

ePCR Level of Service & Patient Disposition Definitions

Updated January 2018

Alameda County EMS Agencies

- **Level of Service Descriptions and Use Summary:**
 - **“Clinical Care Provided” (Set as default)**
 - For all patient contacts when care and treatment is provided by all agencies, including AMA’s and Determination of Death.
 - This level of service requires a ***Patient Disposition*** and all closed call rules currently required for Patient Contact. (Demographics, VS, Assessment, and Response Information)
 - **“Initial Assessment Only”**
 - For initial patient contacts where there is a limited period of time between FRALS and Transport Unit arrival and patient requires a basic initial assessment only. Any additional care or interventions will require a full patient care report.
 - Can also be utilized as a quick initial assessment for transport units. All information entered in the initial assessment section will populate to corresponding sections if a complete PCR is required.
 - Example:
 - FRALS Engine arrives at scene 1-2 minutes prior to transport unit for a patient with non-life threatening complaint, crew only has time to obtain a brief HPI, PMH and VS before transport medic assumes care of patient....
 - Close Call Rules:
 - Basic Response Demographics (CAD Imported)
 - Basic Patient Information (Name, Gender, Age (DOB), Weight, Race)
 - Complete Initial Assessment section (All V.S. If possible – leave any fields blank if unable to obtain and document why in narrative)
 - Brief summary narrative to support findings and use of initial assessment section
 - **“Limited ALS Interventions (Assist Prim. Care Medic)”**
 - To be used when assisting the Medic that has primary care responsibilities. Example would be FRALS Medic arrives at the same time or shortly after the Transport Unit Medic who has already assumed primary care responsibility, they request assistance with establishing an I.V., or other interventions. These interventions can now be performed and entered in ePCR without having to complete all required fields as if you have assumed primary care.
 - Required Fields / Rules:
 - Dispatch Demographics (CAD Imported with several additional fields)
 - Minimum Patient information
 - Intervention Details you performed on Patient
 - Level of Service = “Limited ALS Interventions”
 - Brief Narrative to summarize basic call information
 - Other sections optional but desirable (PMH, VS, Assessment, Etc...)
 - Any required Fire RMS export fields (Varies by Fire Agency)
 - Any Agency specific close call rules...

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- **“Technical Assistance Provided – No Pt Care Provided”**
 - This selection to be used when there are specific activities other than patient care provided by apparatus in a support or technical role.
 - Examples:
 - Extrication from a vehicle accident
 - Assist transport unit in moving a patient to a gurney, ambulance, bariatric patient, etc...
 - Any other situation that requires assistance without direct care of a patient
 - Rules:
 - Basic response demographics (CAD Data)
 - Outcome > Level of Service = “Technical Assistance Provided – No Patient Care Provided” is selected
 - Brief Narrative for type of assistance provided
 - Any agency specific rules (FireRMS, etc...)
- **“Cancelled – PTA or At Scene - No Pt Contact”**
 - Use this selection if your are cancelled and there was no patient contact.
 - Examples:
 - Waved off by other responders at the scene after you verbally or physically (MDT) placed apparatus on scene which generated a required PCR in the system. (On Scene time is present in the CAD system)
 - Unable to locate a patient after arrival at the dispatched location
 - Placed on scene accidentally, at scene time stamp in CAD (generated an ePCR)
 - Rules:
 - Basic response demographics (CAD Data)
 - Level of Service = “Cancelled – PTA or At Scene - No Pt Contact”
 - Any agency specific rules
- **“Refusal of Service (Log Only)”**
 - No Changes for use of this level of service.
 - For tracking an incident with multiple persons that do not require medical attention, but where involved in an incident that may have resulted in injury or illness.
 - Document a single ePCR for the incident and list person’s names in the narrative section. They will sign the paper log separately for reference as required. File with your agency as per local policies and procedures.
- **“Return of Flight Crew – (Transp. Units Only)”**
 - For documenting circumstances when air ambulance personnel are returned to aircraft with equipment from an EMS incident.
 - Example:
 - No LZ at receiving hospital, required a ground transport from LZ to Hospital and then a return of flight crew to aircraft at the LZ.

• Patient Disposition Descriptions and Use Summary

- **“PPlus Transport – No FRALS Ride-In (Pvt. Amb. Use)”**
 - PPlus use only for all basic transports with no Fire Ride In
- **“PPlus Transport – FRALS Ride-In (Pvt. Amb. Use)”**
 - PPlus use only for all basic transports with Fire Ride In
- **“FRALS Transfer to P+ Unit (No FRALS Ride-In)”**
 - **FRALS** use only – Pt is transferred to Paramedics Plus for transport and FRALS Medic does not ride in to the hospital with patient to assist with care
- **“FRALS Transfer to P+ Unit (FRALS Ride-In)”**
 - **FRALS** use only – Pt is transferred to Paramedics Plus for transport and FRALS Medic accompanies Paramedics Plus crew to the hospital with patient to assist with care
- **“Transport By Own Fire Agency”**
 - For use by ACFD, Alameda City, Albany, Berkeley and Piedmont Fire Transport Agencies
- **“Transport By Other Agency”**
 - For use when patient is transported by another agency (AMR, San Ramon, SFFD, Etc...)
 - Use if you accompany the patient as either primary or secondary care giver as well
- **“Transfer of Care – Outcome Undetermined”**
 - To be used when you turn over care to another agency (transport, etc...) and it has not been determined if the Patient will be transported or sign AMA. The transport agency assumes care, releases FRALS crew, and will remain with patient until the disposition is determined either way.
- **“Transport By Air Ambulance – All Types”**
 - Applicable to all transports involving rotary and fixed wing aircraft. Select agency in Outcome > Outcome > Transport Agency section.
- **“Field Pronounce, DNR or Scene Death”**
 - Used for all patients that are left on scene after a field workup or determination of death or DNR is utilized. A complete Clinical Care ePCR is required. Crews do not have to complete the PCR on scene, once they complete the PCR using this patient disposition and save it to server is performed the PCR will automatically be faxed to the Coroner’s Office.
- **“Refusal Of Care / AMA (See Comments)”**
 - For all Patients that refuse care or sign out AMA. Use Clinical Care Provided for level of service and complete a full PCR
- **“Refusal of Care After Treatment”**
 - Use for patients where care is provided, but refuse transport or additional interventions for their condition. **Example:**
 - Diabetic Pt with hypoglycemia and has ALOC is given D10w drip as a result the Pt becomes fully alert, oriented and can now competently sign a refusal form.
 - **Complete a full PCR and use Clinical Care Provided for level of service.**
- **“Transfer Care to Another Provider Agency”**
 - Use for patients that are transferred to another transport or provider agency at an incident.
 - Example:
 - Multiple patients at an incident and auto aid resources are used, may include AMR or Rural Metro that care is transferred to for transport to hospital.
- **“Transfer to Another P+ Crew (PPlus only)”**
 - PPlus will use this selection if they need to transfer a patient to another PPlus Unit...