PURPOSE
This policy sets the minimum requirements for data collection & reporting, initiation, completion, reconciliation, review, distribution, and retention of patient care records. Each first response agency and/or transport service provider may adopt additional internal requirements based on their administrative and operational needs. Any / all additional requirements shall not supersede or replace any elements required by REMSA.

AUTHORITY
California Health and Safety Code - Division 2.5: Emergency Medical Services [1797. - 1799.207.]
California Code of Regulations, Title 22, Chapter 4, Article 8, and Section 100170

System Requirements
The Elite platform was built for a variety of devices. REMSA recommends using or procuring devices, operating systems and browser combinations that have already been tested, and are currently supported, by ImageTrend, Inc. prior to deployment and use.

It is the responsibility of each agency utilizing the Elite platform to ensure that all minimum required hardware and software needs are met. System requirements can be found here.

Data Collection & Reporting
The ImageTrend Elite system shall be the sole approved electronic patient care record (ePCR) platform for capturing incident response and patient care data by all first response and ground transport programs in Riverside county. Any / all modifications to data elements and/or the user interface shall be evaluated by the ePCR Workgroup, and approved by REMSA, prior to implementation. Doing so allows each program’s data to be pooled for county-wide analysis, quality improvement processes, and research.

All data collected will be validated and reported to the California EMS Authority database using the California EMS Information System (CEMSIS). Additionally, the information collected may be used for the improvement of public health and Department of Social Services programs, to obtain grant funding, to assist with Coroner cases, etc. throughout Riverside county.

Technical alerting and syndromic surveillance activities may be conducted by REMSA for the purposes of overall EMS system enhancement.

Initiation of ePCR
An ePCR must be initiated by each EMS provider, for every EMS response, regardless of patient disposition.
- When two (2) or more apparatus / units from the same EMS provider are dispatched, the EMS field personnel with the highest level of certification from each separate apparatus / unit are required to initiate and complete an ePCR.
- When two (2) or more apparatus / units from different EMS providers are dispatched, the EMS field personnel with the highest level of certification from each separate apparatus / unit from each agency is required to initiate and complete an ePCR.

The ePCR must accurately and completely document the patient response, and care provided, while including all required information. Additionally, the ePCR must comply with NEMSIS 3.4 or 3.5 as determined by REMSA policy.
Prehospital providers will only document assessments and procedures that were performed, and/or medications that were administered, by personnel within their own organization with one (1) exception: in the event that CPR is performed, or medications are administered by laypersons prior to first responder arrival, providers will document those procedures and/or medications in the applicable ePCR fields as those lay persons are not participants in the organized EMS system.

In the case of an MCI / MPI incident, a minimum of one (1) ePCR must be completed by the first responder agency, with the required ICS form(s) or worksheet(s) attached within the ePCR.

Students are not permitted to participate in completing the ePCR; it must be completed by the licensed or certified provider(s) directly participating in the patient encounter.

**Completion of ePCRs**
All created ePCRs must be completed and uploaded to the ImageTrend server with a validation score of 100. Any record with a validation score of 98 or less will be considered incomplete and will be subject to review and reconciliation to address deficiencies.

ePCRs from both the transport agency and the first response agency (if applicable) must be completed and posted to the ImageTrend server within two (2) hours of completion of the response.

- ePCR upload requirements may be delayed due to an emergency response; however, submission must be completed as soon as possible but no later than the end of the shift when the patient contact occurred.

**Record Reconciliation**
All prehospital system participants will develop and maintain reconciliation reports in conjunction with an associated program to account for missing and incomplete ePCRs.

Within 24 hours of notification, paramedics will be required to complete missing and/or incomplete ePCRs, unless they are off duty. In those instances, paramedics will have until the end of their next scheduled shift to complete missing and/or incomplete ePCRs.

Reconciliation of missing and/or incomplete ePCRs shall be part of an agency’s CQI activities and will be reported to REMSA in the manner and frequency as determined by REMSA.

**Record Review**
All first response and ground transport programs, hospitals, and REMSA, will review ePCRs as required by the Riverside County EMS System Quality Improvement Program and associated policies.

Utilization of the ImageTrend Elite CQI Module shall be the only REMSA approved method for record review. Manual paper-based review systems are not compliant with this policy.

**Record Distribution & Retention**
Any record contained in the Riverside EMS Information System (REMSIS) version of Elite may be made available to system participants (prehospital/hospital) for shared patients through established practices when that system participant has a clinical need related to direct patient care or if / when required by the Riverside County EMS System Quality Improvement Program and associated policies.

All Patient care records shall be securely retained for at least seven (7) years, or for two (2) years after the patient reaches the age of majority (18 years of age), whichever is longer. Privacy will be protected by compliance with the Health Insurance Portability and Accountability Act (HIPAA).