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Introduction

Topics in this chapter include:

Overview

Welcome to ZOLL RescueNet™ TabletPCR and WebPCR. These powerful tools can help you streamline data collection and reporting, increase the accuracy of the data that is collected, and ensure that each PCR contains the information that your company requires.

TabletPCR and WebPCR 5.1 simplify and enhance your data collection tasks:

- **Tablet PCR**: Allows you to capture, access and automate pre-hospital patient data, clinical QA and system information and improves the overall access to information. Tablet PCR has configurable screens, an easy-to-use touchscreen-friendly user interface and an open architecture interface to allow integration with other billing and CAD systems.

- **WebPCR**: Provides a web-based version of TabletPCR that allows you to access incomplete calls from any computer that has access to a Web browser and your WebPCR Server. You can easily add or edit data, generate reports, and close calls without having to use a tablet computer.

**Intended Use**

The RescueNet ePCR 5.2 is intended for use by trained medical personnel who are familiar with basic monitoring, vital sign assessment, emergency cardiac care, and the use of RescueNet ePCR5.2. RescueNet ePCR 5.2 is also intended for use by (or on the order of) physicians at the
scene of an emergency or in a hospital emergency room, intensive care unit, cardiac care unit, or
other similar area of a hospital. The usage may be in an ambulance or at the scene of an emergency.
It is also intended to be used during the transport of patients.

Hints for Using This Book

RescueNet ePCR 5.2 User’s Guide provides information that operators need for the safe and
effective use and care of the RescueNet ePCR 5.2 product. It is important that all persons using this
device read and understand all the information contained in this book. All information concerning
the safety considerations and the warning section should be thoroughly understood.

- Interface elements, command names, and menu names are shown in bold.
- When you should press a combination of keys at the same time, they are shown joined with
  a PLUS (+) symbol, for example, Alt+n.
- If you should type something, it is displayed in a monospaced font.
- All procedures are numbered:

  1. Even a one-step procedure.

Notes

Note: These notes present additional information related to the current topic.

Speed Hint: These speed hints can help you do things faster!

Warning/Important: These notes are essential to the successful use of your system.

Getting the Latest Revision of this Book

The latest revision of the PDF version of this book is automatically transferred to your system
whenever you perform an upgrade.

You can also download the latest PDF version of this book at any time by visiting the ZOLL Res-
cueNet Documentation webpage: www.myzolldata.com/documentation.
Commenting on this Book

ZOLL welcomes your feedback. You can comment on this document by sending e-mail to documentation@zolldata.com.

You must state the document title and release number.

Your comments are of great value, and will help us improve our documentation.
Chapter 2: TabletPCR - Overview

Topics described in this chapter include:

- Starting TabletPCR for the First Time  page 2-1
- Logging in and Adding Crew Members  page 2-2
- Viewing the Inbox  page 2-5
- Adding a Patient Care Report (PCR)  page 2-6
- Receiving Automatic Updates from Dispatch  page 2-16
- Linking a New PCR to a PCR from Dispatch  page 2-17
- Completing PCRs  page 2-25
- Synchronizing with RescueNet Field Data  page 2-25
- Using the Spell Check Feature  page 2-26

**Starting TabletPCR for the First Time**

1. On the Windows desktop, tap the TabletPCR icon.

The very first time you start TabletPCR on a field data device or workstation, a message appears stating that some information is required before the Login screen can be displayed. Tap **Yes** to synchronize and download it from the server. The next time you start TabletPCR, this step is skipped.
Logging in and Adding Crew Members

1. Once the initial synchronization is completed, the Login screen is displayed.

   Tap your name (a), type your password (b), and then tap Log In (c).

   ![Login Screen](image)

   **Note:** Your organization can customize the TabletPCR screens, so you might see different captions and choices than those shown in this book’s examples.

   - TabletPCR can be used on touch screen or pen-based PCs, or regular workstations. If your TabletPCR was set up for pen-based PCs, you see a pop-up soft keyboard that allows you to write on it.
   - For touch screen PCs, you see a pop-up soft ink pad; for workstations, you use a regular keyboard.
   - To change these settings, see Changing default Time, Input, and Sync modes on page 7.
2. Use the **Add Crew** wizard to describe your crew and shift.

```
2-3
```

The **Add Crew** wizard’s data-entry fields are listed on the left side. You can tap to select one, or you can go through them in sequence using the **Next** button.

b) The selected data-entry field’s long caption.

c) The selected data-entry field’s number in the sequence of fields.

d) There are a couple of ways to capture information.

In this example, you can tap Now to select the current date and time as the shift start date or you can tap a time in the list. The selected time is displayed bold with a check mark.

e) The data-entry area shows your choices for the selected data-entry field.

You can scroll a list by tapping the **Page Up, Up, Down, or Page Down** buttons.

f) If the current data-entry field is designed to accept a single value, when you select or add a value for it, the focus automatically advances to the next field. Otherwise, you can move to the next field by tapping the **Next** button.

The **Add Crew** wizard is only displayed on startup if you are not already a member of a shift stored on the current TabletPCR device. Note that shifts are stored on TabletPCR as long as it has any associated Patient Care Reports (PCRs) that have not been completed and uploaded. If all PCRs have been uploaded, the shift is cleared off the device after 28 hours, except for the last active shift, which is stored on the device until a new shift is started.
Alternative ways to capture information

For many data-entry fields, if you cannot easily find the value that you are looking for in the list, you can tap Can’t Find to access an alternative method to capture the information. For example, for the Shift Start Date, a keypad for adding the time and date is displayed.

To return to the main list, tap Pick from List.

3. Continue to go through the Add Crew wizard by selecting your region, station, shift, unit type, and vehicle number.

4. When you get to Crew 1 Name, tap your name, and then a signature box opens.

Important! Make sure you sign your actual signature. It is printed on the Patient Care Report and could be used for legal reasons.

Note: You must also collect a signature for each crew member that you add to the shift.

5. When you finish adding the shift information in the Add Crew wizard, tap OK.
6. The **Configure Crew** wizard lists the crew that you added. Select the crew you want to use for the shift, and then tap to **Set as Current Crew**.

Depending on your TabletPCR setup, you might also view the following information:

- All crews you have been a member of within the last 28 hours that have used the current TabletPCR device.
- Or, all crews that you or any other member of the current crew has been a member of during the last 28 hours that have used the current TabletPCR device.

You can also edit the selected crew’s shift information. When you use the same TabletPCR for each shift, you can elect your crew from the previous shift and all your shift information gets populated in the fields.

If your new crew or shift information is slightly different, you need to capture those differences.

**Viewing the Inbox**

There are four sections to the **Inbox**: the navigational bar, Messages, PCRs checked out to your Inbox, and Pending PCRs.

The **navigational bar** includes icons for opening PCRs, creating new PCRs, copying PCRs, printing, deleting PCRs, saving PCRs to the server, and requesting PCRs from the server.
The **Messages** section displays messages about PCRs that have been assigned to you from Workflow.

**PCRs checked out to your Inbox** displays a list of PCRs that are open and are assigned to you or your unit/department.

**Pending PCRs** displays a list of PCRs that are saved to the server that are assigned to you or your unit/department.

**Adding a Patient Care Report (PCR)**

From the **Inbox** you can add new PCRs, open existing ones, add a patient to a PCR (which automatically generates a new PCR for that patient with all the transport details of the original), print reports, and synchronize.
1. To add a new PCR, tap **New**. When there are multiple crews, the PCR is always added to the current crew, which is indicated by the blue highlighted +/− icon.

At the top of the **Inbox** window, the logged-in user name and current time are displayed. Below that, the current crew, start time, and vehicle is displayed. If necessary, you can tap **Current Crew** to add a new crew or select another existing crew.

**Changing default Time, Input, and Sync modes**

To access options for changing the default Time, Input, and Sync modes, tap **Options**.

**Time modes**

The time mode is used to determine the default time to use when you add assessments, vital signs, scores, and interventions.

The **Last Procedure Time** mode is the time of the last procedure plus one minute.
2. The **Add PCR** window opens.

![Add PCR window](image)

a) **Forms** are the top level of the **Add PCR** window organization. The button for the currently selected form is highlighted blue. Tap these buttons to move from form to form.

b) **Sections**. These are the sections within the selected form. The button for the currently selected section is highlighted blue.

c) **Groups** and **data** fields. These are the groups (bold) and data fields within the selected section. The currently selected field is highlighted.

d) **Data-entry** area. This is where you collect the information for the selected data field by selecting it from a list or typing it. The selected data field’s caption is displayed at the top of this area.

e) **Previous/Next**. Each form acts like a wizard. You can tap these buttons to move through all the sections, groups, and data fields within a form.
Capturing Information for PCRs

This section shows examples of some of the methods you can use to collect and review information in TabletPCR:

**Simple lists.** On simple lists, you can tap either a single or multiple choices.

**Lists with search.** Some simple lists and tree lists include a search capability. Tap a letter or a couple of letters to jump directly to the choice you want.

In a **tree list**, the search works on the current level. You can tap a branch (+) to open another level of related choices. A path displays your current level and you can jump to higher levels by tapping that level in the path.
**Dates and times.** You can use the **Date** selector to quickly choose today, yesterday, or any other date.

The **Time** selector is centered around a specific time (this example shows a time stamp), displaying a couple minutes before and several minutes after that time.

You can scroll to find and tap nearby times, or you can tap **Can’t Find** to open the **Time/Date** selector.

**Time/dates and numbers.** Tap to add a specific time/date or number.
Quick log. Use this tab to view the interventions performed, along with the time stamps.

Body survey. Use this tab to note visual assessments.
Standard text box in Soft keyboard mode. The way text boxes are handled depends on the input mode you are using.

- Soft ink pad mode. If you are using a device that supports handwriting recognition and are using this mode, you see the ink pad.
- Physical keyboard mode. If you are using this mode, you see just the text box.

Signature pad. For capturing electronic signatures.
Tablet PCR helps you keep track of your progress as you collect patient information, capture subjective and objective assessments, vital signs and scores, record interventions, outcomes and perform your final review.

a) If you have added information to a form, its button is highlighted orange when you move to another form.

b) In the same way, if you have added information to a form’s section, its button is highlighted orange when you move to another section.

c) You can tap Inbox at any time to return to the Inbox without completing the PCR. From the Inbox, you can easily re-open an incomplete PCR: tap the PCR, and then tap Open.
The final step after collecting all the PCR information is to review it.

a) On the Review form, you can review the following in the Time Summary section:
   - All time events
   - Assessments
   - Interventions
   - Scores
   - Signatures
   - Trip times
   - Vitals

b) Change from one view to another by tapping View, and selecting another view.
c) Print preview the PCR report
d) Add narrative to the PCR.
e) Even after you have completed a PCR, you can still add supplemental information (addenda) to it.
f) If you have uploaded and attached a resuscitation record from a medical device, you can view the ECG.
g) For any summary items with a time stamp, you can correct the time and date. (To change several time stamps simultaneously, tap Select Multiple Items, tap the items, and then change the time and/or date.)
h) For items that have data-entry information, you can go to the original data-entry field and, if necessary, change the information. Or you can delete the item.
i) You can attach scratch pad drawings (or a hand-written notes) or other files.

Once a drawing or file has been added to the PCR, the Attach button is highlighted orange.

**Fields that break Complete PCR rules may be highlighted**
Depending on how your company’s TabletPCR system has been configured, fields that break Complete PCR rules may be highlighted red as soon as you move to another section or form. The broken rules are also displayed when you attempt to complete the PCR.
Receiving Automatic Updates from Dispatch

ePCR allows you to automatically merge dispatch updates into a PCR that exists in Tablet PCR and is not complete, and is not being edited at the time.

Note that this feature applies to updates received from RescueNet Dispatch and other similar CAD APIs.

To configure automatic updates from Dispatch:

1. Once RescueNet Dispatch or the CAD API is configured appropriately, the **Messages** button on your Inbox turns orange when an update is received from Dispatch for a PCR that is not currently being edited.

2. Click on the Messages tab to read the messages. You can scroll to read the message, or double click on it to read the dialog box with text about the message. Click on Clear Messages to reset the Messages button.

3. If the update is received while you are editing a PCR, the updates are not automatically added to the PCR.
4. When you exit the PCR and return to the Inbox, the system asks if you want to merge PCR data received from Dispatch.

- If you choose **Yes**, automatic updates are merged to PCR that you were working on. The automatic updates does not overwrite any information that you entered, it updates the items that were left blank.
- If you choose **No**, automatic updates from Dispatch are not added to the PCR and you are not prompted to apply the updates again unless you receive other subsequent updates from Dispatch. Subsequent updates pertaining to a PCR includes the data included in earlier iterations.

**Merge**

**How Merge Works**

There are two "merges" relating to ePCR.

- **Dispatched merge** - A dispatched merge occurs before a PCR is first checked out to a user. It will always overwrite existing values with new values from Dispatch.
- **Working merge** - A working merge occurs after a PCR has been checked out the first time. It will only fill in missing/empty existing values with values from Dispatch.

**NOTE:** Once they've been filled in, either by user or PCR Merge, they won't be overwritten.

**Dispatched Merge**

A Dispatched merge happens any time updates come from Dispatch before a PCR has been checked out by a user. This merge happens automatically behind the scenes, and occurs when a dispatched PCR enters the system and a dispatch update comes in. The two PCRs are essentially for the same incident/patient but contain different data (e.g., the original PCR may have been opened for editing by the user and the update may contain data for a new timestamp). Either the PCRServer or PCREditor, depending on of the original PCR is checked out, merges the two PCRs based on a pre-defined set of rules.

Below are categories and the list of items that are merged in a Dispatched Merge:
### Unit:

<table>
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<th>CreatedOn</th>
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</thead>
<tbody>
<tr>
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<td>StartedOn</td>
</tr>
<tr>
<td>Station</td>
<td>UnitType</td>
</tr>
<tr>
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</table>

### Incident

<table>
<thead>
<tr>
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<th>Times\AtDestination</th>
<th>Medical\Trauma\CallType</th>
</tr>
</thead>
<tbody>
<tr>
<td>CallSource</td>
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</tr>
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<td>Times\AtScene</td>
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</tr>
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<td>Times\AtStation</td>
<td>Pickup\Zone</td>
</tr>
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<td>DestinationAddress\Address2</td>
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<td>Times\Cancelled</td>
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<td>Times\EnRoute</td>
<td>Receiving\Doctor\Doctor-Phone</td>
</tr>
<tr>
<td>Odometers\AtScene</td>
<td>Times\Injury</td>
<td>Referring\Doctor\DoctorID</td>
</tr>
<tr>
<td>Odometers\Enroute</td>
<td>Times\PartiallyAvailable</td>
<td>Referring\Doctor\Doctor-Name\First</td>
</tr>
<tr>
<td>PickupAddress\Address1</td>
<td>Times\Transport\Arrival</td>
<td>Referring\Doctor\Doctor-Name\Last</td>
</tr>
<tr>
<td>PickupAddress\Address2</td>
<td>Times\Transport\Departure</td>
<td>Referring\Doctor\Doctor-Name\Middle</td>
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<tr>
<td>PickupAddress\City\Entered-Text</td>
<td>DestinationAddress\City\EnteredText</td>
<td>Referring\Doctor\Doctor\Phone</td>
</tr>
</tbody>
</table>
## Incident

<table>
<thead>
<tr>
<th>PickupAddress\County\EnteredText</th>
<th>DestinationAddress\County\EnteredText</th>
<th>ResponsePriorityChanged</th>
</tr>
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<tbody>
<tr>
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<td>MedicalTraumaCallType</td>
</tr>
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<td>DestinationAddress\Facility\ID</td>
<td>MiscFields</td>
</tr>
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</tr>
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<td>PickupAddress\PostalCode</td>
<td>DestinationAddress\Phone2</td>
<td>PickupZone</td>
</tr>
<tr>
<td>RunNumber</td>
<td>DestinationAddress\PostalCode</td>
<td>ReceivingDoctor\DoctorID</td>
</tr>
<tr>
<td>ResponsePriorityOriginal</td>
<td>DestinationAddress\State</td>
<td>ReceivingDoctor\DoctorName\First</td>
</tr>
<tr>
<td>Times\Transporting</td>
<td>DestinationZone</td>
<td>ReceivingDoctor\DoctorName\Last</td>
</tr>
<tr>
<td>Times\TraumaAlert</td>
<td>IncidentNumbers</td>
<td></td>
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<td>TransportPriorityChanged</td>
<td>LevelOfCareID</td>
<td></td>
</tr>
<tr>
<td>TransportPriorityOriginal</td>
<td>MassCasualty</td>
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</tbody>
</table>

## Patient

<table>
<thead>
<tr>
<th>FamilyDoctor\DoctorID</th>
<th>BillingAddress\City\EnteredText</th>
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</thead>
<tbody>
<tr>
<td>FamilyDoctor\DoctorPhone</td>
<td>BillingAddress\County\EnteredText</td>
</tr>
<tr>
<td>FamilyDoctor\First</td>
<td>DOB\AgeScalar</td>
</tr>
<tr>
<td>FamilyDoctor\Last</td>
<td>DOB\AgeScalarUnits</td>
</tr>
<tr>
<td>FamilyDoctor\Middle</td>
<td>DOB\Approximate</td>
</tr>
<tr>
<td>Gender</td>
<td>DOB\Date</td>
</tr>
<tr>
<td>HomeAddress\Address1</td>
<td>DriversLicenseLocale</td>
</tr>
<tr>
<td>HomeAddress\Address2</td>
<td>HomeAddress\Phone1</td>
</tr>
<tr>
<td>HomeAddress\City\EnteredText</td>
<td>HomeAddress\PostalCode</td>
</tr>
<tr>
<td>HomeAddress\County\EnteredText</td>
<td>HomeAddress\State</td>
</tr>
<tr>
<td>HomeAddress\Facility\ID</td>
<td>MaritalStatus</td>
</tr>
<tr>
<td>HomeAddress\Facility\FaxNumber</td>
<td>Name\First</td>
</tr>
</tbody>
</table>

*Tablet PCR and Web PCR User’s Guide*
Working Merge

This merge is invoked by a user by clicking the Merge button in a PCR editor and is used when a user manually creates a PCR. For example, if they use Dispatch but are disconnected and need to merge it with a dispatched PCR later.

1. To merge, first select two PCRs in the inbox - one with a server PCR key, one with a negative key and then click the **Merge** button.

2. By clicking **Merge**, the server and checkout information from the dispatched PCR with a server PCR key is copied to the manually created PCR. The dispatched PCR is deleted, and the data entered by the user in the manually created PCR is merged to the dispatched PCR, except for the PCR key, dispatch ID, server and checkout information.

---

### Patient

<table>
<thead>
<tr>
<th>HomeAddress\Facility\ID</th>
<th>Name\Last</th>
</tr>
</thead>
<tbody>
<tr>
<td>NextOfKin\HomeAddress\PostalCode</td>
<td>Name\Middle</td>
</tr>
<tr>
<td>NextOfKin\HomeAddress\State</td>
<td>NextOfKin\DOB\Date</td>
</tr>
<tr>
<td>NextOfKin\Name\First</td>
<td>NextOfKin\EmailAddress</td>
</tr>
<tr>
<td>NextOfKin\Name\Last</td>
<td>NextOfKin\HomeAddress\Address1</td>
</tr>
<tr>
<td>NextOfKin\Name\Middle</td>
<td>NextOfKin\HomeAddress\Address2</td>
</tr>
<tr>
<td>FamilyDoctor\DoctorID</td>
<td>NextOfKin\HomeAddress\City\EnteredText</td>
</tr>
<tr>
<td>FamilyDoctor\DoctorPhone</td>
<td>NextOfKin\HomeAddress\County\EnteredText</td>
</tr>
<tr>
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<td>NextOfKin\HomeAddress\Phone1</td>
</tr>
<tr>
<td>FamilyDoctor\Last</td>
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<td>Race</td>
</tr>
<tr>
<td>Gender</td>
<td>UniqueIdentifier</td>
</tr>
</tbody>
</table>

### Other

| SystemInformation\DispatchID | TabletRCSQLIntegration\ReadyToComplete |
Below are categories and the list of items that are merged in a Working Merge:

### Incident

<table>
<thead>
<tr>
<th>CallSource</th>
<th>CallType</th>
<th>CallType</th>
</tr>
</thead>
<tbody>
<tr>
<td>CancelReason</td>
<td>DestinationAddress\Address1</td>
<td>DestinationAddress\Address2</td>
</tr>
<tr>
<td>DestinationAddress\City\EnteredText</td>
<td>DestinationAddress\County\EnteredText</td>
<td>DestinationAddress\Facility\Department\ID</td>
</tr>
<tr>
<td>DestinationAddress\Facility\ID</td>
<td>DestinationAddress\Phone1</td>
<td>DestinationAddress\Phone2</td>
</tr>
<tr>
<td>DestinationAddress\PostalCode</td>
<td>DestinationAddress\State</td>
<td>DestinationZone</td>
</tr>
<tr>
<td>IncidentNumbers</td>
<td>IncidentNumbers</td>
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</tr>
<tr>
<td>MassCasualty</td>
<td>MedicalTrauma\CallType</td>
<td>MiscFields</td>
</tr>
<tr>
<td>Narrative</td>
<td>NatureOfCall</td>
<td>NumberOfPatients</td>
</tr>
<tr>
<td>Odometers\AtDestination</td>
<td>Odometers\AtScene</td>
<td>Odometers\Enroute</td>
</tr>
<tr>
<td>PickupAddress\Address1</td>
<td>PickupAddress\Address2</td>
<td>PickupAddress\City\EnteredText</td>
</tr>
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<td>PickupAddress\Facility\Department\ID</td>
<td>PickupAddress\Facility\ID</td>
</tr>
<tr>
<td>PickupAddress\Phone1</td>
<td>PickupAddress\PostalCode</td>
<td>PickupAddress\State</td>
</tr>
<tr>
<td>PickupZone</td>
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</tr>
<tr>
<td>ReceivingDoctor\Doctor\Name\Last</td>
<td>ReceivingDoctor\Doctor\Name\Middle</td>
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<td>ReferringDoctor\Doctor\Phone</td>
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<td>ResponsePriority\Original</td>
<td>RunNumber</td>
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</tr>
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<td>Times\AtPatientSide</td>
<td>Times\AtScene</td>
<td>Times\AtStation</td>
</tr>
<tr>
<td>Times\Available</td>
<td>Times\CallReceived</td>
<td>Times\Cancelled</td>
</tr>
<tr>
<td>Times\Dispatched</td>
<td>Times\EnRoute</td>
<td>Times\Injury</td>
</tr>
<tr>
<td>Times\PartiallyAvailable</td>
<td>Times\Transport\Arrival</td>
<td>Times\Transport\Departure</td>
</tr>
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</table>

*Tablet PCR and Web PCR User’s Guide*
## Incident

<table>
<thead>
<tr>
<th>Times\Transporting</th>
<th>Times\TraumaAlert</th>
<th>TransportPriorityChanged</th>
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</thead>
<tbody>
<tr>
<td>TransportPriorityOriginal</td>
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<td></td>
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</tbody>
</table>

## Patient

<table>
<thead>
<tr>
<th>BillingAddress\City\EnteredText</th>
<th>BillingAddress\County\EnteredText</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOB\AgeScalar</td>
<td>DOB\AgeScalarUnits</td>
</tr>
<tr>
<td>DOB\Approximate</td>
<td>DOB\Date</td>
</tr>
<tr>
<td>DriversLicenseLocale</td>
<td>DriversLicenseNumber</td>
</tr>
<tr>
<td>FamilyDoctor\DoctorID</td>
<td>FamilyDoctor\DoctorPhone</td>
</tr>
<tr>
<td>FamilyDoctor\First</td>
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<tr>
<td>HomeAddress\Address1</td>
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<tr>
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<td>NPPEExists</td>
<td>Race</td>
</tr>
<tr>
<td>UniqueIdentifier</td>
<td>Weight</td>
</tr>
</tbody>
</table>
Merging a New PCR to a PCR from Dispatch

You can use the Merge button on your Inbox to connect to the server and retrieve a “new” PCR from Dispatch that you might have started working on, but could not complete.

1. Request the PCR from Dispatch for check out.
2. Make sure that you select both the PCR that you created and the PCR from Dispatch and click the Merge button.

3. Once the merging process is complete, only one PCR remains in your Inbox with the combined information from both PCRs as shown in the screenshot.
Completing PCRs

1. Once you have completed the PCR review and you know you are finished documenting it, tap Complete PCR.

Note: If you are required to download dispatch times before completing a PCR (see The Dispatch Section on page 2), you must do so (by synchronizing) in order to change the status of the PCR to Ready to Complete. In that case, you can only complete a PCR once it is in Ready to Complete status.

2. Identify yourself as the crew member completing the call and enter your password.

3. The PCR is checked to see whether it satisfies all of the complete call rules:
   - If all the rules are met, you are returned to the Inbox, and the PCR status is Complete.
   - If a rule is broken, the Complete Call Rules screen opens showing the rules that are broken. If any required rules are broken, you must fix them before you can complete the PCR.

4. Whether you can reopen and edit a trip that is in “Complete” status depends on how your organization has set up TabletPCR.
   - Allowed. The user who completed the PCR can re-open and edit it (password required). The status changes to Open (or Ready to Complete, if you are required to download dispatch times).
   - Not allowed. The user who completed the PCR can still add supplemental information (addenda) to it after it is in Complete status via the Review form. In that case, you can also print preview the PCR and view any linked ECGs, but everything else is disabled.

Synchronizing with RescueNet Field Data

Synchronizing is the process of connecting to your RescueNet Field Data server using wireless or via your network and uploading your completed PCRs. You can also download any updates that are available, such as revised data-entry lists.

Each TabletPCR field device and workstation has its own database. PCRs are automatically stored when TabletPCR is not connected to the PCR Server. When connectivity is restored, PCRs are automatically uploaded. The icon below shows when the device is connected.
Using the Spell Check Feature

TabletPCR and WebPCR Release 5.1 or later offers spell checking on the following fields:

- Narrative
- Addenda
- Notes:
  - Subjective section
  - Objective Assessment
  - Objective Impression
  - Objective Trauma
- Vital Statistics comments
- Interventions Complication Narrative
- Interventions Comments
- Personal Effects
- Assessment comments
- Assessment notes

Clicking on the Spell Check button launches the Spell Check form. When the spelling checker encounters a word it does not recognize, it determines which words in its dictionary are similarly spelled and displays a list of those words, with the most likely match highlighted.

Several options are available from this screen.

- **Ignore** - Ignore this instance of the word.
- **Ignore All** - Ignore all instances of this word.
- **Change** - Accept the selected word and make the appropriate change to the text.
- **Change All** - Change all instances of the misspelled word to the selected word.
- **Undo** - If the change was incorrect, clicking Undo will revert the text to its original form.
- **Unselect** - If the incorrect word is selected, clicking Unselect will allow a new word to be chosen.
- **Close** - Closes the spell checking form.

**Note:** If you are using the RescueNet Dispatch Interface, the complete PCRs will only upload if they have a valid matching crew, vehicle, and run number.
Dataflow in PCR

This section explains how data flows from the patient care reports (PCRs) to the system and how the PCRs are processed.

Complete Call

You create the PCRs in TabletPCR. If they match the complete call rules feature of the ePCR Suite, they are then sent through the database where Workflow process passes the PCR to the next step defined in the Workflow, such as Billing or to the archive.

Incomplete Call

When the PCRs are synchronized to the server as an incomplete call, you have the option of completing them using WebPCR. Once the user completes the PCR, WebPCR processes the complete call rules for the report and ensures that all the required data is collected. Upon passing the completed call rules, the PCR is routed via the workflow process to its appropriate next stop, such as Billing, or to the archive.
TabletPCR - Capturing Trip Information

Topics described in this chapter include:

- The Dispatch Section  
  page 3-2
- The Times Section  
  page 3-4
- The Mileages Section  
  page 3-6
- The Scene Section  
  page 3-7
- Importing from RescueNet Dispatch  
  page 3-7

The Trip tab has four main sections:
- Dispatch
- Times
- Mileages
- Scene
The Dispatch Section

The Trip form opens with the first section and data-entry field selected. Use this section to record all Dispatch information and supporting details such as run number, incident number, call type and so on.

1. The list of the selected section’s data fields, organized into groups (bold).

2. The data-entry area displays the caption of the selected data field.

3. The selected data field’s number indicates where you are in the current section.

4. The data-entry area contains the field’s choices or methods for adding information.

5. You can move rapidly through the fields.
   For simple data-entry lists, tap your choice and the wizard automatically advances you to the next field. For other data-entry methods, select or add you information, and then tap Next. To skip a field, tap Next.
**Speed hint:** In an address, add the ZIP Code, and TabletPCR adds the city, state, and county.

Tap the Expand button to see more of a section’s fields and data. Tap the button again to return to the regular view.
The Times Section

Use this section to record information on dispatched, en-route and on scene time and other supporting details. The Times section opens with the first time stamp field selected, and the Time/Date selector showing in the date-entry area.

For the first time stamp, tap the correct time and date (the default is set to today’s date).

**Hint:** Times and dates, as well as several other types of fields, are masked. Tap the numbers to add the colons and slashes.
The next time stamp opens with the **Time** selector focused on the previous field’s time stamp, displaying a couple minutes before and several minutes after that time.

You can scroll to find and tap nearby times, or you can tap **Can’t Find** to open the **Time/Date** selector, so that you can manually add a time and date.

If a dispatched trip is cancelled, you can note this information in the cancel date/time fields.

**Hint:** If you have mistakenly added information to a field, tap the field, and then tap **Unselect.**
The Mileages Section

Use this section to record information on odometer readings and other supporting details.

Note: If your organization is using the RescueNet Dispatch Interface and your dispatcher is capturing your mileages, when you synchronize, they are download and added to the PCR.
The Scene Section

Use this section to capture information about the scene and add supporting details.

Importing from RescueNet Dispatch

If your organization is also using RescueNet Dispatch and has enabled TabletPCR’s RescueNet Dispatch Interface feature, you can import patient and transport-related information from RescueNet Dispatch.

For this to happen, the transport must have been added in RescueNet Dispatch, assigned to your crew, and marked to you en route. Then you can synchronize to download the information.

The transport-related information includes the following:

- Run number
- Call type and priority
- Pick-up and drop-off addresses
- Dispatch time stamps
- Odometer readings
- Response and transport delay reasons
- Cancel reasons
CHAPTER 4

TabletPCR - Capturing Patient Information

Topics described in this chapter include:

- **The Patient Section**  page 4-2
- **The Next-of-Kin (NOK) Section**  page 4-7
- **The Billing Section**  page 4-7
- **The Payors Section (Multiple-capture Wizard)**  page 4-8
- **The Cert. of Medical Necessity (Cert - CMS) Section**  page 4-11
- **The Immunization Hx Section**  page 4-11

The Patient tab has six main sections:

- Patient
- NOK
- Billing
- Payors
- Cert-CMS
- Immunization-HX
The Patient Section

Use this section to capture the patient’s personal information, doctors, home and mailing address, and personal effects.

There are two options that can save you time: Recent and Common Patients.

- **RecentPatients.** You can import the patient information into the current PCR from other PCRs that are still active on the TabletPCR. This can be a time saver when, for example, you are transporting a patient on the return leg of a round trip.

- **Common Patients.** If your organization is using the Common Patient feature and you are transporting someone who matches your organization’s definition of a common patient (based on how many transports the patient has taken with your organization within a given time period), you can quickly import all of that patient’s information into the PCR.

Importing Recent or Common Patient Information

You can import this information from any of several fields, including: Last Name, First Name, Middle Initial, DOB, and SSN.

1. If there are recent patients available, the **Recent Patients** button is enabled.

Or, type a letter or a few letters of the patient’s last name. If there are common patients available whose last name starts with those letters, the **Common Patients** button is enabled.
2. Tap the appropriate button. The **Search Patients** list opens showing the patients who match your search.

![Search Patients List](image)

3. Tap the patient you want to import. Even if you have not yet added any patient information, a message asks if you want to overwrite your current patient information with the information for the patient you selected. Tap **Yes**.

The information is imported, including:

- Last and first name
- Date of birth
- Weight
- Marital status
- Mailing address and phone
- Gender
- Race
- SSN
- Home address and phone

**Importing Patient Information From RescueNet Dispatch**

See *Importing from RescueNet Dispatch* on page 7.
Date of Birth (DOB)

You can capture an exact DOB, an approximate age, or indicate that the patient is a newborn.

1. If you do not know the exact DOB, you can tap **Approx** to add an approximate age. On the **Approximate age** screen, add the approximate years, months, or days.

2. To indicate that the patient is a newborn (today’s date), tap **Newborn**.
Capturing Information That Is Not on a List

For some data-entry fields, you can capture information that is not on the list for that field, for example, a family doctor who is not listed.

1. If the doctor is not on the list, tap **Can’t Find**.

2. A text box opens, and you can type the name (in the following example, by using the soft keyboard).

If you need to return to the list, tap **Pick from List**.
Copying an Address

If you have added an address, you can easily copy it to another address. For example, if you added the pick-up address on the Trip form and that address is the patient’s home address, you can copy it to the home address on the Patient form.

1. Tap the Address 1 field, and then tap Copy Address.
2. Tap an address, and then tap **Copy**.

The Next-of-Kin (NOK) Section

This section has regular data-entry fields for capturing next-of-kin information. You have to enter information that states the name of the next-of-kin and all other supporting details.

The Billing Section

This section has data-entry fields for capturing insurance, employer, and workers’ compensation information and other supporting details.
The Payors Section (Multiple-capture Wizard)

This is the first section with a multiple-capture wizard; you can add multiple payors.

1. The section opens blank, tap **Add** to capture a payor.
2. Next, select an insurance provider.

![Image of a tablet displaying a payors section]

**Note:** In multiple-capture wizards, once you begin to capture the information, a **Delete** (×) button is enabled. You can tap it to delete the information (in this case, the selected payor).

3. Finally, you need to capture the information specific to that provider.

![Image of a tablet displaying a payors section]
Quickly copy a social security number (SSN)
For Medicare, as well as some other providers, the patient’s policy number begins with or contains the patient’s social security number. If the patient’s SSN has already been added to the PCR, you can quickly import it: just tap **Copy SSN**, and then tap the correct person.
The Cert. of Medical Necessity (Cert - CMS) Section

Use the Cert-CMS section to add information on the reasons for the medical necessity and provide supporting details that are needed for NEMSIS compliance.

The Immunization Hx Section

Use the Immunization HX section to add information on the immunization record of the patient.
Chapter 4: TabletPCR - Capturing Patient Information
Chapter 5: TabletPCR - Capturing Subjective Information

Topics described in this chapter include:

The Chief Complaint Section  
The Cause of Injury Section  
The Past History Section  
The Medications Section  
The Allergies Section  
The NEMSIS Mechanism of Injury Section  
The Other Section

Each Subjective form presents a searchable, multiple-select list of options and has seven main sections:

- Chief Complaint
- Cause of Injury
- Past History
- Medications
- Allergies
- Other
- Nemsis Mech. of Inj.
The Chief Complaint Section

Use the searchable, multiple-select, multiple-level, tree-style list presented in this section to record information on the chief complaint of the patient. The easiest way to find a chief complaint is to use the Search feature.

1. In the Search box, tap as many letters of the chief complaint as is needed to jump to it, and then tap the complaint to select it.

2. If the selected item is a branch of the tree, the next level of choices opens and you can use search again on that level, or just tap the chief complaint. The complaint you select is listed with the caption of both levels, for example, “Trauma - MVA.”

**Hint:** You can always tell where you are because a path displays your current level. You can jump to higher levels by tapping that level in the path.

When you select a subjective item, it is marked with a check mark.
To mark it as a pertinent negative item (×), tap it a second time.

Adding Notes

You can add a note to any selected subjective item.

1. Select the item to which you want to add a note, and then tap the Note button.

2. On the Notes screen, type the note.

You can also copy text from one note and paste it into another. To re-open the note, select its subjective item, and then tap the Note button again.
Using Wizard Items

A wizard item is depicted by an orange square icon item in a multiple-select list. To open the wizard item, tap the item.

The data fields are listed on the left, and the selected field’s choices are listed on the right. When you tap a choice, the wizard automatically advances to the next field.
The Cause of Injury Section

Use the searchable, multiple-select, multiple-level, tree-style list presented in this section to record information on the cause of injury to the patient.

For more information about using this kind of list, see *The Chief Complaint Section* on page 2.

The Past History Section

Use the searchable, multiple-select, multiple-level, tree-style list presented in this section to record information on medications on the past history and medical complaints of the patient.

For more information about using this kind of list, see *The Chief Complaint Section* on page 2.
The Medications Section

Use the searchable, multiple-select list presented in this section to record information on medications and dosage.

To choose a medication and record information on the dosage:

1. Select the medication from the list.

2. Tap the **Dosage (Rx)** button.

3. On the **Medications** screen, capture the dosage quantity, units, and frequency.

Adding Unlisted Medications Using the “Other” Feature

To add medications that are not on the list:
1. In the Medication section’s Search box, start typing the medication’s name. For example, if the medication is called ELIXIREX, type “ELIX.”

2. Tap Other when you cannot find what you are looking for.

*Hint:* This feature is enabled for any list that includes an “Other” choice that has been enabled.
3. The **Notes** screen opens displaying what you have typed. Finish typing the name, and then tap **OK**.

![Notes screen](image1.png)

4. Back in the **Medication** section, “**Other - Not Listed**” is selected, and in its associated notes, “ELIXIREX” is displayed.

![Medication section](image2.png)

5. The **Notes** screen opens displaying the previously added “Other” medication
6. Finish typing the name, and then tap **OK**.
The Allergies Section

Use this section to record information on allergies. This section presents a standard, searchable, multiple-select list. For more information about using this kind of list, see The Chief Complaint Section on page 2.
The NEMSIS Mechanism of Injury Section

Use the searchable, multiple-select list presented in this section to record information on mechanism of injury for reporting to NEMSIS.

Clearing a Selected Item From a List

1. If you select an item by mistake, you can clear it by tapping it twice more.

2. The second tap changes it to a pertinent negative, and the third tap clears it.
The Other Section

Use the Other section to capture information on the location and organ of chief complaint, the primary symptoms and so on.
Topics described in this chapter include:

- **The Assessment Section**  
- **The Impressions Section**  
- **The Trauma Section**  
- **The Cardiac Arrest Section**

The Objective tab contains five main sections to capture assessments, impressions, and trauma information, and perform a body survey.

- Assessment
- Impressions
- Trauma
- Other
- Cardiac Arrest

### The Assessment Section

This multiple-capture wizard enables you to record multiple assessments. Assessments includes information such as assessment time, details pertaining to the medic who performed the assessment, and airway, breathing, circulation information for the patient and so on.

1. The section opens blank. You can tap **Add** to capture an assessment.
2. **Assessment time.** The time that is selected depends on the **Time Mode** you are using (see *Time modes* on page 7). Tap **Next** to accept it, or tap a different time.

![Assessment Time Interface](image)

**Note:** In multiple-capture wizards, a **Delete (×)** button is enabled when you begin to capture the information. You can tap it to delete the information, such as the selected assessment in the screenshot shown here.
3. **Medic performing assessment.** Tap a medic or other person. If the medic performing the assessment is not part of the current crew, but is a part of your company, tap **Can’t Find**, and then search for and select the medic.

![Select who performed the action](image)

**Note:** Depending on how TabletPCR is configured, you might also see other companies. If so, you can select a medic from any company.

4. Capture the assessment information, which is presented in categories with searchable, multiple-select, multiple-level, tree-style lists (for more information about using this kind of list, see **The Chief Complaint Section** on page 2).
**Hint:** If available for the selected category, you can tap **Not Assessed** or **WNL** (within normal limits). If available, you can also tap **Other** and capture a related note.
Performing a Body Survey

1. To perform a body survey, tap the **Body Survey** category or button. If the patient’s sex and age has already been captured, the appropriate body type opens directly (infant: DOB < 1 year; Child: DOB < 8 years). Otherwise, you are prompted to select the correct body type.

2. Perform the assessment from the body to the injury.
   
   a) Tap the body part.
   
   b) Tap the area within the body part.
   
   c) Tap the assessment items.
d) Tap the **Rotate** button to rotate the body.

e) Tap **List** to switch to a text-based body part list.

![Body survey interface](image)

f) To add a graphic annotation, tap **Annotate**. For example, you might want to show the area of a burn.

![Graphic annotation interface](image)

**Note:** Once a body survey has an annotation, the **Annotate** button is highlighted orange.

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6-6  Chapter 6: Tablet PCR - Capturing Objective Information
g) Tap **Injury to Body** mode to change the direction of the assessment.

- Tap an injury.
- Tap a body part.
- The list of areas associated with the body part opens. Tap an area to select it. Tap it twice to mark it a pertinent negative. You can select multiple areas.

  If another body part is affected, tap it. The list of associated areas refreshes, and you can then tap the affected areas for that body part.

### Completing a Body Survey

1. Tap **Done**. You are returned to the main **Assessment** section.

### Using the Auto Mark Tab

You can use the **Auto Mark** feature to automatically mark all undocumented assessment categories as **WNL** or **Not Assessed**.

1. Tap **Auto Mark**.
2. Tap WNL or Not Assessed.

![Image of WNL and Not Assessed options]

**Note:** Only those categories for which the WNL and Not Assessed options are enabled are marked.

### Adding a Note to an Assessment

1. To add a note to the selected assessment item, tap this button.

2. The Notes screen for the selected assessment opens.

### Copying an Assessment to Start Another One

1. To quickly copy an assessment and begin a new one based on it, tap this button.

2. You must capture the time for the new assessment and who performed it. All other information is over copied to it.

### Starting a New Blank Assessment

1. Once you have added an assessment, you can tap this button to begin a new, blank assessment.
The Impressions Section

This is a single, long, searchable, multi-select list. This list maps to the RescueNet Dispatch complaints.

1. The first impression that you tap is listed as the primary impression.

Note: Because this list is so long, it can take a few moments for your taps to register.

2. All the remaining impressions you tap are listed as secondary impressions.
3. To clear an impression, tap it again. If you clear the primary impression, all of the secondary impressions are also cleared. (To help prevent this from happening accidentally, a message asks if you really want to clear all selections.)

The Trauma Section

This is a searchable, multiple-select, multiple-level, tree-style list.

The Cardiac Arrest Section

Use this section to capture reasons for cardiac arrest and other supporting details, such as resuscitation attempts, witnesses and so on.
CHAPTER

TabletPCR - Capturing Vital Signs

Topics described in this chapter include:

- The Vital Signs Section  page 7-1
- The Scores Section  page 7-5
- The Medical Devices Section  page 7-6

The Vital Signs tab has three major sections for you to record vital signs and scores. You can also upload data from medical devices.

- Vital Signs
- Scores
- Medical Devices

The Vital Signs Section

This is a multiple-capture wizard; you can capture multiple vital sign readings on items such as blood pressure, pulse, respiratory rate, skin color, body temperature and so on.

1. Initially, the section opens blank, tap Add to capture a vital signs reading.

2. Taken time. The time that is selected depends on the Time Mode you are using (see Time modes on page 7). Tap Next to accept it, or tap a different time.
Alternatively, you can mark a reading PTA (prior to arrival).

**Note:** In multiple-capture wizards, once you begin to capture the information, a **Delete** (×) button is enabled. You can tap it to delete the information (in this case, the selected assessment)

3. Capture who performed the reading, and then record the readings. For each, you need to add one or more values, or pick from one or more lists.

Additional details are provided on a few items in the section below.
Blood pressure
Add both systolic and diastolic readings for blood pressure. Alternatively, you can tap **Palp** (by palpation) for diastolic rather than adding a value.

Glasgow Coma Scale (GCS)
For GCS, tap values for Eyes, Verbal, and motor. Each value is scored, and the three scores are added up to arrive at the overall GCS score.
Pain scale

You can tap a numeric value, or you can tap **Faces Pain Scale** to open and use the Wong-Baker Faces Pain Rating Scale.

When you are finished capturing the readings, the summary is displayed. You can add a new reading, or copy and delete existing readings.
The Scores Section

This is a multiple-capture wizard; you can use this to record multiple scores on items such as Adult Trauma, Pediatric Trauma, APGAR and so on.

1. Initially, the section opens blank, tap Add to capture a score.

2. To import the values from an existing vital signs reading:
   
   a) Tap Copy Vitals.
   b) On the Copy Vital Signs screen, tap the vital signs reading from which you want to copy values.
   c) The values are copied, and the selected vital sign is displayed below the button.
3. Finally, tap a type of score. That type’s data-entry items are displayed, and all mapped values are pre-filled from the vital signs reading (which values are mapped depends on how your organization has set up TabletPCR).

The time that is selected depends on the **Time Mode** you are using (see *Time modes* on page 7).

### The Medical Devices Section

TabletPCR can upload information from a variety of medical devices, including ZOLL, Philips HeartStart MRx, and Medtronic Physio-Control defibrillators.

Defibrillators use a variety of connectivity methods to transfer information, including Bluetooth, infrared, card reader, and serial cable. Some devices, such as the ZOLL M Series, support multiple connectivity methods; other devices support only one method. To perform an upload, your TabletPCR field device must support a connectivity method that is used by the defibrillator.

Once you have finished recording information on the defibrillator, you can upload it to TabletPCR and link it to a patient. You can also view the ECG, as well as print related reports.

### Upload Resuscitation Data From Medical Device

**Physio Control LIFEPAK 12/15**

The following instructions describe how to upload a LIFEPAK device data into the TabletPCR.

1. A PCR is documented/created in TabletPCR.
2. On the Vital Sign form, select **Medical Devices**.

3. Tap **Upload**.

4. Select the LIFEPAK defibrillator from the list of enabled devices and then tap **Next**.

5. Start the upload process on the LIFEPAK defibrillator. A progress bar displays during the data upload onto the Tablet PCR mobile computer.

6. Once the upload completes, a second status bar displays while the LIFEPAK device data is added to the LIFENET SDK interface software and imported into the TabletPCR patient
Note: If the TabletPCR patient care report already has a LIFEPAK device data file associated with it, a prompt appears asking if you wish to merge the two LIFEPAK device data files. If you respond yes, the two LIFEPAK device data files will be merged into one. If you respond no, a second LIFEPAK data file is associated to the patient care report in TabletPCR.

Philips HeartStart MRx

Adding a Bluetooth Device
The Philips HeartStart MRx can have up to 20 Bluetooth devices configured at one time. After 20, anytime you configure an additional device, it replaces the device that is least used on the list. The following instructions describe how to add a Bluetooth Device:

1. In 12-Lead mode, press the Menu Select button.

2. Using the navigation buttons, select Bluetooth Devices and press the Menu Select button. A list of previously discovered Bluetooth devices displays.

3. Select Add Device and press the Menu Select button. The message Searching for Bluetooth Devices displays. The search lasts approximately 30 seconds.

4. From the Add Device menu, select the desired device and press Menu Select.

5. The selected device must now go through the pairing process described in the following section.

Pairing a Bluetooth Device with the Philips HeartStart MRx
Once a Bluetooth device is selected from the Add Devices menu, a passkey sequence is performed to communicate or pair the wireless device with the Philips HeartStart MRx. This passkey is a user-defined character sequence, such as 000 or 1234. Some Bluetooth devices allow pairing for 30 seconds only, so have your passkey ready.

The following instructions describe how to pair a Bluetooth Device with the MRx:

1. Use the navigation buttons to enter the passkey on the MRx and select Done.

2. The Mobile Unit/Bluetooth device prompts you for a passkey. Enter the same passkey on your Mobile Unit/Bluetooth device.

3. A prompt appears asking you to select a Bluetooth Service. Highlight File Transfer and press Menu Select.
4. The Mobile Unit/Bluetooth device prompts you to confirm the file transfer location. Select OK to acknowledge.

5. Once the Mobile Unit/Bluetooth device is paired with the Philips HeartStart MRx and the profile is selected, the Philips HeartStart MRx performs a transmission test. After successfully connecting, the message Transmission Test Pass displays. Press Menu Select to acknowledge the message.

6. Should the transmission test fail, the message Transmission Test Failed displays along with additional failure information.

Upload Philips Device data to TabletPCR
The following instructions describe how to upload Philips device data into TabletPCR.

1. A PCR is documented/created in TabletPCR.

2. After you have finished monitoring the patient and removed them from the Philips HeartStart MRx, place the device into Data Management Mode. Data Management - Internal Memory displays across the top.

3. Press Menu.

4. Select Other.

5. Select Data Management.

6. In TabletPCR go to the Vital Sign form. Select Medical Devices and tap Upload.

7. Select the Philips MRx then Next.

8. Select the Philips MRx in the list of enabled devices and tap Next.


10. Select All Events Data as the type of data you want to transmit and press Menu Select.

11. Select your Mobile Unit ID.

12. On the Mobile Unit, select OK to the Connect Request from the Philips HeartStart MRx.

13. During the import into the TabletPCR, the appropriate Philips device events and the vital signs are added to the patient care report.
Upload Settings

If you are uploading from a ZOLL defibrillator and your TabletPCR setup allows changing the upload settings, you can tap **Options** to access the settings.

Settings for Philips HeartStart MRx

Philips uses FTP file transfer over Bluetooth to transmit the case data from the monitor to the destination mobile device. The following instructions provide details on how to setup your TabletPCR mobile computers to accept the FTP file transfer from the Philips Device.

1. Open the Bluetooth Configuration application from your mobile device.

   For the Toshiba Bluetooth stack:
   
   1. From the Bluetooth Configuration application menu, select the **Bluetooth > Options > Bluetooth Information Exchanger** tab.
   
   2. Click **Advanced**.
   
   3. Select the **File Transfer** tab.
   
   4. Enter the FTP Bluetooth download path as defined in the administrative setup on the server. The Bluetooth FTP folder will be created.
   
   5. Click **OK** twice and exit.

   For the Widcomm (Broadcom) Bluetooth stack:
   
   1. On the Bluetooth configuration screen, select the **Local Services** tab.
2. Select **File Transfer** and click **Properties**.

3. Enter the FTP Bluetooth download path in the Bluetooth exchange folder location as defined in the administrative setup on the server.

4. Click **OK** twice.

**Infrared Settings for ZOLL Devices**

USB or internal infrared readers are recommended for Windows 2000 and later. Serial port infrared readers are recommended for systems running a Windows operating system earlier than Windows 2000.

**Card reader settings for ZOLL devices:**

The Internal option works for most internal card readers in notebook PCs. If the default memory window doesn't work, click Detect to find the first free memory window. You can also try manually selecting the memory window to find one that works. Click **Test** to determine whether the selected memory window is a valid choice for use with a card reader.

You can optionally choose to have cards be erased automatically after they have been successfully read. This makes it possible to use the card next in an M Series.

**Serial and Bluetooth settings for ZOLL devices:**

The COM port must match that used on the PC by the serial or Bluetooth device. The defibrillator baud setting in TabletPCR must match what is configured in the defibrillator (see your defibrillator manual for details).

- For the E/M Series, the default setting is 115,200

If you enable the time synchronization option (M Series only), the defibrillator event times are automatically synchronized to the field device’s clock.

**Serial transfer technical note for ZOLL devices:**

For the M Series, you must use a ZOLL M Series RS-232 Data Transfer Cable (ZOLL part #8000-0605-01), which terminates in a female DB9 connector.

**Settings for Physio-Control LIFEPAK 12/15:**

Your Physio-Control LIFEPAK monitor/defibrillators needs to be appropriately equipped to handle data uploads via either serial cable or Bluetooth.

- Performing uploads via serial cable requires the LIFEPAK 12/15 Defibrillator-to-PC Serial Port Interface Cable, Physio-Control ERS Catalog Number 11230-000005.

- Performing uploads via Bluetooth requires either the Microsoft or Widcomm Bluetooth stack and a corresponding radio to be installed on each mobile computer.
To upload data via a serial cable, your TabletPCR mobile computer must support serial port connectivity. If they do not have a serial port, you will need to install the hardware and software drivers to provide a virtual serial port.

Ositech Communications manufactures a data cable that allows direct connection between the LP12/LP15 device and a PC through the PC’s USB port. This is the recommended USB serial port solution by Physio-Control.

**Note:** For LIFEPAK 12/15: The defibrillator to USB cable Part number is MCP14572-LP12.

1. The upload progress displays. Upload time depends on the type of connection and the size of the data.

**Note:** Uploads from Physio-Control devices require two steps. After the initial download a second progress bar appears that measures the addition of data to the CODE-STAT Suite database. After the addition is complete the data is available to TabletPCR.

2. For uploads from ZOLL devices, when the download completes:
   - If there is only one case, it immediately links to the current patient’s PCR.
   - If there are multiple cases, a list of the uploaded cases is displayed. If you know which of the cases you want to link to the patient’s PCR, use a tap to select them. When you tap Done, the selected cases link to the PCR.

### Linking Data to Patient’s PCR

For the resuscitation data to be uploaded along with the patient’s completed PCR when you synchronize TabletPCR, it must be linked to the PCR.
Additionally, when resuscitation data is linked to a PCR, all recorded vital signs readings and interventions are automatically added to the patient’s PCR.

1. If you need to manually link the resuscitation data, tap a case, and then tap **Link**.

![Screen shot showing Link and Unlink icons]

2. A link icon is displayed next to cases that have been linked to the current PCR.

![Screen shot showing linked cases]

**Note:** Cases recorded on ZOLL defibrillators can span multiple flash memory cards. If they do, the segments are displayed as separate cases and you’ll need to link all of them to the PCR

### Unlinking Resuscitation Data from Patient’s PCR

It might be necessary to unlink resuscitation data from a patient’s PCR, for example, if it was linked to the wrong patient.

1. To unlink resuscitation data from a patient’s PCR, tap it, and then tap **Unlink**.

2. Any vital signs and interventions that were created in TabletPCR when the resuscitation data was linked are deleted from the PCR.
Deleting Uploaded Resuscitation Data

If your administrative settings allow it, you can delete cases. For example, some ZOLL defibrillators store multiple cases (including test cases), and you might want to delete the uploaded case that don’t pertain to any patient.

1. To delete a case, tap it, and then tap Delete.

Viewing ECG

1. To view the uploaded resuscitation data, tap the case, and then tap View. The data is displayed in the associated case viewer.

- Resuscitation data from ZOLL defibrillators is displayed in RescueNet Code Review, which is installed with TabletPCR. For more information, see the RescueNet Code Review Getting Started Guide, which you can access via the RescueNet Code Review Help menu.
- Resuscitation data from Physio-Control devices is displayed in CODE-STAT Suite.
Chapter 8: TabletPCR - Capturing Interventions

Topics described in this chapter include:

- Quick Log - page 8-2
- The Interventions Section - page 8-3

The Interventions tab contains two sections that you can use at patient side to capture intervention information with a single button tap. The Tablet PCR Quick Log also displays the time stamp and, for some interventions, some default qualifier values.

- Quick Log
- Interventions
Quick Log

The Quick Log opens with the logged-in medic selected as the person performing the interventions, and with the General Medical category selected.

1. If necessary, tap Who, and then select the person performing the intervention.

2. If necessary, tap Category, and then tap a different category.
By default, the same eight buttons are displayed on the left (At Patient Side, Vitals Taken, and so on). The buttons on the right are specific to the selected category.

3. Tap a button to capture that intervention together with a time stamp and, in some cases, some default qualifier values. For example, if you tap **IV Successful**, it is captured with “IV” selected for the **Type**, and “Successful” selected for the **Result**. You can change these selections later if you need to.

**The Interventions Section**

This is a multiple-capture wizard; you can capture multiple interventions.
Initially, the section lists any interventions you captured with the Quick Log, and you can either review and modify those interventions, or add a new intervention.

If you didn’t use the Quick Log, the section opens blank, tap Add to capture an intervention.

**Adding or Reviewing an Intervention**

1. To add an intervention, tap Add. To review an intervention, tap it.
2. If you are adding an intervention, select the intervention category and treatment.

3. **Intervention time.** The time that is selected depends on the **Time Mode** you are using (see *Time modes* on page 8). Tap **Next** to accept it, or tap a different time.

4. **Who.** Captures who performed the intervention.

5. **Qualifiers.** Captures the qualifier values. For each qualifier, you can either type a value or pick one from a list.

**Note:** In multiple-capture wizards, once you begin to capture the information, a **Delete (×)** button is enabled. You can tap it to delete the information (in this case, the selected assessment)

**Note:** For interventions that were added via the **Quick Log**, the time it was performed and who performed it are pre-filled. In addition, some qualifiers might have default values selected. If necessary, you can change any of this information.
Topics described in this chapter include:

The Outcome Section  page 9-2
The Times Section  page 9-2
The Signatures Section  page 9-3
The NPP Section  page 9-4
The Exposures Section  page 9-5

The Outcome tab has five main sections that you can use to capture outcome, times, signatures and so on.

- Outcome
- Times
- Signatures
- NPP
- Exposures
The Outcome Section

In this section, you can capture disposition, transport, and drop-off information.

The Times Section

In this section, you can capture all dispatch and transport times. Some of the times might be pre-filled with the times from the Times section of the Trip form.
The Signatures Section

In this section, you can capture the standard authorization signatures that are displayed in the Signatures section of the Patient Care Report. This is a multiple-capture wizard; you can capture multiple signatures.

1. Initially, the section opens blank, tap **Add** to capture a signature.

2. **Signature type.** Tap a type.

3. **Person signing.** The next step depends on who you select as the person signing:
   - **Crew member for patient.** The wizard jumps to the **Reason unable to sign** field. When you select the reason, the disclaimer is displayed.
   - **Self.** If you identified the patient on the Patient form, the disclaimer is displayed. Otherwise, the wizard jumps to the **Name of signer** field. Once you capture the name, the disclaimer is displayed.
   - **Other** (child, employee, father, and so on). The wizard jumps to the **Name of signer** field. After you capture the name, the wizard jumps to the **Reason unable to sign** field. Once you select the reason, the disclaimer is displayed.

4. **Disclaimer.** The disclaimer includes the patient and crew member names.

   a) **Language.** If your organization has supplied translations, you can tap to select a translation of the disclaimer from a list of supported languages.

   b) **Magnify.** You can tap the magnifying glasses to increase/decrease the text size.

5. Once the signer taps **Accept**, the **Signature** screen opens, and you can capture the electronic signature.
6. You can also capture two witness signatures.

**The NPP Section**

Use this section to capture the HIPAA-required Notice of Privacy Practices (NPP) authorization, including the delivered-to and acknowledged-by information, as well as the signature, which is printed in the HIPAA section of the Patient Care Report.

1. Once you capture the delivered-to information, and select the person from whom you are capturing the acknowledgment signature, the notice of receipt is displayed.

   **Note:** If your organization has supplied translations of the acknowledgment text, you can tap **Language** to select the appropriate translation.

   **Hint:** You can tap the magnifying glasses to increase/decrease the size of the text.

2. Once the signer taps Accept, the signature box opens.
The Exposures Section

Use this section to record information on exposures for the patient and the medic with date and time stamps.
Chapter 10: TabletPCR - Reviewing the PCR

Topics described in this chapter include:

The Crew Section .......................... page 10-2
The Time Summary Section ............. page 10-3
The Print Preview Section ............... page 10-8
The Narrative Section .................... page 10-8
The Addenda Section ..................... page 10-8
The View ECG Section .................... page 10-10
The Research Survey Section .......... page 10-10
The QA Comments Section ............. page 10-10

The Review tab has seven main sections that allows you to review all of the times, vital signs, interventions, assessments, scores, and signatures you have captured. You can also preview the printable Patient Care Report, add narrative, and view a linked ECG.

- Crew
- Time Summary
- Print Preview
- Narrative
- Addenda
- View ECG
- Research Survey

If the PCR has been completed (is in “Complete” status), you can also add supplemental information using the Addenda tab.
The Crew Section

The Crew section summarizes crew, vehicle and shift information pertaining to a PCR. You can navigate through this section to ensure that all information is accurate and complete.
The Time Summary Section

The Review form opens displaying the Time Summary section and the All Time Events view.

![Time Summary Section](image)

Changing the View

1. Tap View.
2. On the View Types screen, tap the type you want to review.

![View Types Screen](image)

### Changing a Time Stamp

1. Tap the item you want to change.

![Time Stamp Change Screen](image)

2. To add or subtract one minute, tap the + or – (time) button.
3. To add or subtract one day from the date, tap the + or – (date) button.

4. To open the Edit Date and Time or Edit Date Only screen, tap the Time or Date button.

Note: When you tap the Time button, you change both the time and date. When you tap the Date button, you can only change the date.

5. To unselect the item, tap it again, or tap Unselect.

Changing Multiple Time Stamps Simultaneously

1. Tap Select Multiple Items.
2. Tap the items you want to change.

![Image of a list of items with time and date](image)

3. Make your changes as described in the previous section. All of the selected items are changed simultaneously. Typically, this is used to change the date, and can be needed for transports that span midnight.

**Important:** The +/- (time) buttons are disabled when multiple items are selected. If you want to use this feature to change the time for multiple items, you must tap the Edit Date and Time button. The new time is applied to all selected items.

4. To unselect all of the selected items, tap Unselect.

**Editing or Deleting Items**

You can edit or delete vital signs, interventions, assessments, scores, and signatures.
1. Tap the item you want to change or delete.

![Image of time summary section]

**Note:** These options are not available for time-only time stamps (Call Received, Dispatch, En Route, and so on). They are not available when multiple items are selected.

2. To change the item, tap the **Edit** button.

3. To delete the item, tap the **Delete** button.

A message asks you to confirm that you want to delete the selected item.
The Print Preview Section

You can preview the printable Patient Care Report. If you are connected to a printer, you can also print it.

The Narrative Section

You can add a narrative to the PCR. You can use the spell check functionality on this field if you are using ePCR Release 5.1 or later.

The Addenda Section

When you complete a PCR, its status changes to “Complete.” When a PCR is complete, you can still add supplemental information (addenda) to it, which does not change any of the information that was captured before the PCR was completed.
Whether you may re-open and edit a trip that is in “Complete” status depends on how your organization has set up TabletPCR.

- **Not allowed.** The user who completed the PCR can still tap **Open** to add addenda to the PCR via the **Review** form. The PCR opens directly to the **Review** form. In that case, you can also print preview the PCR and view ECGs, but everything else is disabled.

**Allowed.** The user who completed the PCR can tap **Open** to re-open and edit it. A message asks if you want to re-open the trip for editing. Tap **Yes**. You must also enter your password. The PCR status changes to “**Ready to Complete**,” the PCR opens to the **Trip** form, and you can add and change information as usual.

**Allowed: add addenda.** Alternatively, the user who completed the PCR can also re-open the PCR without using the editing mode in order to add addenda. When the message asks if you want to re-open the trip for editing, tap **No**. The PCR opens directly to the **Review** form. In that case, you can also print preview the PCR and view ECGs, but everything else is disabled.

1. To add supplemental information, tap **Addenda**.

2. Type the supplemental information.
3. Only the crew member who completed the PCR can re-open it to add addenda. But if a different crew member actually adds the supplemental information, move to the **Person Added** field and tap that crew member.

### The View ECG Section

If medical device data has been linked to the PCR, you can view the associated ECG. If there is only one case linked, when you tap **View ECG**, it opens directly. If there is more than one case linked ECG, a list is displayed, and you can tap the one you want to view.

The ECG is opened in the software associated with the medical device, for example, RescueNet Code Review for data from ZOLL defibrillators. For more information, see “Viewing ECG” on page 7-14.

### The Research Survey Section

Use this area to capture information on a potential research survey item relating to the PCR.

### The QA Comments Section

This area is used to add or view QA Comments and Markers in a PCR.
1. Click the **QA Comments** tab of the **Review** section to view the comments.
Chapter 11: TabletPCR - Additional Options

Topics described in this chapter include:

- Adding Patients | page 11-1
- Moving PCRs | page 11-3
- Printing Reports | page 11-3
- Deleting PCRs | page 11-4
- Viewing Help Documents | page 11-4

From the Inbox, there are a few more things you can do with PCRs:

**Adding Patients**

If you have two patients with the same trip information, for example, at a multiple casualty MVA, you can create a copy of the first patient’s PCR. In the Inbox, tap the first patient’s PCR (before it
is completed), and then tap **Add Patient** to create a second PCR with the same shift and trip information.

You can only add patients to PCRs in **Open** or **Ready-to-Complete** status.
Moving PCRs

This option is only available if you have two or more crews displayed in the Inbox, which happens when the crews share one or more crew members. You can move a PCR from one crew to another by selecting it and tapping Move.

The +/- icon next to the current crew is highlighted blue.

Printing Reports

You can print preview and print (if you are connected to a printer) the Patient Care Report, as well as the medical device reports for any linked medical device uploads.
On the **Print Reports** screen, you can preview the Patient Care Report. You can also select a printer, set the number of copies you want to print, and select a medical device report if you want it to be printed together with the Patient Care Report.

![Print Reports Screen](image)

**Deleting PCRs**

If necessary, you can delete the PCR that is selected in the **Inbox**.

**Viewing Help Documents**

There are two types of Help documents available: manuals and the TabletPCR bulletin board. To open them, tap the **Help** button. The Help Documents screen displays a list of available documents.
Tablet PCR and Web PCR User’s Guide

and provides a link to the bulletin board. The guides open in Adobe Reader. The bulletin board opens in a Web browser.

Hint › Minimizing TabletPCR

You can minimize TabletPCR, for example, if you want to see the Windows desktop, but don’t want to exit TabletPCR. Tap Options, and then tap Minimize Application.
Chapter 12: TabletPCR - Capturing Attachments

You can attach files (such as digital photos) and even your own drawings (or hand-written notes) to a PCR.

Topics described in this chapter include:

Adding Files and Drawings  
Opening or Printing an Attachment

Adding Files and Drawings

1. Tap Attach.
2. On the **File Attachments** screen, tap **Add**.

- To create and attach a drawing or hand-written note, tap **Scratch Pad**.
- To attach a file, tap **Other File**. A standard Windows Select File dialog box opens. Find and select the file.

3. Once you have attached a drawing or file to a PCR, the button is highlighted orange.

**Scratch Pad**

You can use the **Scratch Pad** to create a drawing or scribble a hand-written note. You can use the pencil or eraser, and can select the pencil’s color and line width.
Opening or Printing an Attachment

1. Tap **Attach**.

2. On the **File Attachments** screen, tap the attachment, and then tap **Open** or **Print**. Other files open in the associated program. For example, a text document opens in a text editor like Microsoft Notepad or WordPad.
TabletPCR - Synchronizing

Beginning with ePCR 5.1 or later, there is a new procedure for synchronizing PCRs with the Field Data Server. The Sync button in TabletPCR has been replaced by two new buttons called Request PCR and Save to Server.

Note that if the mobile device does not have access to a license, the Request from Server and Save to Server buttons are not enabled for use. The user may attempt to request a license if there have green plus sign in their Mercury icon by exiting TabletPCR and logging back in. Contact your system administrator if the system does not display a green connection sign, or if logging back in resolve the issue.

The globe icon on Tablet PCR Inbox screen indicates connectivity status with the server.

- The green plus sign on the globe indicates that services are enabled and there is connectivity.
- A red exclamation mark indicates no connectivity.
- A blue exclamation mark indicates loss of connectivity with the server even though services are enabled on the mobile unit. One common cause for this status is a user who is logged into more than one machine. Logging out of the other machines can enable a resolution of this status.

Using the Save to Server Feature

To save a completed or pending PCR to the server:

1. Select the completed PCR that you want to save to the server.

2. Click on the Save to Server button to save a completed PCR.
3. If you have any pending PCRs that show up on the Pending PCR window, select the pending PCR and click on the **Save to Server** button.

**Using the Request from Server and Save to Server Features**

To request a PCR from the server and save to the server:
1. In TabletPCR, PCRs arriving through Dispatch, or other pending PCRs that are not complete appear in the Pending PCRs area as shown in the screenshot.
2. You can select one or multiple PCRs from the Pending PCR area and click on the **Request PCR** button to check them out to your Inbox to make changes, or to complete the PCR.

The following screenshot shows the two PCRs checked out to the Inbox.
3. The **Messages** button lights up if any updates for a PCR are received from Dispatch after you have checked out the PCR to your Inbox. Click on the **Messages** button to review the message, or hover over the Messages button to read the message.

4. A message received from Dispatch for Run 5 is shown in the screenshot as an example. Read the message and Press **Clear Messages** to exit this screen.
5. If you are currently editing a PCR, the system sends a prompt asking if you want to update the PCR with the changes received from Dispatch before you complete the call, or go back to the Inbox. Click **Yes** to incorporate the changes, **No** to ignore the updates.

6. Click **Complete PCR**. The PCR now appears in your Inbox area as Complete.

7. Click on the **Save to Server** button to save a completed PCR to the Field Data Server.
Receiving Administrative Updates from eDistribution

This section presents some general guidelines for how eDistribution updates are applied to the TabletPCR device.

- Updates made in Field Data Admin these updates are sent to the entire fleet of mobile units through eDistribution at the time that you select “Update” in the Field Data Admin utility. When possible you can prevent multiple rounds of updates to the field of users by waiting until all intended updates are completed before choosing to run the “Update.” This will help minimize the eDistribution updates forwarded to your users when it is possible to manage the timeline you are distributing the admin updates.

- If a user is busy and does not wish to shut down TabletPCR to allow the eDistribution update to synchronize their mobile unit with the administrative changes from the server, they MUST always select “Cancel”. Selecting cancel delays the eDistribution for 5 minutes and the system prompts the user again at which time they can perform the update by shutting TabletPCR down or delay again for a better time. If you do not select “Cancel” and allow the updates to run while TabletPCR is running, incomplete updates are created as cached files or files dependant on cached files are not properly upgraded and the mobile unit remains in an inconsistent state with the administrative servers.

- If a user is ready to accept the update they should first close TabletPCR and then select “Ok” to process the updates. This is the only way to ensure the updates are applied correctly.

Note: Depending on the conditions defined in your workflow or Complete Call Rules, the PCR can be moved to the next stage for review or follow up.
Topics described in this chapter include:

Finishing the PCR  
Deleted PCRs

When you have finished capturing all of the necessary information, you can complete the PCR. The process of completing it prepares it to be uploaded the next time you synchronize.

**Finishing the PCR**

1. Once you have completed the PCR review and know you are finished documenting it, tap **Complete PCR**.

**Note:** If you are required to download dispatch times before completing a PCR, you must do so in order to change the status of the PCR to Ready to Complete. In that case, you can only complete a PCR once it is in Ready to Complete status.
2. If the PCR fails to satisfy any required or optional Complete PCR Rules, they are displayed.

- If a required rule fails, it is preceded by a red × icon. You aren’t allowed to complete the PCR until you satisfy all required rules.
- If an optional rule fails, it is preceded by a yellow × icon. If all required rules have been satisfied, you can optionally bypass the rule by tapping **Next**.

3. In many cases, you can tap a failed rule to be taken to the item that needs to be completed. For example, if it is a required rule that an NPP be collected when the **At Patient Side** time is recorded and it hasn’t been, you can tap the rule to be taken to the NPP section of the
4. Once you have satisfied all required rules and satisfied or bypassed all optional rules, you must select yourself as the **Completed by User** and enter your password.

5. You are returned to the **Inbox**, and the PCR status is changed to “**Complete**.”

6. When you synchronize, all completed PCRs are uploaded.

**Deleted PCRs**

Dispatched PCRs which have not been updated after a period of time set by your administrator are automatically deleted from the PCR server. Users assigned to the PCR will receive a revoke message alerting them to the deletion. Only PCR’s that are in a Dispatch status (have never been checked out from the server) will be marked for deletion.
WebPCR - Capturing Trip Information

Topics described in this chapter include:

- The Dispatch Section page 15-2
- The Times Section page 15-3
- The Mileages Section page 15-4
- The Scene Section page 15-5
- Importing from RescueNet Dispatch page 15-5

These chapters about capturing PCR information follow the default order of the forms and sections in WebPCR, but you do not have to follow the same order when you are using WebPCR. You can move around in any way that works best for you.
The Dispatch Section

The Trip form opens with the first section and data-entry field selected.

1. The list of the selected section’s data fields, organized into groups.

2. The data-entry area displays the forms for the selected data field.

3. The data-entry area contains the field’s choices or methods for adding information; i.e.: text boxes, dropdown lists, etc.

4. You can move rapidly through the fields by clicking or tabbing.
The Times Section

Capture the pertinent times that the call was received to the time when the unit arrives back at the station. **Today** and **Yesterday** buttons a quick way to input the date of the incident.

1. For the first time stamp, enter the correct time and date or choose the **Yesterday** or **Today** buttons to auto populate the field.

**Note:** Times and dates—as well as several other types of fields—are masked. Just click the numbers; the colons and slashes are automatically added.

2. Continue entering the dates and times for all the various fields.

If a dispatched trip is cancelled, there are cancel date/time fields in which to note this.
The Mileages Section

To use the Mileages section:

1. Add the odometer readings from the unit in relation to the call.

NOTE: If your organization is using the RescueNet Dispatch Interface and your dispatcher is capturing your mileages, the mileages are downloaded and added to the PCR when you synchronize with TabletPCR.
The Scene Section

A short section for capturing information about the scene. The **Delay @ Scene** and **Assisted By** fields can have up to three entries.

**Importing from RescueNet Dispatch**

If your organization is also using RescueNet Dispatch and has enabled WebPCR’s RescueNet Dispatch Interface feature, you can import patient and transport-related information from RescueNet Dispatch.

For this to happen, the transport must have been added in RescueNet Dispatch, assigned to your crew, and marked you en route. Then you can synchronize to download the information.

The transport-related information includes:

- Run number
- Odometer readings
- Call type and priority
- Response and transport delay reasons
- Pick-up and drop-off addresses
- Dispatch time stamps
- Cancel reasons
Note: Unlike TabletPCR, there is no synchronizing. WebPCR automatically pulls the PCRs from the server. PCRs can be accessed by any member of the assigned crew.

Note that PCRs can be transferred from TabletPCR to WebPCR, but they can not be transferred back to TabletPCR.
WebPCR - Capturing Patient Information

Topics described in this chapter include:

- The Patient Section  
- The NOK Section  
- The Billing Section  
- The Payors Section (Multiple-capture)  
- The Cert-CMS Section  
- The Immunization Hx Section
The Patient Section

You can capture the patient’s personal information, doctors, home and mailing address, and personal effects.

1. When a patient’s information already exists in the system in the common customer table, you can do a quick lookup of all their information by clicking **Lookup**.

   **Note:** The lookup option is available in several areas, including the multiple Doctor sections.

2. You can import this information from any of several fields. Click **Lookup**.
3. Choose the correct name by clicking on the arrow. You will receive a message asking if you want to override the current information with the existing patient information. Click OK.

The information is imported, including:

- Last and first name
- Date of birth
- Weight
- Marital status
- Mailing address and phone
- Gender
- Race
- SSN
- Home address and phone

**Import Patient Information from RescueNet Dispatch**

See *The Dispatch Section* on page 2.
**Date of Birth (DOB)**

You can capture an exact DOB, an approximate age, or indicate that the patient is a newborn.

- **a)** If you do not know the exact DOB, you can click **Approximate** to add an approximate age.
- **b)** To indicate that the patient is a newborn (today’s date), click **Newborn**.

**Copy an Address**

If you have added an address, you can easily copy it to another address. For example, if you added the pick-up address on the **Trip** form and that address is the patient’s home address, you can copy it to the home address on the **Patient** form.

1. Click the **or copy this address** field, and then select the address.

**The NOK Section**

This section has regular data-entry fields for capturing **Next of Kin** information.
The Billing Section

This section has regular data-entry fields for capturing insurance, employer, and workers’ compensation information.
The Payors Section (Multiple-capture)

This is the first section of the Payors section. WebPCR has the ability to handle multiple payors.

1. The section opens blank, click Add New to capture a payor.

2. Next, select an insurance provider and click Continue.

3. Finally, you must capture the information specific to that provider.
4. To capture billing information for more than one payor, click **Payors** again, click **Add New** and go through the list again. When you click **Payor** when you are done, the multiple payors will display on the **Payors** section.

**The Cert-CMS Section**

Use the Cert-CMS section to add information on the reasons for the medical necessity and provide supporting details that are needed for NEMSIS compliance.
The Immunization Hx Section

Use the Immunization HX section to add information on the immunization record of the patient.
Overview

Topics described in this chapter include:

Features page 17-1
The Inbox page 17-3
Starting WebPCR for the First Time page 17-4
Logging in page 17-4
Configuring the Crew page 17-4
Adding a Patient Care Report (PCR) page 17-6
Deleting or Editing Items from a PCR page 17-12
Requesting a PCR from the Server page 17-14
Completing PCRs page 17-14
Saving the PCR page 17-15

Features

Spell Check

TabletPCR/WebPCR offers spell checking on the following fields:

- Narrative
- Addenda
- Notes
- Subjective section
- Objective Assessment
- Objective Impression
- Objective Trauma
- Vital Statistics comments
- Interventions Complication Narrative
- Interventions Comments
- Personal Effects
- Assessment comments
- Assessment notes

Clicking on the Spell Check button launches the Spell Check form. When the spelling checker encounters a word it doesn't recognize, it determines which words in its dictionary are similarly spelled and displays a list of those words, with the most likely match highlighted.

Several options are available from this screen.

- Ignore - Ignore this instance of the word.
- Ignore All - Ignore all instances of this word.
- Change - Accept the selected word and make the appropriate change to the text.
- Change All - Change all instances of the misspelled word to the selected word.
- Finish - Closes the spell checking form.
The Inbox

There are four sections to the Inbox: the navigational bar, Messages, PCRs checked out to your Inbox, and Pending PCRs.

The **navigational bar** includes icons for opening PCRs, creating new PCRs, copying PCRs, printing, deleting PCRs, saving PCRs to the server, and requesting PCRs from the server.

The **Messages** section displays messages about PCRs that have been assigned to you from Workflow.

**PCRs checked out to your Inbox** displays a list of PCRs that are open and are assigned to you or your unit/department.

**Pending PCRs** displays a list of PCRs that are saved to the server that are assigned to you or your unit/department.
Starting WebPCR for the First Time

Important! You’ll notice that WebPCR is almost exactly like TabletPCR, but some functionality may be different.

1. On the Windows desktop, click the WebPCR icon.

Logging in

1. Once the browser opens, the Login screen is displayed.

2. Select your Company, type your Username, and Password, and then click Login.

Note: Your organization can customize the WebPCR screens, so you might see different captions and choices than those shown in this book’s examples.

Configuring the Crew

1. Use the Configure Crew screen to describe your crew and shift. Click on Current Crew to start assigning a crew. And the click Add.
a) The Configure Crew screen data-entry fields are listed with dropdown pick lists. You can click to select one, or you can go through them in sequence by tabbing.
b) There are often a couple of ways to capture information. For example, you can click Today to select the current date as the shift start date, you can click Yesterday to autofill the date field with yesterday’s date, or you can manually add dates and time,

**Note:** If you are logging in to complete an existing call, then no crew needs to be defined, as that information is already captured by the PCR.

**Note:** Returning to the Inbox
You may return to the Inbox at anytime during the process as long as the Inbox button is shown on the screen.
2. Continue to go through the **Configure Crew** screen by selecting your region, station, shift, unit type, and vehicle number.

3. When you get to **Crew 1 Name**, click your name.

**Important:** Make sure that at least one crew member’s signature is on file; while any crew member can access and edit a PCR, only those with a signature on file can complete one.

4. When you finish adding the shift information in the **Configure Crew** screen, click **Done**.

5. In the **Configure Crew** screen, the crew you just added is listed. Select the crew you want to use for the shift and then click **Inbox** to return to the **Inbox** page to start, edit, or complete a PCR.

**Important:** In WebPCR you will not see a list of crews as you had with TabletPCR. In WebPCR, after selecting the refresh button, you will see all calls the user is associated with as a crew member, PCRs assigned through Workflow, and all crew members who have accessed the WebPCR within the last 28 hours.

**Adding a Patient Care Report (PCR)**

The **Inbox** is your base camp. From the **Inbox** you can add new PCRs, open existing ones, print reports, and complete PCRs.
1. To add a new PCR, click **New**. When there are multiple crews, the PCR is always added to the current crew, which is indicated by the blue highlighted +/- icon.
2. The WebPCR opens, displaying all PCR options with the Trip/Dispatch window open.

   a) **Forms** are the top level of the Add PCR window organization. The button for the currently selected form is highlighted blue. Click these buttons to move from form to form.

   b) **Sections**. These are the sections within the selected form. The button for the currently selected section is highlighted blue.

   c) **Groups** and **Data fields**. These are the groups (bold) and data fields within the selected section. The currently selected field is highlighted.

   d) **Data-entry area**. This is where you actually collect the information for the selected data field, for example, by selecting it from a list or typing it. The selected data field’s caption is displayed at the top of this area.

**Information Gathering**

Here are examples of some of the methods you’ll be using to collect and review information in WebPCR:

- **Simple lists**. On simple lists, you can click either a single or multiple choices.
• **Lists with search.** Some simple lists and tree lists include a search capability. Click a letter or a couple of letters to jump directly to the choice you want.

- In a **tree list**, the search works on the current level. You can click a branch (+) to open another level of related choices.
- All entry options are displayed at all times, to move from option to option, just click on its button.
- **Trip times.** You can use the **Date** selector to quickly choose today or yesterday.
• The **Time** selector is centered around a specific time (in this example, a time stamp), displaying a couple minutes before and several minutes after that time.

3. WebPCR helps you keep track of your progress as you collect patient information, capture subjective/objective assessments, vital signs and scores, record interventions and outcomes, and perform your final review.

   a) If you have added information to a form, its button is highlighted orange when you move to another form. So you always know what you’ve already done.

   b) In the same way, if you have added information to a form’s section, its button is highlighted orange when you move to another section.
c) Your current location is marked in blue.
d) You can click Inbox at any time to return to the Inbox without completing the PCR. From the Inbox, you can easily re-open an incomplete PCR: select the PCR by clicking on it, and then click the Open icon on the navigational bar, click Request PCR to request it from the PCR server. For more information, see Requesting a PCR from the Server on page 14.

4. The final step after collecting all the PCR information is to review it.

a) On the Review form, in the Time Summary section, you can review:
b) Change from one view to another by clicking the selections on the left.

c) Print preview the PCR report

d) Add narrative to the PCR.

e) Even after you have completed a PCR, you can still add information to it.

f) If you have uploaded and attached a resuscitation record from a medical device, you can view the ECG.

g) For items that have data-entry information, you can go to the original data-entry field and, if necessary, change the information. Or you can delete the item.

h) You can attach other files.

Once a file has been added to the PCR, the Attach button is highlighted orange.

**Fields that break Complete PCR rules**

Unlike TabletPCR, WebPCR does not highlight fields that break complete PCR rules. This functionality may be added in a later release.

However, the broken rules are displayed when you attempt to complete the PCR (see next section). For more information, see *The Complete Call Rule Editor* on page 2.

### Deleting or Editing Items from a PCR

In sections where you have the option to have more than one item listed, you may want to remove or edit them.

When viewing the list, you will see a red X, which deletes the item, or an edit icon that looked like a pencil and paper.

When you click X to delete an item, a warning box appears asking you to confirm the deletion.
Clicking the **Edit** icon, takes you back to that items information screen, at which time you can make any necessary changes.

**Adding Notes**

You can add a note to many selected items by clicking the **Edit** icon.

1. Select the item to which you want to add a note, and then click the **Note** button.

2. On the **Notes** screen, type the note.

**Hint:** You can also copy text from one note and paste it into another. To re-open the note, select its item, and then click the **Note** button again.
Requesting a PCR from the Server

PCRs that appear in the Pending PCRs list can be downloaded to the local machine by clicking on the Request PCR button.

1. Click on the PCR in the Pending PCR list to highlight it, then click the Request PCR button.

2. The PCR is then moved from the server to your local machine and it is listed in the PCRs checked out to your Inbox section.

3. Work on the PCR as needed.

Completing PCRs

1. Once you have completed the PCR review and you know you are finished, click the Save PCR to Server button.

2. Identify yourself as the crew member completing the call and enter your password.

3. The PCR is checked to see whether it satisfies all of the complete call rules:
   - If it does, you are returned to the Inbox, and the PCR status is Complete.
   - If it doesn’t, the Complete Call Rules screen opens showing the rules that are broken. If any required rules are broken, you must fix them before you can complete the PCR.

Note: For more information, see The Complete Call Rule Editor on page 2.
Saving the PCR

Unlike TabletPCR, where synchronizing is the process of connecting to your RescueNet Field Data server, uploading your completed PCRs, and downloading any updates that are available, all you need to do with WebPCR is **Save PCR to Server**.

1. Click **Save PCR to Server**.

Once it has been saved to the server and is complete, it is the processed by the Workflow engine. For more information, see *How WorkflowEffects WebPCR* on page 6.
WebPCR - Capturing Objective Information

Topics described in this chapter include:

The Assessment Section  page 18-1
The Impressions Section  page 18-5
The Trauma Section      page 18-7
The Other Section       page 18-7
The Cardiac Arrest Section  page 18-8

On this form, you can capture assessments, impressions, and trauma information.

The Assessment Section

This is a multiple-capture wizard; you can capture multiple assessments.

1. Initially, the section opens blank, click Add New to capture an assessment.
2. **Assessment** time. As in other places where there are date fields, **Today** and **Yesterday** buttons are their for your convenience.

**Note:** As with **Chief Complaint**, click any item from the list on the right to add it to the assessment. Multiple items can be listed, and items can be deleted or edited as needed. For more information, see *Deleting or Editing Items from a PCR* on page 12. *Add a Note to an Assessment* on page 5.

3. **Medic** performing assessment. Choose a name from the dropdown list.

4. Capture the assessment information, which is presented in categories with searchable, multiple-select, multiple-level, tree-style lists (for more information about using this kind of list, see *The Chief Complaint Section* on page 1).

**Note:** If available for the selected category, you can click **Not Assessed** or **WNL** (within normal limits). If available, you can also click **Other** and capture a related note.
Perform a Body Survey

1. Unlike TabletPCR, the Body Survey is not available as a graphical interface. However, upon choosing Male, Female, Child, or Infant, the appropriate fields are displayed and information can be captured.
2. Perform the assessment from the body to the injury, clicking each body part as needed and choosing the pertinent information from the tree menu at the right. Notes can be added, as usual.

To Finish a Body Survey

1. Click into any other frame. When you return to Assessment, it will show as a time stamped instance. Click X to delete, the edit icon (pencil and paper) to edit the information, or review the assessment by clicking the review icon (two pieces of paper).

Auto Mark

You can use the Auto Mark feature to automatically mark all undocumented assessment categories as WNL (within normal limits) or Not Assessed.

1. Click Auto Mark.
2. Click WNL or Not Assessed.

![Web Page Dialog](image)

**Note:** Only those categories for which the WNL and Not Assessed options are enabled are marked.

### Add a Note to an Assessment

1. To add a note to the selected assessment item, follow the same procedures as you would with any other item. For more information, see *Add Notes* on page 13.

### Start Another New Blank Assessment

1. Once you have added an assessment, you can click the **Add New** button to begin a new, blank assessment.

2. As with **Chief Complaint**, click the **Assessment** item from the list on the right.

   It will be added to the item list. Multiple items can be listed, and items can be deleted or edited as needed. Assessments, themselves can be deleted or edited. For more information, see *Deleting or Editing Items from a PCR* on page 12. and *Add Notes* on page 13.

### The Impressions Section

This is a single searchable, multi-select list. This list maps to the RescueNet Dispatch complaints.
1. The first **Impression** you click is listed as the **Primary Impression**.

2. All the remaining **Impressions** you click are listed as **Secondary Impressions**.

3. To clear an **Impression**, click it again. If you clear the **Primary Impression**, all of the **Secondary Impressions** are also cleared. (To help prevent this from happening accidentally, a message asks if you really want to clear all selections.)
The Trauma Section

This is a searchable, multiple-select, multiple-level, tree-style list.

For more information about using this kind of list, see The Chief Complaint Section on page 1.

The Other Section

The Other section captures supporting objective details relating to the injury.
**The Cardiac Arrest Section**

Use this section to capture details on a patient who has suffered a cardiac arrest. You can choose the options available on the drop-down lists for the different fields. Fields include information such as resuscitation attempts, rhythm at destination, witnesses and so on.
Topics described in this chapter include:

- The Chief Complaint Section [page 19-1]
- The Mechanism of Injury Section [page 19-3]
- The Past History Section [page 19-3]
- The Medications Section [page 19-4]
- The Allergies Section [page 19-7]
- The Other Section [page 19-8]
- The NEMSIS Mechanism of Injury Section [page 19-8]

Each Subjective form section presents a searchable, multiple-select list of options.

**The Chief Complaint Section**

This section presents a searchable, multiple-select, multiple-level, tree-style list. Often, the easiest way to find a chief complaint is to use the Search feature.

1. In the Search box, click as many letters of the chief complaint as needed to jump to it, and then click the complaint to select it, or you can scroll through the list.
2. If the selected item is a branch of the tree (+), the next level of choices expands and you can use search again on that level, or just click the chief complaint.

Mark as Pertinent Negative (Not Presented As)

When you select a subjective item, it is marked with a check mark.

1. To mark it as a pertinent negative item (×), click the item from the tree list on the left. The item will be shown with a red X and listed as NOT Presented.

- Click once for true and present
- Click twice for a pertinent negative
- Click three times to clear the item entirely.
2. Notes can be added to any subjective item. For more information, see Add Notes on page 13.

The Mechanism of Injury Section

This section presents a standard, searchable, multiple-select list. For more information about using this kind of list, see The Chief Complaint Section on page 1.

The mechanism of injury differs from the chief complaint as it is the cause of the complaint. The chief complaint are the effects of the mechanism of injury.

Add a Mechanism of Injury From a List

As with Chief Complaint, click the Mechanism of Injury from the list on the right. It will be added to the item list. Multiple items can be listed, and items can be deleted or edited as needed. For more information, see Deleting or Editing Items from a PCR on page 12 and Add Notes on page 13.

The Past History Section

This section presents a searchable, multiple-select, multiple-level, tree-style list. For more information about using this kind of list, see The Chief Complaint Section on page 1.
As with **Chief Complaint**, click the **Past History** item from the list on the right. It will be added to the item list. Multiple items can be listed, and items can be deleted or edited as needed. For more information, see *Deleting or Editing Items from a PCR* on page 12, and *Add Notes* on page 13.

**The Medications Section**

This section presents a searchable, multiple-select list. For more information about using this kind of list, see *The Chief Complaint Section* on page 1.
1. You can also capture the dosage for any selected medication. Select the medication, and then click the Notes (Rx) button.

2. On the Medications screen, capture the dosage quantity, units, frequency and add notes.

As with Chief Complaint, click the Medications item from the list on the right. It will be added to the item list. Multiple items can be listed, and items can be deleted or edited as needed. For more information, see Deleting or Editing Items from a PCR on page 12. and Deleting or Editing Items from a PCR on page 12.
Add Unlisted Medications Using the “Other” Button

You can quickly add medications that aren’t on the list.

1. Under the Medication section’s Search box, click the Other button.

2. A line item reading “Other - Not Listed” appears on the list. Click on the Notes / Rx button to add dosage, units, frequency and notes.

Note: This feature is enabled for any list that includes an “Other” choice that has been enabled.

3. The Medications screen opens, wherein you may add the dosage, units, frequency and notes as usual.
4. Click **Return** when you are done.

**The Allergies Section**

This section presents a standard, searchable, multiple-select list. For more information about using this kind of list, see *The Chief Complaint Section* on page 1.

As with **Chief Complaint**, click the **Allergies** item from the list on the right. It will be added to the item list. Multiple items can be listed, and items can be deleted or edited as needed. For more information, see *Deleting or Editing Items from a PCR* on page 12 and *Add Notes* on page 13.
The Other Section

Use the Other section to capture information on the location and organ of chief complaint, the primary symptoms and so on.

The NEMSIS Mechanism of Injury Section

Use the searchable, multiple-select list presented in this section to record information on mechanism of injury for reporting to NEMSIS.
WebPCR - Capturing Interventions

Topics described in this chapter include:

The Interventions Section

TabletPCR offers Quick Log functionality, which is meant to be used at the patient’s side. It enables you to capture the intervention given with a single button click, along with the time stamp. For some interventions, the system provides default qualifier values.

Later, when you have time, you can review the interventions and fill in additional details.

However, Quick Log is not available in WebPCR, therefore, interventions must be added manually.

Interventions can be added, deleted, edited, or annotated as needed. For more information, see Deleting or Editing Items from a PCR on page 12 or Adding Notes on page 13.

The Interventions Section

This is a multiple-capture wizard; you can capture multiple interventions.
Initially, the section lists all interventions previously captured, and you can either review and modify those interventions, or add a new intervention.

1. Click **Add New** to capture an intervention.

**Adding or Reviewing an Intervention**

1. To add an intervention, click **Add New**. To review an intervention, click it.

2. If you are adding an intervention, select the intervention category and treatment.
3. **Intervention Time.** Click **Next** to accept it, or click a different time.

4. **Who.** Capture who performed the intervention.

5. **Qualifiers.** Capture the qualifier values. For each qualifier, you’ll either type a value or pick one from a list.

**Note:** For interventions that were added via the **Quick Log**, the time it was performed and who performed it are pre-filled. In addition, some qualifiers might have default values selected. If necessary, you can change any of this information.
Topics described in this chapter include:

- **The Vital Signs Section**
- **The Scores Section**
- **The Medical Devices Section**

On this form, you can view vital signs and scores. You can only upload data from medical devices with TabletPCR. Note that the uploading functionality is not available in WebPCR.

**The Vital Signs Section**

This is a multiple-capture wizard; you can capture multiple vital sign readings.
1. Initially, the section opens blank, click **Add New** to capture a vital signs reading.

2. **Taken time. Today** and **Tomorrow** buttons are their for your convenience.

3. Alternatively, you can mark a reading PTA (Prior to Arrival).

4. Capture who performed the reading, and then capture the readings. For each, you need to add one or more values, or pick from one or more lists.
   - Blood pressure
     For example, for blood pressure, add both systolic and diastolic. Alternatively, you can click **Palp** (by palpation) for diastolic rather than adding a value.
   - GCS (Glasgow Coma Scale)
     For **GCS**, click values for **Eyes**, **Verbal**, and **Motor**. Each value is scored, and the three scores are totaled to arrive at the overall GCS score.

5. When you are finished capturing the readings, the system displays the summary. You can add a new reading, or copy and delete existing readings.
The Scores Section

This is a multiple-capture wizard; you can capture multiple scores.

1. Initially, the section opens blank, click **Continue** to capture a score.

The following screen appears:
2. Or to import the values from an existing vital signs reading:

   a) There is a line of text that says **Copy from Vital Signs (Optional).** Existing vital sign information displays on the list. Highlight the one you need to edit and click **Continue.**

3. Finally, click a type of score. That type’s data-entry items are displayed, and all *mapped* values are pre-filled from the vital signs reading (which values are mapped depends on how your organization has set up WebPCR). For example, in the GCS section:

![Image of GCS section]

**The Medical Devices Section**

WebPCR allows you to only view records from medical devices that were imported into Tablet PCR. For more information on the medical devices supported by Tablet PCR, see “The Medical Devices Section” on page 6-6.

![Image of Medical Devices section]
WebPCR - Capturing the Outcome

Topics described in this chapter include:

- **The Outcome Section** .................................................. page 22-1
- **The Times Section** ....................................................... page 22-2
- **The Signatures Section** ............................................... page 22-2
- **The NPP Section** ........................................................ page 22-3
- **The Exposures Section** ................................................. page 22-3

On this form, you can capture the outcome, times, and signatures.

**The Outcome Section**

In this section, you can capture disposition, transport, and drop-off information. You can add up to three **Barriers to Care** and **Destination Delay** items.
The Times Section

In this section, you can capture all dispatch and transport times. Some of the times might be pre-filled with the times from the Times section of the Trip form.

The Signatures Section

This section is disabled in WebPCR. Make sure you gather all necessary signatures with TabletPCR prior to synching an incomplete call.
The NPP Section

This section is disabled in WebPCR. Make sure you capture all the NPP data in WebPCR prior to closing the call.

The Exposures Section

Use this section to record information on exposures for the patient and the medic with date and time stamps.
WebPCR - Reviewing the PCR

Topics described in this chapter include:

- The Crew Section page 23-2
- The Time Summary Section page 23-2
- The Print Preview Section page 23-3
- The Narrative Section page 23-4
- The View ECG Section page 23-5
- The Research Survey Section page 23-5
- The QA Comments Section page 23-5
- Printing Reports page 23-6

On this form, you can review all of the times, vital signs, interventions, assessments, scores, and signatures you have captured. You can also preview the printable Patient Care Report and add narrative.

Unlike TabletPCR, WebPCR allows changes even after the PCR is in Complete status. Edits can be made to the PCR without the need for an addenda section. All additions, deletions, and modifications to the PCR are recorded and stored in the PCR history for future audit.

The Crew Section

The Crew section summarizes crew, vehicle and shift information pertaining to a PCR. You can navigate through this section to ensure that all information is accurate and complete.
The Time Summary Section

1. The Review form opens displaying the Time Summary section and the All Time Events view.
Change a Time Stamp

1. Click on **Trip Times** and add or edit the information as needed.

**Note:** For more information, see *The Times Section* on page 2.3

Editing or Deleting Items

You can edit or delete vital signs, interventions, assessments, scores, and signatures.

The Print Preview Section

You can preview the printable Patient Care Report. If you are connected to a printer, you can also print it.
1. Click Print Preview.

The Narrative Section

You can add a narrative of up to 40,000 characters to the PCR.

1. Click Narrative.
The View ECG Section

If medical device data has been linked to the PCR, you can view the associated ECG. If there is only one case linked, when you tap View ECG, it opens directly. If there is more than one case linked ECG, a list is displayed, and you can tap the one you want to view.

The ECG is opened in the software associated with the medical device, for example, RescueNet Code Review for data from ZOLL defibrillators. For more information, see “Viewing ECG” on page 7-14.

The Research Survey Section

Use this area to capture information on a potential research survey item relating to the PCR.

The QA Comments Section

This area is used to add or view QA Comments and Markers in a PCR.
1. Click the **QA Comments** tab of the **Review** section to view the comments.

**Printing Reports**

You can print preview and print (if you are connected to a printer) the Patient Care Report, as well as the medical device reports for any linked medical device uploads.

1. Just click the **Print** icon.

On the **Print Reports** screen, you can preview the Patient Care Report. You can also select a printer, set the number of copies you want to print, and select a medical device report if you want it to be printed together with the Patient Care Report.
WebPCR - Capturing Attachments

Topics described in this chapter include:

Adding Files and Drawings page 24-1
Opening or Printing an Attachment page 24-2

You can attach files (such as digital photos) and even your own drawings (or hand-written notes) to a PCR.

Adding Files and Drawings

1. Click Attachments.

2. On the File Attachments screen, click Add.

- To attach a file, click Other File. A standard Windows Select File dialog box opens. Find and select the file. Add a description if needed.
3. Click the Save icon to attach the file.

**Opening or Printing an Attachment**

1. Click **Attachments**.

2. On the **File Attachments** screen, click the attachment, and then click **Open** or **Print**. Other files open in the associated program. For example, a text document opens in a text editor like Microsoft Notepad or WordPad.
WebPCR - Completing the PCR

Topics described in this chapter include:

- Finishing the PCR  page 25-1
- Deleted PCRs  page 25-2

When you have finished capturing all of the necessary information, you can complete the PCR. Once complete, the PCR will be automatically sent to the server.

## Finishing the PCR

1. Once you have completed the PCR review and know you are finished documenting it, click **Complete PCR**.

![WebPCR interface](image)

**Note:** If you are required to download dispatch times before completing a PCR, you must do so in order to change the status of the PCR to Ready to Complete. In that case, you can only complete a PCR once it is in Ready to Complete status.

2. If the PCR fails to satisfy any required or optional Complete PCR Rules, they are displayed.
3. Click on the + sign under **Fields** to get further information on the item.

4. You can click a failed rule to be taken to the item that needs to be completed. For example, if **Call Received Time** is required, you will be taken directly to the **Times** screen.

5. Once you have satisfied all required rules and satisfied or bypassed all optional rules, you must select yourself as the **Completed by** user and enter your password and click **Complete**.

6. You are returned to the **Inbox**, and the PCR status is changed to “Complete.”

**Deleted PCRs**

Dispatched PCRs which have not been updated after a period of time set by your administrator are automatically deleted from the PCR server. Users assigned to the PCR will receive a revoke message alerting them to the deletion. Only PCR’s that are in a Dispatch status (have never been checked out from the server) will be marked for deletion.
WebPCR - Complete Call Rules

Topics described in this chapter include:

- **Who can add a Complete Call Rule?** page 26-1
- **How do you know when the rule has been broken?** page 26-2
- **How Complete Call Editor effects WebPCR** page 26-2
- **How Workflow Editor effects WebPCR** page 26-6
- **Pending PCRs in your Inbox** page 26-7

Complete call rules are a tool that can help you reduce errors related to data entry and omissions. A set of default pre-made rules is a part of normal installation, but your organization can create custom complete call rules that exactly match your company’s specific needs.

You can set up complete call rules for each user type that needs them, and the rules themselves can range from simple single-item rules to more complex, multiple-item rules, depending on what you need.

For example, a complete call rule for a medic could be as simple as there must be an incident number before the call can be closed. Or, you might require that if there is a departure from scene time, there must be an arrival at destination time.

Your organization can control whether a rule is optional, required, or disabled. Optional rules will let the user know that a rule has been broken, but still allow the call to be closed, while required rules do not allow the call to be closed until the piece of information that broke the rule is fixed.

**Who Can Add a Complete Call Rule?**

You can control access to the Complete Call Rule Editor through the Data Management Console. In the **Security Configuration** branch, you can create Roles, assign Commands to those Roles (this is
where you will grant access to the Complete Call Rules Editor), and assign Operators to each Group.

How do You Know a Rule has Been Broken?

In WebPCR, there are multiple ways to know if a PCR has not passed the complete call rule phase. The first is when you initially try to close a call. If the PCR fails to meet the complete call rules, the Complete Call Rule Editor screen appears

Under **Type**, the error will be listed as **Optional** or **Required**. Calls can be closed with broken Optional rules; however, if the rule is Required, the item must be fixed before the call can be closed.

**Message** displays the general rule set name.

**Fields** give further detail into what rules have been broken. Rules with multiple items will display a (+) which, when clicked, will expand to give further information.

Most items can be accessed directly with a click on the link. Clicking “Incident/Times/Call Received” will open up the **Time** section. This greatly reduces the time spent searching for the missing item.

**The Complete Call Rule Editor**

The information contained in this section is for further information only. Unless you have rights and permissions to access the Complete Call Rule Editor, this information is given merely so you have an understanding of what is happening “behind the scenes”.

Please see the Complete Call Rule Editor Guide for full details.
How do You Know a Rule has Been Broken?

The top section of the screen lists all the rules that apply to your organization. The gears at the left signify that there are rules embedded in rules. For example “Treatment Excepted” had a child rule “Accept Treatment at Patient Side.”

- **Descriptions** give further information to clarify the rule title.
- **Category** describes what sort of rule it is.
- **Status** shows if a rule is required, optional, or disabled.
- **Display Message** is the message that displays on your screen, letting you know of the error.

The bottom section advises if created rules are incomplete, illogical, or invalid. Red (X) denotes an error, the yellow (!) denotes a warning only.
The call is flagged with an exception symbol in the Inbox.

Finally, if a user chooses to exit the call (without closing it) and return to the Inbox, the call is flagged with the exception symbol representing the highest level of exception currently active in the call, which is shown to the left of the call.

In a multiple-patient call, each patient is listed separately with the exception symbol that relates specifically to the status of their portion of the call.

### How Complete Call Editor Effects WebPCR

#### Completing the Call

1. Once you have completed the PCR review and know you are finished documenting it, click Complete PCR.

Note: If you are required to download dispatch times before completing a PCR, you must do so in order to change the status of the PCR to Ready to Complete. In that case, you can only complete a PCR once it is in Ready to Complete status.
How Complete Call Editor Effects WebPCR

Tablet PCR and Web PCR User’s Guide

**Note:** If you are required to download dispatch times before completing a PCR, you must do so in order to change the status of the PCR to Ready to Complete. In that case, you can only complete a PCR once it is in Ready to Complete status.

2. If the PCR fails to satisfy any required or optional Complete PCR Rules, they are displayed.

3. Click on the + sign under **Fields** to get further information on the item.

4. You can click a failed rule to be taken to the item that needs to be completed. For example, if **Call Received Time** is required, you will be taken directly to the **Times** screen.

5. Once you have satisfied all required rules and satisfied or bypassed all optional rules, you must select yourself as the **Completed by** user and enter your password and click **Complete**.

6. You are returned to the **Inbox**, and the PCR status is changed to “Complete.”
How Workflow Effects WebPCR

The information contained in this section is for further information only. Unless you have rights and permissions to access the Workflow Editor, this information is given merely so you have an understanding of what is happening “behind the scenes”.

Please see the Workflow Editor Guide for full details.

PCRs that have been assigned to you or your group from Workflow Editor, or those that have been rerouted appear in the Server PCR List of the Inbox.

Rerouting PCRs

You may reroute a PCR to another individual or group to request that further action be taken. Reroute works in combination with the server and Workflow to insure that the PCRs are worked according to your organization’s policies and procedures.

1. Click on Reroute PCR.

The Reroute PCR screen opens.

2. Fill out the appropriate fields and comments to let the recipient know what they need to do.

3. Click Reroute.
Pending PCRs in your Inbox

Pending PCRs are rerouted for processes and procedures in the Pending PCRs section of the Inbox.

Steps to handle Pending PCRs:
1. Click on the PCR to highlight it.
2. Click on Request PCR to open it.
3. Work these in accordance with set processes and procedures or the comments in Workflow Comments.