Caroline Fire and Rescue

IMAGE*TREND*
FIRE BRIDGE

Rescue Bridge EMS and Fire Reporting Procedures Manual

Version 1.0
January 9, 2013

Rescue Bridge EMS and Fire Reporting Procedures

A. **EMS Incident and Patient Reports**

A Field Bridge EMS medical record shall be generated for every incident involving response of CCFR personnel to an EMS incident call type and/or any patient contact event. The Attendant in Charge is responsible to make sure the record is as accurate and complete as possible.

1. The Field Bridge software shall be synced at least once per shift.
2. In the instance of electronic issues or computer malfunction, reports may be completed on the paper PPCR forms issued from Virginia OEMS. All paper forms must be entered into the Field Bridge on a functional computer at the earliest opportunity. All paper forms must be submitted to Caroline Fire Administration office to be scanned into the system.
3. Field Bridge reports shall be completed and posted to the Service Bridge by the end of each shift. Exceptions may only be for unusual circumstances, with the permission of the Duty Officer, and the report entered at the first reasonable opportunity.
4. All verbal requests, written requests and court orders for EMS records shall be forwarded to Caroline Fire Administration for further processing. Patient care records are regulated by the State and Federal Law. Personal copies of these documents with protected patient information shall not be permitted outside of CCFR's records system and QA/QI process without proper authorization or legal requirements.
5. EMS Providers are responsible for the security of the Tough-book computer and their passwords. Individual ImageTrend passwords shall not be shared with anyone.

B. **General Procedures**

1. Incident Number Formatting
   - Rescue Bridge incident numbers will be populated from the CAD data transfer. No additional modification of this number is necessary
   - Field Bridge incident numbers shall be entered as follows: Four digit year followed by the incident number with no zeros in front. Example: 20131, 2013554
2. Social Security Numbers
   - Patient Social Security numbers are required data points according to the Virginia Office of EMS and must be documented for each patient. If you are unable to obtain a Social Security Number enter "000-00-0000" in the appropriate box.
3. Patient Number
   - The Patient number shall be reflected using your unit number followed by the sequentially numbered patient (514-1, 514-2, etc).
4. Multiple Patients
   - Multiple patients found at one incident should be documented using the "Add Patient" feature under the Registration Tab. The New Patient Number must be filled in sequentially after the unit number (-2, -3, -4)
5. Service Defined Questions
   - There are three service defined questions required to be answered on all EMS reports: Is the Patient a County resident? Is there a Ride Along present? What is the Crew Status? These shall be completed on each run report.
6. Adding Ride Along Names
   - Should a ride along join the transport unit while enroute to the hospital, his or her name shall be entered into this service defined question.

- Should a citizen ride along or new volunteer be acting as a member of the EMS crew during incident response, his or her name shall be entered into this service defined question area.
7. Narrative
   - Each narrative shall be automatically generated using the "Set Narrative" button on the narrative page. Every narrative should be proof read to make sure all information is correctly generated. Any additional information that you wish to add should be put at the bottom of the automatically generated narrative after "more details of the incident can be found below" statement.
8. Patient Signatures
   - Patient signatures are required for every adult patient or legally designated representatives or the parent of a minor, is possible. If the patient's condition doesn't allow for a signature, then you must document the reason on the Signature Tab>Attendant in Charge Signature Panel> Reason Patient Unable to Sign.
   - Under Virginia State Law, any patient whose age is 14 years or greater is allowed to sign a refusal.
9. Station
   - The station should be listed as the station at which you are assigned for the day or the station from which you are responding to a particular call.
10. District
   - The district should be listed as the EMS district in which the call was located.

C.   Specific Data Requirements

Whether the Field Bridge or the Rescue Bridge is utilized, it should contain at a minimum the following information as listed in the Rappahannock Emergency Medical Services Protocols in Section 3.7.2 in addition to the mandatory Virginia Office of EMS minimum data sets:
- The patient's chief complaint
- Vital signs with times
- Treatment provided and times
- EKG Strips, if EKG monitor is utilized
- Changes in patient's condition
- Contact with Medical Control
- Any deviation from REMS Protocols

1.   As of July 1, 2007, Caroline County Fire and Rescue is a "Fee for Service" Agency. For each patient that is transported by CCFR, the EPCR must contain the following information and adhere to the following standards in order to facilitate the billing process:

- Use only **Standard Medical Abbreviations.**
- The record must include the **full name of the patient** – if the **patient's name is unavailable, use the hospital record number.**
- The patient's **Social Security Number.**
- The patient's **birth date.**
- The **mailing address of the patient.**
- The report must include a beginning and ending transport mileage.
- The report must include the names and department issued identification numbers for all personnel on the call. The AIC is required to sign the report electronically.

2. **Field Deaths on Arrival (DOAs)**

The following information is to be included in reports for All Field DOAs and Code Grays per REMS Protocols 3.4, 3.5 and 3.10:

If the patient is determined to be DOA or if the cessation of resuscitative efforts is authorized by online medical control, the following must be documented in the EPCR:

- Document specific findings such as signs of death.
- The name of the physician who ordered the cessation of resuscitative efforts and the time the order was given.
- The following must be documented in the EPCR:
    - Apnea or pulselessness
    - Rigor
    - Down time
    - Short medical history including the name of the primary physician and a description of the scene and body as found.
    - Call law enforcement for all DOAs or Code Grays. Remain on scene until the arrival of law enforcement. Provided law enforcement with any needed information within HIPAA regulations. Turn scene over to law enforcement prior to EMS departure.
    - Upon arrival of the Medical Examiner (if applicable), answer any questions regarding the incident in keeping with HIPAA regulations.

3. **Transported Patient Record Requirements**
    - When a patient is transported, a "Short PCR" or quick report in hard copy format shall be left at the receiving hospital with the patient.
    - All reports shall be signed by a receiving facility representative.
    - If medications or other ALS procedures were administrated to the patient, it is the ALS provider's responsibility to capture the required Physician signature (s).
    - For each patient that is transported, the patient shall be given a CCFR "Notice of Privacy Practices" brochure.
    - Each patient contacted shall sign (either electronically or on paper) the "Combined Notice to Ambulance Patients" form. The original signed form, used by an agency without the electronic means to capture the signature, will be retained by CCFR. Agencies with ToughBooks will capture these signatures electronically. If the patient is unable to sign, try to find a responsible party to sign this form. If no one is available to sign this form, document this on the bottom of the "Combined Notice to Ambulance Patients" form along with the reason that the patient is unable to sign the document.

D. **NFIRS (Fire) Reports**

A Rescue Bridge NFIRS record shall be generated for every incident involving response of CCFR personnel. The Officer in Charge is responsible to make sure the record is as accurate and complete as possible. The Rescue Bridge will be used to create and complete all fire incident calls. This software is installed on all Caroline owned station computers. It is the responsibility of all personnel to properly enter all fire calls as correctly and accurately as possible.

1. All fire incident call reports should be completed as soon after the conclusion of the incident is possible; but NO later than the end of shift/duty.
2. All verbal requests, written requests and court orders for fire reports shall be

forwarded to Caroline Fire Administration for further processing.

3. All personnel are responsible for the security of the Rescue Bridge and their passwords. Individual ImageTrend passwords shall not be shared with anyone.

4. In the instance of electronic issues or computer malfunction, reports may be completed on the paper NFIRS report forms. All paper forms must be entered into the Service Bridge once the computer is functioning and paper forms shall be sent to Caroline Fire Administration office to be scanned into the system.

5. Whenever possible, CAD data should be used to create a fire incident report in an effort to streamline the data entry process, eliminate errors and ensure all reports are completed.

6. All NFIRS reports shall be completed in accordance with Virginia Department of Fire Programs, National Fire Association and Department of Homeland Security guidelines.

E. General Procedures

2. Incident Number Formatting
   - Rescue Bridge incident numbers will be populated from the CAD data transfer. No additional modification of this number is necessary

2. Apparatus Reports
   - Each apparatus dispatched to an incident will be assigned CAD information. Each separate apparatus is responsible to completing its individual report with the following information:
     a. Actions Taken
     b. District from which the unit responded
     c. Crew members
     d. Resources
     e. Owners
     f. Narrative
     g. Authority
   - The apparatus and Officer that assume command should complete the Primary report in its fullest.
   - All secondary responding units should complete their apparatus specific information including crew member information, actions taken, etc.
   - If members respond to the station but are not a member of an apparatus crew for a specific incident, a report should be generated in which the apparatus designation reflects the station number. Example: Apparatus – Company 1.