

# SERVICE ADMINISTRATOR ELITE SET-UP GUIDE



## Introduction

Transitioning to the Image Trend Elite product is necessary to maintain compliance with the State of California mandate to be compliant with the National EMS Information System (NEMSIS) Version 3 by December 31, 2016. NEMSIS 3 is consistent with national/international standards for medical records. The ability to compare and benchmark Orange County's EMS service to other EMS systems will be enhanced with a uniform data dictionary. This also positions OC EMS providers to be able to participate in the future development of the Health Information Exchange System (HIE). This will be a centralized repository of patient medical information and records that will be available for all health providers (EMS, Hospitals, Clinics, Doctors' offices).

The Elite program is device agnostic. Meaning it will function on any operating system; e.g. Windows, IOS, and Android. This provides the opportunity to use tablet devices that were not possible when using Service Bridge/Field Bridge. Elite is a web-based program, and therefore will not require additional plug-in software to be loaded on the tablets as did Field Bridge. The exception to this is a PDF viewer (all devices and operating systems -e.g. Adobe) and Elite Desktop Client for Windows devices in a service that cannot utilize the cardiac monitor data cloud-to-cloud integration.

## Supported Devices

- Desktops
- Laptops
- Android:
  - Galaxy Tab Pro - 8.4"
  - Nexus 7 (2013)
  - Nexus 10
- Apple:
  - iPad 3 - 9.7"
  - iPad 4 - 9.7"
  - iPad Air - 9.7"
  - iPad Air 2 - 9.7"
  - iPad Mini - 7.9"
  - iPad Mini HD - 7.9"
- Windows-based Tablets
  - Microsoft Surface
  - Motion R12
  - Panasonic Toughpad® FZ-G1

## Supported Operating Systems

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The operating systems listed with an \* indicate that they support the EKG/Monitor Import Wizard. The limited number of operating systems with this ability is due to the limitations by the cardiac monitor software packages.

- Android 4.0 or above
- Apple iOS8 or above
- Mac OS X
- Windows 7 or greater
  - Windows 7 (all versions) \*
  - Windows RT
  - Windows 8/8.1 Standard \*
  - Windows 8/8.1 Pro \*
  - Windows 8/8.1 Enterprise \*

## Supported Web Browsers

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- Chrome (latest version), Chrome Mobile
- Firefox
- Internet Explorer 9 or above for Elite online EMS and Fire
- Internet Explorer 10 or above (for mobile/field version)
- Safari version 8 or above

**General Rule: If Save or OK is available on any settings configuration screen, make sure to click these options before leaving the specific screens to ensure the settings are applied.**

## LOG-IN

Sign-in to Elite via your chosen browser: [www.oc-meds.org/elite](http://www.oc-meds.org/elite). Your username and password from Service Bridge/Field Bridge will grant access to Elite. A possible exception is detailed in the Users section on [page 8](#)

Sign in

ImageTrend Univers... Orange County, Cali...

https://www.oc-meds.org/Elite/Organizationocmeds/?logout=1

**OC Health** ORANGE COUNTY HEALTH CARE AGENCY

**EMS**  
Emergency Medical Services

**Elite™ Sign In**

Username

Password

Sign In ➔

[Forgot your password?](#)

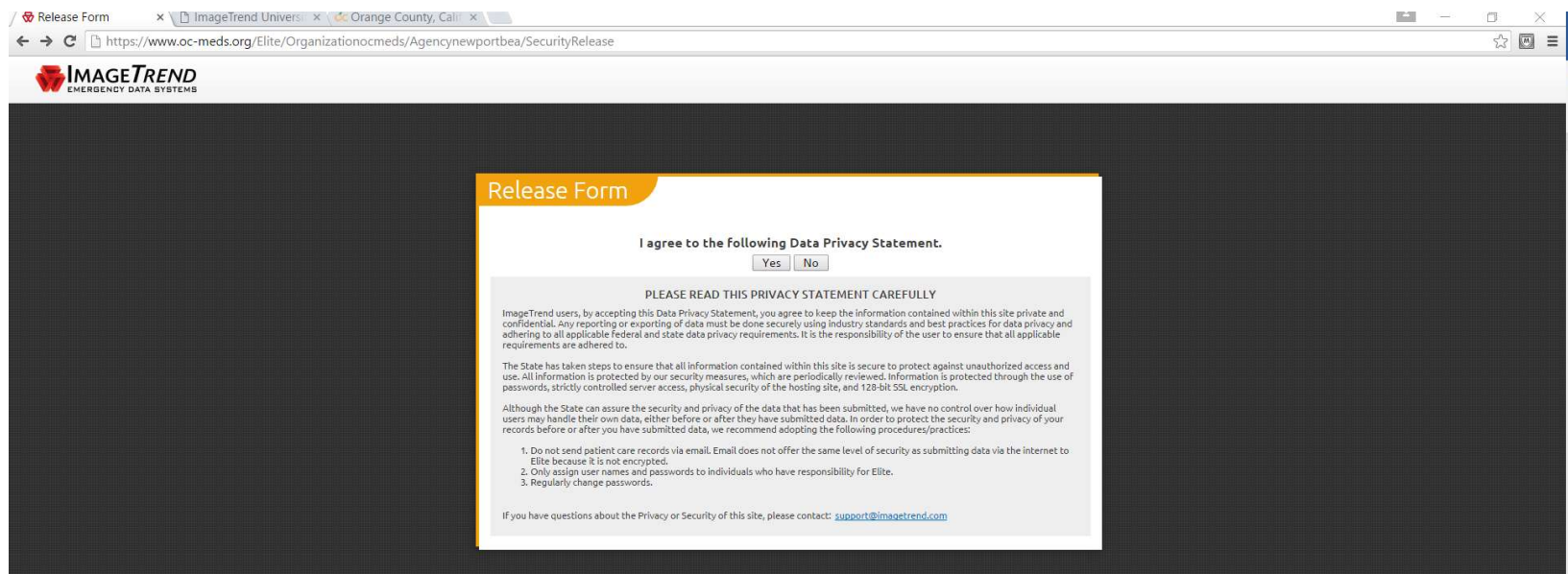
Note: ImageTrend is unable to provide users with permissions based requests (i.e. Active or Lock Status changes, Usernames, Passwords, Permission Level Changes, etc.). Please contact your Administrator if you need further assistance.

[Elite Field Sign In](#)

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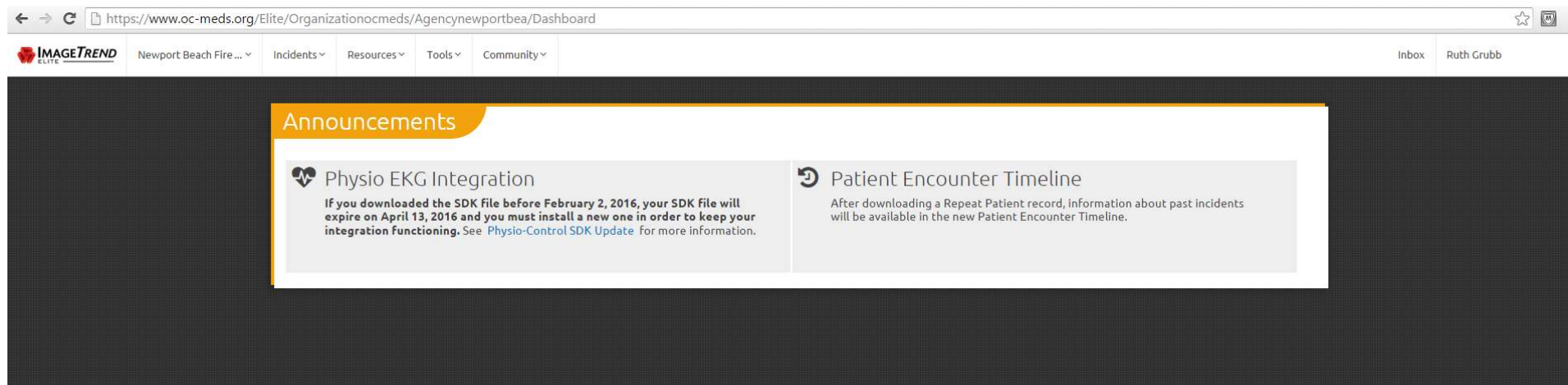
If a password or user name is forgotten, click on Forgot Your Password and enter the email address that was entered when the user account was set-up. An email with the user name and password will be sent to the email address. User names and passwords are case sensitive. User names must be unique. If an individual has access rights to multiple agencies, contact OC EMS for assistance on how to manage this situation. It may be possible to set-up one user name and password for all agencies in which access has been granted or it may be necessary to set-up unique user accounts for each agency. Passwords must be a minimum of 5 characters in length and contain one numeric character and one upper case character. A password may not match any of the last 10 passwords utilized. Passwords must be changed every 180 days.

## Click Yes to the Data Privacy Statment



The screenshot shows a web browser window with the URL <https://www.oc-meds.org/Elite/Organizationocmeds/Agencynewportbea/SecurityRelease>. The page features the ImageTrend logo and a central white box titled "Release Form". Inside this box, there is a statement: "I agree to the following Data Privacy Statement." followed by "Yes" and "No" buttons. Below this, a section titled "PLEASE READ THIS PRIVACY STATEMENT CAREFULLY" contains detailed text about data privacy, security measures, and user responsibilities. At the bottom of the form, it provides a contact email: [support@imagnetrend.com](mailto:support@imagnetrend.com).

Important messages from Image Trend or OC EMS may be posted here. The Service Administrator may also load graphics from Report Writer Analytical Reports, see [page 15.](#) This document will not cover Report Writer functionality.

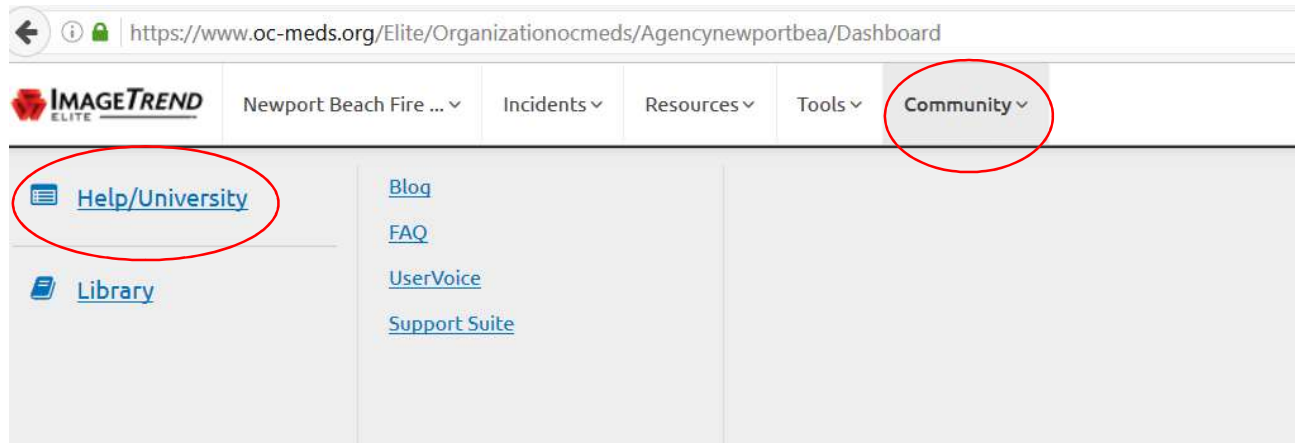


The screenshot displays the ImageTrend dashboard interface. The top navigation bar includes the ImageTrend logo, a dropdown menu for "Newport Beach Fire...", and links for "Incidents", "Resources", "Tools", and "Community". On the right, there are links for "Inbox" and "Ruth Grubb". The main content area features an "Announcements" section with two items:

- Physio EKG Integration**: A message stating that if the SDK file was downloaded before February 2, 2016, it will expire on April 13, 2016, and users must install a new one to keep integration functioning. It references a "Physio-Control SDK Update" for more information.
- Patient Encounter Timeline**: A message stating that after downloading a Repeat Patient record, information about past incidents will be available in the new Patient Encounter Timeline.

## Image Trend Help/University: Navigation-Agency Name>Help/University

Elite/Elite Field is an evolving program with updates and improvements released on a regular basis. An excellent resource is Image Trend University. Located here will be release notes as updates are released as well as videos and other resources to assist EMS managers and users learn to utilize this program. To access Image Trend University, click on the Community Tab and select Help/University.



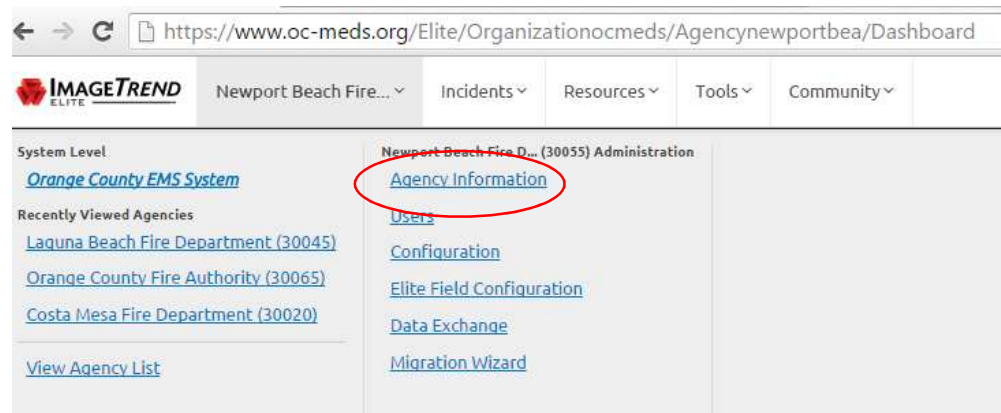
## Selecting Your Service

If the user has rights to more than one agency, click the down arrow by the Agency name to toggle between agencies



## Agency Information- Navigation: *Agency Name* > *Agency Information*

The Agency Information has been set-up for each service and should not need to be modified unless significant changes are made to a specific service's structure/business model.



The screenshot displays the 'Agency Information' form for the Newport Beach Fire Department. The form is divided into several sections. On the left, there are fields for 'Unique State ID' (30055), 'Agency Number' (30055), 'Agency Name' (Newport Beach Fire Department), 'State' (California), 'FDID' (30055), 'State Reporting To' (California), 'Billing Status' (Yes/No), 'EMD Provided to Agency Service Area' (No), 'Primary Type of Service' (911 Response (Scene) with Transport Capability), 'Other Types of Service' (ALS Intercept, Community Paramedicine, Critical Care (Ground), Hazmat, Medical Transport (Convalescent, Interfacility Transfer), Rescue), and 'Level of Service' (EMT-Paramedic). On the right, there are sections for 'EMD Vendors' (a list of vendors with checkboxes), 'Organization Status' (Non-Volunteer), 'Organizational Type' (Fire Department), 'Organizational Tax Status' (Other (e.g., Government)), 'Agency Time Zone' (UTC-08:00 Pacific Time (US & Canada)), 'Daylight Savings Time Use' (Yes), 'Specialty Service Capabilities' (Disaster Mortuary (DHORT), Dive Rescue, Farm Rescue, High Angle Rescue, Machinery Disentanglement, None), and 'Patient Monitoring Capabilities' (Oximetry-Carbon Monoxide, Oximetry-Oxygen, Pressure Measurement-Invasive (Arterial, CVP, Swan, etc.), Pressure Measurement-Non-Invasive (Blood Pressure, etc.), Ventilator-Transport, Vital Sign Monitoring). A 'Save' button is located in the top right corner.



## Users: Navigation- System/Agency Name > Users



All the Users entered in Service Bridge/Field Bridge have been migrated into each agency's Elite site. It is recommended that a re-migration be performed to ensure any recently added users, changed passwords/user names are up to date in Elite. See [page 23](#) for instructions on how to re-migrate users.

### Add New User:

**Users**

Search Last Name or First Name

Permission Group: Permission Grou... Agency Status: **Active** Inactive Both Show in EMS Run Form: Yes No **Both** 1 - 25 of 155

**+ New**

Last Name ^	First Name	Position	Staff Member	Permission Group	Show In Run Form	Agency Status	Login Access	System Status
<a href="#">Alcaraz</a>	<a href="#">Debbie</a>		Yes	Service Administrator Assistant	No	Active	Yes	Active
<a href="#">Amat</a>	<a href="#">Alexander</a>		Yes	EMS Personnel	EMS	Active	Yes	Active
<a href="#">Ambrose</a>	<a href="#">Matthew</a>		Yes	EMS Personnel	EMS	Active	Yes	Active
<a href="#">Anderson</a>	<a href="#">Matthew</a>		Yes	EMS Personnel	EMS	Active	Yes	Active
<a href="#">Anderson</a>	<a href="#">Bryce</a>		Yes	EMS Personnel	EMS	Active	Yes	Active
<a href="#">Baker</a>	<a href="#">Alan</a>		Yes	EMS Personnel	EMS	Active	Yes	Active
<a href="#">Bensie</a>	<a href="#">Joey</a>		Yes	OC-MEDS Service Administrator	No	Active	Yes	Active
<a href="#">Blythe</a>	<a href="#">Casey</a>		Yes	EMS Personnel	EMS	Active	Yes	Active
<a href="#">Bogin</a>	<a href="#">Jeffrey</a>		Yes	EMS Personnel	EMS	Active	Yes	Active
<a href="#">Boland</a>	<a href="#">James</a>		Yes	EMS Personnel	EMS	Active	Yes	Active

To Add a new User, click on +New



## Demographics Tab

### User Information

Demographics

Certifications

Employment

Account Details

Records

! First Name

Middle Name / Initial

Last Name

Date of Birth

Gender

Race

American Indian or Al  
Asian  
Black or African Ame  
Hispanic or Latino  
Native Hawaiian or O  
White

Address

Address 2

Postal Code

Lookup

Set From Postal Code

City

State

Country

United States

Citizenship

United States

SSN

Driver's License #

Motor Vehicle License  
Type

All-Terrain Vehicle (ATV)  
Commercial Class A  
Commercial Class B  
Commercial Class C  
Motorcycle-Class M  
None

Foreign Language  
Ability

Amharic  
Arabic  
Armenian  
Bengali  
Cajun (Creole and Pidgins)  
Chinese

Phone Numbers

1-0 of 0

Is Primary

Phone Number

Type

Status

+ Add Entry

x Delete

Email Addresses

1-0 of 0

Is Primary

Email Address

Type

Notifications

Status

+ Add Entry

x Delete

Complete information on the Demographics, Certifications and Account Details tabs. The other tabs may be utilized as desired, but not required for Elite utilization.

Fields highlighted in red and marked with an ! are required fields. Enter first and last name of the User. The email address is highly recommended to allow for password and user name recovery. To add an email address, click on + Add Entry

**Click Save when this data is entered and before moving to another Tab**

## Certifications Tab

### User Information

[← Back](#)[Save](#)

Demographics Certifications Employment Account Details Records

National Registry  
Certification Level

National Registry  
Certification Number

National Registry  
Certification Date

National Registry  
Expiration Date

#### State Licensure Group

[Show Log](#)

State of Licensure

California

State Licensure ID ⓘ

State Licensure Level ⓘ

State's Licensure  
Certification Date

State's Licensure  
Expiration Date

Initial State's Licensure  
Issue Date

#### Agency Licensure Group

[Show Log](#)

Agency Licensure  
Level/Practice Level ⓘ

Agency's Licensure  
Certification Date

Agency's Licensure  
Expiration Date

Highest Educational  
Degree

Degree Subject/Field  
of Study

Agriculture and Natural Resources  
Architecture and Related Services  
Area, Ethnic, Cultural, and Gender Studies  
Biological and Biomedical Sciences  
Business  
Communication, Journalism, and Related Programs

In order for a User to be listed as a crew member in the Elite ePCR, their State Licensure/Certification must be entered in the Certification tab. Enter the EMT/PM/RN/MD licensure number and specify the licensure level for each user. In the future, certification and expiration date will be required.

It is recommended the Agency licensure level be entered. For example, many agencies employ State licensed paramedics who function at the EMT-Basic level because of an agency decision and/or these employees have acquired a State licensure, but are not accredited to work as a paramedic in Orange County. By entering the agency's level of practice in this field, it will auto-populate this level on the ePCR for each of the Users entered as crew members.

Additional certifications may be added to a user profile as desired

**Click Save when this data is entered and before moving to another Tab**

## Account Details Tab

### User Information

← Back

Save

Demographics

Certifications

Employment

Account Details

Records

User ID

Password Requirements

Minimum password length of 5 characters.  
Must have a numeric character.  
Must have an uppercase character.  
Cannot match any of the last 10 password(s) you have used.

Password

Verify

Cancel

Password

Require Reset

☐

Permission Group

Choose...

Email Notification of All Login Access Inactivations ⓘ

Inactive

Agency Status ⓘ

Active

Inactive

System Status ⓘ

Active

Login Access ⓘ

Yes

Enter a unique user name in any format desired. The password must be a minimum of five (5) characters in length and contain one upper case alpha character and one (1) number.

Check the Require Reset box after entering the temporary password. This will force the user to enter a unique password only the user will know. Note: user names and passwords are case sensitive

Ensure Active is selected for Agency Status.

**Click Save when this data is entered and before moving to another Tab**

When available, click on the



to view an explanation of the intent of the corresponding data element

## Modifying an Existing User

Users

Search Last Name or First Name

Permission Group: Permission Group... Agency Status: Active Inactive Both Show in EMS Run Form: Yes No Both 1 - 25 of 155

+ New

Last Name ^	First Name	Position	Staff Member	Permission Group	Show In Run Form	Agency Status	Login Access	System Status
<a href="#">Alcaraz</a>	<a href="#">Debbie</a>		Yes	Service Administrator Assistant	No	Active	Yes	Active
<a href="#">Amat</a>	<a href="#">Alexander</a>		Yes	EMS Personnel	EMS	Active	Yes	Active
<a href="#">Ambrose</a>	<a href="#">Matthew</a>		Yes	EMS Personnel	EMS	Active	Yes	Active
<a href="#">Anderson</a>	<a href="#">Matthew</a>		Yes	EMS Personnel	EMS	Active	Yes	Active
<a href="#">Anderson</a>	<a href="#">Bryce</a>		Yes	EMS Personnel	EMS	Active	Yes	Active
<a href="#">Baker</a>	<a href="#">Alan</a>		Yes	EMS Personnel	EMS	Active	Yes	Active
<a href="#">Bensie</a>	<a href="#">Joey</a>		Yes	OC-MEDS Service Administrator	No	Active	Yes	Active
<a href="#">Blythe</a>	<a href="#">Casey</a>		Yes	EMS Personnel	EMS	Active	Yes	Active
<a href="#">Bogin</a>	<a href="#">Jeffrey</a>		Yes	EMS Personnel	EMS	Active	Yes	Active
<a href="#">Boland</a>	<a href="#">James</a>		Yes	EMS Personnel	EMS	Active	Yes	Active

Search for an existing User by last or first name, permission group, or active/inactive status.

To modify an existing user, locate the listing and click on either the first or last name/hyperlink. Modify the information as needed.

## Configuration: -Navigation- System/Agency Name>Configuration

IMAGETREND ELITE

Newport Beach Fire... Incidents Resources Tools Community

System Level

[Orange County EMS System](#)

Recently Viewed Agencies

[Laguna Beach Fire Department \(30045\)](#)

[Orange County Fire Authority \(30065\)](#)

[Costa Mesa Fire Department \(30020\)](#)

[View Agency List](#)

Newport Beach Fire D... (30055) Administration

[Agency Information](#)

[Users](#)

[Configuration](#)

[Elite Field Configuration](#)

[Data Exchange](#)

[Migration Wizard](#)

Configuration

[Agency Logo](#)

[Associate Fire Incident Options](#)

[Audit Tracking Reasons](#)

[Auto Number](#)

[Dashboard](#)

[Default Activity Time](#)

[Patient Encounter Timeline](#)

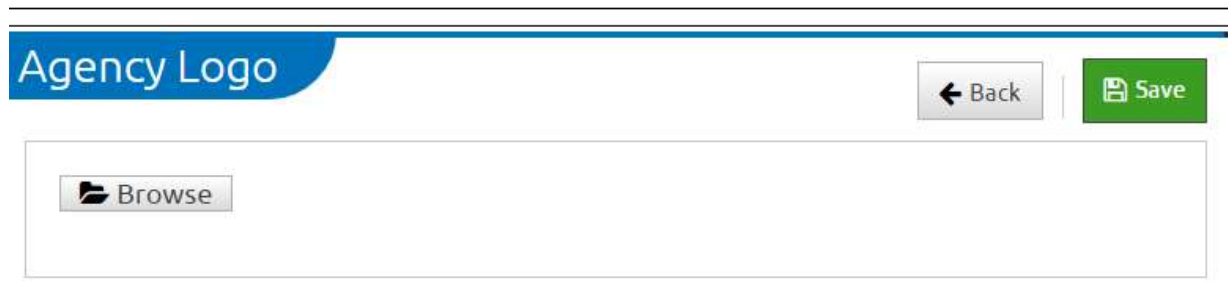
[Fire Incident Hours](#)

[Repeat Patients](#)

Agency Logo: Navigation-System/Agency Name > Configuration>Agency Logo

If uploaded, your agency logo will appear on the PDF EMS incident reports

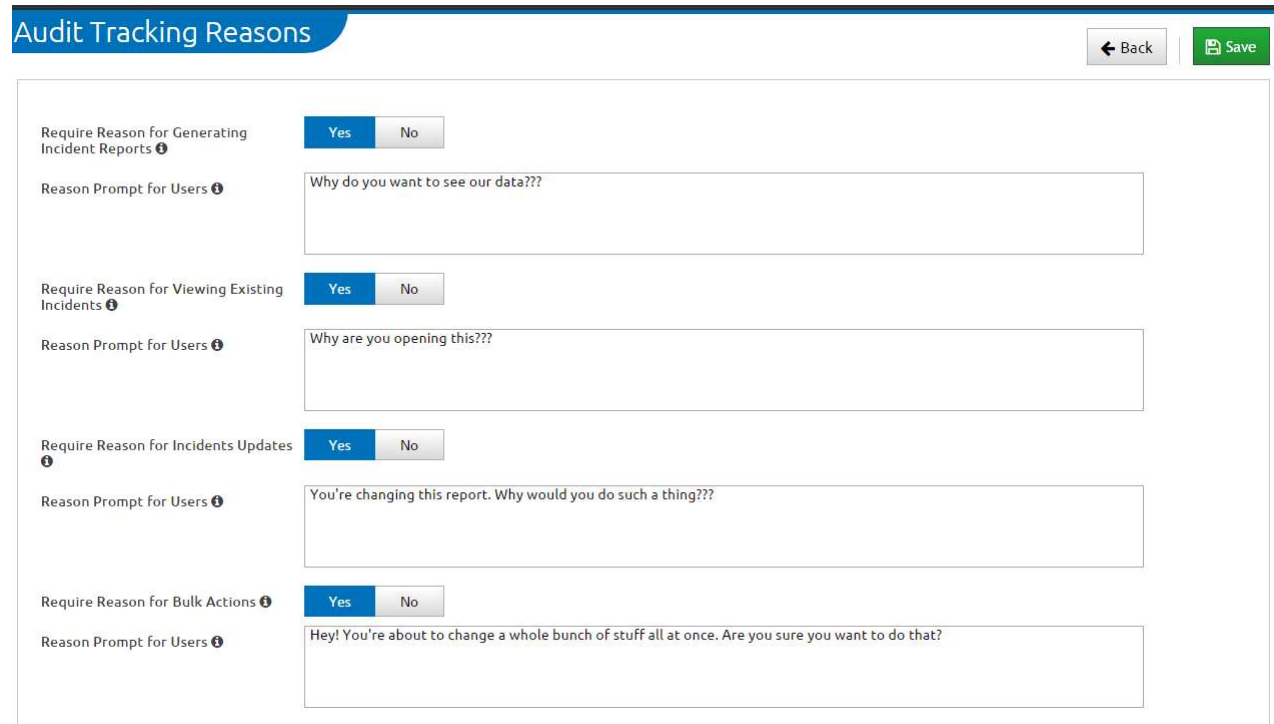
Click on Browse to select your agency logo from your Documents files. Select the files desires, click Open and Save



The screenshot shows a web interface for configuring the agency logo. At the top, there is a blue header with the text "Agency Logo". To the right of the header are two buttons: "Back" (with a left arrow) and "Save" (with a floppy disk icon). Below the header is a large white rectangular area. Inside this area, on the left, is a "Browse" button with a folder icon. The rest of the area is empty, intended for the uploaded logo.

Associate Fire Incident Options: Contact OC EMS if your agency wishes to use the Fire Incident Module for additional guidance.

Audit Tracking Reasons: Navigation-System/Agency Name > Configuration > Audit Tracking Reasons



The screenshot shows a web interface for configuring audit tracking reasons. At the top, there is a blue header with the text "Audit Tracking Reasons". To the right of the header are two buttons: "Back" (with a left arrow) and "Save" (with a floppy disk icon). Below the header is a form with five sections, each containing a "Require Reason" toggle and a "Reason Prompt for Users" text area.

Require Reason	Reason Prompt for Users
Require Reason for Generating Incident Reports <sup>?</sup> <input checked="" type="button" value="Yes"/> <input type="button" value="No"/>	Why do you want to see our data???
Require Reason for Viewing Existing Incidents <sup>?</sup> <input checked="" type="button" value="Yes"/> <input type="button" value="No"/>	Why are you opening this???
Require Reason for Incidents Updates <sup>?</sup> <input checked="" type="button" value="Yes"/> <input type="button" value="No"/>	You're changing this report. Why would you do such a thing???
Require Reason for Bulk Actions <sup>?</sup> <input checked="" type="button" value="Yes"/> <input type="button" value="No"/>	Hey! You're about to change a whole bunch of stuff all at once. Are you sure you want to do that?

Click Yes to require a user to enter a reason for any of the actions pictured above. If desired, type a message/prompt the user will see when attempting any of these actions. This will apply to your employees, receiving hospital staff, and base hospital personnel. Generally, asking to explain these actions creates frustration for users, and is not recommended. Keeping the settings to No will not affect the access listing in the incident history. Click Save

Auto Number: Navigation-Agency Name > Configuration > Auto Number

The Auto Numbers page is where Agency Administrators manage the format of auto generated incident numbers and the frequency with which the count resets.

## Auto Number

[← Back](#)[Save](#)

EMS Auto NumberFire Auto Number

Auto-Generate EMS Incident Number

OnOff

Copy Response Number Settings

Reset Auto Number

Next Auto Number

Increment on New Patient

OnOff

Text

Date Format

Text

Auto Number Format

Preview of EMS Incident Number

N/A

Auto-Generate EMS Response Number

OnOff

Copy Incident Number Settings

Reset Auto Number

Next Auto Number

Increment on New Patient

OnOff

Text

Date Format

Text

Auto Number Format

Preview of EMS Response Number

N/A

There is no need to turn this feature to ON and configure if these numbers are a component of the agency's CAD download.

If configuration is desired, click ON to each component desired.

Select how often the sequential number should reset

Increment on New Patient: determine if the Incident or Response number would change for each new patient

Determine if a preceding alpha text is desired, e.g. N for Newport Beach Fire

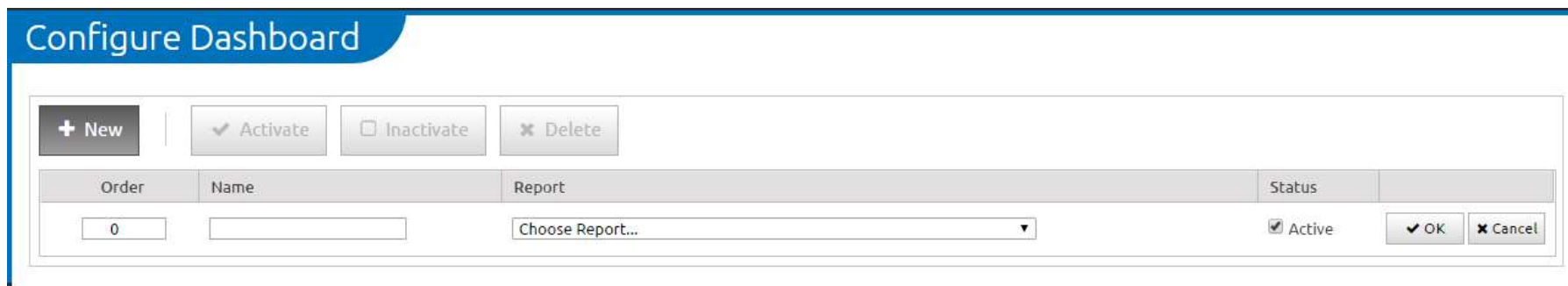
Set the date format

Determine if an alpha text is desired after the date

Auto Number format: Determine the length of the last portion based on historical call volume.

Click Save

Dashboard: Navigation-Agency Name>Configuration>Dashboard



The screenshot shows the 'Configure Dashboard' interface. At the top, there's a blue header with the title. Below it, a row of buttons includes '+ New' (highlighted), '✓ Activate', '□ Inactivate', and '✕ Delete'. A table below these buttons has columns for 'Order', 'Name', 'Report', and 'Status'. The first row shows '0' in the Order column, an empty text box in the Name column, a dropdown menu in the Report column with 'Choose Report...' selected, and a checked 'Active' checkbox in the Status column. To the right of the table are 'OK' and 'Cancel' buttons.

Graphic depictions (widgets) of analytical reports created in Report Writer can be visualized by each agency's users on the Elite Dashboard (Homepage) through this configuration. Only those analytical reports in the administrator's folders that have been set as "Visible to Everyone" can be depicted on the Dashboard.

Click on New to add a report to the agency's dashboard. Enter a name for the report widget, select the report desired and set the report to active. Click OK.

Default Activity Time: Navigation-Agency Name>Configuration>Default Activity Time

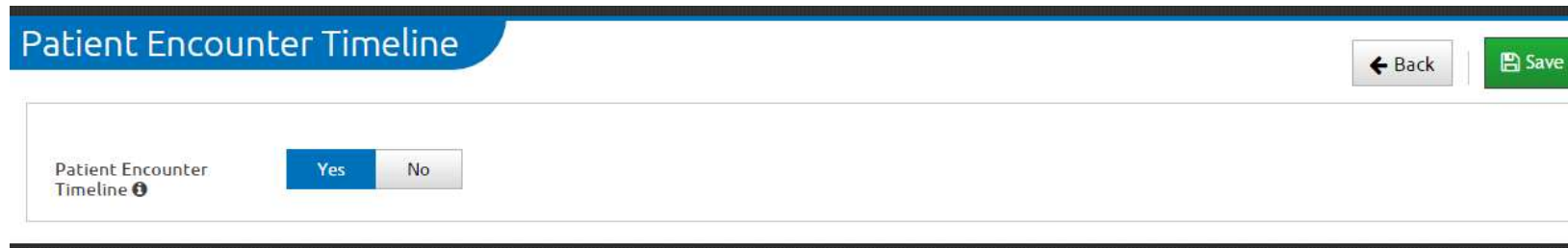
Each agency can set-up an auto-entry for all activity times to be blank (select None option) or auto-populate with the current time or the Arrived at Patient's Side (patient contact time). This would auto-populate the vital signs, assessments, medication, and procedure times. Note: If a significant amount of the documentation is performed after the call or activity has been completed, auto-populating these time fields is not recommended. Click Save.



The screenshot shows the 'Default Activity Times' configuration page. It has a blue header with the title. On the right side, there are 'Back' and 'Save' buttons. The main content area has a label 'Default Activity Time:' followed by a dropdown menu. The dropdown menu is open, showing four options: 'Current Time', 'None' (which is highlighted in blue), 'Current Time', and 'Arrived At Patient's Side'.



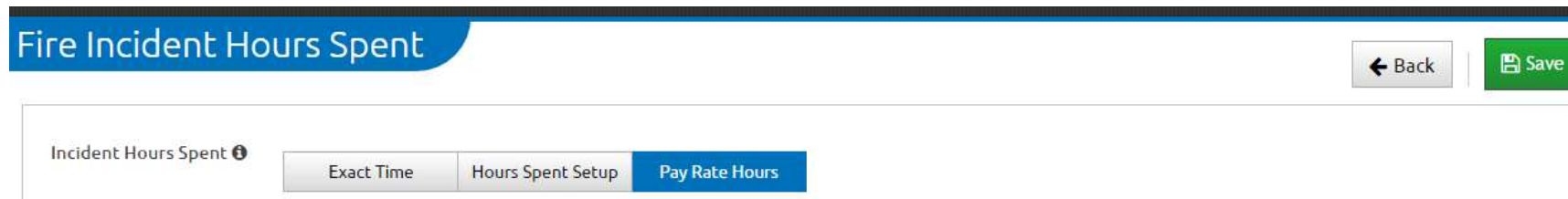
Patient Encounter Timeline: Navigation-Agency Name>Configuration>Patient Encounter Timeline



The screenshot shows the 'Patient Encounter Timeline' configuration page. At the top, there is a blue header with the title 'Patient Encounter Timeline'. To the right of the header are two buttons: 'Back' (with a left arrow) and 'Save' (with a floppy disk icon). Below the header is a large white box containing the text 'Patient Encounter Timeline' followed by an information icon. To the right of this text are two buttons: 'Yes' (highlighted in blue) and 'No' (in grey).

This is a component of the Timeline on the Elite ePCR. If turned on, the Patient Encounter tab within the Timeline will allow the user to view data from previous incidents if the patient is a repeat patient and the Repeat Patient feature has been turned on. This data will include response times, assessment findings, and interventions from previous calls that can be viewed as a Timeline list or as a graph. Click Save

Fire Incident Hours Spent: Navigation-Agency Name>Configuration>Fire Incident Hours Spent



The screenshot shows the 'Fire Incident Hours Spent' configuration page. At the top, there is a blue header with the title 'Fire Incident Hours Spent'. To the right of the header are two buttons: 'Back' (with a left arrow) and 'Save' (with a floppy disk icon). Below the header is a large white box containing the text 'Incident Hours Spent' followed by an information icon. To the right of this text are three buttons: 'Exact Time' (in grey), 'Hours Spent Setup' (in grey), and 'Pay Rate Hours' (highlighted in blue).

This is a feature not currently utilized by OC agencies but can be used to calculate the time spent on a specific incident and pay rates to be applied. See Image Trend University for more detail

## Repeat Patients: Navigation-Agency Name>Configuration>Repeat Patients

This turns on the Repeat Patient functionality. Note: patient information may take 75-125 minutes after entry and posting before being available through the Repeat Patient feature. Associated tasks related to these settings are:

- Adding the Repeat Patient button to the Elite template (present in the system default template)
- Set Repeat Patient Search for Online or Offline: see [page 18](#).

Repeat Patients

Back Save

Repeat Patients Yes No

Populate repeat patient data upon 3rd-party imports Yes No

Populate repeat patient data upon data entry (Elite or Elite Field) Yes No

Search for repeat patients within last X days 90

Most recent time patient data was successfully updated: 06/07/2016 07:53:50

<b>Repeat Patients</b>	Yes = enable the repeat patients feature for your agency and activate the Repeat Patient button on incident forms. No = repeat patients is turned off for your agency and the Repeat Patient button is not on incident forms.
<b>Populate repeat data upon 3rd-party imports</b>	Yes = add patients or update patient data in the database with patient data from 3rd party imports. No = patient data is not added or updated with patient data from 3rd party imports.
<b>Populate repeat patient data upon data entry (Elite or Elite Field)</b>	Yes = add patients or update patient data in the database with patient data from new incidents. No = patient data is not added or updated with patient data from new incidents.
<b>Search for repeat patients within the last X days</b>	This allows providers to use the Repeat Patient button on the incident form to search for repeat patients that were added or updated in the last X days.

Most recent time patient data was successfully updated

The most recent time the database updated successfully.

Click Save.

## Elite Field Configuration: Navigation-Agency Name>Elite Field Configuration

### Elite Field Configuration

[General Settings](#)

[EKG Monitor Import Setup](#)

[Device Authorization Settings](#)

[Fire From EMS Options](#)

## General Setting: Navigation-Agency Name>Elite Field Configuration>General Settings

### General Settings

[← Back](#) [More ▼](#) [Save](#)

Due to limitations with the browsers, Internet Explorer and Edge users can only use the 'Repeat Patient Search' while online. Please use Firefox or Chrome on a Windows device to use the 'Repeat Patient Search' while offline.

Automatically Delete Posted Incidents

☒ Yes ☐ No

Number of Days Old

Automatically Lock Incidents When Posting

☐ Yes ☒ No

Repeat Patient Search Availability

☒ Offline ☐ Online

Automatically Delete Posted Incidents from the Elite Field Dashboard: It is recommended this feature be turned on to ensure posted incidents are cleared from tablets after a specified period of time (Number of Days). Note: This will not delete posted incidents from the web based Elite. If Automatically Delete Posted incidents is set to No, then the incidents must be deleted manually from the tablets dashboard.

Repeat Patient Search Availability: Online allows users to search for repeat patients **only** online when connected to the internet, but is the recommended setting. The Offline setting allows a search for repeat patient online or offline. The Offline setting is not recommended because it creates a prolonged synch to download all the patients in the Repeat Patent database for the period of time set in Repeat Patient settings (see [page 17](#)). Note: Due to limitations with the browser, Internet Explorer and Edge users can only use the Repeat Patient Search while online. Please use Firefox or Chrome on a Windows device to use the 'Repeat Patient Search' while offline." Click Save.

## EKG Monitor Configuration: Navigation-Agency Name> Elite Field Configuration> EKG Monitor Setting

Adjust the EKG and Vital Signs settings as desired to be used for cloud-to-cloud transfer of data (must have a monitor that has WiFi capability and a cloud-to-cloud integration with Image Trend established) or direct monitor to tablet transfer. Click Save.

### EKG Monitor Configuration

[← Back](#)[More ▾](#)[Save](#)

EKG SettingsVital SettingsCloud Settings

Capture 12 Lead

YesNo

Create 12 Lead Procedure

YesNo

Capture When Pacing Starts

YesNo

Create Procedure When Pacing Starts

YesNo

Capture When Leads Turn On

YesNo

Create Procedure When Leads Turn On

YesNo

Capture Defibrillation

YesNo

Create Defibrillation Procedure

YesNo

Capture When Monitor is Powered On

YesNo

Capture When Pacing Energy Changes

YesNo

Capture When Pacing Rate Changes

YesNo

Capture When Pacing Stops

YesNo

Capture Mark Events

YesNo

Capture Print Strips

YesNo

Capture Initial Rhythm

YesNo

Capture Individual Lead

YesNo

### EKG Monitor Configuration

[← Back](#)[More ▾](#)[Save](#)

EKG SettingsVital SettingsCloud Settings

Create Vital when new Blood Pressure is taken

YesNo

Create Vital When ETCO2 Changes

YesNo

Must change this many points for new record to be created

5

Create Vital When Heart Rate Changes

YesNo

Must change this many points for new record to be created

10

Create Vital When SpO2 Changes

YesNo

Must change this many points for new record to be created

5

Create Vital every X minutes

YesNo

Number of Minutes

5

Using the Physio-Control or Zoll cloud allows the user to import EKG data onto any device (Windows or IOS) and does not require an SDK or the Elite Desktop Client software. Internet connectivity for the tablet and the monitor are required for this to be successful. Your monitor representative will provide the Domain Name, Access Key, and Password and assist you with the necessary monitor configuration set-up. See [page 32](#) for Medical Device Set-up instructions. Note: it is anticipated that Philips will have a cloud-to-cloud integration in the summer of 2016.

Elite Desktop Client software is needed for direct monitor to tablet transfer of data if a cloud-to-cloud integration is not possible, but the tablet must be using a Windows OS. The link for the Elite Desktop client

is: <https://support.imagetrend.com/supportdesk/index.php?/Knowledgebase/Article/GetAttachment/140/110294>

**EKG Monitor Configuration**

← Back   More ▾   Save

EKG Settings   Vital Settings   Cloud Settings

Use ZOLL Cloud   Yes   No

Domain Name

Data Access Key

Password

Use Elite Desktop Client   Yes   No

Use Physio-Control Cloud ⓘ   Yes   No

Select Yes to method(s) your agency plans to use. Click Save

Device Authorization Settings: Navigation-Agency Name>Elite Field configuration>Device Authorization Settings

**Device Authorization Settings**

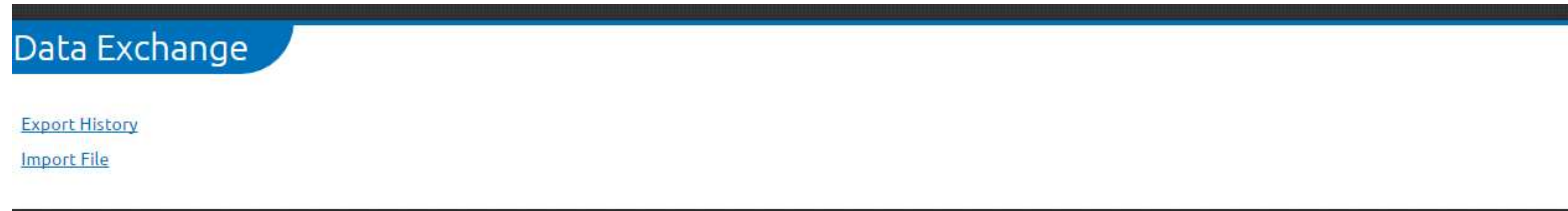
← Back   Save

Require Authorization of Elite Field Devices:   Yes   No

This setting allows managers to control which tablets/PCs have access to Elite Field. Selecting Yes will allow managers to authorize PCs and tablet devices for access and assign permissions to other select personnel to authorize a tablet/PC for Elite Field access. When Yes is selected an authorized user must sign-on to the table/PCs and select Yes to the authorization screen upon initial sign-on attempt. Once a device is authorized by an individual with permissions to do so, any user can then sign-on to Elite Field on the authorized tablet or PC. If No is selected, any device can be used to sign-on to Elite Field without an authorization step.

## Data Exchange: Navigation: Agency Name>Data Exchange: Navigation-Agency Name>Data Exchange

The Data Exchange link opens a menu with several options for importing or exporting incident data to various third-party vendors such as billing companies. Agency data is automatically exported to OC EMS



Export history is for viewing the history of all data exports, including any errors that require modifications to the incidents targeted for export (click on Details). Exporting incidents is covered on [page 27](#). Import file is currently not utilized.

A screenshot of a web application interface showing the "Export History" section. At the top, there is a blue header bar with the text "Export History" in white. Below the header, there is a search bar with the placeholder text "Search Export Type, Created By or Status" and a "Back" button. Below the search bar, there is a "View Export Type:" dropdown menu set to "All" and a "Date Range:" field showing "2/3/2015" to "2/4/2015". Below the date range, there is a pagination bar showing "26 - 50 of 122" and navigation arrows. The main content is a table with 6 columns: "Export Name", "Created By", "Created On", "Status", and "Run Time". Each row has a "Details" button on the left. The table contains 8 rows of data, all with a status of "Completed".

	Export Name	Created By	Created On	Status	Run Time
<a href="#">Details</a>	NEMESIS EMS (3.3.4)	David Johnson	2/3/2015 14:25:14	Completed	00:00:17
<a href="#">Details</a>	NEMESIS EMS (3.3.4)	David Johnson	2/3/2015 14:31:13	Completed	00:00:15
<a href="#">Details</a>	NEMESIS EMS (3.3.4)	David Johnson	2/3/2015 14:37:13	Completed	00:00:17
<a href="#">Details</a>	NEMESIS EMS (3.3.4)	David Johnson	2/3/2015 14:43:29	Completed	00:00:21
<a href="#">Details</a>	NEMESIS EMS (3.3.4)	David Johnson	2/3/2015 14:49:17	Completed	00:00:26
<a href="#">Details</a>	NEMESIS EMS (3.3.4)	David Johnson	2/3/2015 14:54:16	Completed	00:00:24
<a href="#">Details</a>	NEMESIS EMS (3.3.4)	David Johnson	2/3/2015 15:00:14	Completed	00:00:19
<a href="#">Details</a>	NEMESIS EMS (3.3.4)	David Johnson	2/3/2015 15:06:13	Completed	00:00:18

## Migration Wizard: Navigation-Agency Name>Migration Wizard

Migration of Agency data and set-up from Field/Service Bridge has already been implemented for each agency. Because this was done several months ago, it is recommended that Users for your agency be re-migrated prior to training. This will ensure any new users added, users inactivated, or changed passwords since the original migration is updated in Elite. Scroll to the bottom of the third column, labeled Completed and click on Remigrate users

**Not Done**

Congratulations, you've completed all the steps of the Migration Wizard.

**Current**

Congratulations, you've completed all the steps of the Migration Wizard.

**Completed**

- 24. Migrate Transfer Settings  
Completed on: 3/16/2016 by Laurent Repass
- 23. Migrate Favorite Locations/Postal Codes  
Completed on: 7/30/2015 by OCMEDS Transfer
- 22. Migrate Dispatch Centers (previously PSAP Dispatch Centers)  
Completed on: 7/30/2015 by OCMEDS Transfer
- 21. Migrate Lab Equipment  
Completed on: 7/30/2015 by OCMEDS Transfer
- 20. Migrate Medical Devices  
Completed on: 7/30/2015 by OCMEDS Transfer
- 19. Migrate Insurance Companies  
Completed on: 7/30/2015 by OCMEDS Transfer
- 18. Migrate Call Hours  
Skipped on: 3/16/2016 by
- 17. Migrate Call Hours  
Skipped on: 3/16/2016 by
- 16. Migrate Additional User Fire Data  
Skipped on: 3/16/2016 by
- 15. Migrate Additional User Fire Data  
Skipped on: 3/16/2016 by
- 14. Migrate Alarms  
Skipped on: 3/16/2016 by
- 13. Migrate Additional Supporting Agency/Unit Data  
Completed on: 3/16/2016 by Laurent Repass
- 12. Migrate Employers  
Completed on: 7/30/2015 by OCMEDS Transfer
- 11. Migrate Shifts  
Completed on: 7/30/2015 by OCMEDS Transfer
- 10. Migrate Performer Leave of Absences  
Skipped on: 3/16/2016 by
- 9. Migrate Leave of Absence Reasons  
Completed on: 5/28/2015 by Laurent Repass
- 8. Migrate Fire Vehicles  
Completed on: 3/16/2016 by Laurent Repass
- 7. Migrate Vehicles/Call Signs  
Completed on: 5/28/2015 by Laurent Repass
- 6. Migrate Agency Locations (previously Stations)  
Completed on: 5/28/2015 by Laurent Repass
- 5. Migrate Zones/Districts  
Completed on: 5/28/2015 by Laurent Repass
- 4. Migrate Performer Pay Rates  
Skipped on: 3/16/2016 by
- 2. Migrate Pay Rates  
Skipped on: 3/16/2016 by
- 3. Migrate Pay Rates  
Skipped on: 3/16/2016 by
- 1. Migrate Users  
Completed on: 2/18/2016 by ImageTrend Admin  
Click the button below to re-migrate users for your agency.  
**Remigrate Users**

**Migrate Users**

**Note:** If you choose to migrate only Active users, no inactive users will migrate to Elite.

**Update Passwords:** Select Yes to update everyone's Elite password to what they currently have set in the site you are migrating from. Select No to leave everyone's Elite password to what they are currently set to. Users that don't yet exist in Elite will be migrated over with their password regardless of this selection.

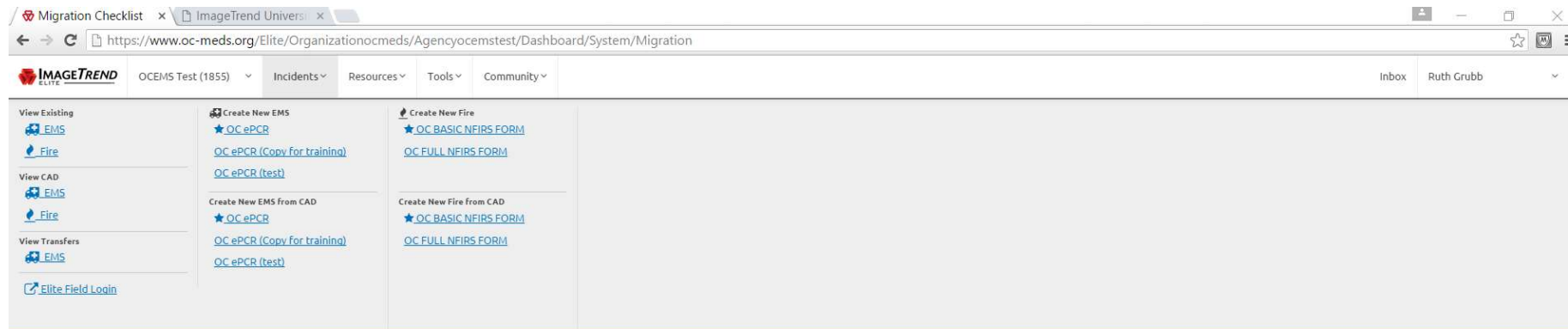
Only Migrate Active Users:

Update Passwords:



## Incidents Tab

Under this tab, users can view posted incidents, CAD info., view transfers, create a new ePCR, create new ePCR from CAD, and if implemented, view and create fire incidents. There is also a link to Elite Field Login



View Existing EMS: Navigation-Incidents>View Existing EMS. Clicking on the View Existing EMS/Fire will bring up the list of all posted incidents

Locked	Created On	Validity	Status	Unit Notified	Incident Number	Response Number	Created By
Locked	6/2/2016 17:21:18	39	In Progress	6/2/2016 17:21:46	Medical Device Test	Test20160502OCESM5000015	Jason Azuma
Locked	5/25/2016 16:43:39	-67	In Progress	5/25/2016 16:44:04	EKG Device Import	Test20160525OCESM5000003	Jason Azuma
Locked	5/25/2016 09:09:45	-22	In Progress	5/25/2016 09:10:22	Test STEMI Fields	Test20160525OCESM5000001	Jason Azuma
Locked	5/24/2016 11:01:54	64	In Progress	5/24/2016 11:54:19	AD Pilot Test	Nothing Entered	Jason Azuma
Locked	5/23/2016 10:43:03	54	In Progress	5/24/2016 08:57:40	Attachment Test	Nothing Entered	Jason Azuma

The list defaults to a sort order based on the Unit Notified Date/Time. This date/date range can be modified. To ensure the list includes all posted incidents, including those without a documented United Notified Time-clear the date range fields. Other filters available are incident status and validity score.

A new EMS run form can be initiated from this screen by selecting +New. See next page for additional info on using the Web site for creating a new incident

Bulk actions can be initiated by highlighting the incident rows desired and click on Bulk Action. From here multiple incidents actions are locked/unlocked, change status, print PDF, or exported to a third party (see [page 27](#)).

## Incident List Icon Functions: Navigation-Incidents> View Existing EMS

EMS Incident List





















Search All Columns

More

Unit Notified Date: 04/26/2016 to 06/09/2016 Incident Status: Equal All Validity: Equal

+ New Bulk Actions Select All Records (12) Results Per Page 25 1 - 12 of 12

Order By: Unit Notified Newest First

Locked	Created On 6/2/2016 17:21:18	Validity 39	Status In Progress	Unit Notified 6/2/2016 17:21:46	Incident Number Medical Device Test	Response Number Test20160602OCEM5000015	Created By Jason Azuma	   
Incident Address Nothing Entered								
Locked	Created On 5/25/2016 16:43:39	Validity -67	Status In Progress	Unit Notified 5/25/2016 16:44:04	Incident Number EKG Device Import	Response Number Test20160525OCEM5000003	Created By Jason Azuma	   
Incident Address Nothing Entered								
Locked	Created On 5/25/2016 09:09:45	Validity -22	Status In Progress	Unit Notified 5/25/2016 09:10:22	Incident Number Test STEMI Fields	Response Number Test20160525OCEM5000001	Created By Jason Azuma	   
Incident Address Nothing Entered								
Locked	Created On 5/24/2016 11:01:54	Validity 64	Status In Progress	Unit Notified 5/24/2016 11:54:19	Incident Number AD Pilot Test	Response Number Nothing Entered	Created By Jason Azuma	   
Incident Address 1025 S Anaheim Blvd.								
Locked	Created On 5/23/2016 10:43:03	Validity 54	Status In Progress	Unit Notified 5/24/2016 08:57:40	Incident Number Attachment Test	Response Number Nothing Entered	Created By Jason Azuma	   
Incident Address 13881 Dawson Street								

Click on the Arrow to open an existing incident

View Attachments:



Create a system message

(QA/QI) note:



See Incident History:



View PDF:



## Customizing the Incident List Columns: Navigation-Incidents> View Existing EMS

EMS Incident List

Search All Columns

More ^

Unit Notified Date: 5/17/2016 to 5/31/2016 Incident Status: Equa All Incident Status: Equa All Validity: Equal

+ New Bulk Actions Select All Records (1) 1 - 1 of 1

Locked	Incident Number	Unit Notified	Created On	Validity	Response Number	Status	Created By	Incident Address	Patient First Name	Patient Full Name
		5/19/2016 16:04:21	5/19/2016 16:58:11	97		In Progress	Sheryl Gradney			

1 - 1 of 1

To select additional/different columns to appear on the incident list, click on More and Select Columns

EMS Incident List

Search All Columns

More v

Unit Notified Date: 5/17/2016 to 5/31/2016 Incident Status: Equa All Incident Status: Equa All Validity: Equal

+ New Bulk Actions Select All Records (1) 1 - 1 of 1

Locked	Incident Number	Unit Notified	Created On	Validity	Response Number	Status	Created By	Incident Address	Patient First Name	Patient Full Name
		5/19/2016 16:04:21	5/19/2016 16:58:11	97		In Progress	Sheryl Gradney			

1 - 1 of 1

**Select Columns**

Current Columns

(Orders list columns left to right, top to bottom. Drag the column to change order.)

- Locked
- Incident Number
- Unit Notified
- Created On
- Validity
- Response Number
- Status
- Created By
- Incident Address
- Patient First Name
- Patient Full Name
- Device Description

**Add Column(s)**

To add a column, click the corresponding button below. The column will be added to the end of the 'Current Columns' above.

- Patient Care Report Number
- Call Sign
- Unit Number
- PSAP
- Patient Last Name
- Patient Initials
- Incident City
- Incident County
- Destination Name
- Destination Code
- Patient Arrived At Destination
- Incident Postal Code
- Date of Birth
- Patient Disposition
- Type of Service Requested
- Shift
- Zone
- Apt. Number

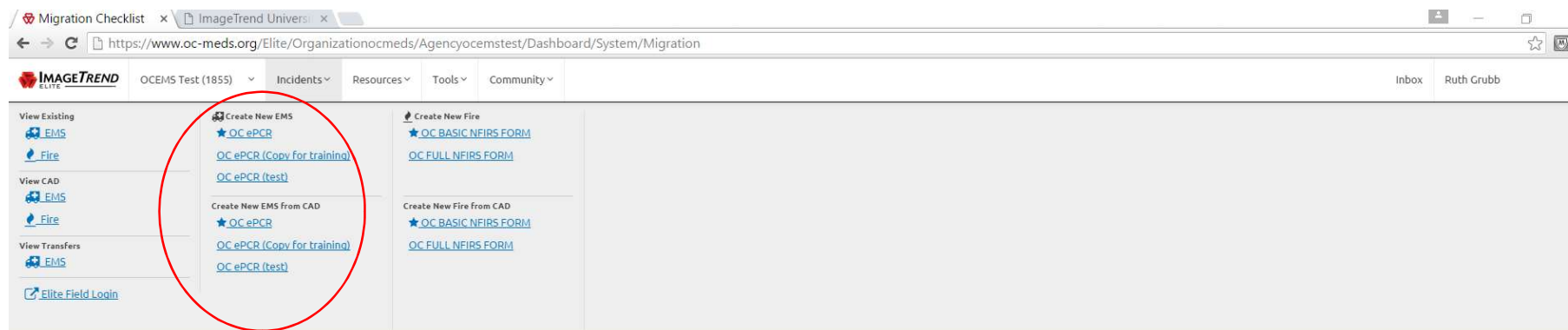
OK Cancel

Click on any of the listed data elements to add to the columns visible. Click and drag the selected data elements to change the order (from left to right)

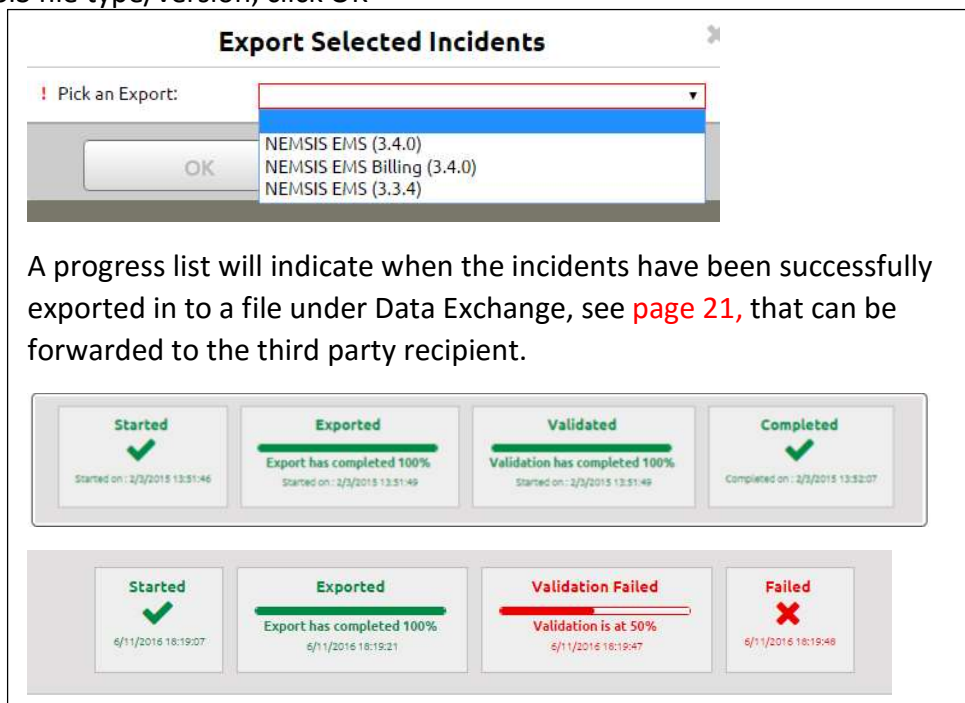
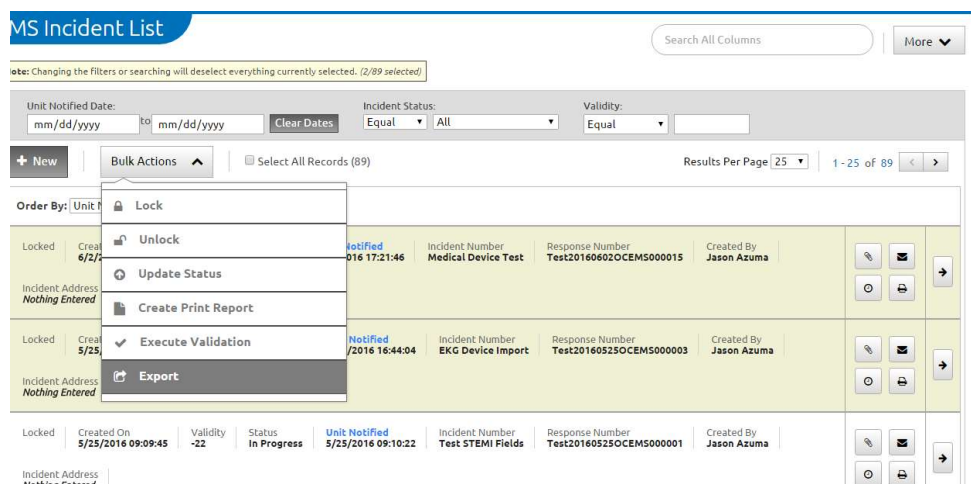
To remove a column, click on the X to the left of the data element

## Creating a New ePCR in Elite (Web site): Navigation-Incidents> Create New EMS

An ePCR can be initiated from the Elite Web site by clicking on Create New EMS or Create New EMS from CAD. Internet connectivity is required to create a new ePCR or to modify an existing incident. Posting is not necessary when using the Elite Web site to enter data into an ePCR. Unlike Service Bridge, the Elite web environment allows a user to transfer an incident and utilize Power Tools. With the exception of lacking a Post button and requiring internet connectivity, the template appearance and functionality are the same as Elite Field.

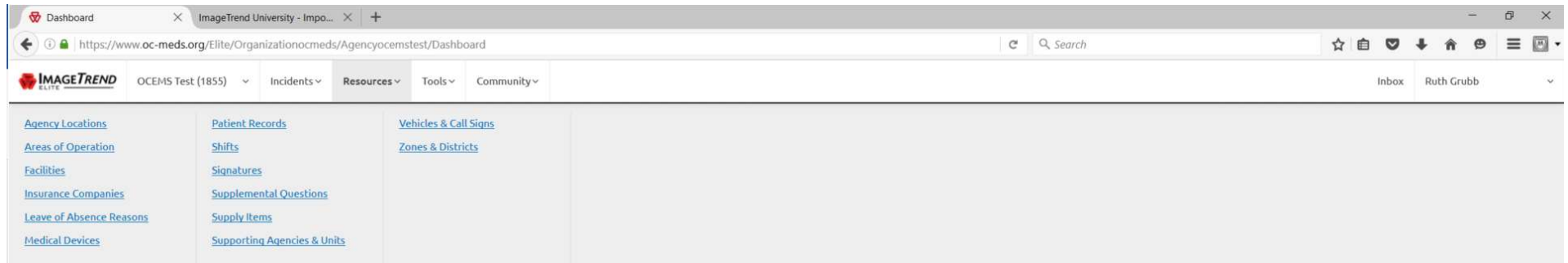


Exporting Incidents: Navigation- Agency Name> Incident From the incident list, highlight the incidents to be exported (max. of 50 incidents per export file). Under the Bulk Action button, click on Export. Select the correct NEMSIS file type/version, click OK



## Resources Tab

Options available under the Resource tab assists in managing agency resources listings in Elite



**Agency Locations:** Navigation-Resources > Agency Locations. This Resource was called Stations in Field Bridge. Each agency can list a fixed location (Station or HQ) or predetermined staging area in the order preferred.

Agency Locations

Filters: Active ☒ Search Number, Name, Address, City

+ New ☐ Activate ☐ Inactivate ☐ Save 1 - 9 of 9

Order	Source	Type	Name	Number	Address	City	State	Postal Code	Phone	Status
1	Newport Beach Fire Department	EMS Station	<a href="#">Lifeguard Headquarters</a>	LG HQ	70 Newport Pier	Newport Beach	CA	92663		Active
2	Newport Beach Fire Department	EMS Station	<a href="#">Station 1</a>	1	110 E. Balboa Boulevard	Newport Beach	CA	92661-1118	949-644-3371	Active
3	Newport Beach Fire Department	EMS Station	<a href="#">Station 2</a>	2	475 32nd Street	Newport Beach	CA	92663-3800	949-644-3372	Active
4	Newport Beach Fire Department	EMS Station	<a href="#">Station 3</a>	3	868 Santa Barbara Drive	Newport Beach	CA	92660-6303	949-644-3373	Active
5	Newport Beach Fire Department	EMS Station	<a href="#">Station 4</a>	4	124 Marine Avenue	Newport Beach	CA	92662-1202	949-644-3374	Active
6	Newport Beach Fire Department	EMS Station	<a href="#">Station 5</a>	5	410 Marigold Avenue	Corona del Mar	CA	92625-2405	949-644-3375	Active
7	Newport Beach Fire Department	EMS Station	<a href="#">Station 6</a>	6	1348 Irvine Avenue	Newport Beach	CA	92660-4605	949-644-3376	Active
8	Newport Beach Fire Department	EMS Station	<a href="#">Station 7</a>	7	20401 SW Acacia Street	Santa Ana Heights	CA	92660-1706	949-644-3377	Active
9	Newport Beach Fire Department	EMS Station	<a href="#">Station 8</a>	8	6502 Ridge Park Road	Newport Beach	CA	92657-1120	949-644-3378	Active

1 - 9 of 9

A filter can be applied to visualize active, inactive, or both locations. A specific location/station can be found using the Search box.

Click +New to add a new location

Indicate the sort order desired

Modify any of the listings by clicking on the blue hyperlinked name of the locations

Areas of Operation: Navigation-Resources>Area of Operation. This list details ambulance providers or fire agency ambulance exclusive operating areas. OC EMS complies this list.

The screenshot shows the ImageTrend Elite dashboard. The left sidebar contains a list of navigation links: Agency Locations, **Areas of Operation** (highlighted with a red circle), Facilities, Insurance Companies, Leave of Absence Reasons, Medical Devices, Patient Records, Shifts, Signatures, Supplemental Questions, Supply Items, Supporting Agencies & Units, Vehicles & Call Signs, and Zones & Districts. The top navigation bar includes the ImageTrend logo, a dropdown menu for 'OCEMS Test (1855)', and other tabs like Incidents, Resources, Tools, and Community. The top right corner shows 'Inbox' and 'Ruth Grubb'.

## Areas of Operation

Filters: Active

Search Area of Operation or Description




1 - 20 of 20


Sort Order	Source	Area of Operation	Description	Active
1	Orange County EMS System	<a href="#">OA 1</a>	Includes the City of Anaheim	Active
2	Orange County EMS System	<a href="#">EOA 2</a>	Includes the City of Brea	Active
3	Orange County EMS System	<a href="#">OA 3</a>	Includes the City of Buena Park	Active
4	Orange County EMS System	<a href="#">OA 4</a>	Includes the City of Costa Mesa	Active
5	Orange County EMS System	<a href="#">OA 6</a>	Includes the City of Fountain Valley	Active
6	Orange County EMS System	<a href="#">OA 7</a>	Includes the City of Fullerton	Active
7	Orange County EMS System	<a href="#">OA 8</a>	Includes the City of Garden Grove	Active
8	Orange County EMS System	<a href="#">OA 9</a>	Includes the City of Huntington Beach	Active
9	Orange County EMS System	<a href="#">OA 11</a>	Includes the City of Laguna Beach	Active
10	Orange County EMS System	<a href="#">OA 12</a>	Includes the City of La Habra	Active

















**Facilities:** Navigation-Resources>Facilities. This list, compiled by OC EMS, contains acute and sub-acute care hospitals, skilled nursing facilities and urgent care centers. Each agency can determine which facility is to be active/visible to the users and in what order.

## Facilities

Filters: Active  Search Name, Code, Address, City  More 

☒ Activate ☐ Inactivate  Save 1 - 25 of 195 < >

Order 	Source	Type	Name	Code	Pickup/Drop-Off	Address	City	State	Status
1 	Orange County EMS System	Hospital	<a href="#">St. Jude Medical Center</a>	1194926279	Both	101 East Valencia Mesa Drive	Fullerton	CA	Active
2 	Orange County EMS System	Hospital	<a href="#">Placentia Linda Hospital</a>	1700817756	Both	1301 N Rose Drive	Placentia	CA	Active
3 	Orange County EMS System	Hospital	<a href="#">Kaiser Permanente - Anaheim Medical Center</a>	1144375056	Both	3440 E La Palma Avenue	Anaheim	CA	Active
4 	Orange County EMS System	Hospital	<a href="#">UCI Medical Center</a>	1538216668	Both	101 The City Drive S	Orange	CA	Active
5 	Orange County EMS System	Hospital	<a href="#">Orange County Global Medical Center</a>	1265525935	Both	1001 Tustin Avenue	Santa Ana	CA	Active
6 	Orange County EMS System	Hospital	<a href="#">St. Joseph Hospital</a>	1558575746	Both	1100 W Stewart Drive	Orange	CA	Active
8 	Orange County EMS System	Hospital	<a href="#">Children's Hospital of Orange County</a>	1811080526	Both	1201 W. La Veta Avenue	Orange	CA	Active
9 	Orange County EMS System	Hospital	<a href="#">Presbyterian Intercommunity Hospital</a>	1043215379	Both	12401 Washington Blvd.	City of Whittier	CA	Active
9 	Orange County EMS System	Hospital	<a href="#">Whittier Hospital Medical Center</a>	1023000569	Both	9080 Colima Road	Whittier	CA	Active
10 	Orange County EMS System	Hospital	<a href="#">Mission Hospital Regional Medical Center</a>	1992752315	Both	27700 Medical Center Road	Mission Viejo	CA	Active
20 	Orange County EMS System	Morgue	<a href="#">Coroner</a>	666	Drop-off	1071 W. Santa Ana Blvd	Santa Ana	CA	Active
50 	Orange County EMS System	Hospital	<a href="#">Anaheim Global Medical Center</a>	1790778488	Both	1025 S Anaheim Blvd.	Anaheim	CA	Active
50 	Orange County EMS System	Hospital	<a href="#">Anaheim General Hospital</a>	20016	Both	3350 West Ball Road	City of Anaheim	CA	Active
	Orange County		<a href="#">Anaheim</a>			1111 W. La			

Use the Filter icon to change the listing to active or inactive or both

Use the Search box to locate a specific facility

To activate (make visible on the destination list) or inactivate a facility, highlight the listing and select Activate or Inactivate as desired. Once a facility is inactive, it will not be visible on the destination list in Elite

Modify the sort order as desired

## Insurance Companies: Navigation-Resources>Insurance Companies

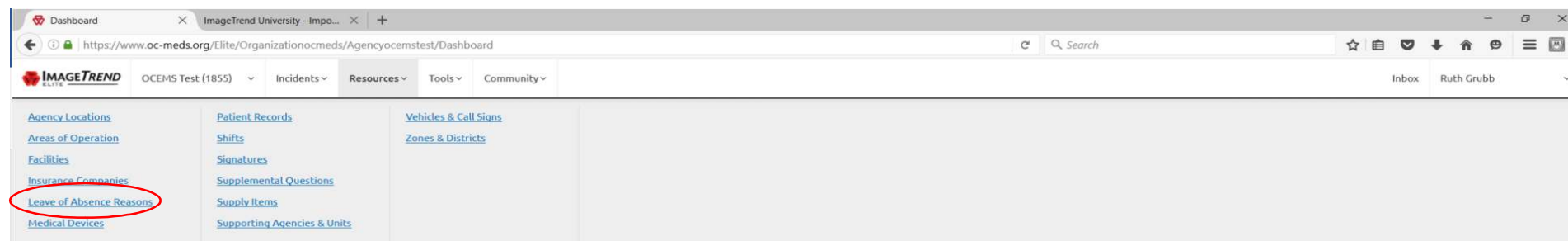
The screenshot shows the ImageTrend Elite dashboard. The navigation menu on the left includes links for Agency Locations, Areas of Operation, Facilities, Insurance Companies (highlighted with a red circle), Leave of Absence Reasons, Medical Devices, Patient Records, Shifts, Signatures, Supplemental Questions, Supply Items, Supporting Agencies & Units, Vehicles & Call Signs, and Zones & Districts. The top navigation bar includes the ImageTrend logo, OCEMS Test (1855), Incidents, Resources, Tools, and Community. The top right shows the user's name, Ruth Grubb, and an inbox icon.

The screenshot shows the Insurance Companies list page. The page has a header with the title "Insurance Companies" and a search bar. Below the header is a table with columns: Order, Source, Name, ID, Address, City, State, and Status. The table contains 15 rows of data, all with a status of "Active".

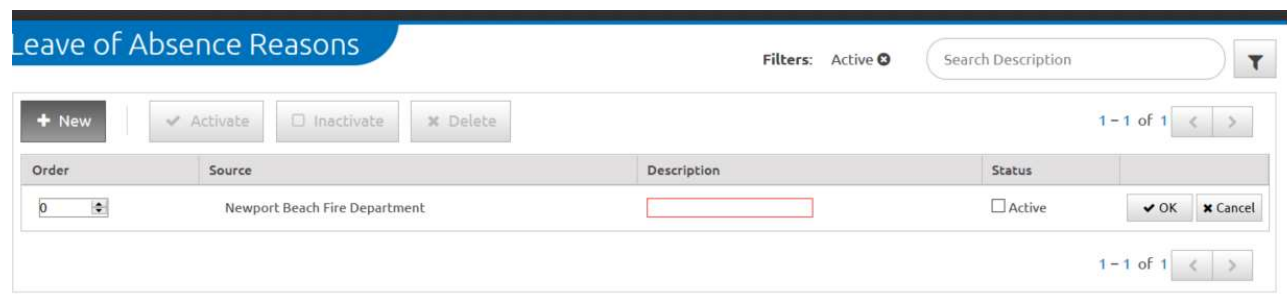
Order ^	Source	Name	ID	Address	City	State	Status
0	Care Ambulance Service	<a href="#">Healthy Families</a>					Active
0	Care Ambulance Service	<a href="#">Other (List In Narrative)</a>					Active
0	Care Ambulance Service	<a href="#">Easy Choice</a>					Active
0	Care Ambulance Service	<a href="#">CareMore</a>					Active
0	Care Ambulance Service	<a href="#">Universal Care</a>					Active
0	Care Ambulance Service	<a href="#">Auto Insurance</a>					Active
0	Care Ambulance Service	<a href="#">Blue Cross</a>					Active
0	Care Ambulance Service	<a href="#">Care First</a>					Active
0	Care Ambulance Service	<a href="#">Blue Shield</a>					Active
0	Care Ambulance Service	<a href="#">Prudent Buyer</a>					Active
0	Care Ambulance Service	<a href="#">No Insurance - Why?</a>					Active
0	Care Ambulance Service	<a href="#">PacifiCare</a>					Active
0	Care Ambulance Service	<a href="#">MSI</a>					Active
0	Care Ambulance Service	<a href="#">Medi-Cal PCS Request</a>					Active
0	Care Ambulance Service	<a href="#">UHP</a>					Active
0	Care Ambulance Service	<a href="#">Medi-Cal</a>					Active

Agency who bill have the option of listing insurance companies in the desired order.

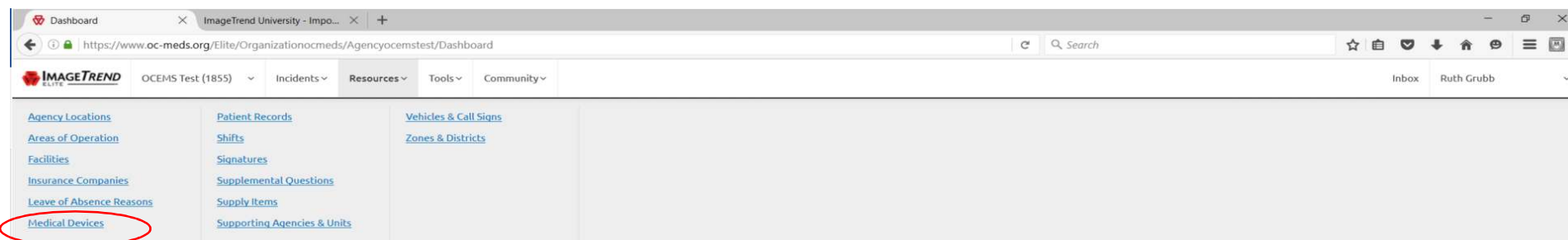
Leave of Absence Reasons: Navigation-Resources> Leave of Absence Reasons. Agencies who wish to track a leave of absence in the Users profile can create a list of LOA reasons under this section. This is an optional section.



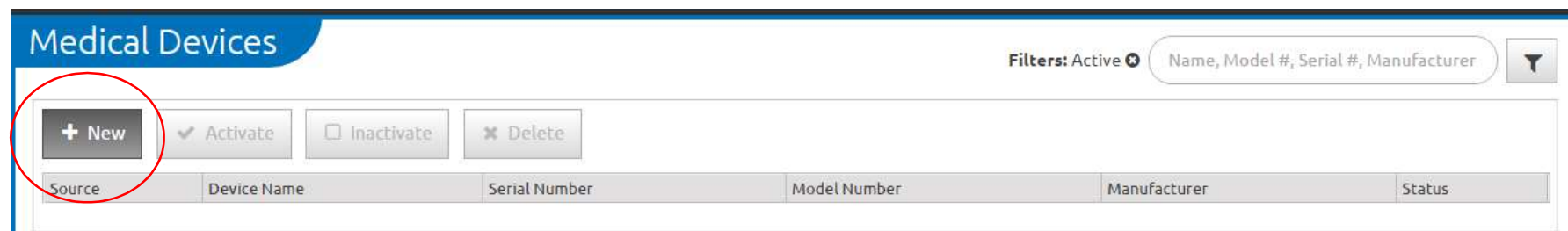
Click +New to add a reason



Medical Devices: Navigation-Resources> Medical Devices. This section allows each agency to list the cardiac monitors deployed. This will be useful when selecting a monitor download from a cloud-to-cloud integration or a direct monitor to tablet transfer of data.

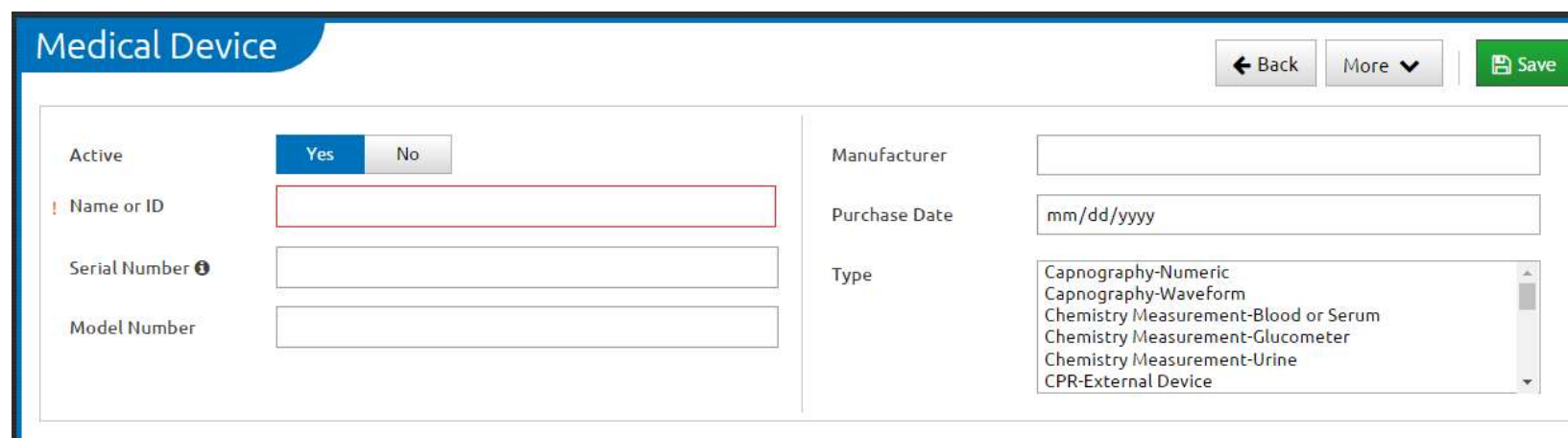


To add a device, select +New



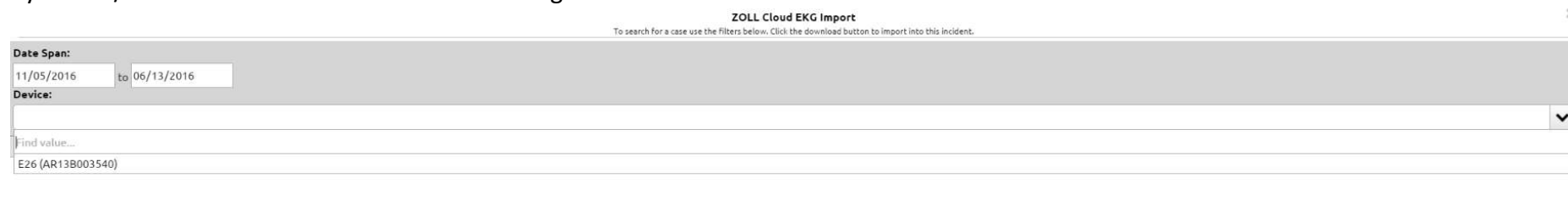
The screenshot shows the 'Medical Devices' management interface. At the top, there's a header with the title 'Medical Devices' and a filter section labeled 'Filters: Active' with a search input containing 'Name, Model #, Serial #, Manufacturer'. Below the header, there's a row of action buttons: '+ New' (highlighted with a red circle), 'Activate', 'Inactivate', and 'Delete'. Underneath these buttons is a table with columns: 'Source', 'Device Name', 'Serial Number', 'Model Number', 'Manufacturer', and 'Status'.

Enter the name of the monitor as it was entered in the monitor's configuration. Serial number (recommended), model number, manufacturer, purchase date and type of device may be entered, but is optional.



The screenshot shows the 'Medical Device' configuration form. It has a header with 'Medical Device' and navigation buttons: 'Back', 'More', and 'Save'. The form is divided into two main sections. The left section contains fields for 'Active' (with 'Yes' and 'No' radio buttons), 'Name or ID', 'Serial Number', and 'Model Number'. The right section contains fields for 'Manufacturer', 'Purchase Date' (with a date format 'mm/dd/yyyy'), and 'Type' (a dropdown menu with options: 'Capnography-Numeric', 'Capnography-Waveform', 'Chemistry Measurement-Blood or Serum', 'Chemistry Measurement-Glucometer', 'Chemistry Measurement-Urine', and 'CPR-External Device').

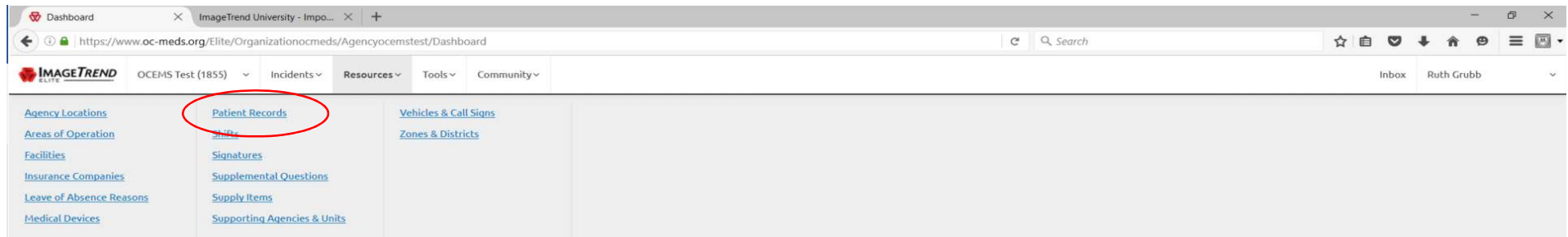
Once this list is populated, users can filter the events available in the cloud-to-cloud integration between the monitor manufacturer and Image Trend by device/cardiac monitor as well as the date range.



The screenshot shows the 'ZOLL Cloud EKG Import' interface. It has a header with the title 'ZOLL Cloud EKG Import' and a subtitle 'To search for a case use the filters below. Click the download button to import into this incident.' Below the header, there's a 'Date Span' section with a date range from '11/05/2016' to '06/13/2016'. Underneath is a 'Device' section with a search input 'Find value...' and a dropdown menu showing 'E26 (AR13B003540)'.

Patient Records: Navigation-Resources>Patient Records. See [page 17](#) for information on turning on the Repeat Patient feature and [page 18](#) for information on online vs offline access to the repeat patient list.

Patient Records is a listing of patient records for your agency. When combined with the Find Repeat Patient button on the incident form, users can search and add the patient's information to a current incident.



From this screen, Repeat Patient listings can be searched, activated, inactivated, deleted, and modified. A search can be done by name, DOB, address, or SSN.

### Patient Records

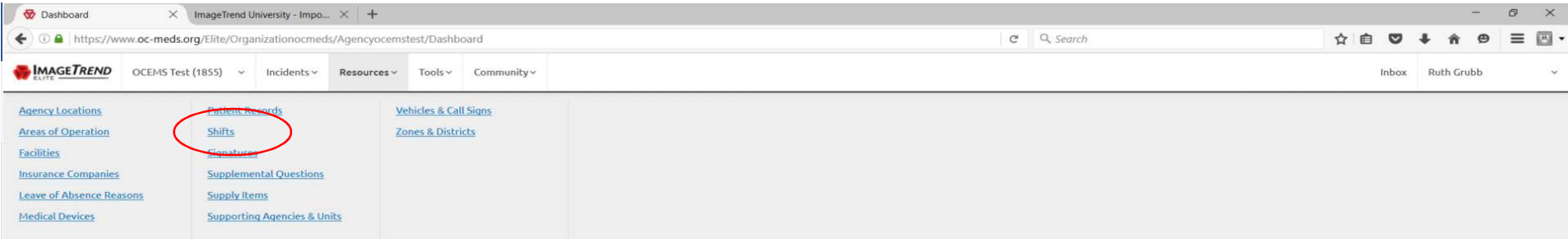
Filters: Active

Search Name, DOB, Address, or SSN

1 - 19 of 19

Last Name	First Name	Address	City	Postal Code	Last Updated	SSN	Status
	<a href="#">test</a>				12/10/2015		Active
<a href="#">Doe</a>	<a href="#">John</a>	15 Main Street	Santa Ana	92701	4/13/2016		Active
<a href="#">Elite</a>	<a href="#">Test</a>				5/17/2015		Active
<a href="#">Griswold</a>	<a href="#">Clark</a>	32 Main Street	Santa Ana	92701	5/3/2016		Active
<a href="#">Griswold</a>	<a href="#">Ellen</a>	405 W Fifth Street	Santa Ana	92701	5/3/2016		Active

Shifts: Navigation-Resources>Shifts. List the shift names assigned to field personnel



Shifts

Filters: Active

Search Name or Description

+ New

✓ Activate

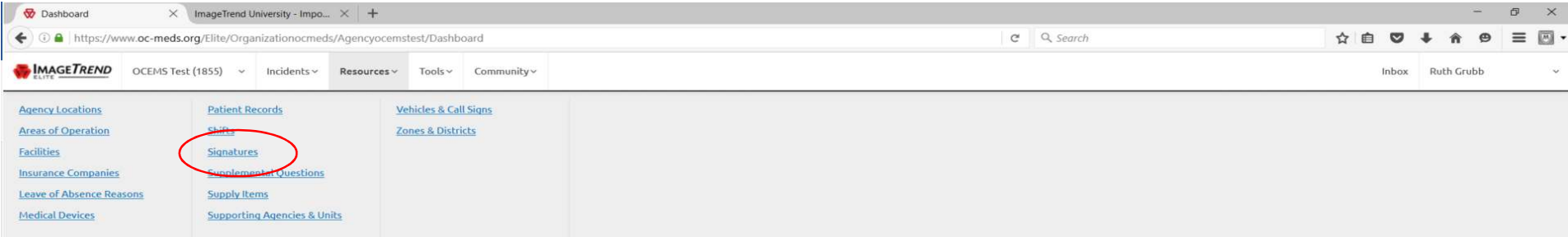
□ Inactivate

1 - 3 of 3

Source	Name	Description	EMS	Fire	Status
Orange County EMS System	<a href="#">B Shift</a>		Yes	No	Active
Orange County EMS System	<a href="#">C Shift</a>		Yes	No	Active
Orange County EMS System	<a href="#">A Shift</a>		Yes	No	Active

1 - 3 of 3

Signatures: Navigation-Resources>Signatures. The verbiage present on the signature panels (HIPAA Acknowledgement, Authorization for Billing, AMA, etc.) has been completed by OC EMS. Each agency has the ability to add, activate, deactivate, or modify the text entered. It is recommended any modifications be done in English, Spanish, Vietnamese, and Korean.



Signature Paragraphs

Filters: Active

Search Language, Signing Type, Or Reason

More

+ New

Activate

Inactivate

1 - 25 of 27

Source	Language	Type of Person Signing	Signature Reason	Status	
Orange County EMS System	English	Patient (Self)	HIPAA Acknowledgement/Release	Active	Edit
Orange County EMS System	Spanish	Patient (Self)	HIPAA Acknowledgement/Release	Active	Edit
Orange County EMS System	Vietnamese	Patient (Self)	HIPAA Acknowledgement/Release	Active	Edit

Signature Paragraph

Back

Save

Language

English

Type of Person Signing

Patient (Self)

Signature Reason

HIPAA Acknowledgement/Release

Signature Paragraph ⓘ

Our Notice of Privacy Practices provides information about how we may use and disclose protected health information about you. You have the right to review our notice before signing this consent. As provided in our notice, the terms of our notice may change. If we change our notice, you may obtain a revised copy. You have the right to request that we restrict how protected health information about you is used or disclosed for treatment, payment or health care operations. We are not required to agree to this restriction, but if we do, we are bound by our agreement. By signing this form, you consent to our use and disclosure of protected health information about you for treatment, payment or health care

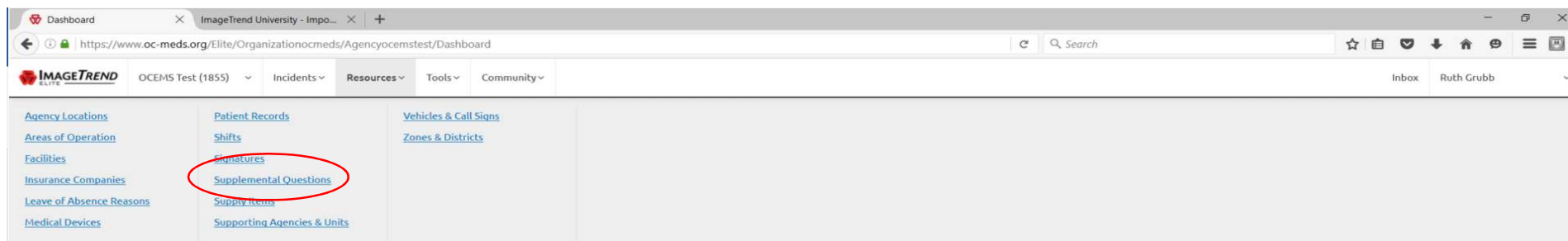
Active ⓘ

Yes

No



**Supplemental Questions:** Navigation-Resources>Supplemental Questions. These are data elements/fields that can be entered into a template that are not included in the NEMSIS Data/OC EMS data dictionaries. These questions can be entered at the system or agency level. These can be formatted as a text field, drop down single-select field, or a memo box (allows more characters than a text field). Utilization of a supplemental question requires the creation of the question and, then, the addition of the question to the template via the Form Manager. An agency must have created their own template to utilize agency-specific supplemental questions. Contact OC EMS to request the addition of a supplemental question to the default System template.



Click +New to create a supplemental question. Highlight a listed question to modify, activate, or inactivate. Use the filters and Search box to locate a specific existing supplemental question

Supplemental Questions				
		Filters: Active	Search Question	
<div> <div>+ New</div> <div>✓ Activate</div> <div>□ Inactivate</div> <div>Save</div> </div> <div>1 - 25 of 83</div>				
Order ^	Source	Question	Type	Status
0	Orange County EMS System	<a href="#">12-Lead Indicated STEM</a>	Single Select	Active
0	Orange County EMS System	<a href="#">12-Lead: Reason Field 12-Lead EKG Was Not Obtained</a>	Single Select	Active
0	Orange County EMS System	<a href="#">AD Pilot: Complex facial laceration or laceration to neck/axilla/groin?</a>	Single Select	Active
0	Orange County EMS System	<a href="#">AD Pilot: Dispatch Level</a>	Single Select	Active
0	Orange County EMS System	<a href="#">AD Pilot: Ethnicity</a>	Single Select	Active
0	Orange County EMS System	<a href="#">AD Pilot: History of dialysis, heart failure, clotting disorder, or cancer on chemotherapy or organ transplant?</a>	Single Select	Active
0	Orange County EMS System	<a href="#">AD Pilot: Is this patient appropriate for Urgent Care Transport?</a>	Single Select	Active
0	Orange County EMS System	<a href="#">AD Pilot: Laceration with exposed bone/tendon, or unable to move distal joints?</a>	Single Select	Active

**Question Properties** ← Back Save

Active ? Yes No

Question

Question Type

Textbox  
Memo  
Single Select

Type in the Question and select the format: textbox, Memo, or single select. Click Save

**Question Properties** ← Back Save

Active ? Yes No

Question

Question Type

Answer Choices ?

Type an answer choice, then hit enter...

Drag the answer choice to change order

✕ Yes

✕ No

✕ Haven't decided yet

If Single Select in the desired question/answer option format, type in the answer options. After each answer option, hit the enter key on the keyboard. The order of the options can be modified by clicking and dragging the answer option up or down as needed. Click Save. See [page](#) for instructions on entering into the template via the form manager.

Supply Items: Navigation-Resources>Supply Items

If an agency wishes the field personnel to document the supplies utilized on an incident, the inventory items must be entered into this section. Click +New to add an item. To edit an item already on the list, click Edit. To activate or inactivate an item on the list, highlight the item and click on the Activate/Inactivate button.



Supply Items

Filters: Active

1 - 25 of 68

Order	Source	Name	Status	
0	Huntington Beach Fire Department	ECG - 3 Lead	Active	<input type="button" value="Edit"/>
0	Huntington Beach Fire Department	ECG - 12 Lead & Acquisition	Active	<input type="button" value="Edit"/>
0	Huntington Beach Fire Department	Personnel - Additional Medic	Active	<input type="button" value="Edit"/>
0	Huntington Beach Fire Department	Advanced Airway - Combitube	Active	<input type="button" value="Edit"/>
0	Huntington Beach Fire Department	Advanced Airway - ET Kit	Active	<input type="button" value="Edit"/>

Supply Items

Filters: Active

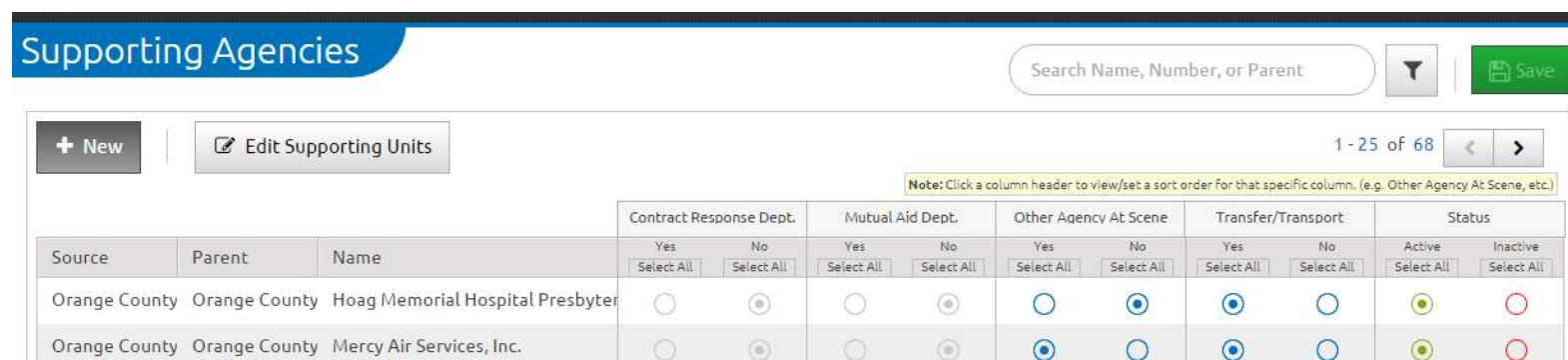
1 - 26 of 69

Order	Source	Name	Status	
<input type="text" value="0"/>	Huntington Beach Fire Department	<input type="text"/>	<input checked="" type="checkbox"/> Active	<input type="button" value="OK"/> <input type="button" value="✕ Cancel"/>

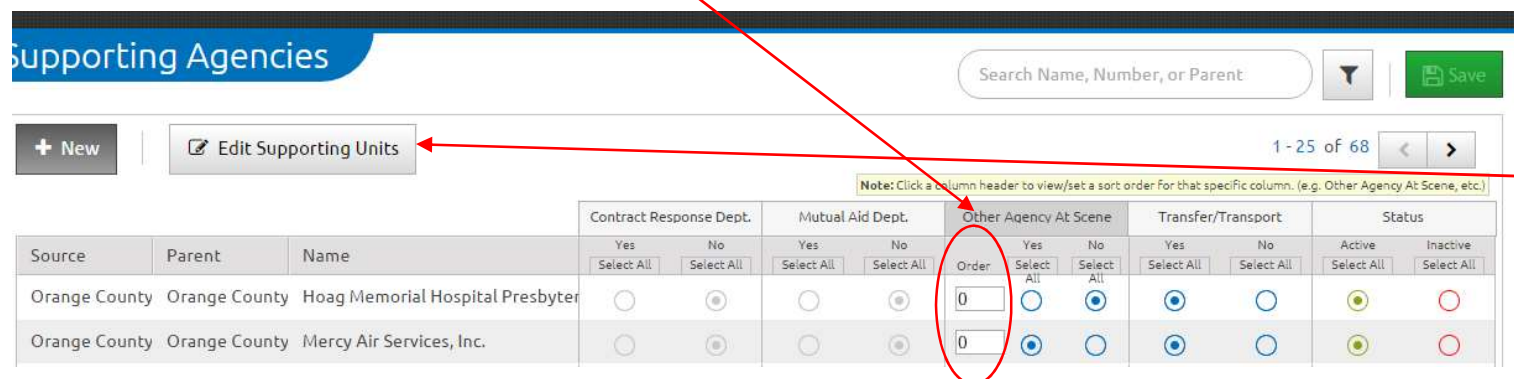
## Supporting Agencies &Units: Navigation-Resources>Supporting Agencies and Units



This is the list of other agencies and each agency's units that may respond to the scene on a mutual/auto aid assignment or for the purpose of providing patient care and/or transport.



Each agency can determine the listing order, which agencies are to be an active or inactive listing, and which agencies have transport capabilities. To edit the order of the listing, click on the column header to open the sort order boxes



To edit supporting unit, click on the Edit Supporting Units box

## Supporting Units

Search Unit Name

Save

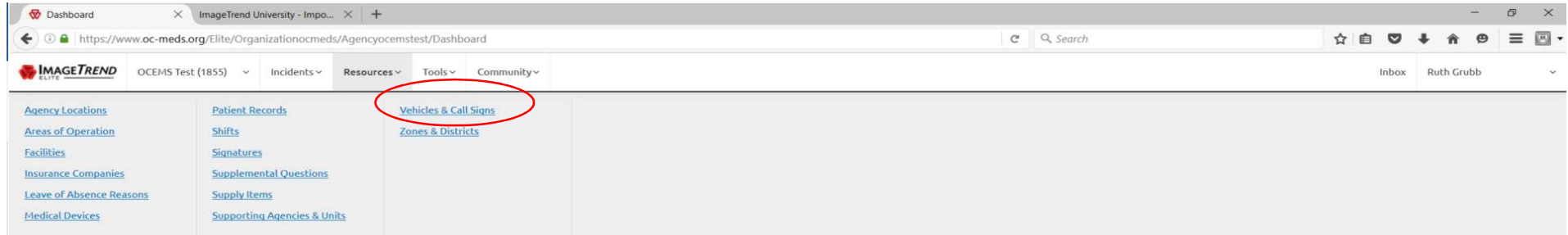
+ New | Edit Supporting Agencies

1 - 25 of 496

Note: Click a column header to view/set a sort order for that specific column. (e.g. First Arriving Unit, etc.)

Source	Unit Name	First Arriving Unit		Status	
		Yes Select All	No Select All	Active Select All	Inactive Select All
Orange County I	E26	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Orange County I	SAFE26	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Orange County I	NT62	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Orange County I	AE5	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

### Vehicles & Call Signs: Navigation-Resources>Vehicles & Call signs



Each agency is responsible for maintaining an accurate list of their response vehicles. As units are added/deleted to the fleet or call signs and configuration modified, each agency must update their own Vehicle and Call signs list, and also inform the other county agencies so their Supporting Agencies and Unit list can also be updated. The sort order of this list can be modified

## Vehicles

Filters: Active

Search using any of the fields below

+ New | Edit Call Signs | Activate | Inactivate | Save

1 - 25 of 32

Order	Source	Vehicle ID	Call Sign	ApparatusID	At Agency Location	EMS	Fire	Status
0	Newport Beach Fire Department	NE68	NE68		Station 8	Yes	No	Active
0	Newport Beach Fire Department	NE64	NE64		Station 4	Yes	No	Active

## Zones and Districts: Navigation-Resources>Zones and Districts

This list is a cumulative list of all fire district number. New Districts can be added by selecting the +New button. Listed Districts can be activated or inactivated as needed by highlighting the row and selecting Activate or Inactivate.



### Zones/Districts

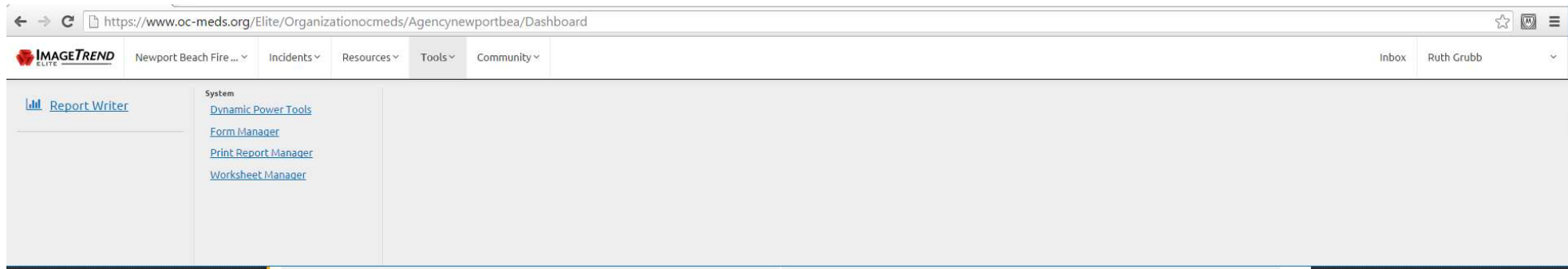
Filters: Active 🔍 Search All Columns 🔍

+ New ✓ Activate ❌ Inactivate 1 - 25 of 4,061 < >

Source	Number	Description	EMS	Fire	Inspections	Target Performance Times (Mins)	Status
Newport Beach Fire Department	<a href="#">A1043X</a>		Yes	Yes	No	0	Active
Newport Beach Fire Department	<a href="#">A1043Y</a>		Yes	Yes	No	0	Active
Newport Beach Fire Department	<a href="#">A1043Z</a>		Yes	Yes	No	0	Active
Newport Beach Fire Department	<a href="#">A1044Y</a>		Yes	Yes	No	0	Active

## Tools Tab

Located under this tab are the resources to create Dynamic Power Tools, Templates via Form Manger, the PDF of the run via the Print Report Manager, and create Worksheets. The use of the default template and PDF is recommended. Please contact OCEMS to additional guidance on using these tools.



Report Writer: Navigation-Tools>Report Writer

OC EMS provided periodic training on the use of Report Writer and this will not be covered in this document. Note: reports created in Service Bridge must be re-created in Elite due to the utilization of the NEMSIS 3 data set.