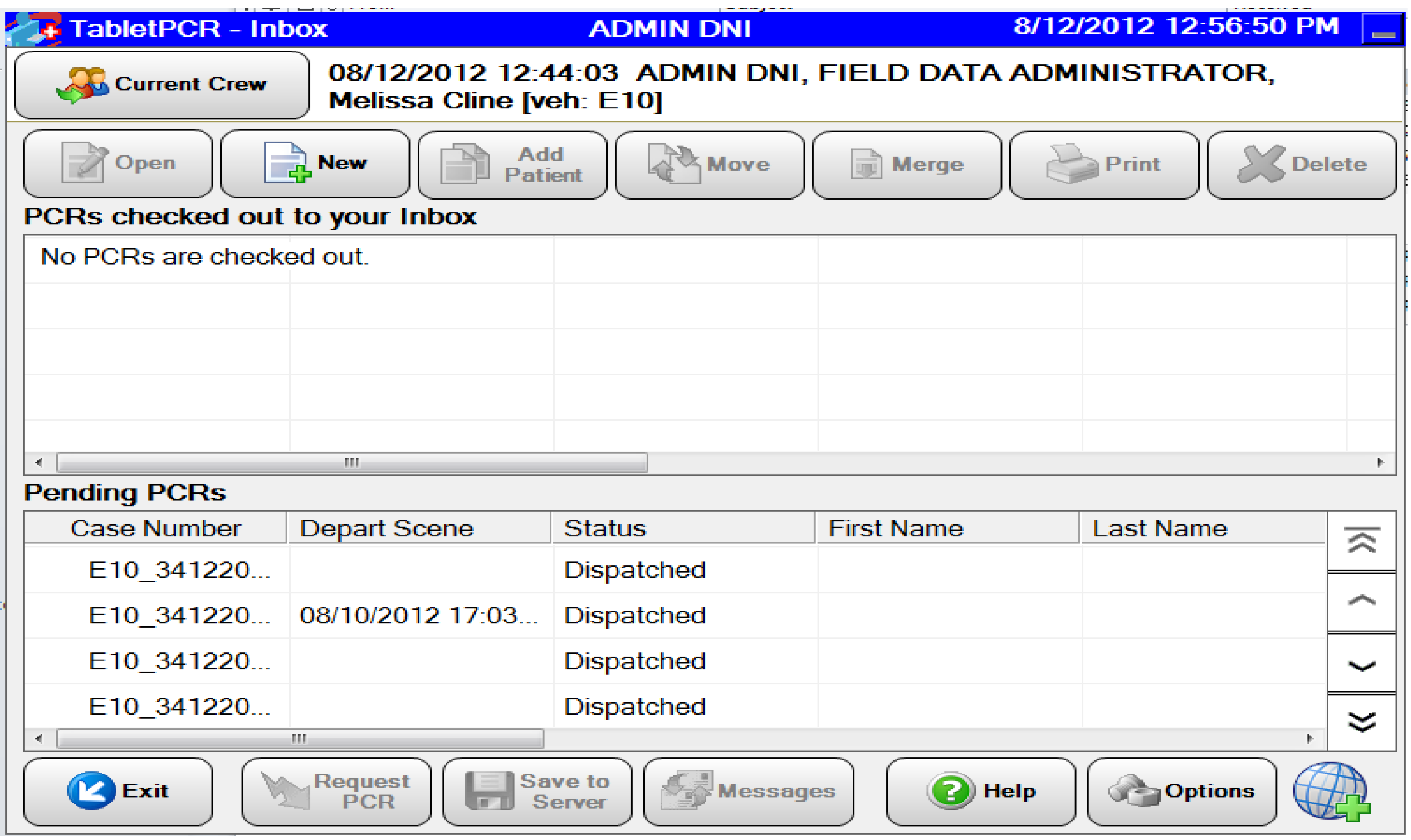
- Click on Current Crew Button at the top of the application.
    - <u>**"Add"**</u> your crew information for the apparatus you are assigned to for the shift. It only needs to be completed once and it will remain the same throughout the tour. Even if it's 48 hours. Typically it will keep the information until a system wide update is received.
    - Enter <u>**ALL**</u> of the following information for each crew member: (Everything in the **RED** box below)
        - **Name** (Required for each member on the apparatus for the shift)
        - **Signature** (use mouse or click on cancel to skip this field)
        - **Member Level** (Required for each member setup)
        - **Member Role** (Required for each member setup)
    - Once you have entered the information shown below:
        - Click <u>**"OK"**</u> this will take you back to the "**Configure Crew**" Screen.



- Click on **<u>"Set As Current"</u>**, this will return you to the "Inbox" section.



This is what you should see when you return to the inbox. If you have any **<u>"Dispatched"</u>** Status calls it means that they have not yet been requested by the crew that responded to that incident. Once you request a PCR it will be assigned to the crew you have setup for the shift. If you request one that you did not respond on it will have to be reassigned to the crew that it belongs to. See page 5 with guidelines to prevent this from happening to you.



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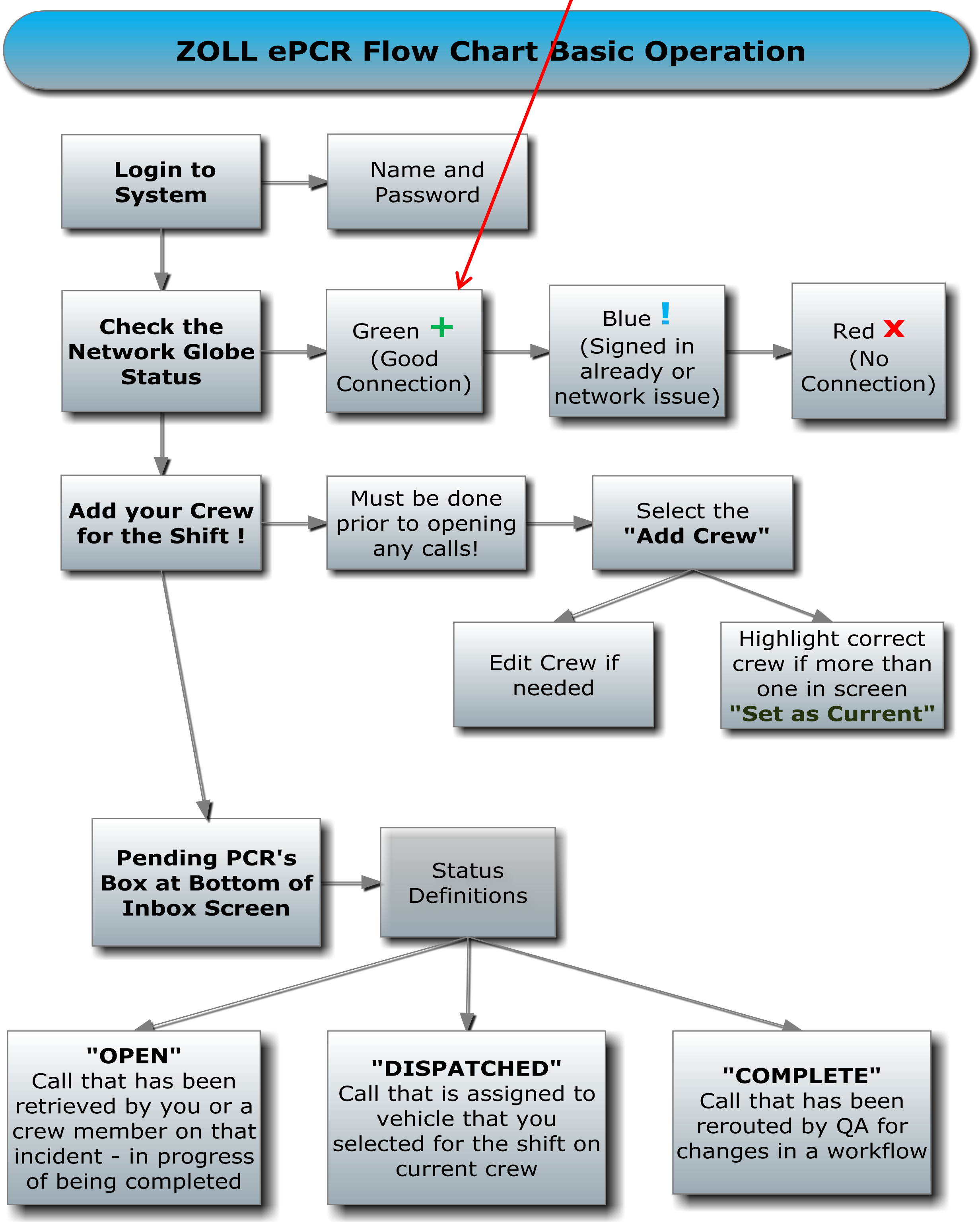
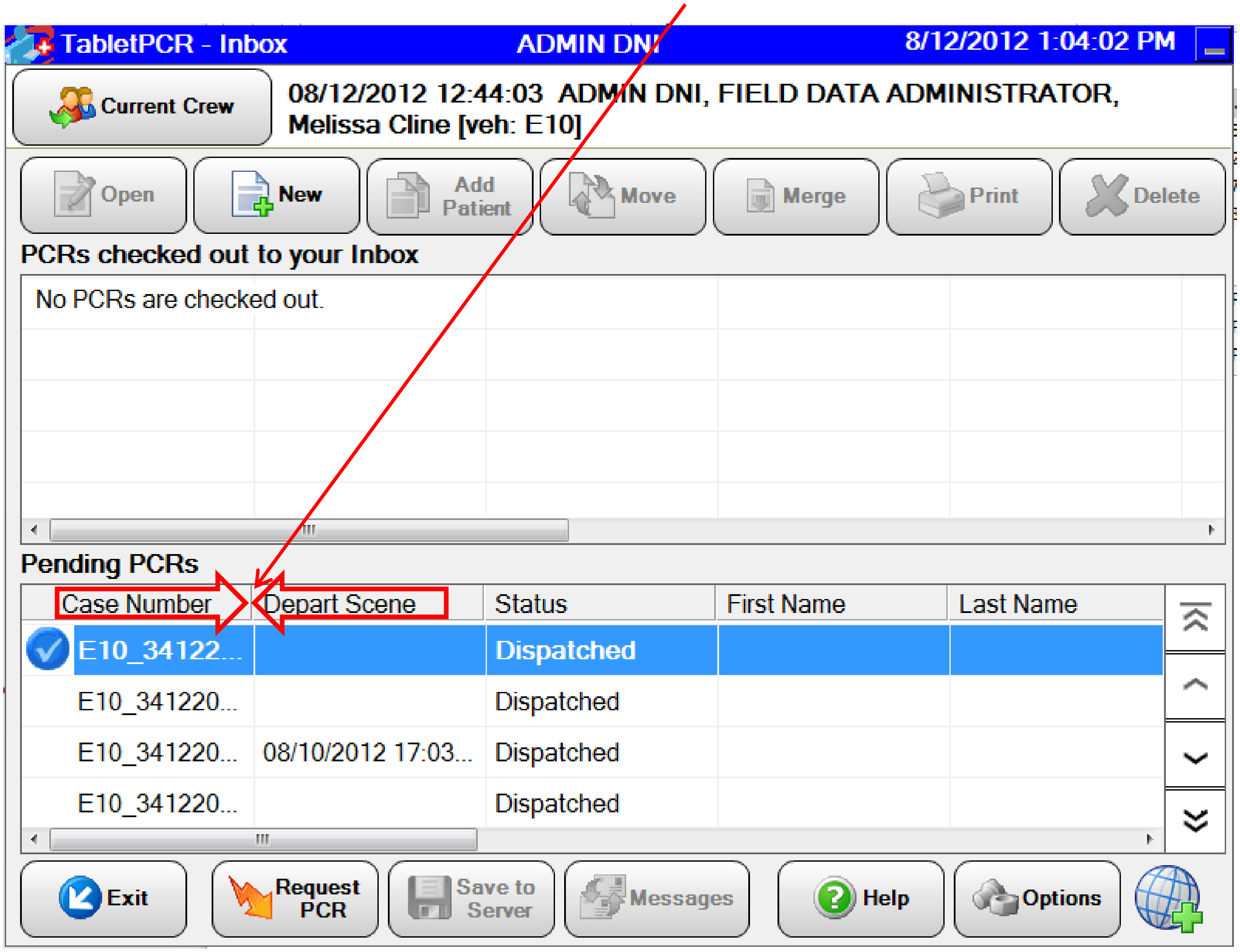
If you do not see any expected PCR's in the "Pending PCRs" Box. Check to see if you have a Green Plus in the Globe at the bottom. If not you will not have access to the dispatched or any open calls you have on the server. (See Resource Guide for more information)



Guideline to prevent requesting the wrong incident and assigning it to you and your crew.

1. Before requesting any **<u>“Pending PCR’s”</u>** in a **<u>“Dispatched”</u>** Status, make sure the crew you have setup is correct.
2. **CONFIRM INCIDENT NUMBER AND ADDRESS ARE CORRECT BEFORE YOUR REQUEST IT.** Use the scroll bar on the bottom of the pending PCR box to see and confirm the address on the right side.
3. **<u>SINGLE</u>** Click and highlight the Incident you responded to and are required to complete a PCR for.
4. Click on **<u>“Request PCR”</u>** button at the bottom
5. You can resize the fields to see the information. Click and Drag on the line to open it up.



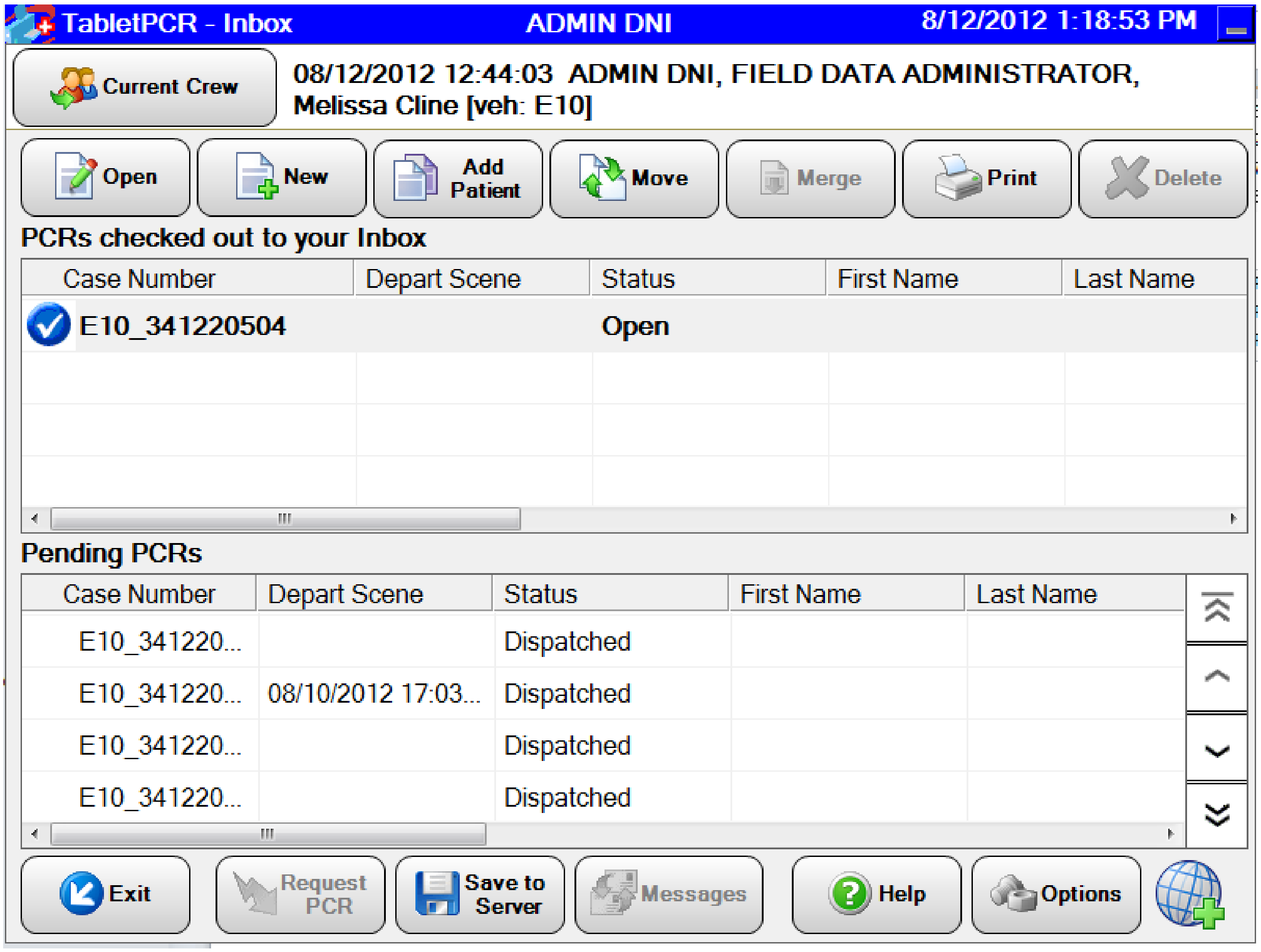
IMPORTANT NOTE:

As a general practice, prior to going off duty it is recommended that you “Request” any “Dispatched” PCR’s. Then “Save To Server”. Even if you have multiple pending PCR’s.

If this is performed as a regular practice the PCR’S will then be assigned to you and your current crew until they are completed. If not, it is possible that the next shift could accidentally request one that you are responsible to complete. Your administrator would then have to reassign it. that could result in a delay if notifications were not made by the person who requested the wrong one. The “Dispatched” PCR’s are for that vehicle/apparatus for all shifts. Not just the shift you are working today. And they are not assigned by crew members until you request them.

Once you request the PCR it will change to **<u>“OPEN”</u>** Status. It is now only available to you and your crew until it is marked **<u>“Complete”</u>** and **<u>“Saved to the Server”.</u>**

- You can now **<u>“Open”</u>** to begin editing, **<u>“Add Patient”</u>** if you have more than one for that incident.



Once you have either completed the PCR, or you are going to finish it later. Return to the Inbox and always save to the server. Otherwise it will only be available on that workstation you were using last.

“SAVE TO SERVER” AND “EXIT” PROGRAM WHEN DONE EACH TIME!!

Clinical Care Provided:

- This selection is for calls where you arrived at scene first or provided some type of care and assessment prior to turning over care to transport or other agency.
    - Document all care and treatment provided prior to transfer of care
    - Document the time “Transfer of Care” was performed in the “Trip” and “Times” section.

Provided Manpower Only / Cancel/Not Applicable Calls:

- These are calls where you either:
    - Provided assistance only to provider not from your agency that has arrived before you and assumed patient care, you assisted and did not provide invasive treatments or other care that would require you to document that care and treatment.
    - You arrived first and the patient was transported by your agency ambulance, all care will be documented on a single patient care report, including any interventions you provided prior to the ambulance arriving.
    - You are dispatched to provide assistance only – LZ, Manpower, Etc… on a medical type incident
- In the “Outcome” tab
    - “Level Of Service”
        - Select “Provided Manpower Only”
            - **DO NOT SELECT ANYTHING IN “PATIENT DISP” (THIS IS FOR CLINICAL CARE PROVIDED)**
        - “Cancel / Not Applicable”
            - **DO NOT SELECT ANYTHING IN “PATIENT DISP” (THIS IS FOR CLINICAL CARE PROVIDED)**

Complete and Save to Server:

- Once you have entered all the pertinent information related to care. Select **“Complete PCR”** if all closed call rules have been satisfied it will take you to the completion screen.
    - Highlight your name and enter password.
    - Click Done
    - Save to Server