



## El Dorado County Emergency Services Authority

Policy Subject Matter: **Electronic Patient Care Reporting**  
Review Date: **04.23.14**  
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### **I. Policy:**

JPA member agencies and their employees will utilize the electronic patient care reporting system (EPCR) as the primary means of documenting patient assessment, treatment and care. A hard copy paper system will be retained in the event of system failure.

### **II. Purpose:**

To provide direction on program administration, operation, documentation, equipment maintenance and care, authorized use, and HIPAA requirements.

### **III. Procedure:**

- A. Administration: The JPA executive director will have the responsibility for managing the EPCR program, assigning user accounts and determining each user's level of access. Each agency using the program shall identify a point of contact by which information can be shared and disseminated. It is important that the JPA receive feedback on system operations along with recommendations for future system development.
- B. Operation: At the start of each shift, the medics will enter into the EPCR program information such as their names, signature and their medic unit number. The iPad shall be inspected for signs of damage and to confirm that there is a sufficient amount of battery power to operate the system. The iPad should also be checked to see that there is a cellular signal connection. Occasionally, a pop-up message will appear that indicates a new upgrade for the EPCR program is available for install. Install the upgrade as soon as possible.
- C. Documentation: The EPCR system will be utilized to document all patient contacts, including "patient contact with a non-transport." The EPCR shall be completed with accurate and detailed information on patient assessment, treatment and care as required by the El Dorado County EMS Agency "Documentation Policy – Medic Unit Prehospital Care Documentation." Once an EPCR report is transmitted to the server it becomes a legal document that cannot be modified. If it is discovered that an error was made on the EPCR report and/or additional information needs to be included in the report, that information will be documented on a County EMS Agency hard copy Addendum form and faxed to County Health and Human Services (Billing) and to the hospital where the patient was transported. No modifications are to be made to the original report once it has been Closed and Submitted.

- D. EPCR reports are to be documented using either an agency supplied iPad and/or desktop computer. Personally owned electronic devices are not to be used for completing EPCR reports or to view them.
- E. All documents required per the El Dorado County EMS Agency shall be attached to the patient record as outlined in current procedures.
- F. Timeline Requirements: EPCR reports shall comply with EMSA documentation policy: Medic Unit Prehospital Care Documentation Policy 6B.
- G. Equipment Maintenance and Care: It is the responsibility of each JPA member agency and their employees to properly maintain and care for all EPCR equipment they are issued. The iPad's shall be kept in their protective cases and shall only be removed for the purposes of cleaning. The iPad's and printers shall be handled in a manner that reduces the potential for damage. Damaged – inoperable equipment shall be immediately reported to the shift supervisor.
- H. EPCR System Security: A passcode lock shall be utilized on all iPads. It is the responsibility of each EPCR user to maintain their User Account and Password in a confidential manner. If there is reason to believe a User Account and/or Password has been compromised, it will be the responsibility of that user to immediately notify their shift supervisor and the JPA executive director. The executive director will deactivate the account and password and re-issue a new one.

Assigned personnel/staff shall secure the EPCR and iPad from unauthorized viewing and/or theft. In the event an iPad is lost or stolen the User must immediately contact the JPA Executive Director or his/her designee. The user must complete a sentinel event report and submit it to the shift supervisor and the JPA executive director. Additionally, the User must report the incident to local law enforcement.

No software programs shall be added to the iPad's unless first authorized by the JPA's executive director in consultation with Forte Holdings Inc. and the JPA's IT technician. The iPCR Forte Holdings, Inc. software program shall only be installed on JPA provided and authorized devices.

- I. EPCR System Failure: The EPCR system consists of several component parts that include the iPCR software application which is installed on to the iPad and uses a Verizon Wireless cellular service for connectivity to the internet and the server. The iPad's are connected via Wi-Fi to the printers so hard copy reports can be printed. A problem with any one of these component parts will impact system operations. The JPA has established a protocol to follow when problems occur and is included as Attachment A.

# Electronic Patient Care Reporting Policy

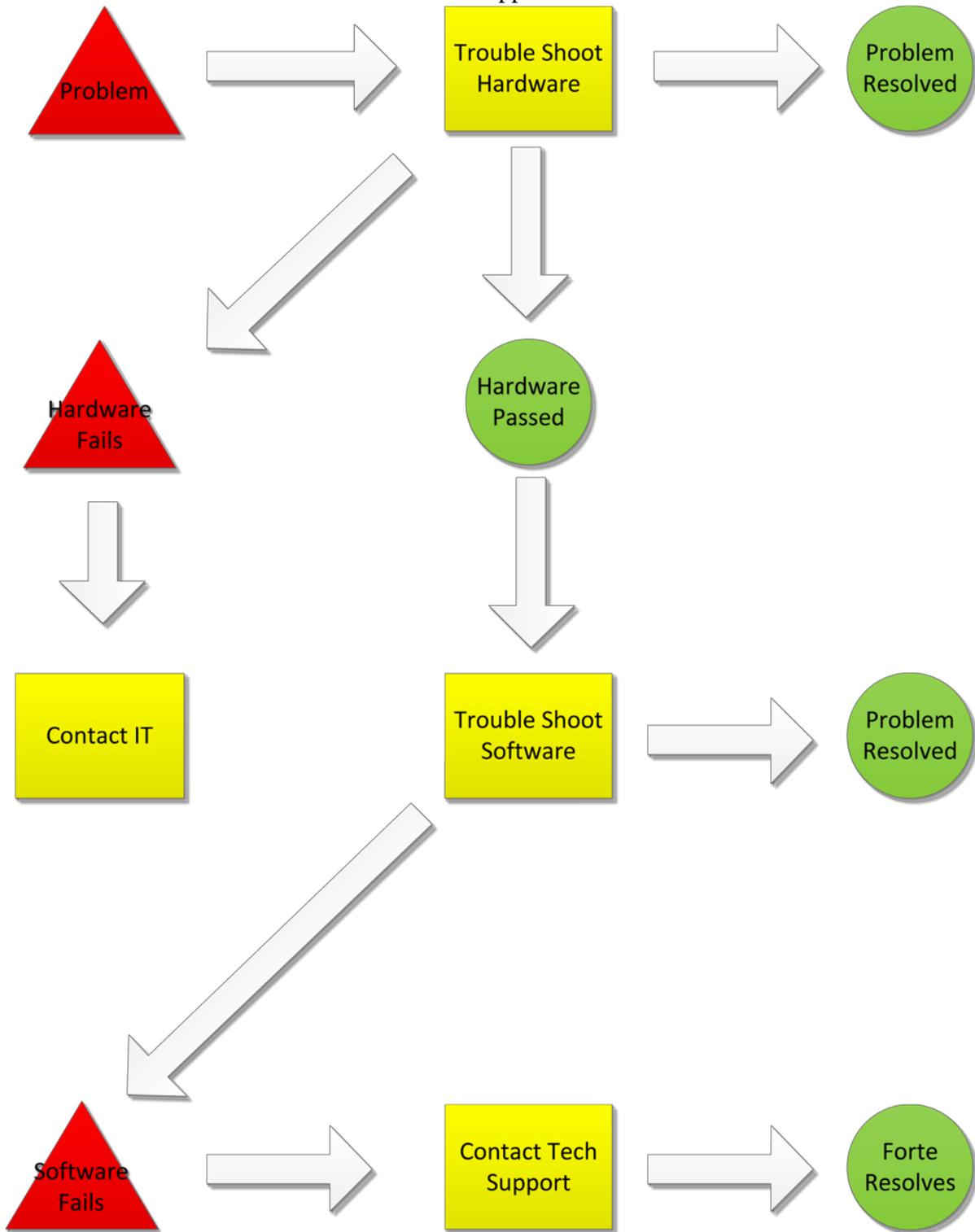
## Attachment A

The following protocol has been established to assist EPCR users with troubleshooting problems that may occur and provide direction on who to call when problems are not resolved at the user level.

1. When experiencing a problem with the EPCR system, the user shall attempt to resolve the problem using the troubleshooting suggestions listed below. If the system does not return to proper working order after these steps have been taken, the user shall immediately notify their supervisor.
2. Depending on the nature and degree of the system failure, the supervisor may direct staff to do the following to complete patient care reports.
  - a. Utilize the second iPad if an EPCR can be completed on that device. A back-up iPad will be provided within two (2) business days if the broken iPad will be out of service for an extended period of time.
  - b. For problems associated with a printer:
    - 1) Redirect print work to another Apple AIRprint enabled printer, if available.
    - 2) Try printing to a fax machine.
    - 3) Go to the online EPCR program, select your PCR and print.
  - c. If both iPad's are out of service, and/or poor cellular service is interrupting system operations, document patient care on a hard copy PCR for future data entry into the EPCR system when it is fully restored. The hard copy PCR shall be considered part of the patient record and shall be forwarded to the EMS Agency.
    - 1) A Vehicle/Equipment Failure Report must be completed and submitted if a hard copy PCR is completed due to system/equipment failure.
3. Information Technology Notifications: If an EPCR system problem has occurred as outlined in Item 2 a, b and c, the supervisor shall notify both the JPA office and Forte Holdings Inc. (See below phone numbers). For after hours and/or weekend notifications, please leave a detailed description of the problem that is occurring, where it is occurring, and who to contact.
  - 1) Hardware and printer problems will be handled during normal business hours.
  - 2) Software and server problems will be handled by Forte Holdings Inc. Software problems confined to a particular iPad will be handled during normal business hours. A complete system failure will be handled immediately.

# EPCR Troubleshooting Process

Below is the process that should be followed before requesting further help with the IPCR Software application:



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# EPCR Troubleshooting Process

**In the event of hardware failure please contact the JPA Office at 530-642-0622. In the event of software failure please contact Forte Holdings at 800-464-1740. Use Account # 0200012**

## EPCR Troubleshooting checklist

Problem	Solution
Nothing appears on the iPad Screen	Check the iPad is powered on, by pressing and holding the button in the upper right corner for 5 seconds.
Nothing appears on the iPad Screen	Check for sufficient power on the iPad by connecting its power cable to the device and the wall outlet.
No network connectivity	Check 3g connectivity by viewing the 5 'bars' in the upper left corner of the screen. Less than 3 bars would indicate low signal strength and cause slow data transfer for submissions and faxes. Submissions may also be accomplished via use of the fire stations WIFI system.

**If the above issues are not resolved by the solutions provided please contact the JPA Office at 530-642-0622.**

Problem	Solution
Cannot print a PCR	Check to see if other applications can print, by printing from another application, i.e. the iPad's Photo's gallery. Click the icon in the upper right that looks like a box with an arrow coming out the top. If still not printing, restart the device and try again. For EPCR report to go from iPad to server to fax machine it could take five to ten minutes to occur. A busy fax machine such as that at a hospital may have print jobs in waiting and that can extend the time for the EPCR to be printed.
Program is slow or closes randomly	Check available memory by closing other open programs. This can be accomplished by double pressing the iPad's 'home' button, to view a list of open programs (at the bottom of the screen). Press and hold your finger to any of the icons shown until the icons 'wobble'. Press the icon's "x" in the upper left corner of each icon to close that program. If the problem persists it may become necessary to close the open iPCR program as directed above, and restarting the device and then reopening the iPCR program.
General Problems	Restart the device by pressing and holding down the button in the top right corner of the iPad for 5 seconds. Slide the 'slide to shutdown' slider to the right to start the reboot process.
General Problems	Force restart by pressing and holding down the button in the top right corner of the iPad and the Home button for 10 seconds, or until iPad screen goes blank.

**If the above issues are not resolved by the solutions provided please contact Forte Holdings at 800-464-1740. Use account # 0200012 when prompted.**