Community Paramedicine

Version 4.4 for Android

HC Standard® Community Paramedicine for Android

Global Emergency Response, Inc (GER) provides this manual “as is”, makes no representations or warranties with respect to its content or use, and specifically disclaims any expressed or implied warranties or merchantability or fitness for any purpose in particular. While every precaution has been taken in the preparation of this document, GER assumes no responsibility for errors or omissions. Neither is any liability assumed for damages resulting from the use of the information contained herein.

GER reserves the right to make changes to the content of this manual, at any time, without obligation to notify any person or entity of such changes.

The software described herein is furnished under a license agreement. The software may be used, copied, and distributed only in strict accordance with the terms of the agreement. It is against the law to copy the software or this manual on any medium except as specifically allowed in the license agreement without the express written consent of GER.

Trademarks Acknowledgments

“HC Standard®”, “HCS®”, "HC™", “HC Enterprise™”, “HC Patient Tracking™” and “GER™” are trademarks of Global Emergency Response, Inc.

All other registered trademarks and trademarks are the property of their respective owners.

Copyright 2005-2017, Global Emergency Response, Inc. All Rights Reserved.

No part of this manual may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or information storage and retrieval system, for any purpose other than the purchasing organization's or an authorized user's legitimate use, without the prior written permission of Global Emergency Response, Inc.

To Contact GER

Global Emergency Response, Inc
159 E. Craig Sims Parkway
Augusta, Georgia 30909
Tel: 866.242.4035
support@ger911.com
ger911.com

Revision history:

Rev. 1, July 2017 - Version 4.4 - HC Standard® Community Paramedicine for Android

Table of Contents

Chapter 1 - HC Community Paramedicine Overview **1**

Chapter 2 - Using HC Mobile - Community Paramedicine **2**

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

Chapter 3 - Working with Records **8**

3 - 1: Entering Record Information 8

3 - 2: HC Community Paramedicine Panels 10

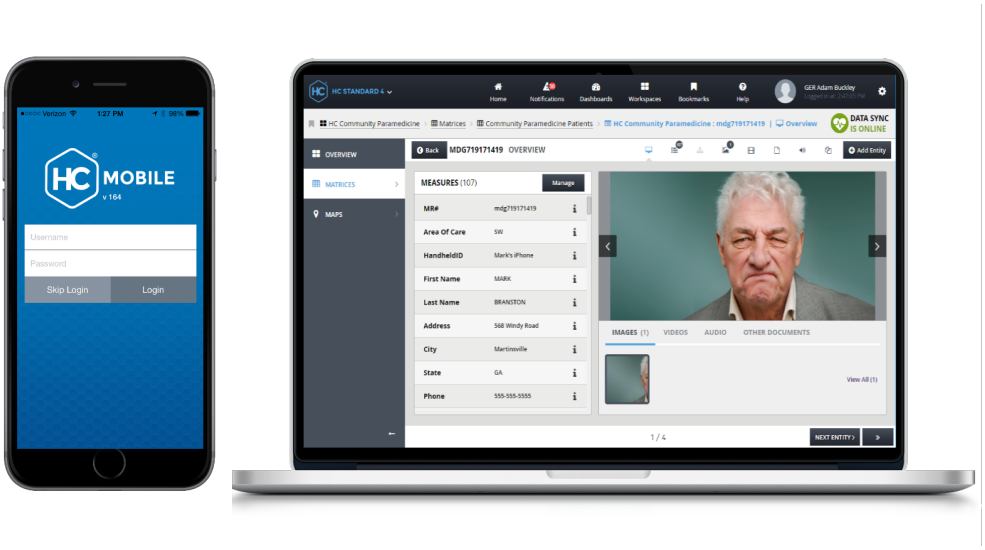
3 - 3: Additional Actions (While in a record) 14

3 - 4: Capturing Audio Notes 15

3 - 5: Recalling a Previously Entered Record 15

Chapter 4 - Settings **16**

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.

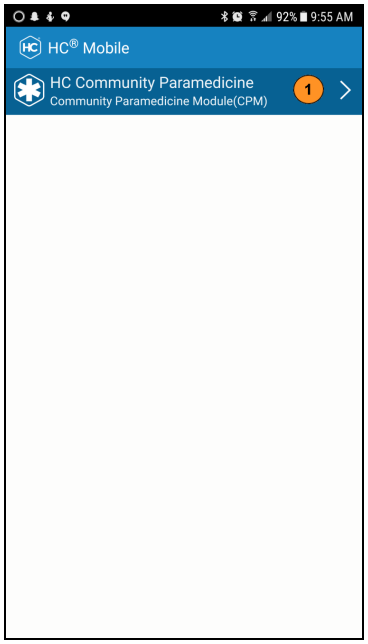


FIGURE 2-2: Module Selector

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**.

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:

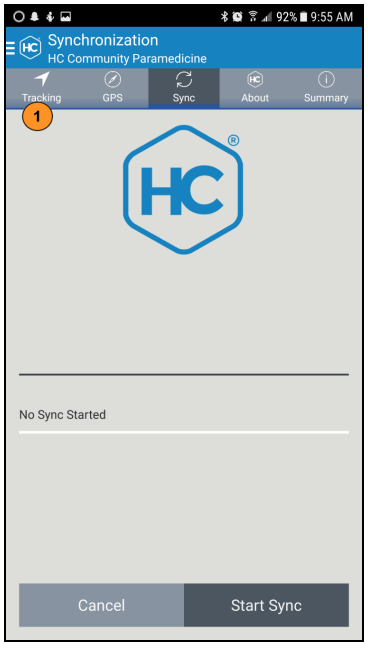


FIGURE 2-3: Sync Screen

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

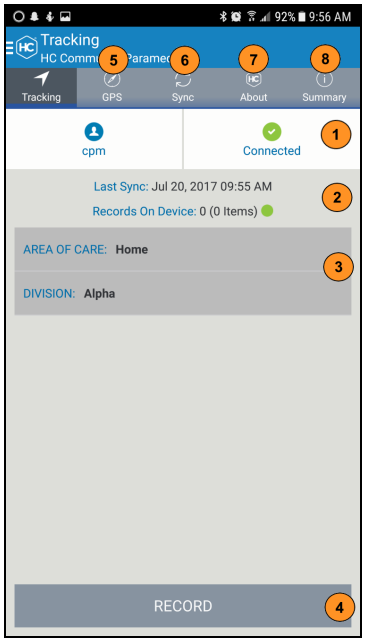


FIGURE 2-4: Main Screen

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

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

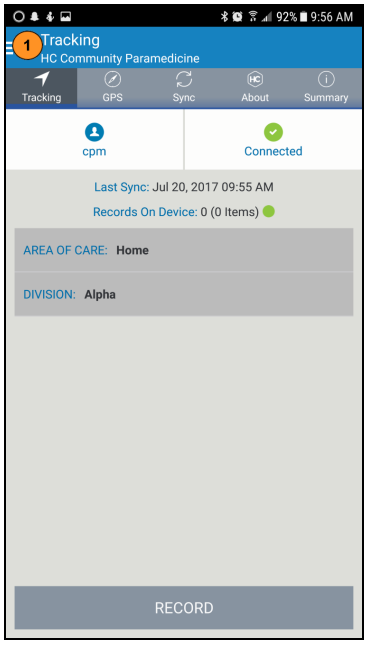


FIGURE 2-5: Menu

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

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

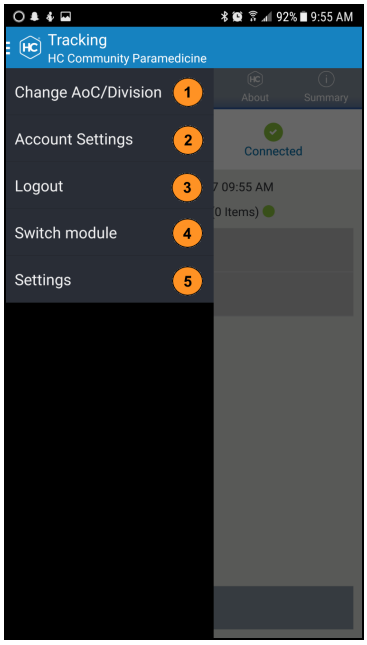


FIGURE 2-6: Menu Items

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.
5. **Settings** - View or change specific aspects of the PTS application.

2 - 5: Account Settings

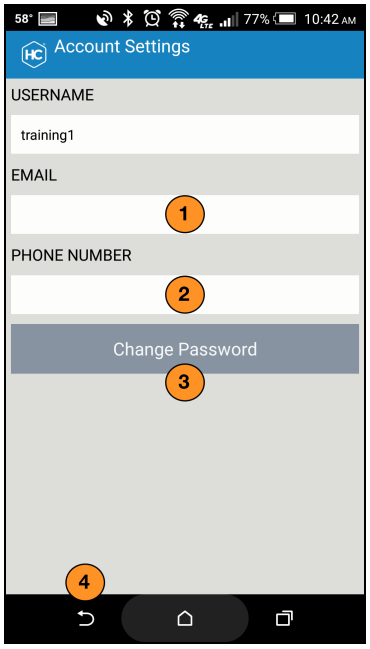


FIGURE 2-7: Account Settings

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 on the device to go back to the previous page.

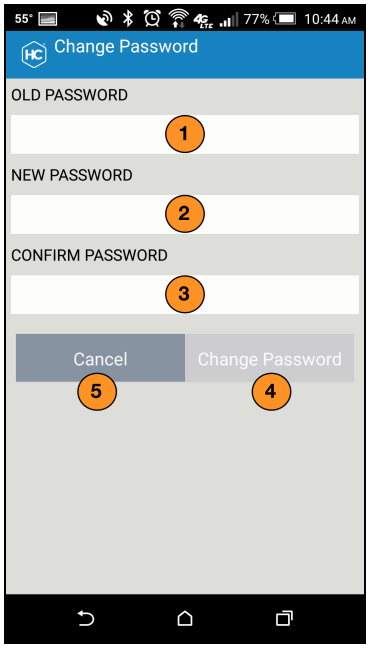


FIGURE 2-8: Account Settings

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®.

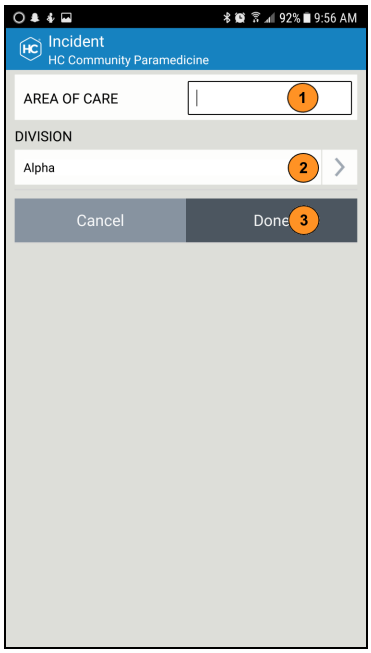


FIGURE 2-9: Area of Care/Division Panel

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).

Chapter 3 - Working with Records

3 - 1: Entering Record Information

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

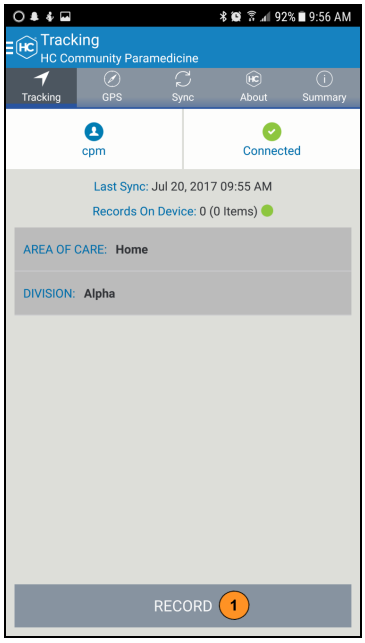


FIGURE 3-1: Record Button

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.

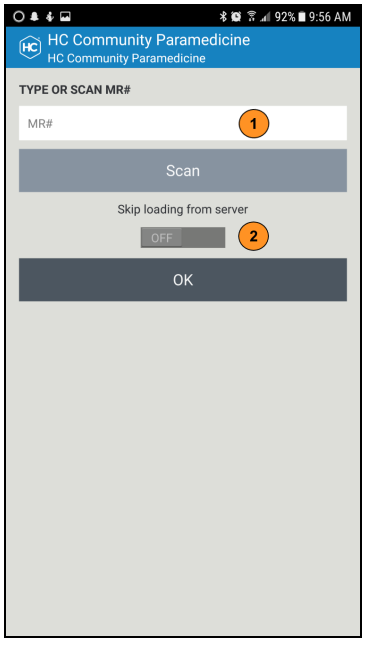


FIGURE 3-2: MR #

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 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 to **Save**, **Print**, or perform **Other** actions.

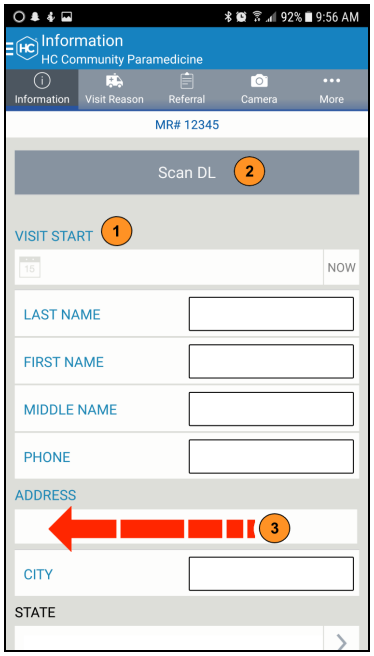


FIGURE 3-4: Information Panel

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 patients's driver's license and automatically entered into the Patient Information panel.
3. *Swipe* to continue.

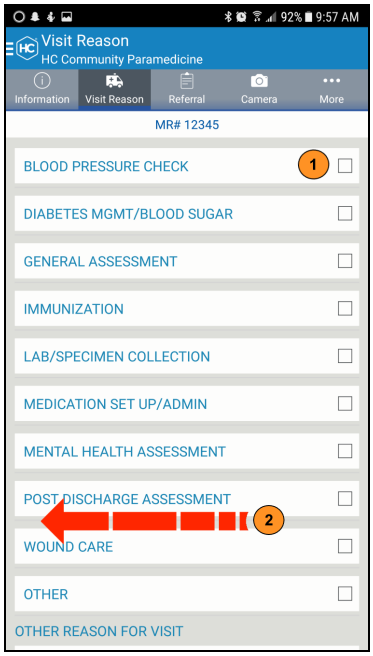


FIGURE 3-5: Visit Reason Panel

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

1. *Tap* the **Reasons** that apply. A check 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.

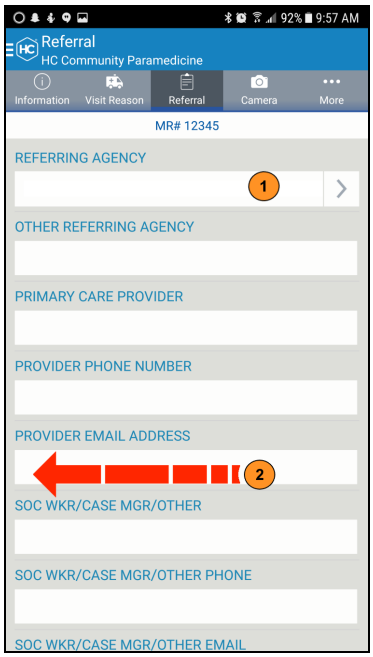


FIGURE 3-6: Referral Panel

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.

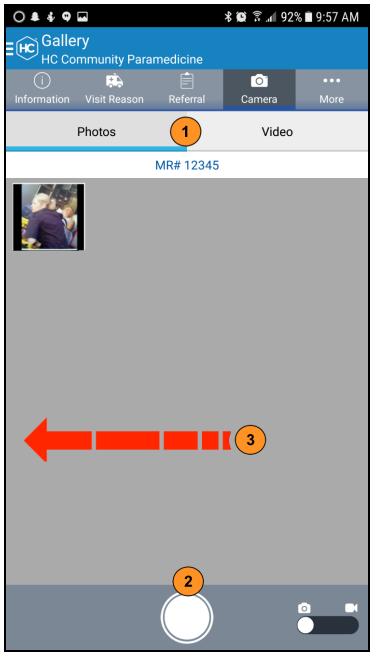


FIGURE 3-7: Camera Panel

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, *tap and hold* on a video or picture and then *tap* the trash icon that appears in the upper right.

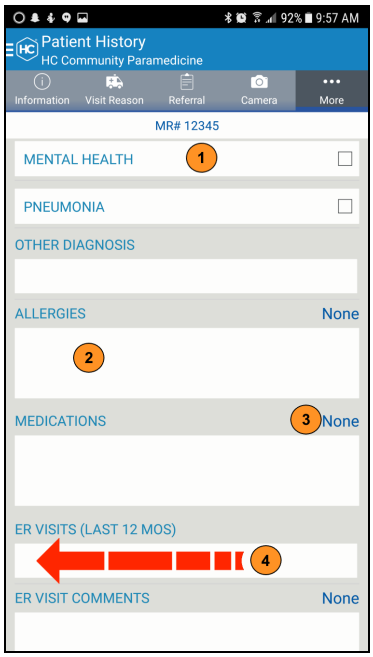


FIGURE 3-8: Patient History Panel

Enter Patient History, as shown in FIGURE 3-8:

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.

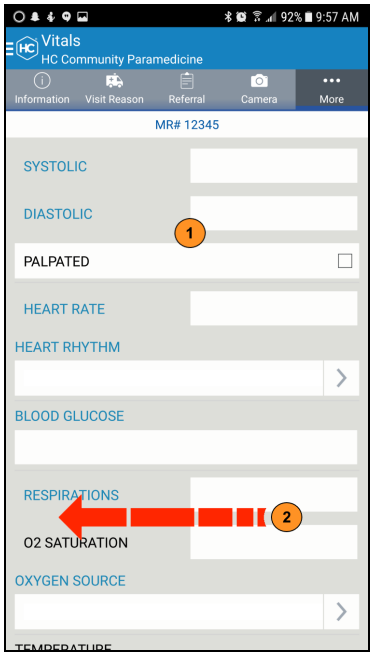


FIGURE 3-9: Vitals Panel

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

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

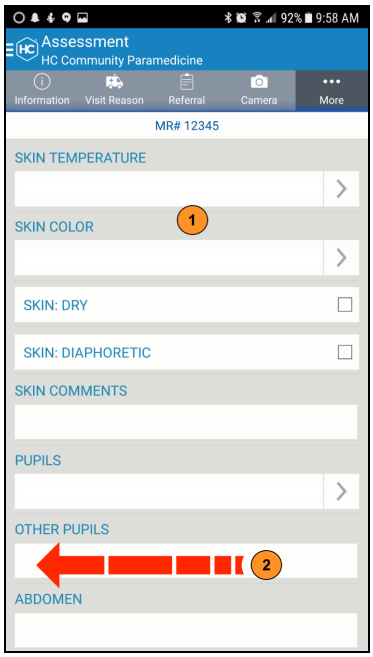


FIGURE 3-10: Assessment Panel

Enter Patient Assessment Information, as shown in FIGURE 3-10:

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

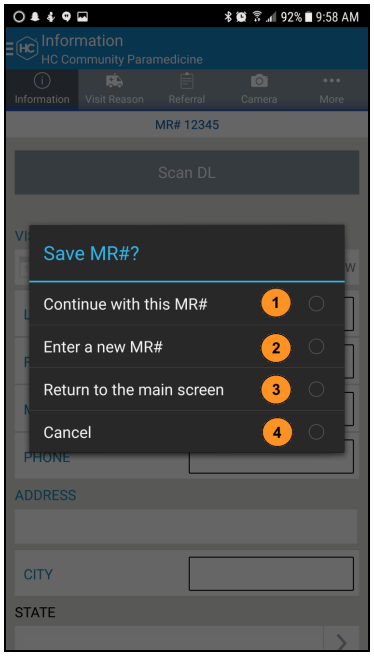


FIGURE 3-11: Next Steps Panel

Using the Save MR#? Prompt, as shown in FIGURE 3-11:

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)

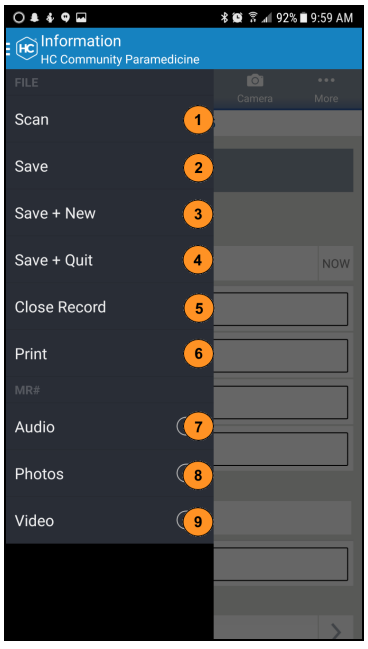


FIGURE 3-12: Record Menu

The **Menu** button allows users to perform the following additional functions within a patient record, as shown in FIGURE 3-12:

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.

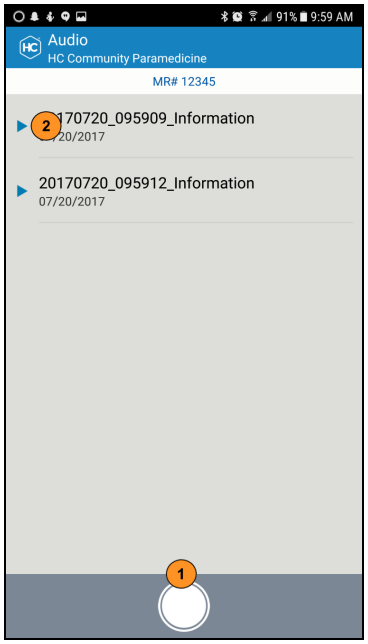


FIGURE 3-13: Audio Panel

To create a recording, as shown in FIGURE 3-13:

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, *tap* the back button on the device to go back to the previous screen.

Delete a recording by *tapping* and *holding* on the item to delete, then tapping **Delete** and confirming the action

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

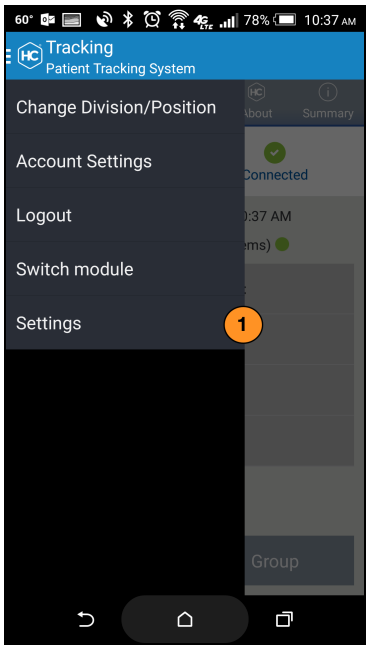


FIGURE 4-1: Settings

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

Access HC Mobile settings, as shown in Chapter 4:

1. *Tap* the **Settings** button in the **More** panel from the main screen.

Each setting is explained in the following sections:

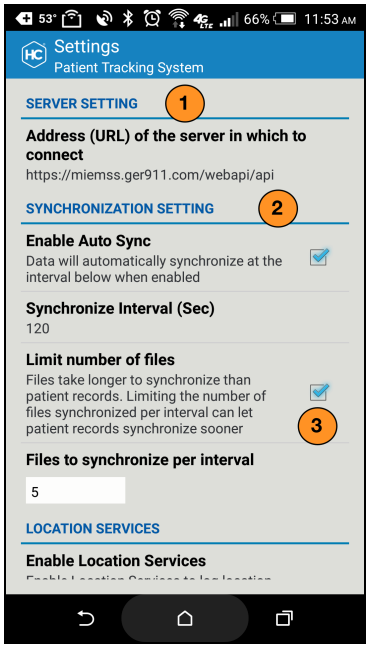


FIGURE 4-2: Synchronization and File Settings

As shown in FIGURE 4-2:

1. **Server Settings** shows the HC Standard® URL, which is for information only.
2. **Synchronization Settings** allow a user control the way their device communicates with the server. A higher synchronization interval will increase the delay that HC Patient Tracking™ automatically synchronizes in the background. A shorter interval will shorten the automatic synchronization but will have a higher impact on device battery.
3. **File Sync Settings** allow user to limit the number of files that synchronize during each synchronization.

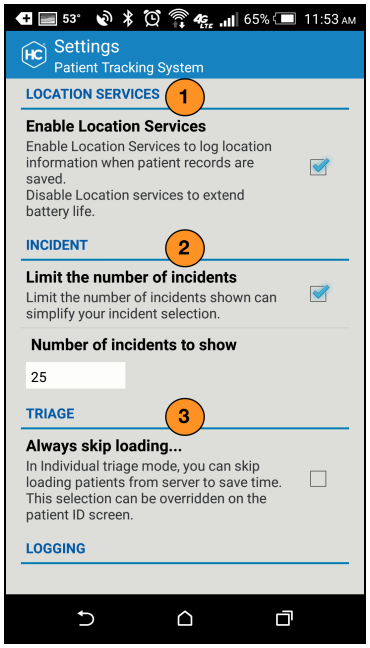


FIGURE 4-3: Location Services and Incidents Settings

As shown in FIGURE 4-3:

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 patients scanned on a map.
2. **Incidents** allows a user to limit the number of incidents that appear on the ICS panel.
3. **Triage** setting can prevent the application from loading data associated with existing patients. 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.

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

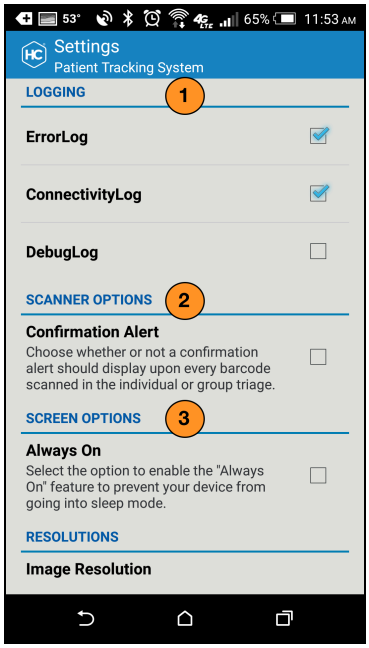


FIGURE 4-4: Log Settings

As shown in FIGURE 4-4:

1. **Log** settings are used for application troubleshooting. Users should not change any of the log settings, unless directed to do so.
2. **Scanner Options** allow a user to toggle a requirement to confirm barcode readings.
3. **Screen Options** include **Always On** which prevents the iDevice from going to sleep while running patient tracking.

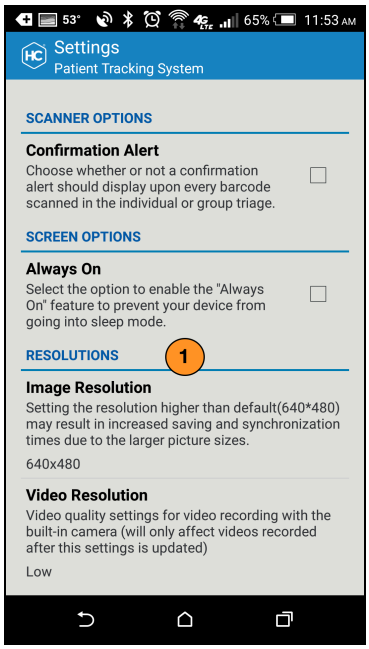


FIGURE 4-5: Scanner and Image Settings

As shown in FIGURE 4-5:

1. **Resolutions** allows a user to make the tradeoff between higher quality photographs or videos and quicker data synchronization.