

ePCR Guide for EMS Agencies

HOW DOES DATA GET INTO CARES?

The CARES registry has two methods of data entry:

1. Direct Data Entry (DDE), via desktop computer by the CARES EMS contact or the EMS field providers/supervisors.
2. Electronic Patient Care Reporting (ePCR) upload, which involves data being extracted from the electronic Patient Care Report and auto-populating the CARES form.

Individual EMS agencies sometimes inquire about whether they can develop a local XML solution for data upload to CARES. Given the challenges related to limited resources and scalability, this is not an option CARES can support.

WHAT ARE THE REQUIREMENTS FOR A SITE TO QUALIFY FOR ePCR UPLOAD?

Due to the time and effort required to initiate and maintain extraction on behalf of the EMS agency, ePCR vendor, and CARES staff, an agency must meet the minimum requirement of **at least 10 CARES-qualifying cases per month** for upload.

WHICH ePCR VENDORS CAN CURRENTLY UPLOAD DATA TO CARES?

- AMR – MEDS
- ESO Solutions
- HealthEMS
- ImageTrend
- R1 - TripTix (formerly Intermedix)
- SafetyPAD

IS THERE A COST ASSOCIATED WITH ePCR UPLOAD?

There is no cost associated with ePCR upload, with the exceptions of ESO Solutions and ImageTrend's auto-export feature. Any cost inquiries should be directed to ESO and ImageTrend account managers prior to the agency being placed on the national queue for triage.

WHAT ARE THE NEXT STEPS WHEN AN AGENCY IS INTERESTED IN ePCR UPLOAD?

- The CARES liaison/State Coordinator disseminates the “CARES ePCR Upload Setup Form” to the EMS agency point of contact to understand if this is a viable option of data entry. Information to collect includes:
 - How many CARES cases does the agency have per month?
 - Who is the EMS agency’s ePCR vendor?
 - How long have they been the vendor for the agency?
 - Who are the agency’s dedicated local IT and vendor contacts? What is their contact information?
- CARES Director of Data Integration, Monica Rajdev, reviews the returned “CARES ePCR Upload Setup Form” responses.
 - If the agency satisfies requirements to work with a CARES-compliant ePCR vendor, they are added to the CARES ePCR queue for triaging. The setup process will move forward when both national CARES staff and the ePCR vendor liaison have bandwidth.
 - If the agency’s ePCR vendor is not on the list above, a follow-up discussion will occur with the vendor to determine their national footprint and potential for partnership.
- When the agency is approved to begin the setup process, an optional kick-off call is scheduled to include the national CARES staff member managing the site’s ePCR upload implementation process, the EMS agency/IT points of contact, and the ePCR vendor to discuss logistics for beta testing and/or the go-live process.
 - If the optional call is not needed, the EMS contact will work with national CARES staff and ePCR vendor through email for the go-live process.
- The national CARES staff member will provide the “CARES ePCR Upload Guidelines” with the optional meeting invite. The Upload Guidelines will be explained to ensure all parties agree to carry out their responsibilities in a defined 2-week timeframe. Also to be communicated on this call or via email by CARES:
 - Auditing is required for participation in CARES regardless of data entry method (i.e. a reliable agency contact must adhere to audit feedback timelines whether they are using DDE or transitioning to ePCR upload).
 - For current sites, the EMS agency contact will continue desktop data entry until electronic upload to the CARES site is activated, to avoid gaps in data collection.
- Once the ePCR upload has been turned on, the EMS Agency contact and CARES liaison/State Coordinator should review the CARES data in real-time (daily) to ensure data quality is consistent and accurate. Any issues found should be reported to the national CARES staff to help determine next steps. The national CARES staff will also review records and provide high level feedback during the first two weeks of upload. Once the review process is complete, CARES will close the ePCR transition ticket and can be contacted in the future should any upload issues arise.