



# **Community Paramedicine**

Version 4.4 for iOS

# **HC Standard® Community Paramedicine for iOS**

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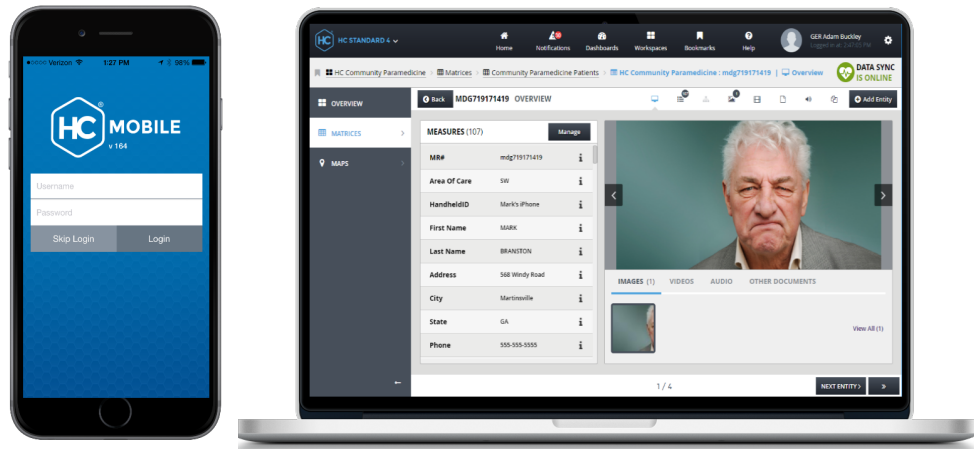
# Table of Contents

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<b>Chapter 1 - HC Community Paramedicine Overview .....</b>	<b>1</b>
<b>Chapter 2 - Using HC Mobile - Community Paramedicine .....</b>	<b>2</b>
2 - 1: Launch HC Mobile™ .....	2
2 - 2: Login to HC Mobile™ .....	2
2 - 3: Community Paramedicine Main Screen .....	4
2 - 4: HC Community Paramedicine Menu .....	5
2 - 5: Account Settings .....	6
2 - 6: Area of Care/Division .....	7
<b>Chapter 3 - Working with Records .....</b>	<b>8</b>
3 - 1: Entering Record Information .....	8
3 - 2: HC Community Paramedicine Panels .....	10
3 - 3: Additional Actions (While in a record) .....	14
3 - 4: Capturing Audio Notes .....	15
3 - 5: Recalling a Previously Entered Record .....	15
<b>Chapter 4 - Settings .....</b>	<b>16</b>



# Chapter 1 - HC Community Paramedicine Overview



Global Emergency Response's HC Community Paramedicine (CPM) is a module of HC Mobile. It is an integrated mobile solution designed to allow paramedics making home visits to document the encounter quickly, easily and accurately. It allows near real-time data transmission from patients' homes and seamlessly integrates with HC Standard®, allowing timely and informed health care decisions.

## Key benefits of CPM include:

- Near real-time transmission of data to HC Standard with connected devices
- Scanning of barcoded identification bracelets or tags to start or update records
- Automatic entry of information encoded in state driver's licenses
- Digitized information previously collected on paper forms
- GPS and Date/Time stamping of data entry events
- Audio and video recording capability
- HIPAA and HITECH compliant
- Data is encrypted at rest (on the device) and in transit

## Chapter 2 - Using HC Mobile - Community Paramedicine

### 2 - 1: Launch HC Mobile™

- Tap the **HC Mobile** icon to launch HC Community Paramedicine.

### 2 - 2: Login to HC Mobile™

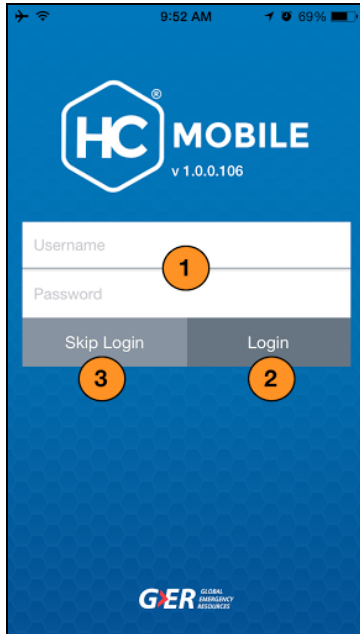
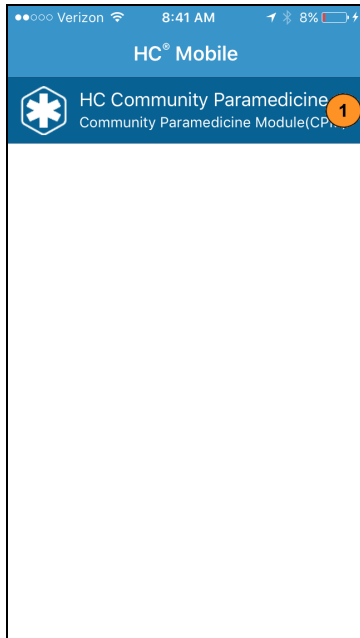


FIGURE 2-1: Login Screen

Log in to begin adding patient records, as shown in FIGURE 2-1.

1. Enter **Username** and **Password** as provided by an HC Standard® Administrator.
  2. Tap the **Login** button.
- OR**
3. If username and password are inaccessible, the user can tap the **Skip Login** button to enter the HC Mobile™ application. Patients can be entered into HC Mobile™ under the Community Paramedicine application (CPM) at this point; however, no data will synchronize to the server until proper user credentials are entered.



The modules available to the user will display on the user's device, as shown in FIGURE 2-2.

1. From the application launcher, *select* **HC Community Paramedicine**.

FIGURE 2-2: Module Selector

If it is the first time launching the HC Community Paramedicine (CPM) application and there is a data connection after logging in, the Synchronization screen will appear, as shown in FIGURE 2-3. Once the synchronization process is complete it will display the main screen. If a user wishes to return to the main screen sooner:

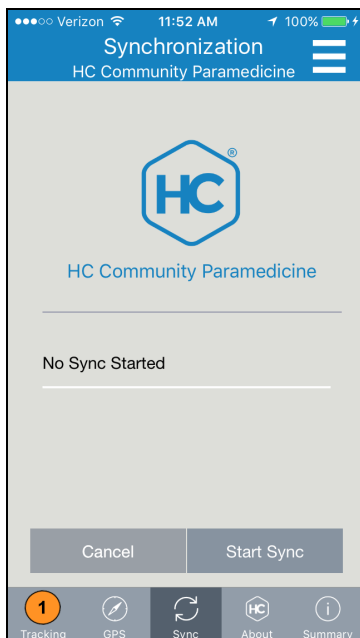


FIGURE 2-3: Sync Screen

1. *Tap* the **Tracking** icon in the navigation tray to continue.

If there is no data connection or the CPM application is still open from a previous log in, the user will be directed to the HC Community Paramedicine Main Screen.

## 2 - 3: Community Paramedicine Main Screen

The Community Paramedicine Main Screen, as shown in FIGURE 2-4

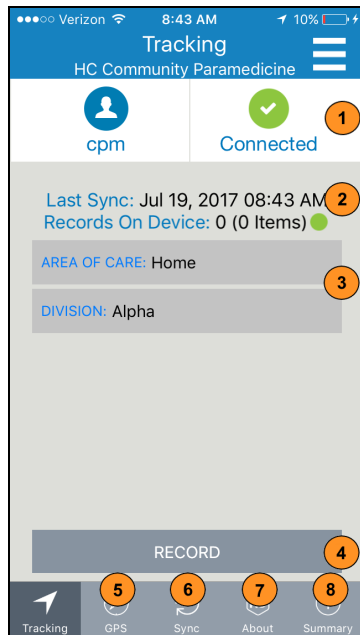


FIGURE 2-4: Main Screen

1. **Connection Status** - Shows current connection status to the server.
2. **Sync Status** - Shows last date and time the device synchronized. Records on device shows how many records are currently on the user's device. A green icon means there are no records and a yellow icon indicates there are still records to be synchronized.
3. **Current Information** - Shows current Area of Care and Division settings.
4. **Record Button** - Starts desired entry mode.
5. **GPS** - Shows current GPS data.
6. **Sync** - Controls data synchronization.
7. **About** - Displays HC Community Paramedicine version information.
8. **Summary** - Presents memory, battery and GPS status.

If Area of Care and Division have not been set, then upon Record entry, the user will be prompted to enter the appropriate Area of Care and Division information. Entering this information will only be necessary the first time using the device for a specific session. Once this information has been entered, the user will be able to enter data and will not need to go through this step again. For more information, see "Area of Care/Division" on page 7.



**Note:** The device may occasionally lose its connection with the server. If this occurs, patient records will remain on the device's internal memory but will not be uploaded to the database. The device should Auto Synchronize with the database once the connection is re-established.



## 2 - 4: HC Community Paramedicine Menu

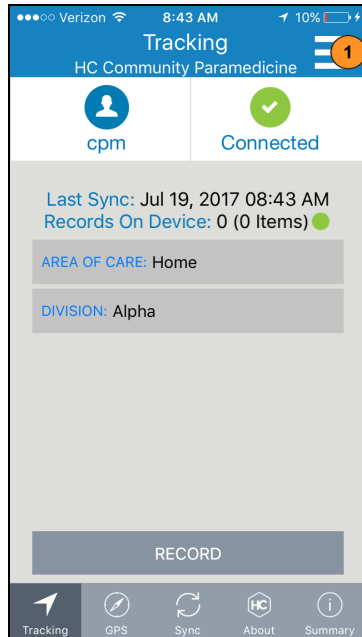


FIGURE 2-5: Menu

To access the menu, as shown in FIGURE 2-5:

1. Tap the **Menu** button to access the menu.

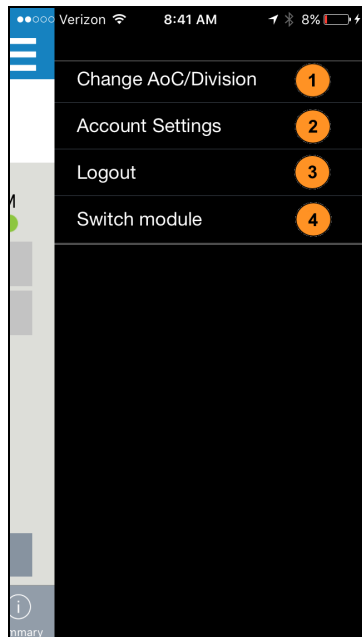


FIGURE 2-6: Menu Items

Menu Items include, as shown in FIGURE 2-6:

1. **Change AoC/Division** – Update Area of Care, and Division information. Tap this to go to the AoC/Division panel.
2. **Account Settings** - Access settings for the user account.
3. **Logout** - Log out of the HC Standard® account.
4. **Switch Module** - Switch to another HC Mobile™ application.

## 2 - 5: Account Settings

9:57 AM 66%

< 4 Account Settings

USERNAME  
training1

EMAIL  
1

PHONE NUMBER  
2

Change Password  
3

FIGURE 2-7: Account Settings

Users are able to access account settings from the **Menu**, as shown in FIGURE 2-7.

1. *Enter or change* the **EMAIL** address for the account.
2. *Enter or change* the **PHONE NUMBER** associated with the account.
3. *Tap* **Change Password** to change the password for the account.
4. *Tap* the **<Back** button to go back to the previous page.

9:57 AM 66%

Change Password

OLD PASSWORD  
1

NEW PASSWORD  
2

CONFIRM PASSWORD  
3

Cancel 5 Change Password 4

FIGURE 2-8: Account Settings

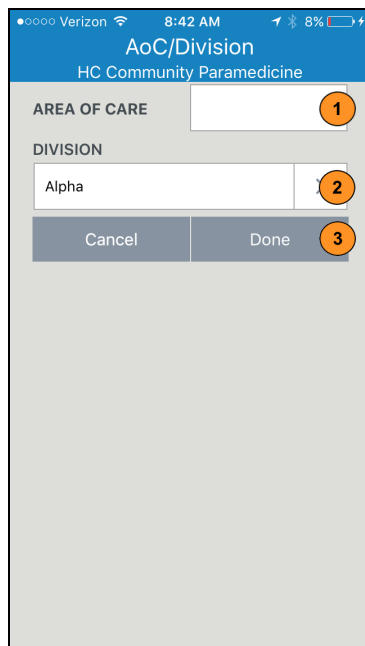
To change the password, as shown in FIGURE 2-8:

1. *Enter* the **OLD PASSWORD**.
2. *Enter* the **NEW PASSWORD**.
3. *Enter* the new password again under **CONFIRM PASSWORD**.
4. *Tap* **Change Password** to save changes.
5. *Tap* **Cancel** to abandon changes.

## 2 - 6: Area of Care/Division

The Area of Care/Division panel, as shown in FIGURE 2-9, is where the user enters key elements describing the operation of HC Community Paramedicine. This only needs to be done once per session.

Some items can be selected from drop-down lists which the HC Standard® System Administrator has created in HC Standard®.



1. **AREA OF CARE** - Tags each record scanned with this information.
2. **DIVISION** - Tags each record scanned with this information.
3. **Tap Done** once the user has made the appropriate selection(s).

FIGURE 2-9: Area of Care/Division Panel

## Chapter 3 - Working with Records

### 3 - 1: Entering Record Information

Once the profile has been set, submitting records is simple.

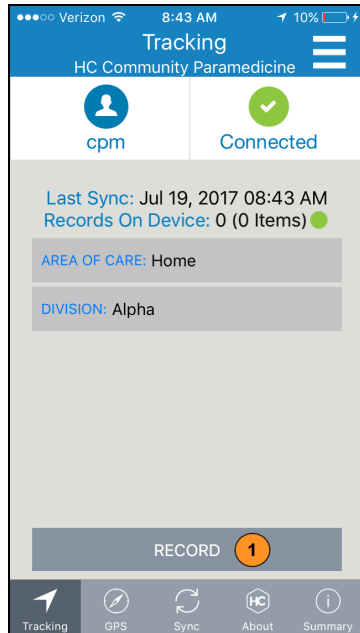


FIGURE 3-1: Record Button

Scanning a barcode will start an individual patient record or retrieve existing patient information that has already been entered into the system for that patient.

1. Tap the **Record** button on the Main Screen, as shown in FIGURE 3-1.

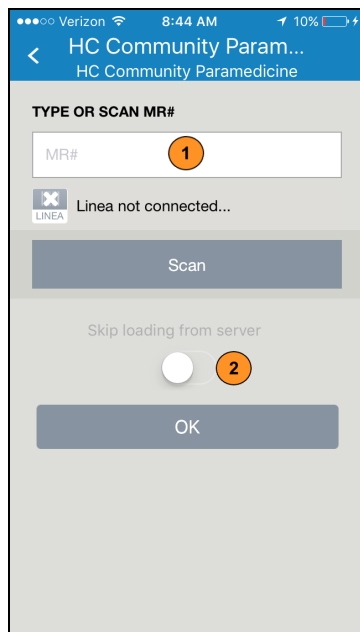


FIGURE 3-2: MR #

The next step requires the user to enter a medical record number (MR#), as shown in FIGURE 3-2:

1. Enter a **MR#**. The MR# is a unique string assigned to a patient. All information on the patient is stored under this MR# and is available for recall and updating at later dates.
2. Toggling **Skip loading from Server** to *on (red)* is useful when data connectivity is unavailable. This will cause CPM to automatically assume the MR# is new and display a clean record every time the MR# is scanned. This saves time because CPM will not search the server for an existing record. Continue to update the record as needed and once data connectivity is restored, the HC Standard® server will merge all the entries into one record with all information and timestamps.

There are three ways to enter the medical record number:



FIGURE 3-3: Camera Scan Window

1. **Scan a tag** – Attach a tag or bracelet to the patient. From the MR# screen, *tap* the **Scan** button. Proper technique is to *align* the window with the vertical center of the barcode, and hold the camera steady, as shown in FIGURE 3-3. If the barcode is not read right away, slightly vary the distance between the camera and barcode. If the device has a camera flash, turn it on in low-light conditions by *tapping Light*. The **Front** control switches between the rear- and front-facing cameras. The device will automatically focus on the barcode and will start the patient record when it registers the MR#.
2. **Driver's License** - *Scan* a driver's license **3D barcode** to generate a unique MR# and automatically fill-in the Patient's demographic information as it appears on the license. For some states, an older issued license may not properly scan.
3. **Manual input** – If a tag is not available, it is possible to input a MR# manually using the onscreen keyboard. Make sure the MR# is unique so that the data from one patient is not mixed with another.



**Note:** The MR # is the only required field when starting a patient record. Make sure that each new patient is given a unique MR#.

## 3 - 2: HC Community Paramedicine Panels

Once a MR# is entered, begin entering patient information by *tapping* on the screen and *manually entering* data with the onscreen keyboard. None of the panels have any required fields.

*Swipe* between **panels** from right-to-left to advance to the next panel.

To move directly to a specific panel *tap* an item's **icon** along the navigation tray, and *select* the desired panel.

*Tap* the **Menu** button in the top right corner of any panel to **Save**, **Print**, or perform **Other** actions.

The screenshot shows a mobile application interface for 'Information' in 'HC Community Paramedicine'. At the top, it displays 'MR# 12345'. Below this is a 'Scan DL' button with a red circle containing the number '2'. The main section is titled 'VISIT START' and contains a date/time picker set to '15' and 'NOW'. Below this are input fields for 'LAST NAME', 'FIRST NAME', 'MIDDLE NAME', 'PHONE', 'ADDRESS', and 'CITY'. A red arrow points from the 'Scan DL' button to the 'CITY' field, and another red arrow points from the 'CITY' field back to the 'Scan DL' button, indicating a swipe action. At the bottom is a navigation tray with icons for 'Information', 'Visit Reason', 'Referral', 'Camera', and 'More'.

Update Patient Information, as shown in FIGURE 3-4:

1. Manually *enter* patient information.
- OR**
2. *Tap* the **Scan** button to populate patient's demographic data from the patient's driver's license. *Scan* the **3D barcode** on the driver's license. The demographic information will be pulled from the patient's driver's license and automatically entered into the Patient Information panel.
3. *Swipe* to continue.

FIGURE 3-4: Information Panel

Verizon 10:34 AM 93%

Visit Reason  
HC Community Paramedicine

MR# 12345

BLOOD PRESSURE CHECK ☐

DIABETES MGMT/BLOOD SUG... ☐

1 GENERAL ASSESSMENT ☐

IMMUNIZATION ☐

LAB/SPECIMEN COLLECTION ☐

MEDICATION SET UP/ADMIN ☐

MENTAL HEALTH ASSESSMENT ☐

POST DISCHARGE ASSESSME... ☒

2 WOUND CARE ☐

Information Visit Reason Referral Camera More

FIGURE 3-5: Visit Reason Panel

Select Visit Reason, as shown in FIGURE 3-5:

1. Tap the **Reasons** that apply. A checked circle indicates which reasons have been selected.  
Type information into the **Other Reason For Visit** and **PT's Chief Complaint Today** boxes.
2. Swipe to continue.

Verizon 10:34 AM 93%

Referral  
HC Community Paramedicine

MR# 12345

REFERRING AGENCY

1 OTHER REFERRING AGENCY

PRIMARY CARE PROVIDER

PROVIDER PHONE NUMBER

PROVIDER EMAIL ADDRESS

2 SOC WKR/CASE MGR/OTHER

Information Visit Reason Referral Camera More

FIGURE 3-6: Referral Panel

Enter referral information, as shown in FIGURE 3-6:

1. Enter the Referring Agency, Primary Care Provider, Social Worker/Case Manager, and Insurer information as necessary.
2. Swipe to continue.

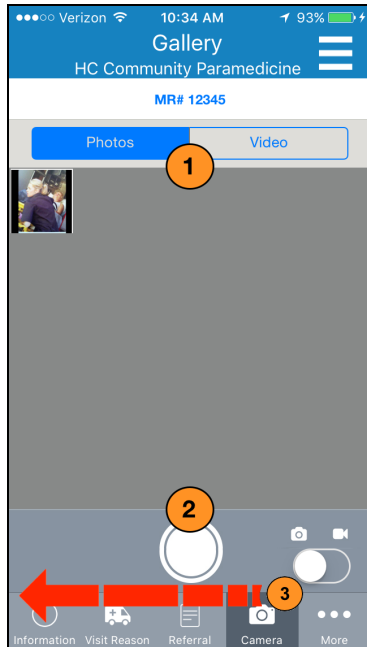


FIGURE 3-7: Camera Panel

To capture photos or videos, as shown in FIGURE 3-7:

1. Tap the **Photo** tab to enter photo mode or tap the **Video** tab to enter video mode.
2. Tap the **white** button to take a picture or start and stop a recording.
3. **Swipe** to continue.

Videos can be up to 60 seconds in length and can be saved for review. Video does take a large amount of space on the device and requires more time to sync. Multiple video clips per patient are allowed.

To delete a photo or video, as shown in FIGURE 3-8:

1. Tap and hold on a video or picture and then tap **Yes** on the prompt that appears.

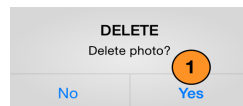


FIGURE 3-8: Delete Confirmation

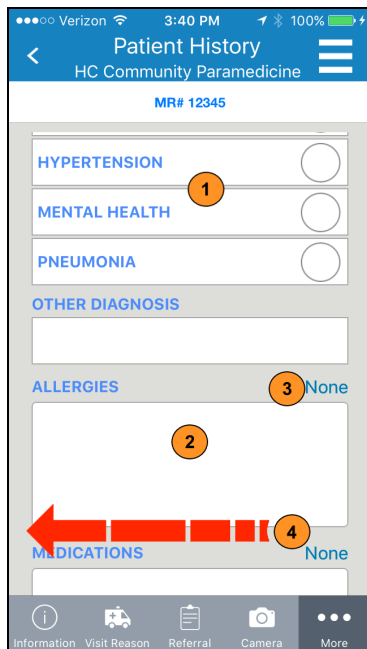


FIGURE 3-9: Patient History Panel

Enter Patient History, as shown in FIGURE 3-9:

1. Check items as necessary.
2. Enter additional information in text boxes.
3. Tap **None** to quickly enter None for that field.
4. **Swipe** to continue.



Verizon 10:35 AM 93%

Vitals  
HC Community Paramedicine

MR# 12345

SYSTOLIC

DIASTOLIC

PALPATED 1

HEART RATE

HEART RHYTHM

BLOOD GLUCOSE

RESPIRATIONS 2

O2 SATURATION

Information Visit Reason Referral Camera More

FIGURE 3-10: Vitals Panel

Enter Patient Vitals, as shown in FIGURE 3-10:

1. *Enter* the patient's vital information as necessary.
2. *Swipe* to continue.

Verizon 10:35 AM 93%

Assessment  
HC Community Paramedicine

MR# 12345

SKIN TEMPERATURE

SKIN COLOR 1

SKIN: DRY

SKIN: DIAPHORETIC

SKIN COMMENTS

PUPILS 2

OTHER PUPILS

Information Visit Reason Referral Camera More

FIGURE 3-11: Assessment Panel

Enter Patient Assessment Information, as shown in FIGURE 3-11:

1. *Enter* the patient's assessment information as necessary.
2. *Swipe* to continue.

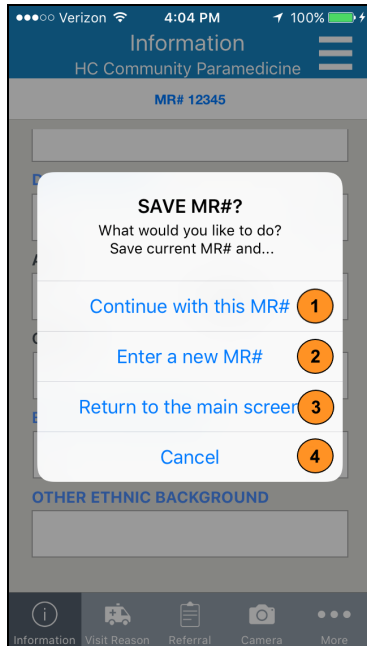


FIGURE 3-12: Next Steps Panel

Using the Save MR#? Prompt, as shown in FIGURE 3-12:

The user will be asked to save the record after *swiping* from the **Assessment** screen.

The record will *automatically* be saved and the user decides what action to take next:

1. **Continue with this MR#** - Saves and keeps current record open.
2. **Enter a new MR#** - Saves the current record and navigates to the Type or Scan MR# panel.
3. **Return to the main screen** - Saves the current record and returns to the Main Screen.
4. **Cancel** - Does not save the record at this time and keeps the record open.



**Note:** It is not necessary to complete every panel for a record in order to save a record's information.

### 3 - 3: Additional Actions (While in a record)

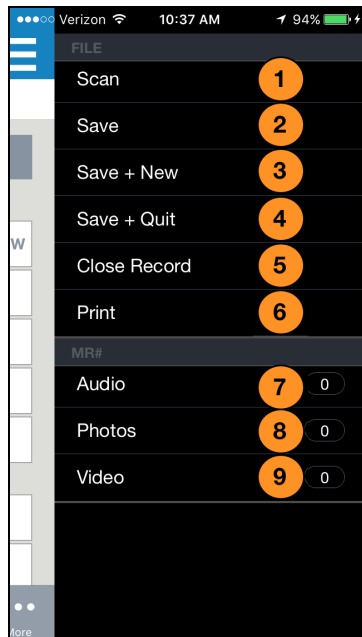


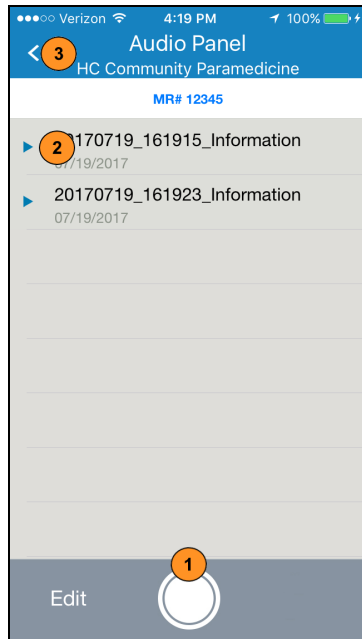
FIGURE 3-13: Record Menu

The **Menu** button allows users to perform the following additional functions within a patient record, as shown in FIGURE 3-13:

1. **Scan** – Save the current record and immediately use the camera to scan another barcode.
2. **Save**- Captures a snapshot of the record and continue working with the record.
3. **Save + New** - Save the current record and start a new one.
4. **Save + Quit** – Save and exit the current record, and return to the HC Community Paramedicine main screen.
5. **Close Record** – Discard the current record and return to the HC Community Paramedicine main screen.
6. **Print** – Print the current record to a connected network Printer.
7. **Audio** – Displays any audio files associated with the record.
8. **Photos** – Displays any photos associated with the record.
9. **Video** – Displays any videos associated with the record.

### 3 - 4: Capturing Audio Notes

On any panel in a record, audio can be added to supplement the text information. If the user is on a specific section of the application and does not have time to type into the device, the user may capture audio notes that will be associated with that specific page or panel in CPM.



To create a recording, as shown in FIGURE 3-14:

1. Tap on the **RECORD** button and begin speaking into the unit. Tap on the **RECORD** button a second time to stop recording.

If the user wishes to play back the notes recorded:

2. Tap the **play** button for the recording.

When complete with audio recordings:

3. Tap **< Back** icon to go back to the previous screen.

Delete a recording by *swiping* to the left over a recording title then *tapping* the red circle.

FIGURE 3-14: Audio Panel

### 3 - 5: Recalling a Previously Entered Record

Go to the Main HC Community Paramedicine screen:

- Tap **Record** and manually *type* the patient or barcode number; or simply *scan* the barcode of a previously entered record.

If the MR# was found on the HC Standard® server, the record will appear and updated information can be entered.

# Chapter 4 - Settings

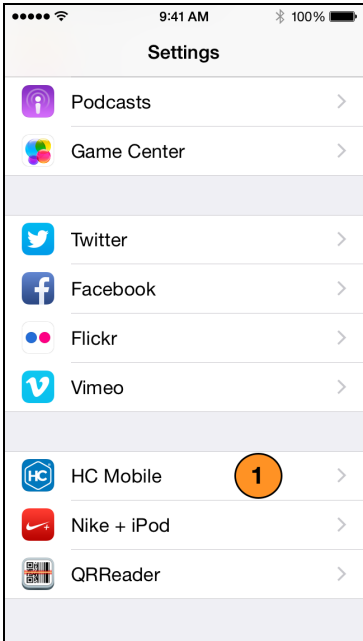


FIGURE 4-1: Settings

Adjust application settings to make the application work according to the user's preferences.

Access HC Mobile settings from the iOS Settings application, as shown in FIGURE 4-1:

1. *Scroll* down to find **HC Mobile**.

Each setting is explained in the following sections:

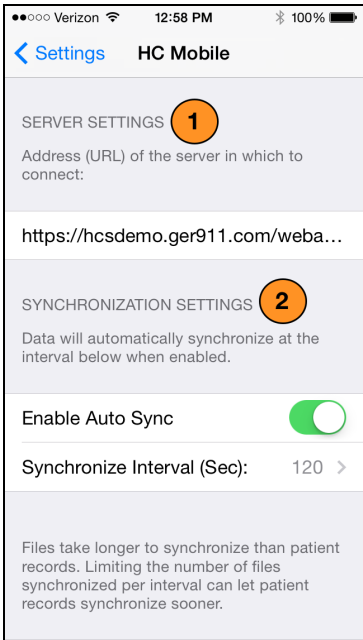
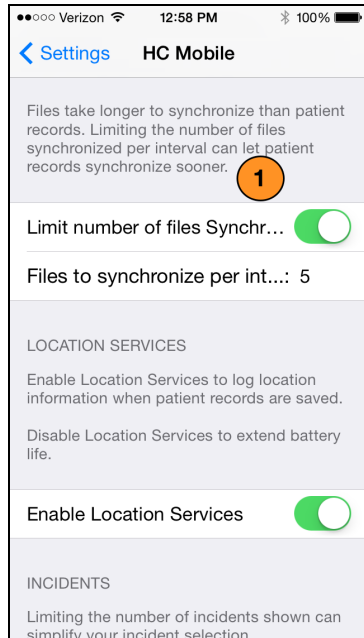


FIGURE 4-2: Synchronization Settings

As shown in FIGURE 4-2:

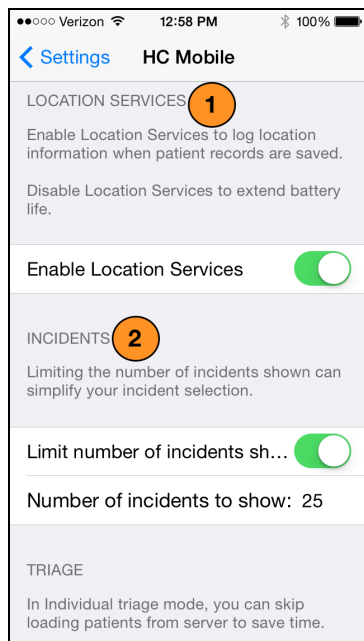
1. **Server Settings** shows the HC Standard® URL, which is for information only.
2. **Synchronization Settings** allows a user to control the way their device communicates with the server. A higher synchronization interval will increase the delay that HC Mobile™ automatically synchronizes in the background. A shorter interval will shorten the automatic synchronization but will have a higher impact on device battery.



As shown in FIGURE 4-3:

1. **File Sync Settings** allows a user to limit the number of files that synchronize during each synchronization.

FIGURE 4-3: File Sync Settings



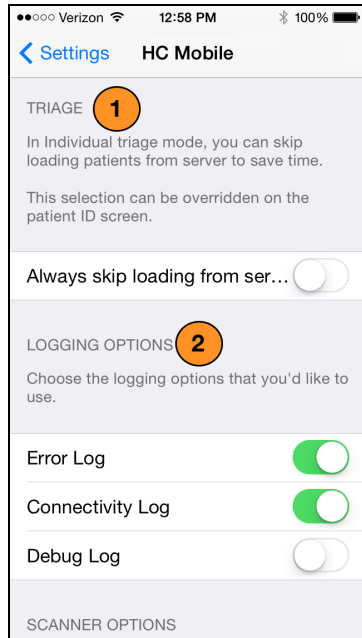
As shown in FIGURE 4-4:

1. **Location Services** control allows a user to turn GPS on and off. It is recommended to leave this option enabled. Leaving this setting enabled allows HC Standard® users to view records scanned on a map.
2. **Incidents** allows a user to limit the number of incidents that appear on the Incident panel.

FIGURE 4-4: Location Services and Incidents Settings



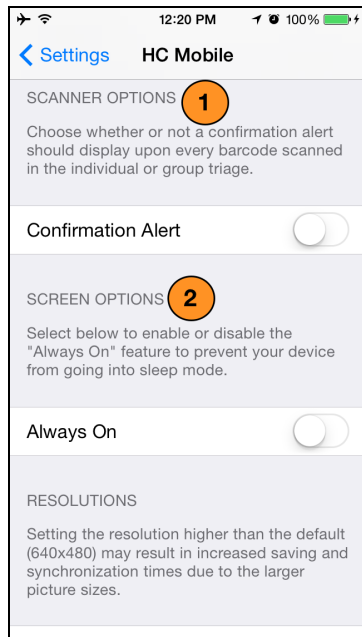
**Note:** If a user is in HC Mobile™ and does not see an incident, increase the number of incidents shown.



As shown in FIGURE 4-5:

1. **Triage** settings can prevent the application from loading data associated with existing records. This saves time and reduces data usage on a device. However, if a patient has already been entered into HC Standard®, the user will not see previously entered data.
2. **Logging Options** are used for application troubleshooting. Users should not change any of the log settings, unless directed to do so.

FIGURE 4-5: Triage and Log Settings



As shown in FIGURE 4-6:

1. **Scanner Options** allows a user to toggle a requirement to confirm barcode readings.
2. **Screen Options** includes **Always On** which prevents the iDevice from going to sleep while running HC Mobile™.

FIGURE 4-6: Scanner and Image Settings



As shown in FIGURE 4-7:

1. **Resolutions** allows a user to make the tradeoff between higher quality photographs or videos and quicker data synchronization.
2. **LINEAPRO Settings** are used with a supported LINEAPRO barcode scanner. Users who are only using the camera to scan barcodes should leave these settings disabled.

FIGURE 4-7: Resolution Settings