ImageTrend
EMS State Bridge

EMS State Bridge
Provider Guide
Version 4.1

20855 Kensington Blvd
Lakeville, MN 55044
TEL – 1.952.469.1589
FAX – 1.952.985.5671
WWW.IMAGETREND.COM

ImageTrend Inc.

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20855 Kensington Blvd
Lakeville, MN 55044
TEL – 1.952.469.1589
FAX – 1.952.985.5671
www.imagetrend.com

State Bridge Contents

Chapter 1

IMAGETREND
EMS STATE BRIDGE

Introduction to State Bridge

1.1 Chapter Overview

This chapter will cover basic information about the purpose, structure and technical requirements of the State Bridge.

1.2 Overview of the State Bridge Application

The ImageTrend EMS State Bridge is a pre-hospital emergency data collection, analysis and reporting system. EMS State Bridge integrates information across the entire emergency medical community, whether in the ambulance, the local station, the county or state offices. With the EMS State Bridge, ambulance services are able to satisfy reporting requirements easily, without major investment and without learning complex new technology.

The system provides:

- Data collection based upon the NHTSA V2.2.1 data set.
- The aggregation of information from various units and the possibility of sharing this with other systems and agencies.
- Electronic transport of information to other systems and agencies to improve communications and to share pertinent information.
- Standard and ad hoc reporting to turn data into useful information.
- Easy expansion through its open architecture as needs grow and evolve.
- Scalability to conform to the needs of small, medium and large services as required.

Additionally, the system is HIPAA compliant and sensitive to medical data security issues. The application meets and exceeds state and federal data privacy requirements.

1.3 System Requirements

Server Hardware

Required	**Recommended**	**ImageTrend Hosted**
1 GHz Processor	Dual 2 GHz Processors	Quad 2 GHz Processors
1 GB RAM	2 GB RAM	8 GB RAM
20 GB Hard Disk Space	50 GB Hard Disk Space	100 GB Available Hard Disk Space
	RAID 5 SCSI Hard Drives	RAID 5 SCSI Hard Drives

Server Database

(not required if hosted by ImageTrend)
Microsoft SQL Server 2005

Addition Service Software

(not required if hosted by ImageTrend)
Microsoft .NET Framework 3.5 SP1
Microsoft Tablet PC SDK

Additional Application Software

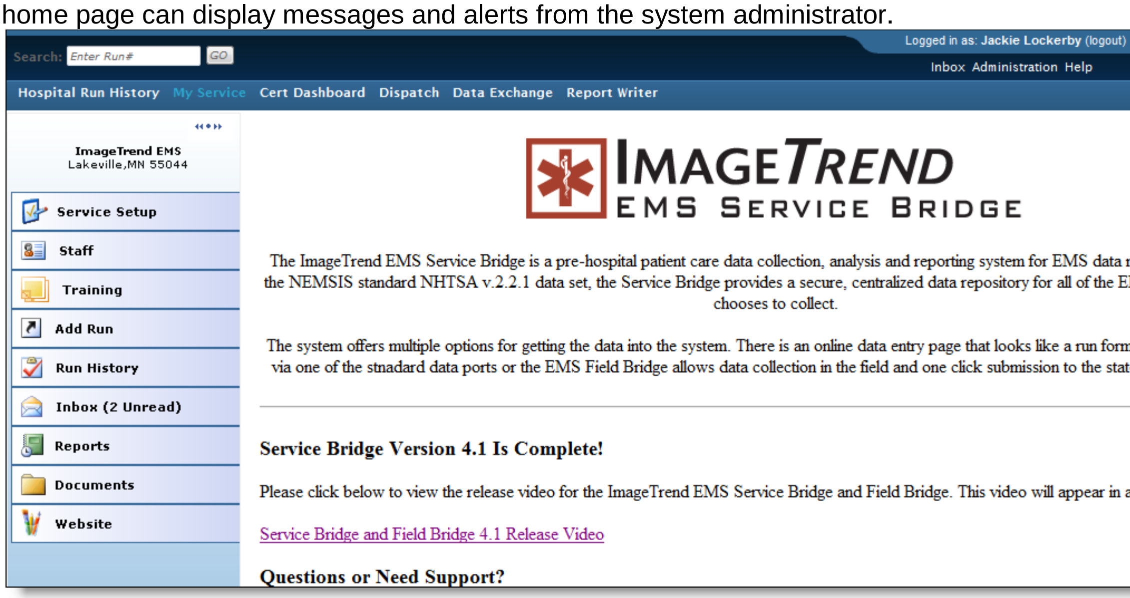
(not required if hosted by ImageTrend)
Adobe ColdFusion 8 Standard or Enterprise

Internet Browser Requirements for End Users

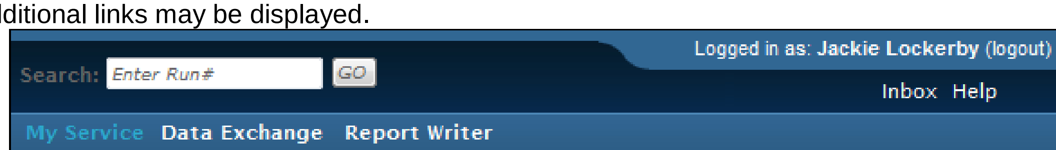
Microsoft Internet Explorer 6.0 and above
Other browsers that support Mozilla 4.0 and above
Adobe Flash 8 or higher (recommended)
Adobe Reader 8 or higher
Microsoft Silverlight 2.0 (recommended)

1.4 The State Bridge Environment

The EMS State Bridge application allows system users to manage information for new run reports and to view a variety of information about their service. Upon logging in, users will see a toolbar across the top of the application and a menu on the left side of the application that can direct them to the features offered by the EMS State Bridge. In addition, the main screen of the home page can display messages and alerts from the system administrator.



The toolbar at the top of the page is static and will display the same options no matter what the user is doing with the State Bridge. This toolbar displays a *Search* text box that allows users to search the system for a particular run report based on the report number, links to the major features of the application, and the name of the user currently logged in. Depending on the modules used by the state, not all of the links displayed and explained here may be visible or additional links may be displayed.



- *My Service* provides access to service-specific functions to service administration, individual run (incident) reporting and standard reports.
  HINT: If you manage multiple services through this State Bridge, the tab will say *EMS Services.*
- *Data Exchange* allows system users to import new information to the system from particular formats or export data gathered in the system to a supported format.
- *Report Writer* provides access to standard, search, ad hoc and multi-dimensional reporting formats.
- *Inbox* provides access to messages that have been sent within the system and allows users to send messages to other system users.

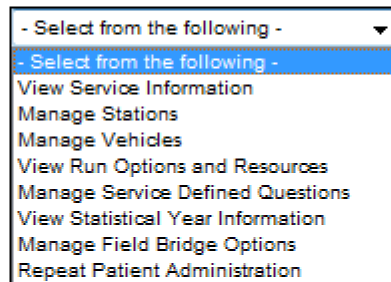
- *Help* provides access to ImageTrend University, allowing you to view and download videos, quick guides and manuals to learn to best use your applications.
- The username in the top right opens the currently logged-in user's profile.
- The *Logout* link logs the user out of the application.

To return to the home page for this service at any time, from the top toolbar, click *My Service.*

The left menu is dynamic, changing based on which link is selected from the top toolbar. Options in the left menu relate to the chosen link. The left menu can be used to navigate within tabs, and contains some common options such as adding a run report or selecting a report to view.

Many users will work primarily with the left menu in the *My Service* tab, which allows access to service information, run reports, and resources for communication and reporting. To work with any of these options, from the left menu, click the desired button.

Within certain options from the top toolbar and left menu, a third navigation option is available. The *I want to* drop down menu will appear in the upper right corner of the screen, offering additional options for working with the selected feature.



The logged-in user's name will appear in the upper right corner of the screen. If this link is clicked, the user's profile will open for editing. Use the provided fields to enter or change information, and the tabs at the top of the screen to navigate through the profile.

1.5 Record Keeping

Most information that has been added to the State Bridge system can also be deleted from the system. However, deleting information is strongly discouraged, as deleted profiles or records can result in finished records becoming incomplete. Once a record or profile is deleted from the system, all other records or reports containing information from the deleted profile will also lose the deleted information. For instance, if a staff member's profile is deleted, all run reports that the staff member has ever completed will no longer contain that staff member's information.

All profiles and records that may be used in documentation will allow administrators to make the record inactive, which allows administrators to keep the record from being used within the system but still keeps the information within the system and allows records to be complete. This option is recommended in place of deleting any records.

Chapter 2

IMAGETREND EMS STATE BRIDGE

Quick Guide

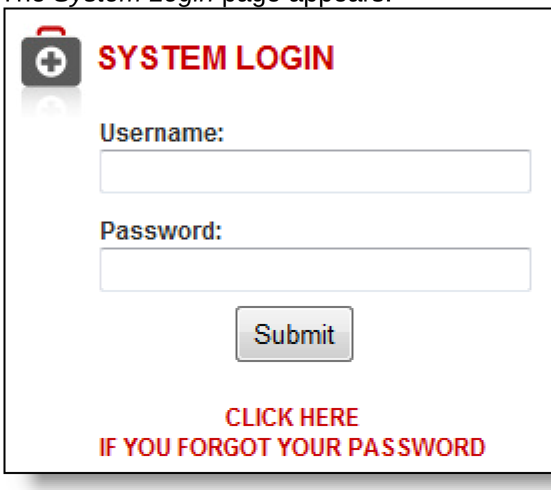
2.1 Chapter Overview

This chapter provides basic information and step-by-step instructions for the most common tasks that users will need to perform in the State Bridge.

2.2 Login

System users must log in to the State Bridge application online in order to use the system.

1. Using a Web browser, navigate to the URL for the State Bridge system.
   The *System Login* page appears.



2. In the *Username* field, type your username.
3. In the *Password* field, type your password.
4. Click *Submit* or press *Enter.*

Data Privacy Agreement

Once logged in, all users are required to read and agree to the terms of the Data Privacy Statement regarding all data related to services, users and patients on the site. Agreeing to the terms automatically creates a user history and audit trail of site access to comply with HIPAA requirements.

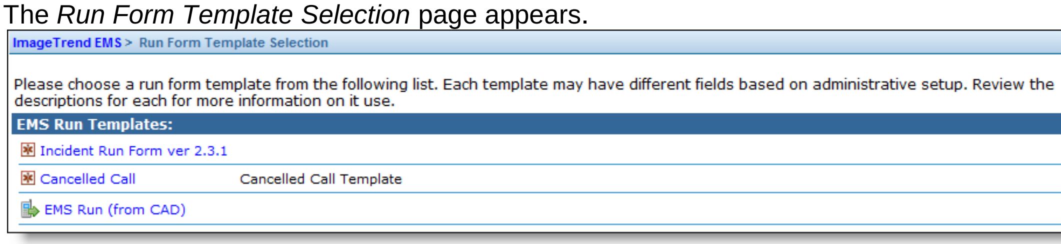
Security Questions

If the security question option is enabled, users will need to complete a security question before being able to access the State Bridge. These questions will be answered the first time the user logs in to the application and those answers will be required for any further logins in the future.

2.3 Adding a New Incident Report

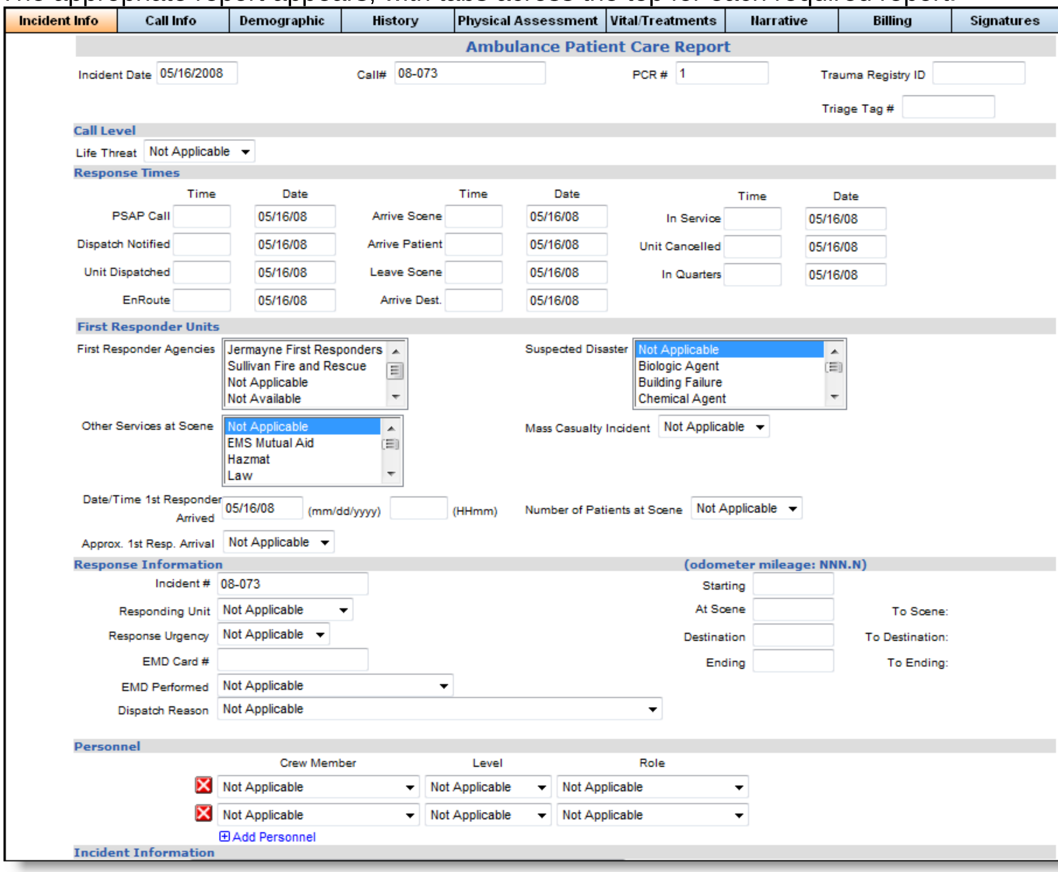
All system users can complete run forms using the State Bridge. Services or the state may choose to set up templates for common occurrences, in which common information will already be completed. Each tab of the run form can be completed in any order after the first tab with basic incident information is submitted.

WARNING: Before moving to a new tab, be sure to save. Unsaved changes will be lost when moving between tabs.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Add Run* 
.
   The *Run Form Template Selection* page appears.


3. To submit a form based on a blank run form, in the *Run Form Templates* section, click *Incident Run Form.*
   OR
   To submit a form based on a different template, in the *Run Form Templates* section, click the name of the desired template.

The appropriate report appears, with tabs across the top for each required report.



4. Using the provided fields and tabs, enter all information about the EMS incident.
   NOTE: Be sure to click *Save/Submit Form* before opening a new tab or all new data will be lost.
   NOTE: The tabs for each form are coded to inform users about their status. Tabs that have required information missing will be red, the tab currently displayed will be orange, and tabs that have not been viewed will be blue. Within red tabs, important fields that have not been completed will be listed at the top of the page.
5. To add additional information to the run form, from the run form's toolbar, click *Form Options* and the selected option.
   HINT: For more information, please refer to *Additional Run Form Options.*

2.4 Additional Run Form Options

Once a run form is completed, system users can add additional information, including QA/QI notes, addendums or attachments. In addition, a new patient can be added to the incident, which will create a patient care report attached to the initial incident report. Be sure to complete the first run form before adding a new patient.

Adding a Patient to a Run Report

When a patient is added to an existing run form, a new patient care report will be created for the patient and attached to the original incident report. Patient-specific information can be recorded in this new patient care report. This option should not be completed until the run report is otherwise finished.

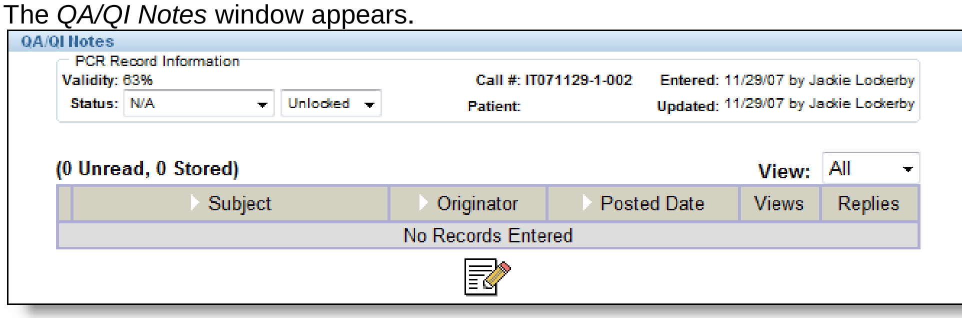
1. From the existing run form to which the patient care report should be attached, from the run form toolbar, click *Form Options* and *Add Patient.*

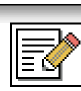
2. In the *New Patient Care #* text box, type the number for this patient care report. **NOTE:** These numbers will differ depending on your service's requirements.
3. Click *Add New Patient To this Incident.*
   A new patient care report appears.
4. Using the provided fields, complete the patient care report for the new patient as indicated in *Adding a New Incident Report.*

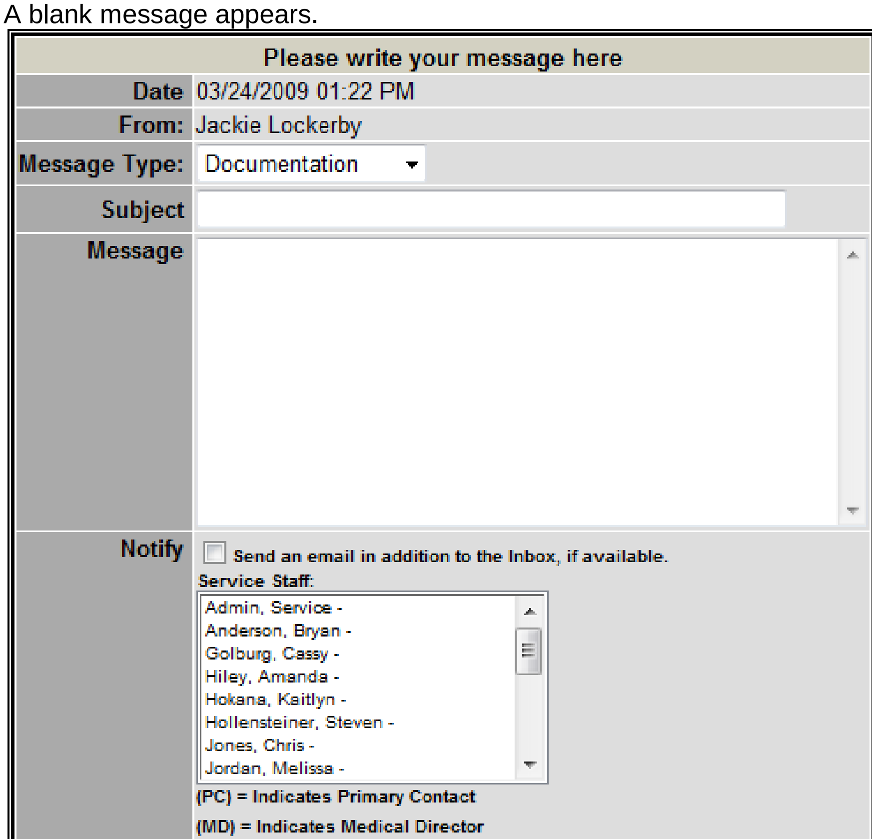
Adding QA/QI Notes to a Run Report

Administrators can add notes to completed run reports with comments for the personnel included in the incident. These notes can be attached the incident and sent to the inboxes of any personnel included.

1. From the existing run form to which the note will pertain, from the run form toolbar, click *Form Options* and *Add QA/QI Note.*
   The *QA/QI Notes* window appears.



2. Click the *New Message* icon .
   A blank message appears.



3. In the *Subject* text box, type a name for the message.
4. In the *Message* text box, type the body of the note.
5. In the *Notify* section, select the names of staff who should receive this message in their State Bridge inbox.
   NOTE: Multiple staff members can be selected from this section by pressing and holding *Ctrl* while clicking each name.
6. To send emails with the message to all selected staff at the email address listed in their profile, select the *Send an email in addition to the Inbox, if available* checkbox.
7. To post the note, click *Submit.*

Adding Addendums

Run reports are locked after a specific amount of time to prevent additional changes from being made. In the case that additional information must be added, however, administrators can attach a separate file containing that information. This file could be a Word or Excel document, or any other document type preferred by the service.

1. From the run report to which the addendum should be added, from the run form toolbar, click *Form Options* and *Add Addendum.*
   The *Incident Addendum* window appears.
2. Click *Add Addendum.*
3. In the *Description* text box, type any additional important information about the addendum.
4. From the *File* section, type the path to the file or click *Browse* to locate and select the file.
5. When finished, click *Submit.*

Adding Attachments

Additional files can assist with the complete documentation of incidents, including photographs or scanned documents. System users can attach files to the run report.

1. From the run report to which the file should be attached, from the run form toolbar, click *Form Options* and *Add Attachment.*
   The *Incident Attachments* window appears.
2. Click *Add Attachment.*
3. In the *File* section, type the path to the file.
   OR
   To search for the file,
   a. Click *Browse…*
   b. Navigate to and select the desired document.
   c. Click *Open.*
4. When finished, click *Submit.*

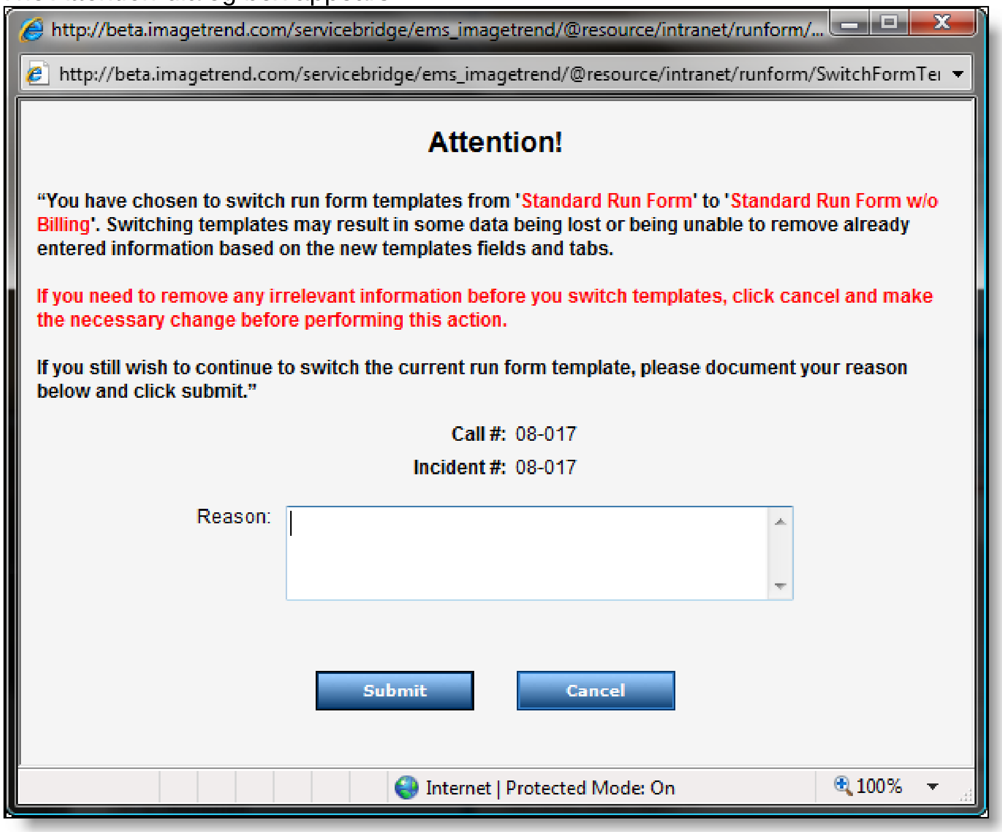
Switching Templates

Run form templates can be switched in the middle of a run report. All information that should be copied to the new template should be saved, although not all information may carry over, depending on the new template selection. All information that should not be copied should be deleted from the run form.

This option may not be available if the user does not have the correct permissions, if only one run form template is available for the service or if the run has been locked at some point.

1. From the existing run form, from the run form toolbar, click *Form Options* and *Switch Template.*

2. Select the desired new template.
   The *Attention* dialog box appears.



3. In the *Reason* text box, type the explanation.
4. To change the run form template, click *Submit.*

Chapter 3

ImageTrend EMS State Bridge

Service and Staff Information

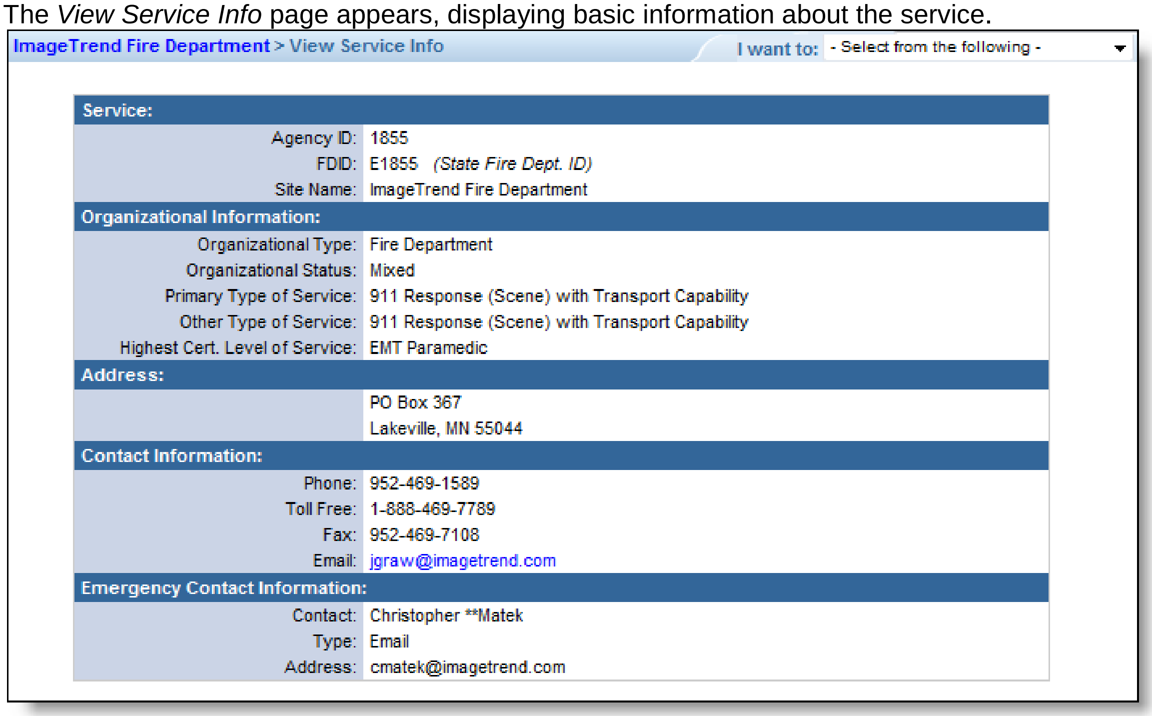
3.1 Chapter Overview

This chapter explains how users can access information about their service and the staff associated with that service in the system, as well as how to change or add some information. Setting up the service and staff information can make data collection much easier.

3.2 Viewing Service Information

In order to make run forms easier to complete, services will have a variety of information stored within the system. This information ranges from the classifications of vehicles that may be used on a run to emergency contact information for the service.

1. To view this information, from the top toolbar, click *My Service.*
2. From the left menu, click *Service Setup.*
   The *View Service Info* page appears, displaying basic information about the service.



ImageTrend Fire Department > View Service Info — I want to: - Select from the following -

Service:	
Agency ID:	1855
FDID:	E1855 *(State Fire Dept. ID)*
Site Name:	ImageTrend Fire Department
Organizational Information:	
Organizational Type:	Fire Department
Organizational Status:	Mixed
Primary Type of Service:	911 Response (Scene) with Transport Capability
Other Type of Service:	911 Response (Scene) with Transport Capability
Highest Cert. Level of Service:	EMT Paramedic
Address:	
	PO Box 367 Lakeville, MN 55044
Contact Information:	
Phone:	952-469-1589
Toll Free:	1-888-469-7789
Fax:	952-469-7108
Email:	jgraw@imagetrend.com
Emergency Contact Information:	
Contact:	Christopher **Matek
Type:	Email
Address:	cmatek@imagetrend.com

3. To view additional information about the service, from the *I want to* drop down menu, select the desired option.
   NOTE: Depending on the permissions assigned, users may not be able to view this drop down or may not see all options.

   View Service Information
   Displays the basic service information.

   Manage Stations
   If multiple stations or divisions are included under this service in the system, displays a list of all stations, their contact information and their status.

   Manage Vehicles
   Displays a list of all vehicles whose information is entered into the system. In order to record that a vehicle participated in an incident, the vehicle's information must be entered into the system. Not all vehicles may appear on all types of run forms. To view more information about a vehicle, click the hyperlinked call name.

To view information about a vehicle's mileage history, click the *Mileage* icon .

View Run Form Options and Resources
Displays a list of settings that are customized to a particular service, most of which are available from the run form.

Add New Resources	Count
edit Destination Names	0 Names
edit Agency Transferred To/From Names	0 Names
edit Employers	0 Employers
edit Favorite Locations	0 Locations
edit First Responder Agencies	0 Agencies
edit Insurance Companies	0 Companies
edit Leave Of Absence	4 Reasons
edit Zones/Districts	0 Zones/Districts

Setup Service Options	Status
edit Auto Narration	On
edit Billing Export	On
edit Interactive Physical Assessment	On
edit Repeat Patient	On
edit CMS Billing Calculator	Overwrite
edit Time Documentation	HHmm

Modify Service Configurations	Status
edit Auto Call Number Setup	On
edit Edit Signatures	System Default
edit Primary Role of Unit	System Default
edit Runs Locking Option	2 Days
edit Run History Incident Date Range Default	60 Days
edit Modify Medication and Procedure Permissions by Certification Level	Customized
edit EMS Audit Events Setup	On

Add New Resources Options
Destination Names
For run forms involving transport, lists transport destinations that will be available on the run form.

Agency Transferred To/From Names
For incidents in which patients are transferred to or from an agency, a drop down menu will allow users to select an agency. This section lists the agencies that will be listed in the menu, making it more efficient to document transfers to and from common agencies.

Employers
For billing and insurance purposes on run forms, lists companies that will be available on the run form.

Favorite Locations
For run forms, lists places that can selected from the run form to automatically fill in the city, county, state and zip code. This is used primarily for locations that are travelled to frequently, such as casinos or nursing homes.

First Responder Agencies
For run forms, lists first responder agencies that can be selected from the run form to indicate their presence at an incident.

Insurance Companies
For run forms, lists insurance companies that will be available on the *Billing* section.

Leave of Absense
For staff leaves of absence, lists all reasons that will be available to assign to the leave of absence.

Zones
If a region is divided into particular areas for easier assignment, a list of those areas is displayed.

Setup Service Options
Auto Narration
Displays whether the system is enabled to automatically create the narrative on run forms.

Billing Export
Displays whether administrators will be able to export billing information from the system based on data entered into run forms.

Interactive Physical Assessment
Displays whether run forms can display an interactive component allowing users to document detailed information about traumatic or medical findings by drawing, making comments or displaying assessment images.

Repeat Patient
Displays whether providers can recall patient information from any previous patient contacts by their service to re-use that data in a new run form.

CMS Billing Calculator
Displays whether the module that automatically calculates CMS service levels for billing is activated and whether the system will automatically overwrite any entered values with the level calculated by the system or whether it will only suggest the level.

Time Documentation
Displays whether times will be recorded and displayed on run forms with or without seconds.

Modify Service Configurations

Auto Call Number Setup

Allows users to view current settings and change settings for call numbers that are automatically generated and added to each run report.

Edit Signatures

Allows users to select and view particular consent text for forms requesting signatures.

Primary Role of Unit

Displays what the default role of a vehicle will appear as on a run form.

Runs Locking Option

Displays how long a run report is editable after it has been first submitted. This prevents any user from changing the information within run reports after the specified number of days, unless the report is unlocked by an administrator.

Run History Incident Date Range Default

Displays the default value for how many days of incident reports will be displayed when searching for run history.

Modify Medication and Procedure Permissions by Certification Level

Displays which medications and procedures can be documented by personnel in each certification level.

EMS Audit Events Setup

Displays which events request and require users to enter a reason, and the message requesting that reason.

Manage Service Defined Questions

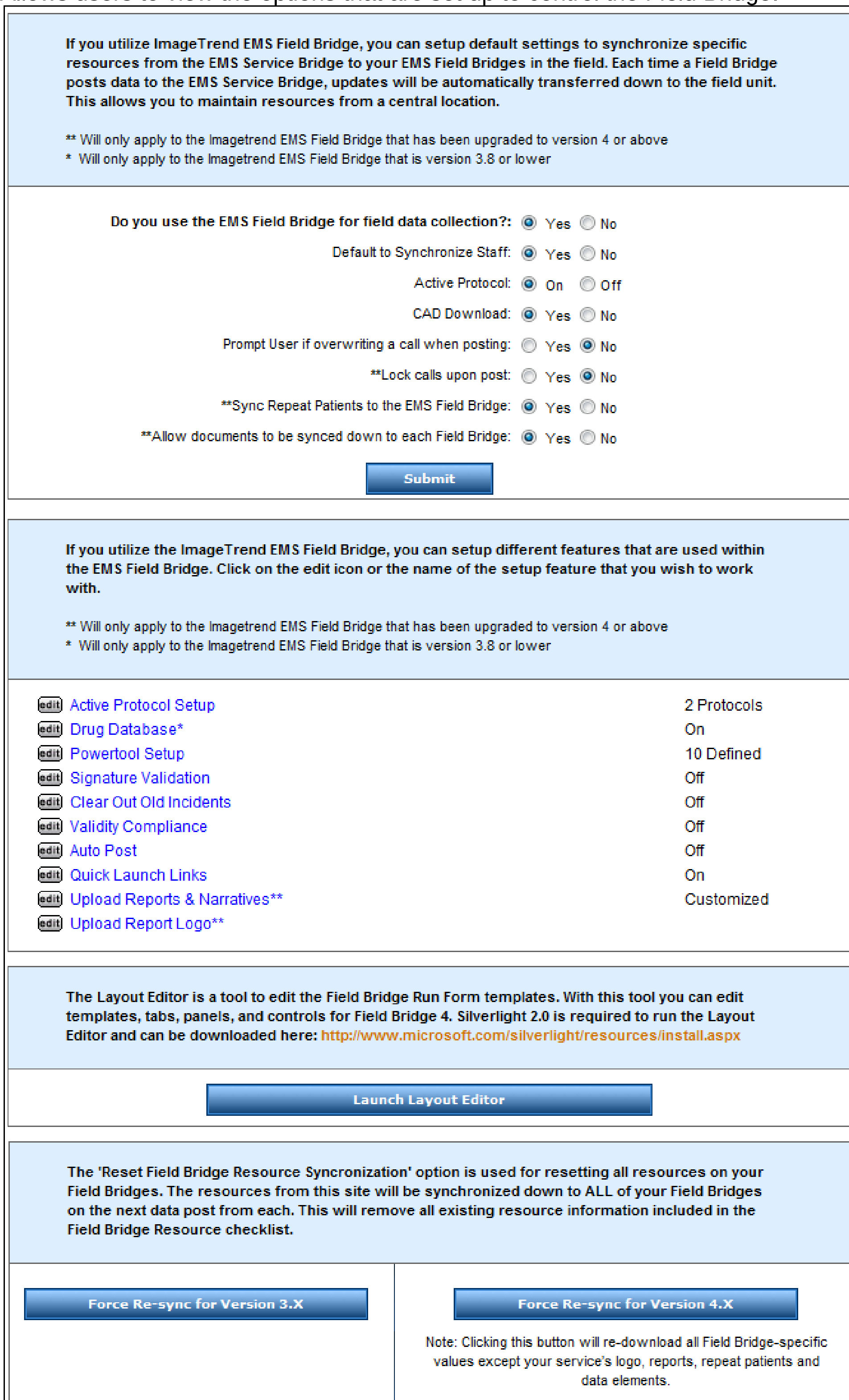
Lists all questions created for run forms that are particular to the service.

View Statistical Year Information

Allows users to view statistical information about their service in a particular year.

Manage Field Bridge Options

Allows users to view the options that are set up to control the Field Bridge.



If you utilize ImageTrend EMS Field Bridge, you can setup default settings to synchronize specific resources from the EMS Service Bridge to your EMS Field Bridges in the field. Each time a Field Bridge posts data to the EMS Service Bridge, updates will be automatically transferred down to the field unit. This allows you to maintain resources from a central location.

** Will only apply to the Imagetrend EMS Field Bridge that has been upgraded to version 4 or above

* Will only apply to the Imagetrend EMS Field Bridge that is version 3.8 or lower

Do you use the EMS Field Bridge for field data collection?: Yes No

Default to Synchronize Staff: Yes No

Active Protocol: On Off

CAD Download: Yes No

Prompt User if overwriting a call when posting: Yes No

**Lock calls upon post: Yes No

**Sync Repeat Patients to the EMS Field Bridge: Yes No

**Allow documents to be synced down to each Field Bridge: Yes No

Submit

If you utilize the ImageTrend EMS Field Bridge, you can setup different features that are used within the EMS Field Bridge. Click on the edit icon or the name of the setup feature that you wish to work with.

** Will only apply to the Imagetrend EMS Field Bridge that has been upgraded to version 4 or above

* Will only apply to the Imagetrend EMS Field Bridge that is version 3.8 or lower

edit Active Protocol Setup	2 Protocols
edit Drug Database*	On
edit Powertool Setup	10 Defined
edit Signature Validation	Off
edit Clear Out Old Incidents	Off
edit Validity Compliance	Off
edit Auto Post	Off
edit Quick Launch Links	On
edit Upload Reports & Narratives**	Customized
edit Upload Report Logo**	

The Layout Editor is a tool to edit the Field Bridge Run Form templates. With this tool you can edit templates, tabs, panels, and controls for Field Bridge 4. Silverlight 2.0 is required to run the Layout Editor and can be downloaded here: http://www.microsoft.com/silverlight/resources/install.aspx

Launch Layout Editor

The 'Reset Field Bridge Resource Syncronization' option is used for resetting all resources on your Field Bridges. The resources from this site will be synchronized down to ALL of your Field Bridges on the next data post from each. This will remove all existing resource information included in the Field Bridge Resource checklist.

Force Re-sync for Version 3.X

Force Re-sync for Version 4.X

Note: Clicking this button will re-download all Field Bridge-specific values except your service's logo, reports, repeat patients and data elements.

Basic Field Bridge Integration Options

Do you use the EMS Field Bridge for field data collection?
Displays whether any Field Bridge systems are set up with this State Bridge.

Default to Synchronize Staff
Displays whether staff profiles will be copied to the Field Bridge from the State Bridge.

Active Protocol
Displays whether the Active Protocol feature is enabled.

CAD Download
Displays whether data can be downloaded from an integrated CAD system.

Prompt User if overwriting a call when posting
Displays whether there will be a warning displayed if a run being posted will overwrite another run that has already been posted.

Lock calls upon post
Displays whether calls will be locked to prevent further editing after being posted from the Field Bridge to the State Bridge.

Sync Repeat Patients to the EMS Field Bridge
Displays whether repeat patient records set up and entered on the State Bridge will be copied for use in Field Bridge run forms.

Allow documents to be synced down to each Field Bridge
Displays whether uploaded documents viewable in the State Bridge will be copied to the *Documents* section of each Field Bridge upon syncing.

Configuring Field Bridge Options

Active Protocol Setup
Displays any active protocols that have been set up, and allows the user to view the steps that are included in that active protocol.

Drug Database
Displays any links to an external drug database that have been set up. **NOTE:** This option is only available if your service is using Field Bridge v.3.8 or lower.

Powertool Setup
Displays any configured options for the Medication and Cardiac powertools.

Signature Validation
Displays which signatures are required when a run form is completed.

Clear Out Old Incidents
Displays any settings for deleting calls that are old and have been posted from the computer with the Field Bridge.

Validity Compliance
Displays any options for whether pop ups will appear when all validity requirements have not been met.

Auto Post
Displays any settings that will prompt users to post run reports.

Quick Launch Links
Displays any settings for application or website links that will be available from the *Quick Launch* button on the Field Bridge toolbar.

Upload Reports and Narratives
Displays which reports or narratives are enabled for use in the Field Bridge.

Upload Report Logo
Displays whether a custom logo has been added to print on Field Bridge reports.

Layout Editor

Launch Layout Editor
For administrators with the appropriate permissions, opens an interface to edit and create custom run forms for the Field Bridge.

Synchronization Options

Reset Field Bridge Resource Synchronization
Allows administrators to re-sync all connected Field Bridge systems to the settings specified in the State Bridge.

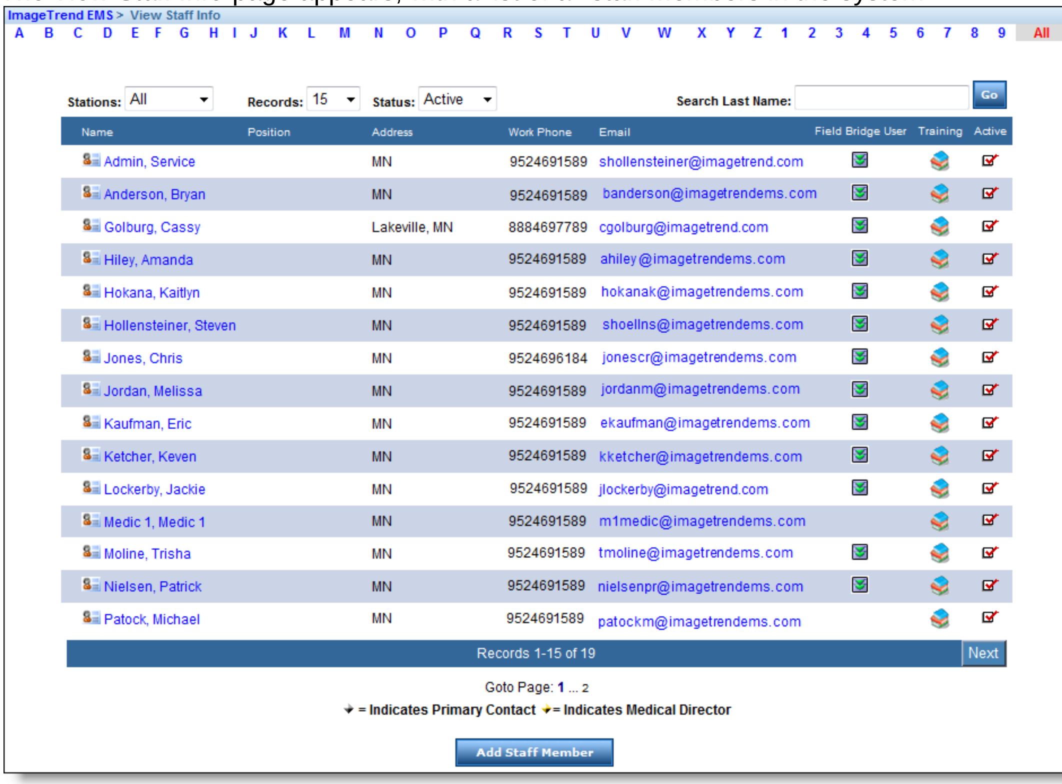
Repeat Patient Administration
Allows users with the correct permissions to search for repeat patients. Administrators have the option to manage repeat patient records.

3.3 Viewing Staff Information

Each staff member of a service who has access to the State Bridge or who may be included on a run form should have a profile created in the system. This profile can keep track of contact employment and contact information, certifications and training, and associations with the service or particular stations. The main page listing all user profiles will display basic information about each record. Icons will appear to indicate whether this user is synchronized to a Field Bridge, as well as to open any training records for the staff member.

1. From the top toolbar, click *My Service.*

2. From the left menu, click *Staff* Staff.
   The *View Staff Info* page appears, with a list of all staff members in the system.



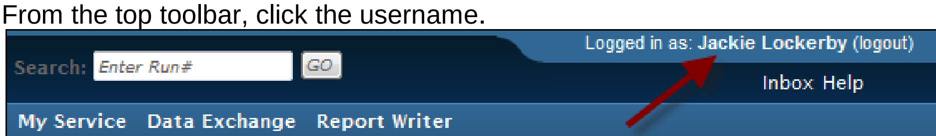
Name	Position	Address	Work Phone	Email	Field Bridge User	Training	Active
Admin, Service		MN	9524691589	shollensteiner@imagetrend.com			
Anderson, Bryan		MN	9524691589	banderson@imagetrendems.com			
Golburg, Cassy		Lakeville, MN	8884697789	cgolburg@imagetrend.com			
Hiley, Amanda		MN	9524691589	ahiley@imagetrendems.com			
Hokana, Kaitlyn		MN	9524691589	hokanak@imagetrendems.com			
Hollensteiner, Steven		MN	9524691589	shoellns@imagetrendems.com			
Jones, Chris		MN	9524696184	jonescr@imagetrendems.com			
Jordan, Melissa		MN	9524691589	jordanm@imagetrendems.com			
Kaufman, Eric		MN	9524691589	ekaufman@imagetrendems.com			
Ketcher, Keven		MN	9524691589	kketcher@imagetrendems.com			
Lockerby, Jackie		MN	9524691589	jlockerby@imagetrend.com			
Medic 1, Medic 1		MN	9524691589	m1medic@imagetrendems.com			
Moline, Trisha		MN	9524691589	tmoline@imagetrendems.com			
Nielsen, Patrick		MN	9524691589	nielsenpr@imagetrendems.com			
Patock, Michael		MN	9524691589	patockm@imagetrendems.com			

3. To sort the listed applicants by particular criteria, use the drop down menus to select the desired criteria.
4. To display a different number of records per page, from the *Records* drop down menu, select the desired number of records.
5. To search for a particular staff member, in the *Search Last Name* text box, type the last name or part of the last name for the desired staff member and click *Go.*
6. After filtering, to view all staff members again, click *All.*
7. To view a particular staff member's profile, click the hyperlinked name and click through the tabs to view additional information.
8. To view a list of all certifications and training associated with a staff member, click the associated *Training* icon.

Editing Staff Profiles

Staff members can edit only their own profiles. In this section, staff members can update their own information for reference, change their password, or view their training and profile information.

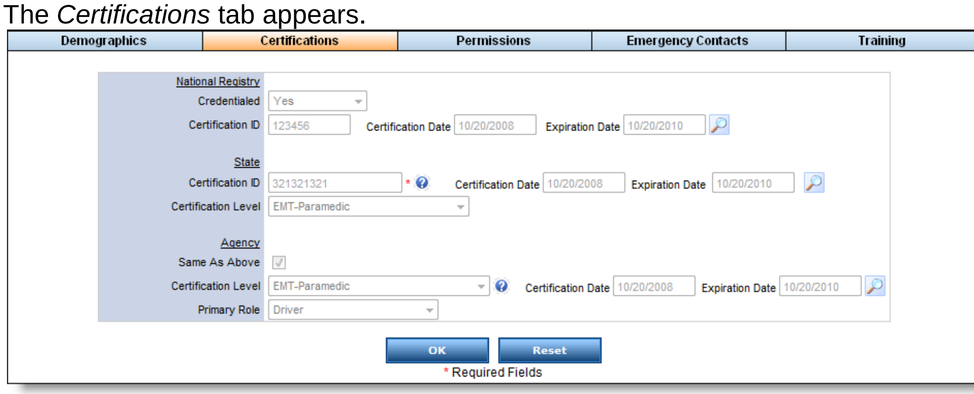
1. From the top toolbar, click the username.



2. From the staff profile, in the *Demographics* tab, make any desired changes.
   NOTE: The driver's license number and social security number available on this

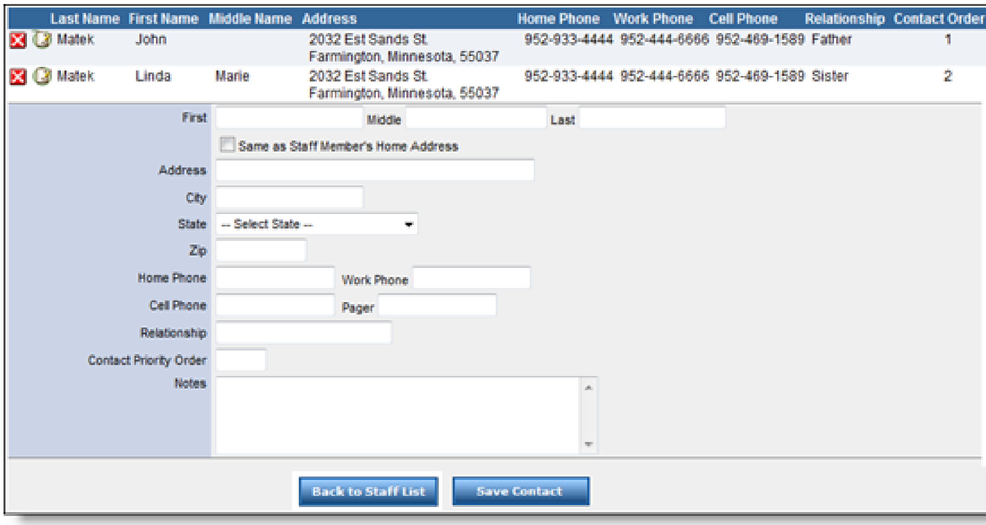
page will be available only to that staff member and the service administrator(s).

3. When finished, to save the changes, click *OK.*
The *Certifications* tab appears.



4. Make any desired changes.
NOTE: If a state certification ID number is not listed, this user will not be listed as a possible crew member on any run forms.
5. When finished, click *OK.*
6. From the top toolbar, click *Permissions.*
The *Permissions* tab appears.

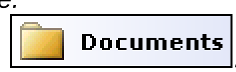
7. Using the provided fields, change the username, password or answers to any security questions.
8. When finished, click *OK*.
   The *Emergency Contacts* page appears.



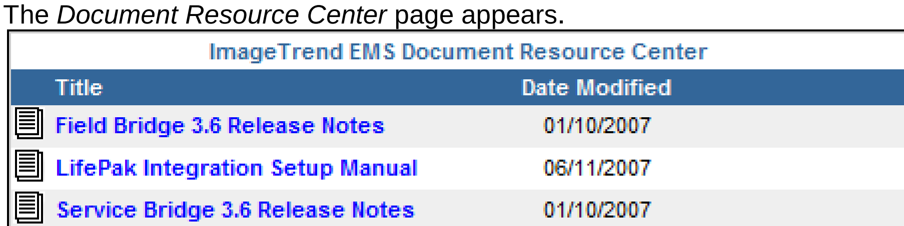
9. Enter or change any emergency contact information.
10. Click *Save Contact* to save each contact.
11. When finished, click the *Training* tab.
12. Click any training record to view the information.

3.4 Viewing Documents

The State Bridge can contain documents and website links to be accessed and used as resources.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Documents* .

   The *Document Resource Center* page appears.



ImageTrend EMS Document Resource Center

Title	Date Modified
Field Bridge 3.6 Release Notes	01/10/2007
LifePak Integration Setup Manual	06/11/2007
Service Bridge 3.6 Release Notes	01/10/2007

3. To view a particular resource, from the list of documents, click the name of the desired document.

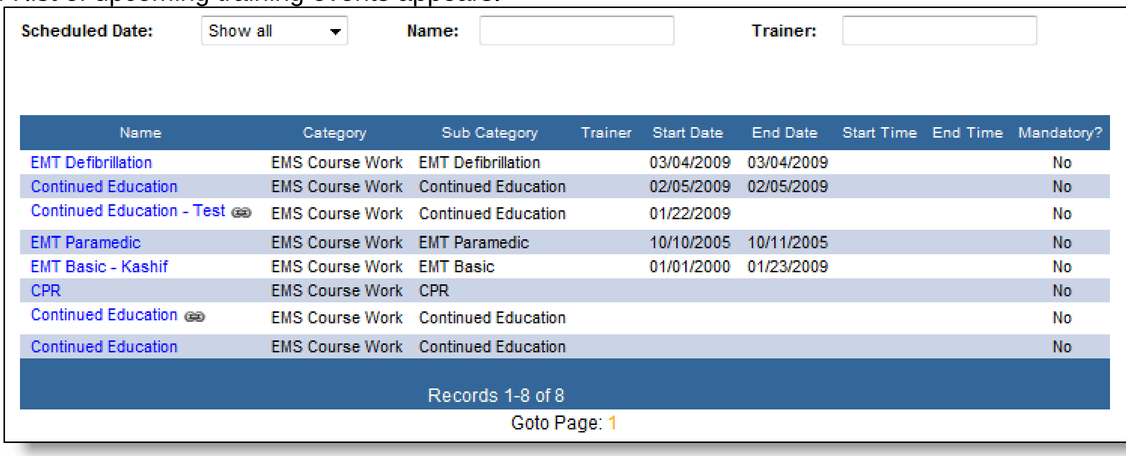
3.5 Viewing Training Records

The State Bridge can keep a record of upcoming training events for staff members. Users can access this list to view the upcoming events or, for some services, to edit or add information about events. For information about editing and adding events, please refer to the administrator's guide.

1. From the top toolbar, click *My Service.*

2. From the left menu, click *Training* .

   A list of upcoming training events appears.



Scheduled Date: Show all | Name: | Trainer:

Name	Category	Sub Category	Trainer	Start Date	End Date	Start Time	End Time	Mandatory?
EMT Defibrillation	EMS Course Work	EMT Defibrillation		03/04/2009	03/04/2009			No
Continued Education	EMS Course Work	Continued Education		02/05/2009	02/05/2009			No
Continued Education - Test	EMS Course Work	Continued Education		01/22/2009				No
EMT Paramedic	EMS Course Work	EMT Paramedic		10/10/2005	10/11/2005			No
EMT Basic - Kashif	EMS Course Work	EMT Basic		01/01/2000	01/23/2009			No
CPR	EMS Course Work	CPR						No
Continued Education	EMS Course Work	Continued Education						No
Continued Education	EMS Course Work	Continued Education						No

Records 1-8 of 8

Goto Page: 1

3. To view more or fewer records based on particular criteria, using the drop down menus at the top of the page, select the desired criteria.
4. To view a particular record, click the hyperlinked name of the training course.

Chapter 4

IMAGETREND
EMS STATE BRIDGE

Data Collection and Analysis

4.1 Chapter Overview

The primary purpose of the State Bridge is to collect and analyze data about EMS incidents. This chapter explains how to create and view incident reports, view the history of incident reports and create specified reports for analyzing incident data.

4.2 Adding a New Incident Report

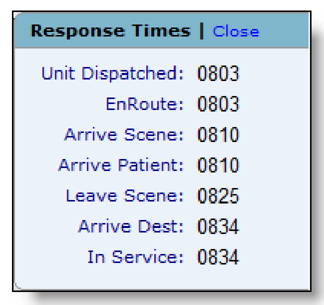
Users with the correct permission rights can complete run forms using the State Bridge. Services may choose to set up templates for common occurrences with a different layout.

Incident Report Tips

The tabs for each form are coded to inform users about their status. Tabs that have required information missing will be red, the tab currently displayed will be orange, and tabs that have not been viewed will be blue. Within red tabs, important fields that have not been completed will be listed at the top of the page. Administrators with the correct permissions can set up validation rules to designate which fields are important and how much will be taken off of the form's validity score when they are left incomplete. The *Incident* tab must be submitted before validity information appears.

WARNING: Before moving to a new tab, be sure to save. Unsaved changes will be lost when moving between tabs.

After the first tab of the run form is submitted, the run form toolbar will appear at the top of the page. This toolbar provides options for adding additional components to the run form (e.g., addendums or attachments), viewing reports that can be printed regarding this run report, and opening a *Times* pop up box that will display the incident times for reference on any tab.

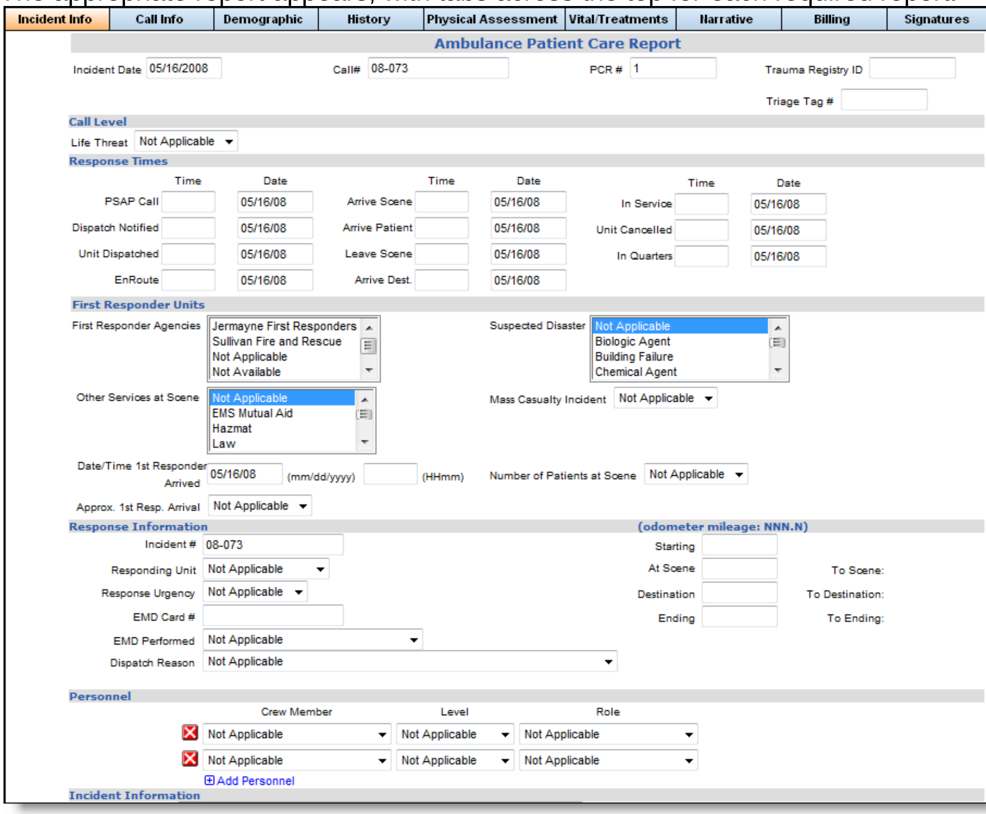


Completing a New Incident Report

Each tab of the run form can be completed in any order after the first tab with basic incident information is submitted.
NOTE: These instructions follow the example of a standard run form. Each service may have run forms configured differently.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Add Run.*
   The *Run Form Template Selection* page appears.

3. Select the appropriate template for the incident.
   The appropriate report appears, with tabs across the top for each required report.



4. Using the provided fields and tabs, enter all information pertaining to the EMS incident.
   HINT: When times are entered that span more than one day (e.g., changing from 23:55 to 00:04), the dates will be changed automatically to reflect that date change.
   NOTE: Be sure to click *Save/Submit Form* before opening a new tab or all new data will be lost.
5. Click *Save/Submit Form.*
   NOTE: All tabs can now be worked with in any order.
   WARNING: Be sure to save tabs before moving to a new tab so no information is lost.
6. In the *Call Info* tab, enter information about the destination and response.
7. In the *Demographic* tab, enter demographic information about the patient.
   HINT: To automatically fill in information for a patient who is in the *Repeat Patient* database, click *Repeat Patient* and select the desired patient.
8. In the *History* section, enter information about the patient's medical history.
   HINT: As medications are typed into the *Medication* fields, a list will appear of all medications that match the text. This drop down will also include responses if patients deny medication or allergies.
9. In the *Physical Assessment* section, enter information about the physical state of the patient.
   HINTS: Select the body type and click on each portion of the body that requires an assessment to enter information.
   Use the fields below the displayed image to enter additional information.
   NOTE: The time will be entered by default as the Arrived at Patient time.
10. When finished, click *Save.*

11. **OPTIONAL:** To enter injury information, from the top of the *Physical Assessment* page, click *Injury Assessment* and use the image to enter information.
    HINTS:
    Click on each portion of the body that requires an assessment to enter information.
    Use the fields below the displayed image to enter additional information.
12. When finished, click *Save.*
13. **OPTIONAL:** To enter information about burns, from the top of the *Physical Assessment* page, click *Burn Assessment* and use the image to enter information.
    HINTS:
    Click on each portion of the body that requires an assessment to enter burn information. Click once for a first degree burn, twice for a second degree burn, and three times for a third degree burn. Clicking once more after indicating a third degree burn will remove the assessment from that area.
14. When finished, click *Save.*
15. From the *Vitals/Treatments* tab, enter information about medications, procedures, vitals EKGs and treatment.
    HINTS:
    Click the buttons across the top of the page to switch what information is being entered. When finished with a section, before adding the next piece of information, click *Save (Feature).*
    Times for vitals, medications, EKG and procedures will be assigned to the Arrived at Patient time.
    The medications and procedures available may change based on the permission group of the user performing the act.
    When medications are added, the dosage, units and route will be automatically entered as the default value if this option is set up by the service.
16. In the *Narrative* section, complete the required fields to generate a narrative.
    HINT: To automatically generate a narrative (if permissions allow and the option is enabled by the service), from the *Narrative* section, use the drop down menu to select the desired type of narrative and click *Set Narrative.*
    WARNING: If the narrative is customized, DO NOT click *Set Narrative.* Doing so will erase all customizations.
17. From the *Billing* tab, enter information about billing.
18. From the *Signatures* tab, complete the necessary fields for signatures.
    To add additional information to the run form, from the run form's toolbar, click *Form Options* and the selected option.
    HINT: For more information, please refer to *Additional Run Form Options.*

4.3 Additional Run Form Options

Once a run form is completed, system users can add additional information, including QA/QI notes, addendums or attachments. In addition, a new patient can be added to the incident, which will create a patient care report attached to the initial incident report.
NOTE: Be sure to complete the first run form before adding a new patient.

Adding a Patient to a Run Report

When a patient is added to an existing run form, a new patient care report will be created for the patient and attached to the original incident report. Patient-specific information can be recorded in this new patient care report. This option should not be completed until the run form is otherwise finished.

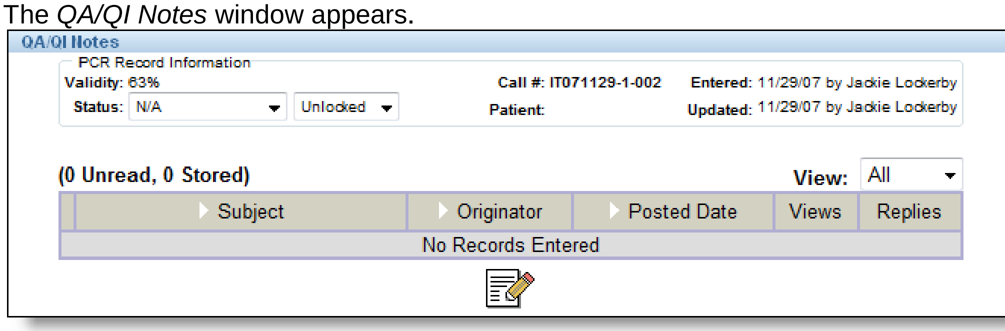
1. From the existing run form to which the patient care report should be attached, from the run form toolbar, click *Form Options* and *Add Patient.*

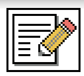
2. In the *New Patient Care #* text box, type the number for this patient care report.
   NOTE: These numbers will differ depending on your service's requirements.
3. Click *Add New Patient To this Incident.*
   A new patient care report appears.
4. Using the provided fields, complete the patient care report for the new patient as indicated in *Adding a New Incident Report.*

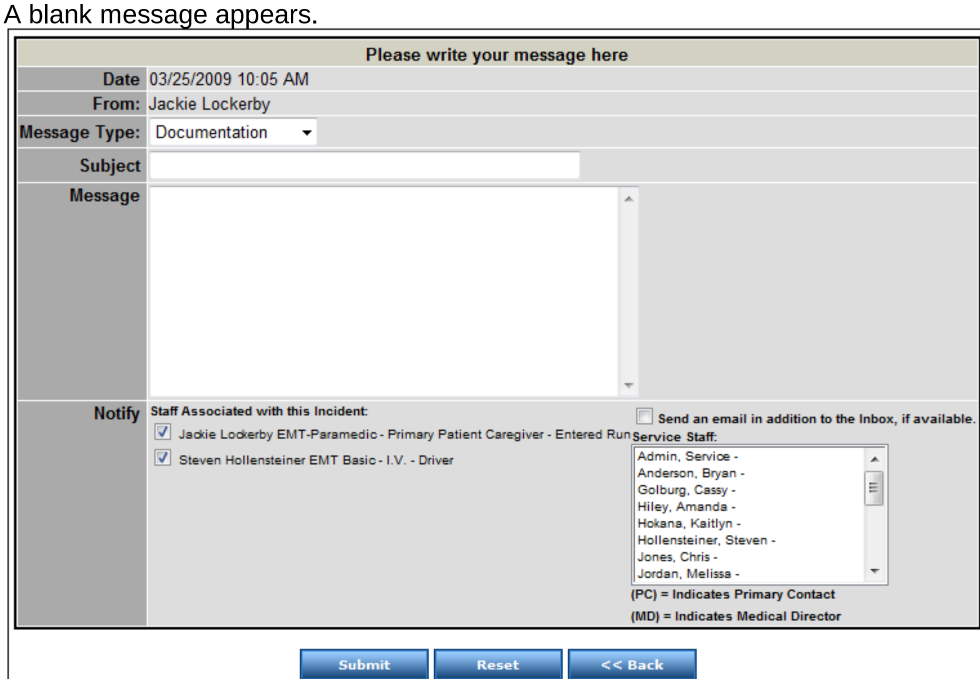
Adding QA/QI Notes to a Run Report

Administrators can add notes to completed run reports with comments for the personnel included in the incident. These notes will be attached to the incident and sent to the inboxes of any personnel included.

1. From the existing run form to which the note will pertain, from the run form toolbar, click *Form Options* and *Add QA/QI Note.*
   The *QA/QI Notes* window appears.



2. Click the *New Message* icon .
   A blank message appears.



3. From the *Message Type* drop down menu, select the category for this message.
4. In the *Subject* text box, type a name for the message.
5. In the *Message* text box, type the body of the note.
   NOTE: Information must be typed in the *Message* text box before the message can be sent.

6. In the *Notify* section, select the names of staff who should receive this message in their State Bridge inbox.
   NOTE: Staff already associated with the incident will be listed in the *Staff Associated with this Incident* section and their checkboxes can be selected. Other staff for the service will be listed in the *Service Staff* scroll list. Multiple staff members can be selected from this section by pressing and holding *Ctrl* while clicking each name. A link to the incident report will also be included in the message.
7. To send emails with the message to all selected staff at the email address listed in their profile, select the *Send an email in addition to the Inbox, if available* checkbox.
8. To post the note, click *Submit.*

Adding Addendums

Run reports are locked after a specific amount of time to prevent additional changes from being made. In the case that additional information must be added, however, personnel with permissions can attach a separate file containing that information. This file could be a Word or Excel document, or any other document type preferred by the service.

1. From the run report to which the addendum should be added, from the run form toolbar, click *Form Options* and *Add Addendum.*
   The *Incident Addendum* window appears.
2. Click *Add Addendum.*
3. In the *Description* text box, type any additional important information about the addendum.
4. **OPTIONAL:** From the *File* section, type the path to the file or click *Browse* to locate and select the file.
5. When finished, click *Submit.*

Adding Attachments

Additional files can assist with the complete documentation of incidents, including photographs or scanned documents. System users can attach files to the run report.

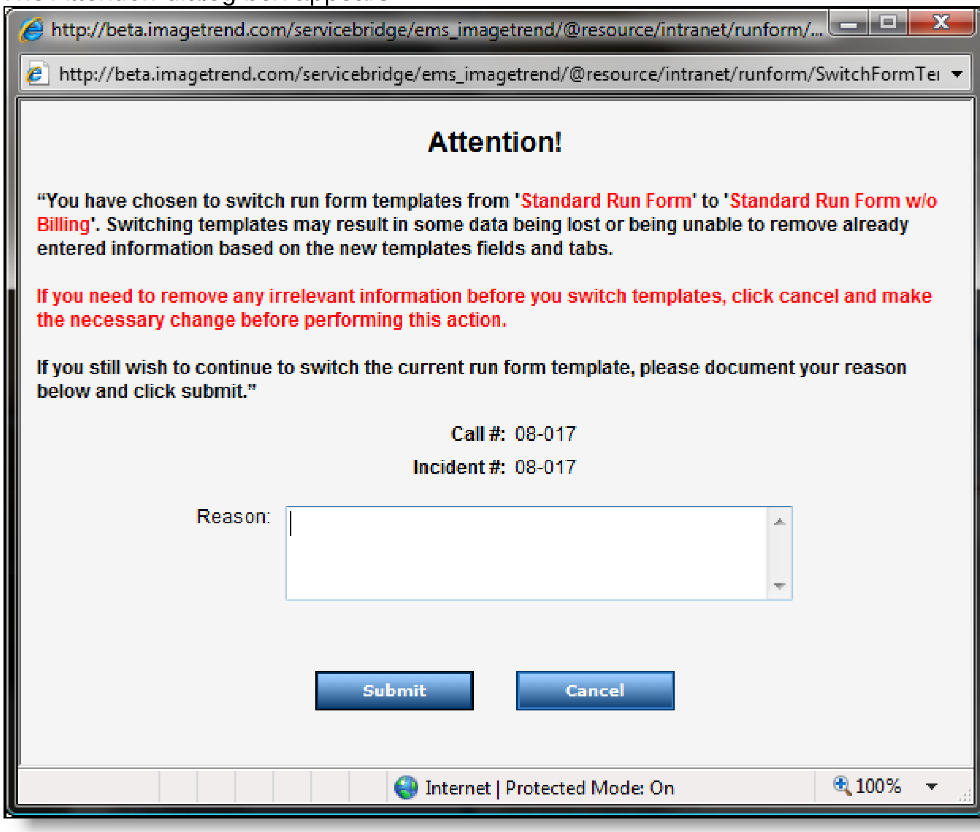
1. From the run report to which the file should be attached, from the run form toolbar, click *Form Options* and *Add Attachment.*
   The *Incident Attachments* window appears.
2. Click *Add Attachment.*
3. In the *File* section, type the path to the file.
   OR
   To search for the file,
   a. Click *Browse…*
   b. Navigate to and select the desired document.
   c. Click *Open.*
4. When finished, click *Submit.*

Switching Templates

Run form templates can be switched in the middle of a run report. All information that should be copied to the new template should be saved, although not all information may carry over, depending on the new template selection. All information that should not be copied should be deleted from the run form.

This option may not be available if the user does not have the correct permissions, if only one run form template is available for the service or if the run has been locked at some point. If the run form template is switched, this action will be noted in the history for this run.

1. From the existing run form, from the run form toolbar, click *Form Options* and *Switch Template.*
2. Select the desired new template.
   The *Attention* dialog box appears.



3. In the *Reason* text box, type the explanation.
4. To change the run form template, click *Submit.*

4.4 Viewing and Editing Past Run Reports

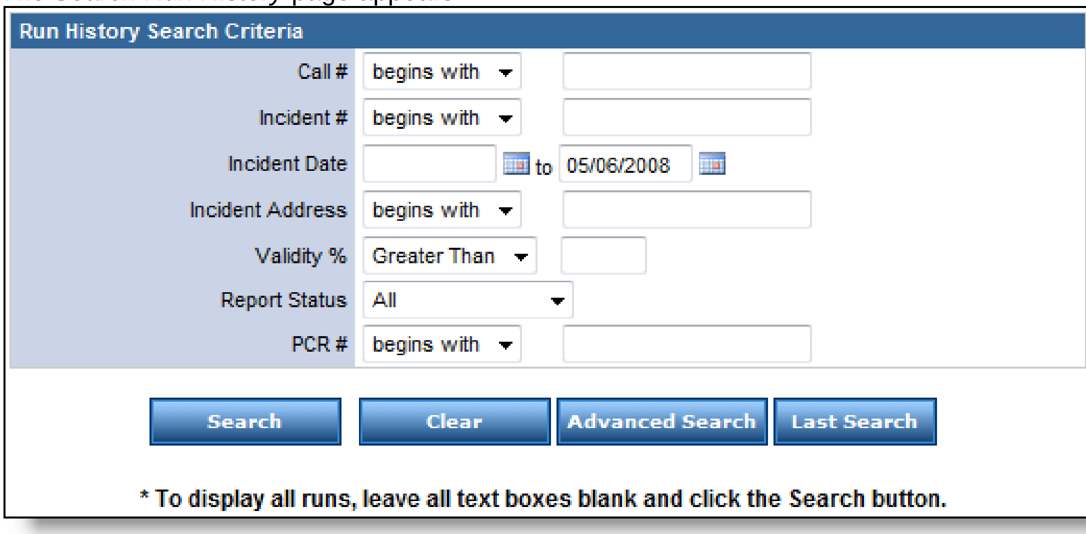
System users can view and search through any run reports that they have created on or uploaded to the State Bridge system. Based on their level of permissions, some system users may be able to view run reports submitted by other users within their service. Within the time frame set by the user's service, these run forms may be altered to contain more complete or correct information, but after this time frame the user will only be able to view the static report.

Runs that are locked to prevent further editing will displayed a *Locked* icon and will have their status set to *Completed.*

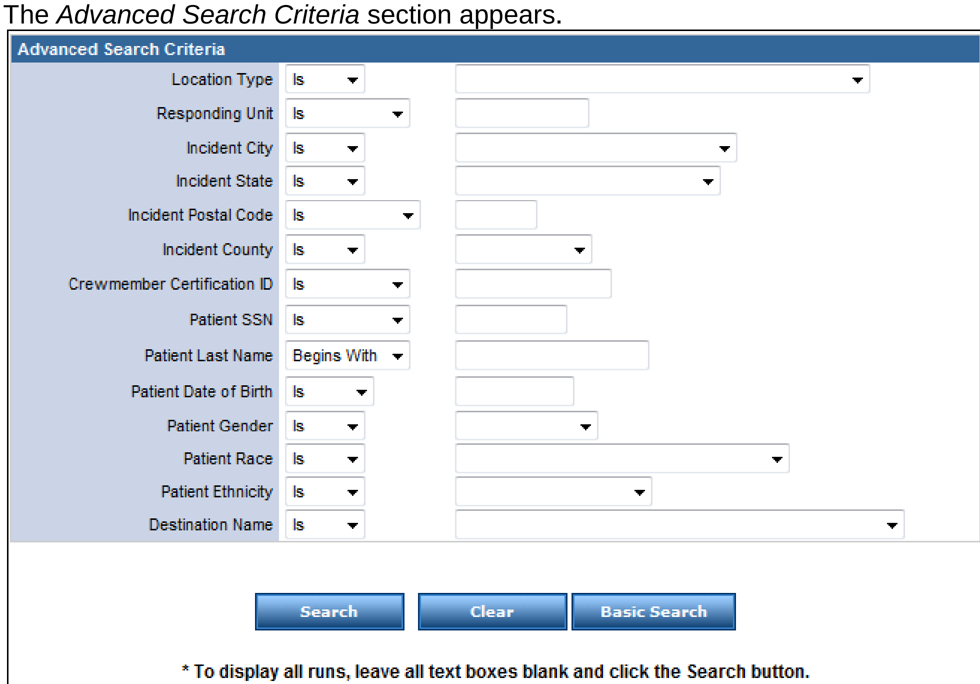
To view past run reports:

1. From the top toolbar, click *My Service.*

2. From the left menu, click *Run History*.
   The *Search Run History* page appears.

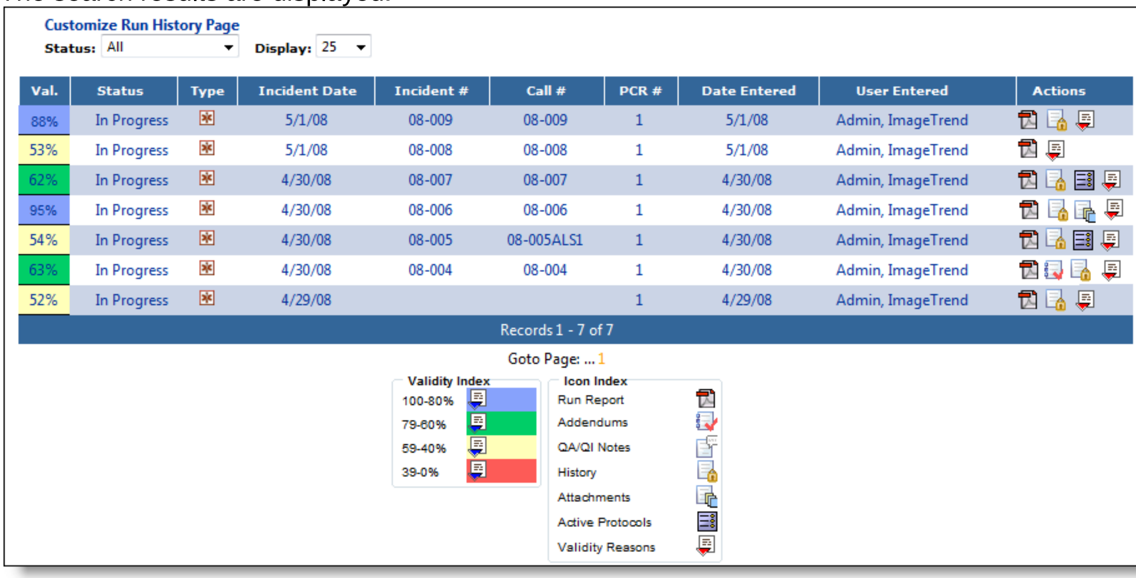


3. Using the provided fields, enter all criteria to narrow down the reports that should be displayed.
   HINT: To display all runs entered by the signed-in user, make sure that the *Incident Date* text boxes display appropriate dates and that all other fields are empty of criteria.
4. To search by more specific criteria,
   a. Click *Advanced Search.*
      The *Advanced Search Criteria* section appears.



   b. In the *Advanced Search Criteria* section, enter all additional search terms.
5. When finished, to display a list of all run reports created by the signed-in user matching the set criteria, click *Search.*

The search results are displayed.



Customize Run History Page

Status: All Display: 25

Val.	Status	Type	Incident Date	Incident #	Call #	PCR #	Date Entered	User Entered	Actions
88%	In Progress		5/1/08	08-009	08-009	1	5/1/08	Admin, ImageTrend	
53%	In Progress		5/1/08	08-008	08-008	1	5/1/08	Admin, ImageTrend	
62%	In Progress		4/30/08	08-007	08-007	1	4/30/08	Admin, ImageTrend	
95%	In Progress		4/30/08	08-006	08-006	1	4/30/08	Admin, ImageTrend	
54%	In Progress		4/30/08	08-005	08-005ALS1	1	4/30/08	Admin, ImageTrend	
63%	In Progress		4/30/08	08-004	08-004	1	4/30/08	Admin, ImageTrend	
52%	In Progress		4/29/08			1	4/29/08	Admin, ImageTrend	

Records 1 - 7 of 7

Goto Page: ... 1

Validity Index
100-80%
79-60%
59-40%
39-0%

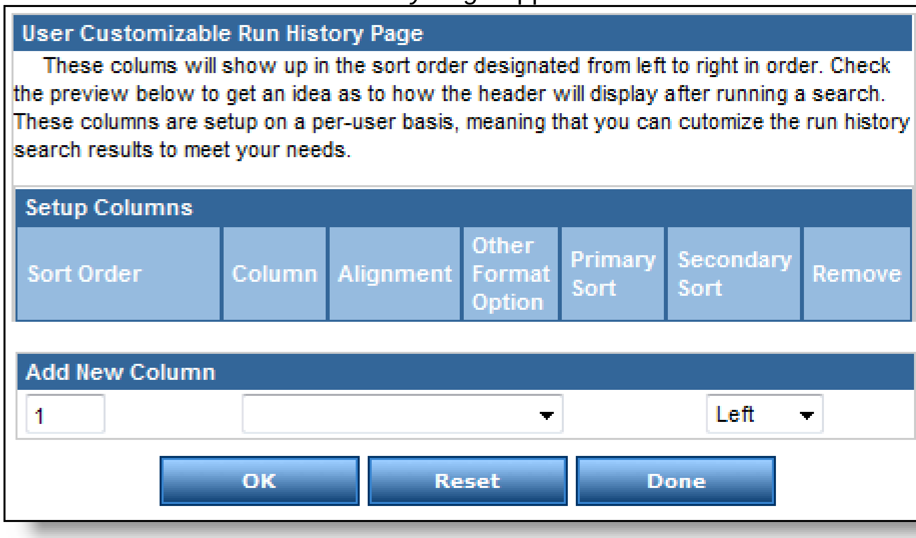
Icon Index
Run Report
Addendums
QA/QI Notes
History
Attachments
Active Protocols
Validity Reasons

6. To temporarily show only certain results within the list, use the drop down menus at the top of the window to select the criteria by which to filter.
7. To sort the results by a particular heading, click the desired heading. To reverse the order that the records are sorted by (e.g., to switch from sorting A–Z to sorting Z–A), click the heading again.
8. To view a particular record, click the any of the linked text in that record.
9. **OPTIONAL:** To edit the record,
    a. Using the tabs on the top of the run form, navigate to the page with the information to be changed.
    b. Using the provided fields, change any desired information.
    c. Before closing that tab, click *Save/Submit Form.*
    d. Repeat steps a–c until all desired changes have been made.

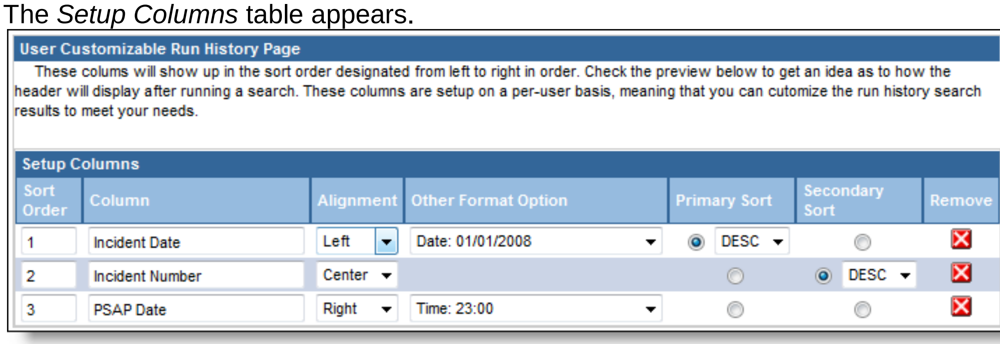
Editing the Run History Display Options

The columns that display information about the records on the *Run History* page can be configured to display the information most relevant to your needs. As each configuration option is set, a preview will appear at the bottom of the page for the new configuration.

1. From the *Run History* page, click the *Customize Run History Page* link.
   The *User Customizable Run History Page* appears.

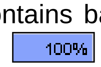


2. To select a new column to be displayed, from the *Add New Column* section, from the first drop down menu, select the desired column.
3. From the second drop down menu, select where the new column should be added to the page in relation to the existing columns.
4. Click *OK.*
   The *Setup Columns* table appears.

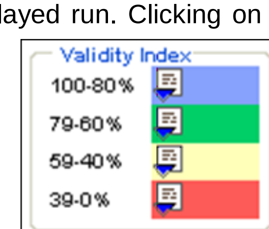


5. To change the text at the top of the column, in the *Column* column, type the new text.
6. To set a column as the first column that records will be sorted by, select the corresponding *Primary Sort* option and select the desired sort order.
7. To set a column as the second column that records will be sorted by, select the corresponding *Secondary Sort* option and select the desired sort order.
8. When finished, click *OK.*

Working with Run History Results

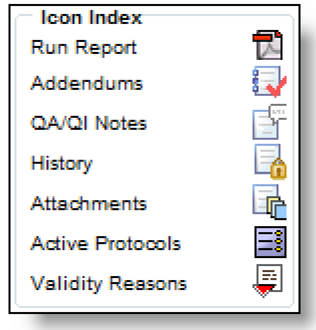
The *Run History* report contains basic information about the displayed run. Clicking on the color-coded *Validity* 

icon, incident number, call number, or PCR number will open the corresponding Patient Care Report.

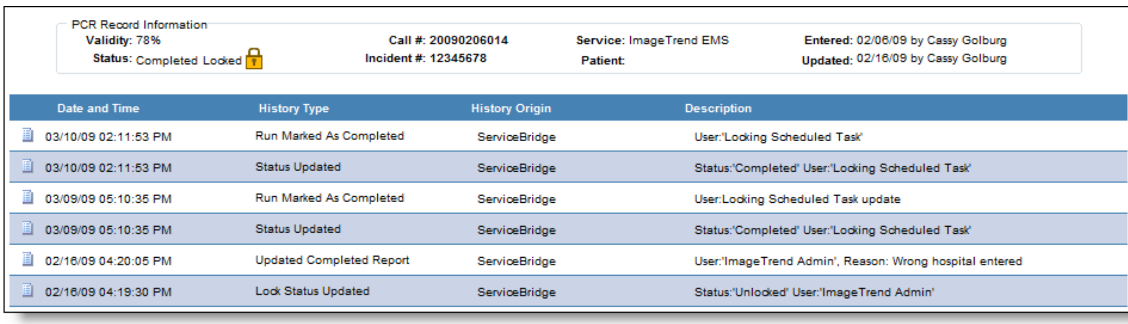


Each run report listed in the search results will show the incident report's validity with both a percentage and a color. A validity index, which defines the validity associated with each color, can be found at the bottom of the *Run History* screen. These colors provide an at-a-glance method to determine the validity of run reports.

The *Actions* column contains icons to inform users of all additional documentation related to the run report. The icon index at the bottom of the run history page defines the actions column. If a call has an addendum, QA/QI note, active protocol, documented validity reason or attachment associated with it, the appropriate column will be displayed in the corresponding row for the call record. All calls will have a *Run Report* icon and a *History* icon associated with them.



Clicking the *History* icon will bring up the history audit trail for this run report. This will display a record of all personnel who accessed the report based on their login information and document any information that was changed.



PCR Record Information
Validity: 78% Call #: 20090206014 Service: ImageTrend EMS Entered: 02/06/09 by Cassy Golburg
Status: Completed Locked Incident #: 12345678 Patient: Updated: 02/16/09 by Cassy Golburg

Date and Time	History Type	History Origin	Description
03/10/09 02:11:53 PM	Run Marked As Completed	ServiceBridge	User:'Locking Scheduled Task'
03/10/09 02:11:53 PM	Status Updated	ServiceBridge	Status:'Completed' User:'Locking Scheduled Task'
03/09/09 05:10:35 PM	Run Marked As Completed	ServiceBridge	User:Locking Scheduled Task update
03/09/09 05:10:35 PM	Status Updated	ServiceBridge	Status:'Completed' User:'Locking Scheduled Task'
02/16/09 04:20:05 PM	Updated Completed Report	ServiceBridge	User:'ImageTrend Admin', Reason: Wrong hospital entered
02/16/09 04:19:30 PM	Lock Status Updated	ServiceBridge	Status:'Unlocked' User:'ImageTrend Admin'

4.5 Accessing Pre-Created Service Reports

The State Bridge has several common reports easily available that all system users can request for more information about the collected data. These reports have defined the information that will appear in the report, but take the data from the run reports entered into the State Bridge by your service. Additional reports are available from the Report Writer. For more information about the Report Writer, please refer to the *Report Writer* chapter.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Reports.*
   The *Service Reports* page appears.

3. From the *Service Reports* page, click the name of the desired report.
   If any additional information is needed to specify the data in the report, a new page will appear with empty fields.

4. To further specify the report data, use the provided fields to enter the correct criteria and click *Continue.*
   The new report appears.

Chapter 5

IMAGETREND
EMS STATE BRIDGE

Communicating Using the Service Bridge

5.1 Chapter Overview

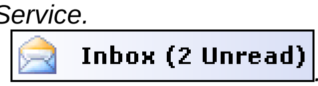
The State Bridge allows users to send and receive messages within the system by using the State Bridge's inbox, which functions in the same way as an email inbox.

5.2 Working with the Inbox

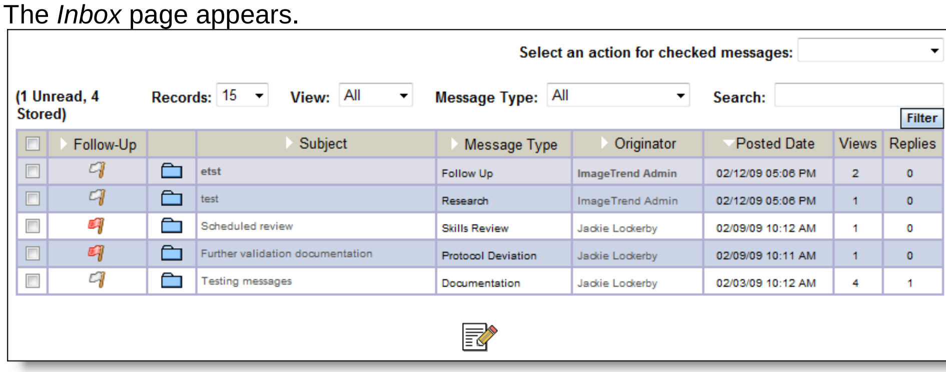
The *Inbox* can be used in the same way as an email inbox, to send, receive or store messages from other system users.

Viewing Messages in the Inbox

The *Inbox* is how users obtain, respond to and write messages pertaining to specific incidents or to communicate with other members of the service, medical direction or other system users. Message status is maintained within the system to verify when messages are sent, replied to and read. Messages can be stored in the inbox for later reference. When unread messages are present in the inbox, a notification will appear on the top toolbar and on the *Inbox* link in the left menu.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Inbox* 

.
   The *Inbox* page appears.

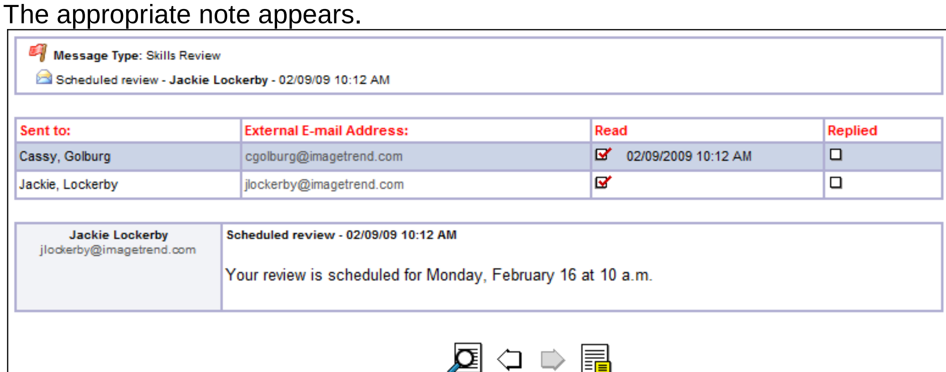


Select an action for checked messages:

(1 Unread, 4 Stored) Records: 15 View: All Message Type: All Search: Filter

	Follow-Up		Subject	Message Type	Originator	Posted Date	Views	Replies
			etst	Follow Up	ImageTrend Admin	02/12/09 05:06 PM	2	0
			test	Research	ImageTrend Admin	02/12/09 05:06 PM	1	0
			Scheduled review	Skills Review	Jackie Lockerby	02/09/09 10:12 AM	1	0
			Further validation documentation	Protocol Deviation	Jackie Lockerby	02/09/09 10:11 AM	1	0
			Testing messages	Documentation	Jackie Lockerby	02/03/09 10:12 AM	4	1

3. To view read messages, unread messages or both, from the *View* drop down menu, select the desired type of messages to display in the inbox.
4. To view a different number of records per page, from the *Records* drop down list, select the desired number of records.
5. To go directly to a page of records, from the *Go to Page* section at the bottom left, click the desired page number.
6. To view a particular note, click the linked subject text or the corresponding folder icon .
   The appropriate note appears.



Message Type: Skills Review
Scheduled review - **Jackie Lockerby** - 02/09/09 10:12 AM

Sent to:	External E-mail Address:	Read	Replied
Cassy, Golburg	cgolburg@imagetrend.com	02/09/2009 10:12 AM	
Jackie, Lockerby	jlockerby@imagetrend.com		

Jackie Lockerby jlockerby@imagetrend.com	**Scheduled review - 02/09/09 10:12 AM** Your review is scheduled for Monday, February 16 at 10 a.m.

7. To view a PDF file of the report to which this note pertains, from the *Associated Run Report Options* section, click *View PDF* .
8. To view the online form of the report to which this note pertains, from the *Associated Run Report Options* section, click *View Run Form* .
9. To return to the list of messages, click *List of Message* .

Replying to Messages in the Inbox

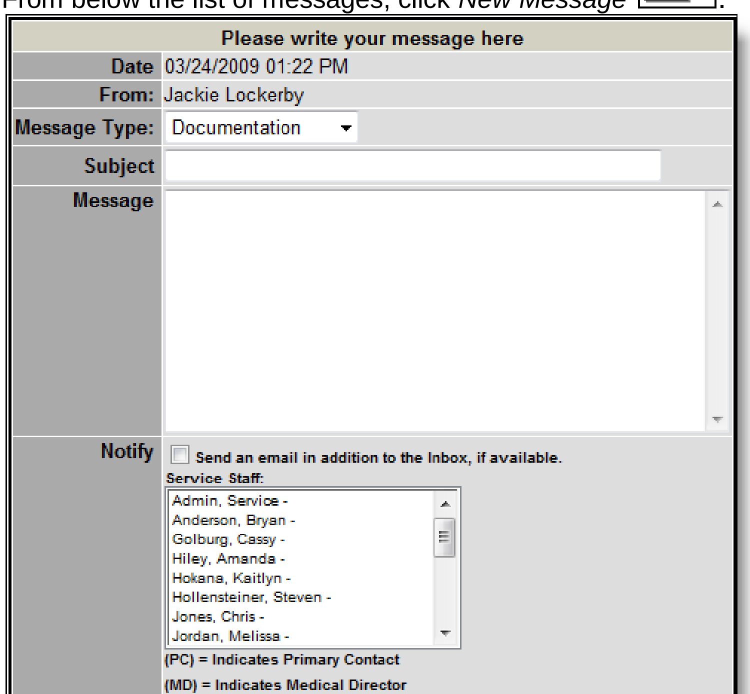
To share additional information with the sender of a note, users can use the inbox to reply to notes that they have received.

1. Open the note to which you want to reply.
   NOTE: For more information about viewing notes, please refer to the above *Viewing Notes in the Inbox* section.
2. From the bottom of the page, click *Reply This Message* .
3. In the *Message* text field, type all desired text for the note.
4. To send the note, click *Submit.*
   To clear all text in the note, click *Reset.*
   To return to the original note without saving any changes, click *<<Back.*

Sending New Messages

Users can send new notes to other system users.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Inbox.*
3. From below the list of messages, click *New Message* .

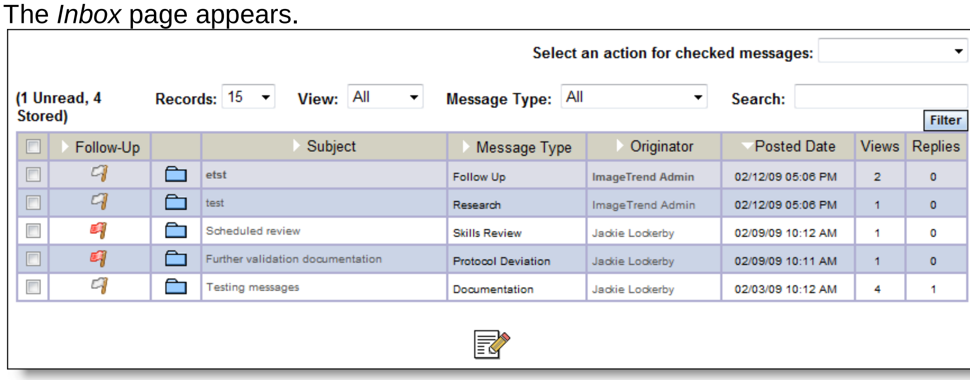


4. From the *Message Type* drop down menu, select the desired category for this message.
5. In the *Subject* text box, type a title for the note.
6. In the *Message* text field, type the note.
7. In the *Notify* scroll box, select the names of all staff to receive the note.
   HINT: To select more than one person, press and hold *Ctrl* while clicking each name.
8. When finished, to send the note, click *Submit.*
   To clear all text of the note, click *Reset.*
   To return to the list of received notes, click *<<Back.*

Flagging Messages for Follow Up

You can flag messages to remind yourself to follow up, if needed. Messages with white flags are not flagged for follow up; messages with red flags are.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Inbox.*
   The *Inbox* page appears.



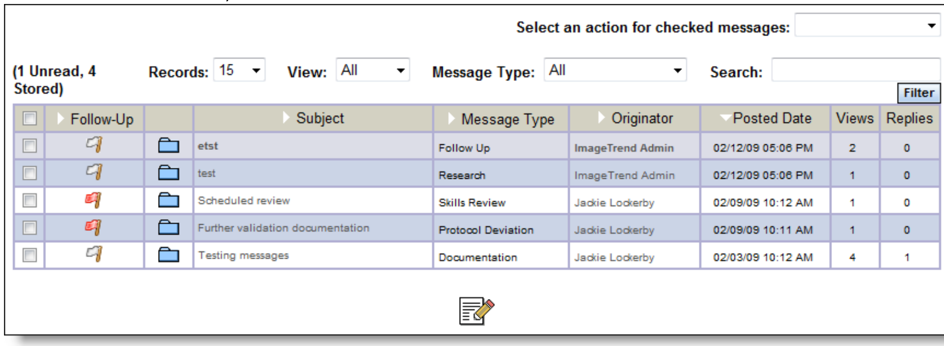
3. To flag a single message, in the *Follow-Up* column, click the *Flag* icon for the message you want to flag.
4. To flag multiple messages,
   a. Select the checkbox for each message to flag.
   b. From the *Select an action for checked messages* drop down menu, select *Flag for Follow Up.*
5. To clear a flag on a single message, in the *Follow-Up* column, click a red *Flag* icon for the message to be de-flagged.
6. To clear a flag on multiple messages,
   a. Select the checkbox for each message for which to clear the flag.
   b. From the *Select an action for checked messages* drop down menu, select *Clear Flag.*

Deleting Messages

System users can delete messages that they no longer need from their inbox. You can delete single or multiple messages.

1. From the top toolbar, click *My Service.*

2. From the left menu, click *Inbox.*


Select an action for checked messages:

(1 Unread, 4 Stored) Records: 15 View: All Message Type: All Search: Filter

	Follow-Up		Subject	Message Type	Originator	Posted Date	Views	Replies
			etst	Follow Up	ImageTrend Admin	02/12/09 05:06 PM	2	0
			test	Research	ImageTrend Admin	02/12/09 05:06 PM	1	0
			Scheduled review	Skills Review	Jackie Lockerby	02/09/09 10:12 AM	1	0
			Further validation documentation	Protocol Deviation	Jackie Lockerby	02/09/09 10:11 AM	1	0
			Testing messages	Documentation	Jackie Lockerby	02/03/09 10:12 AM	4	1

3. To delete a single message,
   a. For the appropriate message, click the *Delete* icon .
      A confirmation page appears.
   b. To delete the message, click *Yes.*
      To save the message, click *No.*
4. To delete multiple messages,
   a. For the desired messages, select the checkboxes.
   b. From the *Select an action for checked messages* drop down menu, select *Delete Checked.*

Chapter 6

IMAGETREND EMS STATE BRIDGE

Report Writer

6.1 Chapter Overview

This chapter explains the capabilities of the Report Writer, the types of reports that can be created and how to create and customize reports.

6.2 Summary of the Report Writer

The Report Writer allows users to dynamically create, display, and store ad hoc reports. This gives the user the power to find and display the data they want without relying on static reports that may not have the data the user needs. The Report Writer encompasses a single reporting tool that gives the user complete control of data output and display.

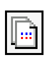
Choose from multiple display methods including a row/column report or single record display per page. Database search criteria can be selected on a field level basis allowing users to define exactly what they need. User defined headers, sorting, and grouping gives users the ability to display search results using a number of options. Reports can be saved for later review or editing and also as static content as a HTML file, Microsoft Excel and Word documents, CSV, and PDF.

In addition, standard reports and charts are available for quick report creation. All reports are listed in the left menu of the Report Writer, organized by category.

6.3 Types of Reports

The Report Writer provides several different types of reports for differing needs. Each report listed in the left menu will display an icon to indicate which type of report it is.

Ad Hoc Reports 
While some ad hoc reports have a default setup of fields to display in a particular order, ad hoc reports can be entirely customized. Users can change which fields display, define additional criteria for each of those fields (e.g., display only records within a certain postal code) and change the order in which records appear. In addition, users can create ad hoc reports completely on their own with no pre-defined fields or setup.

Standard Reports 
Standard reports are pre-created with all fields and display options defined for the user. Within the fields, users can define additional criteria (e.g., requesting information about a particular unit or type of service). These reports provide fewer configuration options and allow a ready-made report for common data requests.

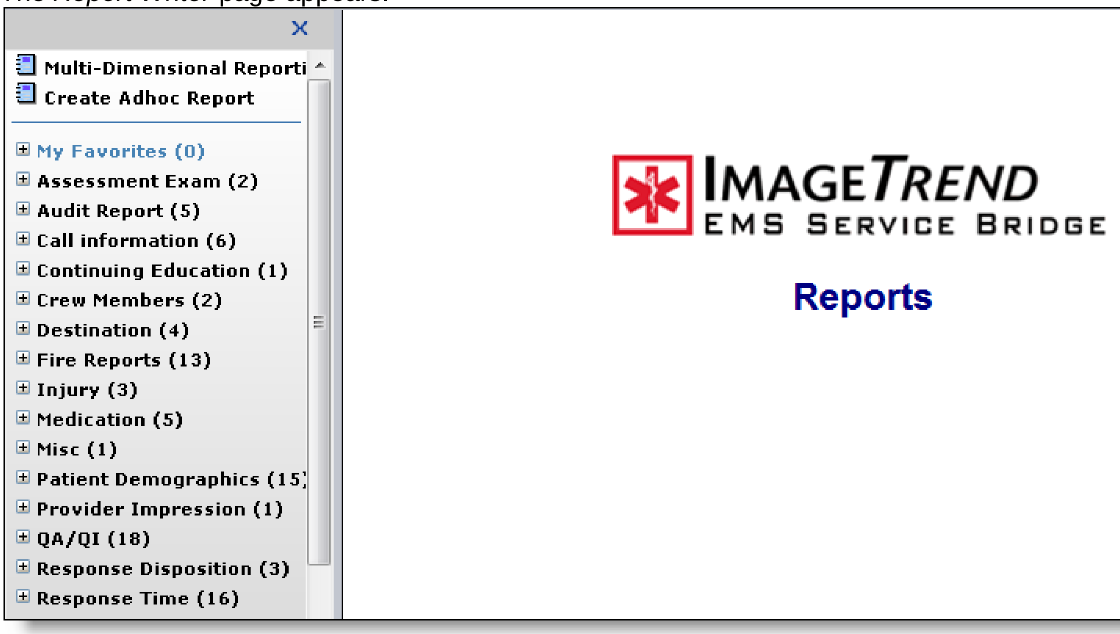
Search Reports 
Search reports are similar to standard reports, but provide links to the ePCR for each record in the report. This allows the user to open any ePCR for more information directly from the search report.

Charts 
Rather than the standard list format followed by most reports, charts display the requested data visually (e.g., in a pie chart or a bar graph). Standard charts are created in the same way as standard reports.

6.4 Requesting Standard Reports and Charts

While several standard reports are available from the *My Service* section, many additional reports can be found in the Report Writer. These reports have pre-defined fields, although users can further define the criteria for each of those fields. For example, if the staff field is set to display, users can display data only for a particular staff member.

1. From the top toolbar, click *Report Writer.*
   The *Report Writer* page appears.



2. To find the report, from the left menu, click the plus sign ⊞ to the right of the report's category.
   A list of reports and charts in that category appears.
3. To begin report or chart creation, click the name of the desired report or chart.

   NOTE: All standard reports will display the *Standard Report* icon. Charts will display the *Chart* icon.
4. Using the provided fields, select any further defining criteria for each field.
5. Click *Continue.*
   The report or chart appears.

6.5 Additional Standard Report Options

Standard reports allow users to view a summary of information about the report, print the report, or add the report to a *Favorites* category for quick access.

Report Information Summary

Users can view a summary of information about the selected report, including data about the number of times the report has been used, its category and the dates it was created and modified. This information can be viewed at any time in working with a standard report.

1. From the top toolbar, click *Report Writer.*
2. To find the report, from the left menu, click the plus sign ⊞ to the right of the report's category.
   A list of reports in that category appears.
3. Click the name of the desired report.

4. In the upper right corner, from the *I want to* drop down menu, select *View Report Summary.*
5. When finished, to display the report again, from the *I want to* drop down menu, select *Display Report.*

Printing Reports

Reports can be printed for later reference.

1. Run a standard report.
   HINT: For more information, please refer to *Requesting Standard Reports and Charts*.
2. From the upper right corner, click *Print This Report* .
   The *Print* dialog box appears.
3. In the *Print* dialog box, specify all desired print settings and click *Print.*
   The report is printed.

Adding Favorite Reports

The Report Writer provides a *My Favorites* category that can be configured for each user. Users may add reports to this category for easy access. Reports added to *My Favorites* will also remain in their original categories.

1. From the top toolbar, click *Report Writer.*
2. To find the report, from the left menu, click the plus sign to the right of the report's category.
   A list of reports in that category appears.
3. Click the name of the desired report.
4. From the upper right corner, click *Save to My Favorites* .
   A confirmation dialog box appears.
5. To add the report to the *My Favorites* category, click *OK.*

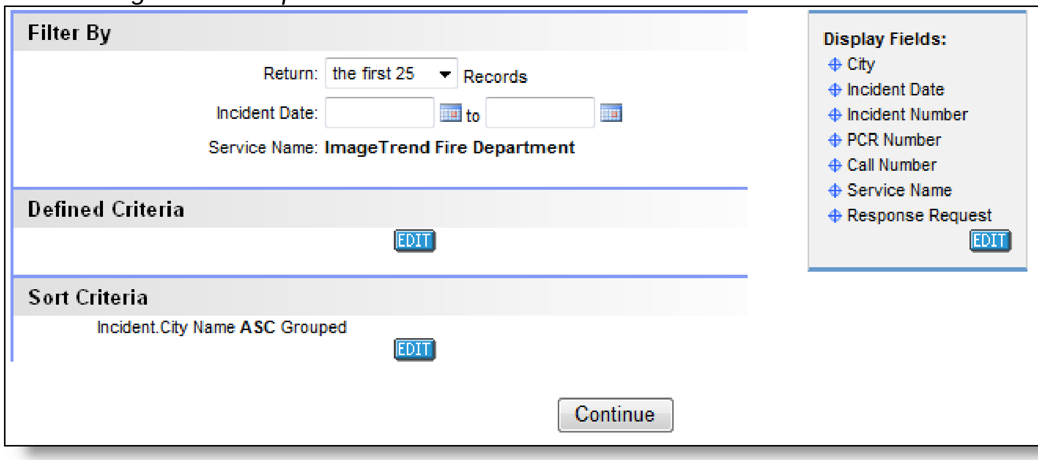
6.6 Working with Ad Hoc Reports

Ad hoc reports allow the user to completely define the report. Some ad hoc reports are provided with the system, with common options already set. These reports can be used as a starting point for the user's reports, although the user can change and customize any preset options. Users can also create ad hoc reports from scratch. Both ways of creating reports provide the same options, but pre-created ad hoc reports do not require the user to complete all options.

Beginning a New Ad Hoc Report

1. From the top toolbar, click *Report Writer.*
2. From the left menu, click *Create Adhoc Report.*
3. From the *Please select a category to report on* drop down menu, select the category in which the report should appear.
4. Click *Continue.*
5. From the tables containing each field, select the corresponding checkbox for each field to be included on the report and click *Continue.*
6. On the *Edit Field Property* page, enter all desired information and click *Continue.*
   NOTE: For more information about the options on this page, please refer to

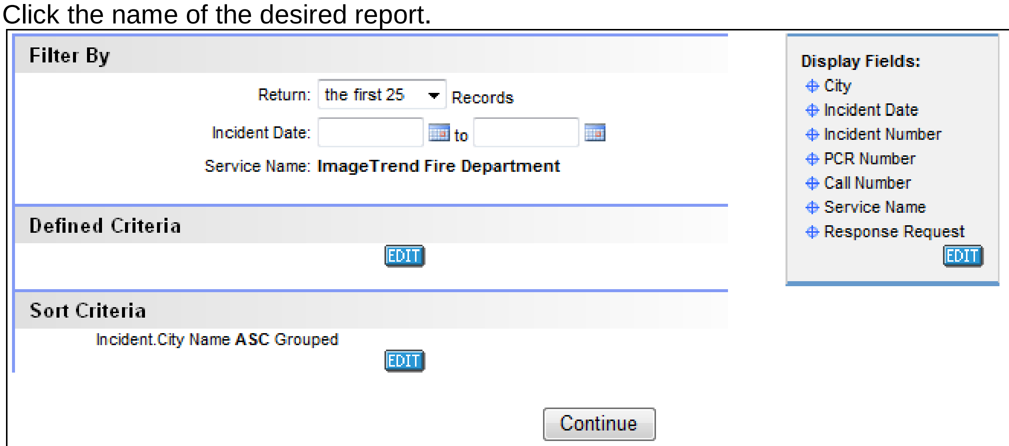
Customizing Ad Hoc Reports.



7. To edit a particular option, click the corresponding *Edit* button.
   OR
   From the *I want to* drop down menu, select the desired option.
   NOTE: For more information about each of the options, please refer to *Customizing Ad Hoc Reports.*
8. To display the report, click *Continue.*
   OR
   From the top of the page, click *Display.*

Beginning a Pre-Defined Ad Hoc Report

1. From the top toolbar, click *Report Writer.*
2. To find the report, from the left menu, click the plus sign ⊞ to the right of the report's category.
   A list of reports in that category appears.
3. Click the name of the desired report.



4. To edit a particular category, click the corresponding *Edit* button.
   OR
   From the *I want to* drop down menu, select the desired option.
   NOTE: For more information about each of the options, please refer to *Customizing Ad Hoc Reports.*
5. To display the report, click *Continue.*
   OR
   From the top of the page, click *Display.*

Customizing Ad Hoc Reports

Ad hoc reports allow the user to define what information is displayed and how. These options remain the same no matter which method of created an ad hoc report is used, but are accessed in different ways.

Define Data Set

Allows the user to define what fields will appear in the report. The fields need to be set in order to set any additional options for the report, since the further options refer to the selected fields.

Assessment Vital Signs		
Airway Code	APGAR	Blood Glucose
CO2	Diastolic Blood Pressure	GCS Motor
GCS Total	GCS Verbal	Monitor Rate
Pain Scale	Ped Trauma Score	Pulse Ox
Pulse Ox Qualifier Code	Pulse Rate	Respiratory Rate
RTS	SBP	Staff Cert. ID
Stroke Scale	Temp C	Temp F
Time Vitals Taken		
Formulas		
Blood Pressure Method	GCS Eye	GCS Qualifier
Level of Response	Prior Aid.	Resp. Effort
Stroke Scale	Temp. Method	Thrombolytic Screen
Cardiac Rhythm		
Formulas		
Cardiac Rhythm		

Edit Field Property

On this page, users can set the display order of fields, select numeric fields to display average and/or sum, determine the alignment of the field display and pre-define a date range for date fields.

Order	Sum	Avg	Field Name	Header Layout	Alignment	Range
1			City	Horizontal	Left	
2			Incident Date	Horizontal	Left	
3			Incident Number	Horizontal	Left	
4			PCR Number	Horizontal	Left	
5			Call Number	Horizontal	Left	
6			Service Name	Horizontal	Left	
7			Response Request	Horizontal	Left	

Continue

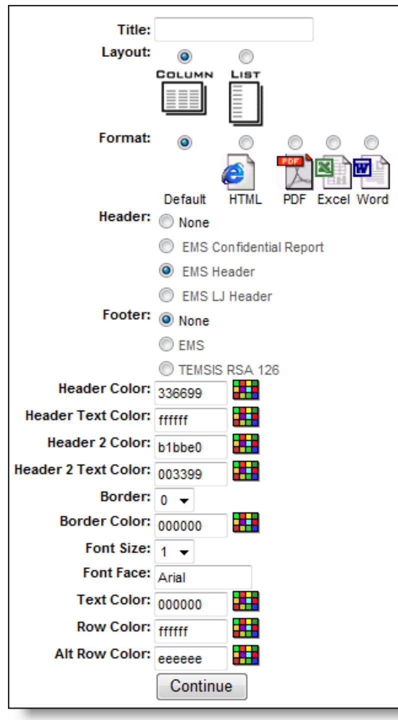
- **Order**: Determine the order of the fields using numbers. You may use decimal point numbers as well as whole numbers. (Example: The field with order number 0.15 will display after the field with order number 0.1 but before the

field with order number 1). Numbers can be in non-sequential order, but cannot be duplicated.
NOTE: If you no longer wish to display a field, type the number 0. Do not leave the field empty.

- **Sum**: Report will display the sum amount of the chosen field.
- **Average**: Report will display the average amount of the chosen field.
- **Field Names**: List of the field names that have been chosen to be displayed on the report.
- **Alignment**: Define the alignment for the column display (only apply to column report).
- **Range**: Determine the range of days for the date field, such as *Today*, *Today minus 7 days*, etc. and the first day of the week, of the month, of the quarter and of the year, etc.

Edit Report Layout

The report style editor gives users the ability to customize the look of the report, allowing users to choose various layouts, custom headers, and different report formats.



- **Title**: Enter what you would like to have the report named.
- **Layout**: Either column or list layout can be chosen.
- **Format**: The choices of HTML, PDF, CSV, Excel and Word formats can be selected for the report.
- **Header**: Choose from *None* (No header to be displayed on the report) or a list of previously defined and saved headers.
- **Footer**: Choose from *None* (No footer to be displayed on the report) or a list of previously defined and saved footers.

NOTE: Default values for *Header Color, Header Text Color, Header 2 Color, Header 2 Text Color, Border, Border Color, Font Size, Font Face, Text Color, Row Color,* and *Alt Row Color* are provided. The user may click on the coloring block to select a different color or type in the color code directly.

Work with Formulas

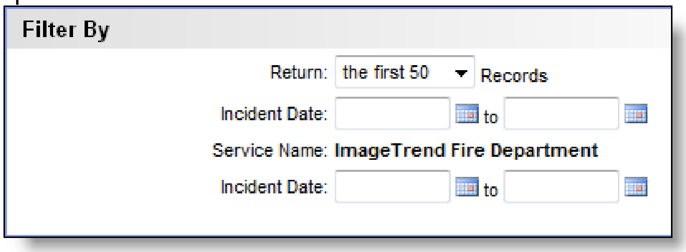
Users can view lists of the categories and formulas available for use in reports.

Formula Types:

Formula Name	Formula Category	Formula Type	Active
Adv. Directive	Lookup	Text	☑
NewFormula	Lookup	Text	☑

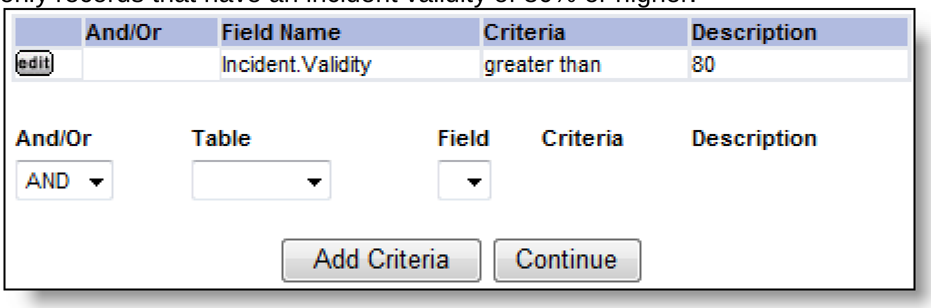
Filter By

Allows users to select the dates and number of records to be included in the report. This option is also referred to as *Standard Criteria.*



Defined Criteria

The *Defined Criteria* page gives users more choices to set up criteria by searching for or filtering fields based on customized specifications. For example, the report can display only records that have an incident validity of 80% or higher.

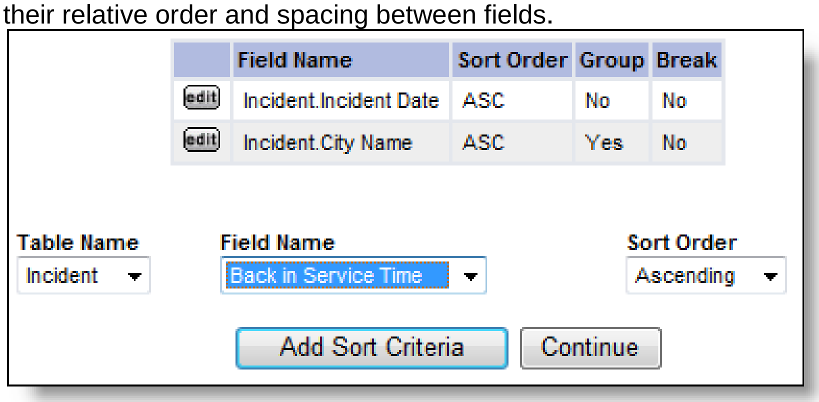


- **And/Or:** This drop down menu is only displayed when there are 2 or more user defined criteria. It is to define the relationship between the defined criteria, and whether records should match only one or all criteria to be displayed.
- **Table:** Determines which category of fields should be available for selection.
- **Field Name:** Determines what field this criteria will relate to. (In the example above, the selected field is the incident validity.)
- **Criteria:** Determines the relationship between the field name and the description (e.g., the validity (*field name*) is greater (*criteria*) than 80% (*description*).
- **Description:** Enter a description to define the criteria (e.g., saying what the field should contain).

Click the *Add Criteria* button to save current criteria and add additional criteria.

Sort Criteria

Determines how the selected fields and their data will appear on the report, including their relative order and spacing between fields.



- **Table Name:** Determines which category of fields should be available for selection.
- **Field Name**: Determines what field this criteria will relate to.
- **Sort Order**: Determines which order the data will appear in, ascending (e.g., 1–10) or descending (e.g., 10–1).
- **Group**: Places all records with the same data for this field together, within the selected sort order. Reports can be grouped by only one field: after one field has selected this option, the checkboxes will no longer appear.
- **Break**: If grouping is selected, the user has the option to use the *Break* function in order to create a page break after each group.
  NOTE: The *Group* checkbox will give group by totals for the grouped data. The *Break* checkbox will not display the totals for the grouped data.

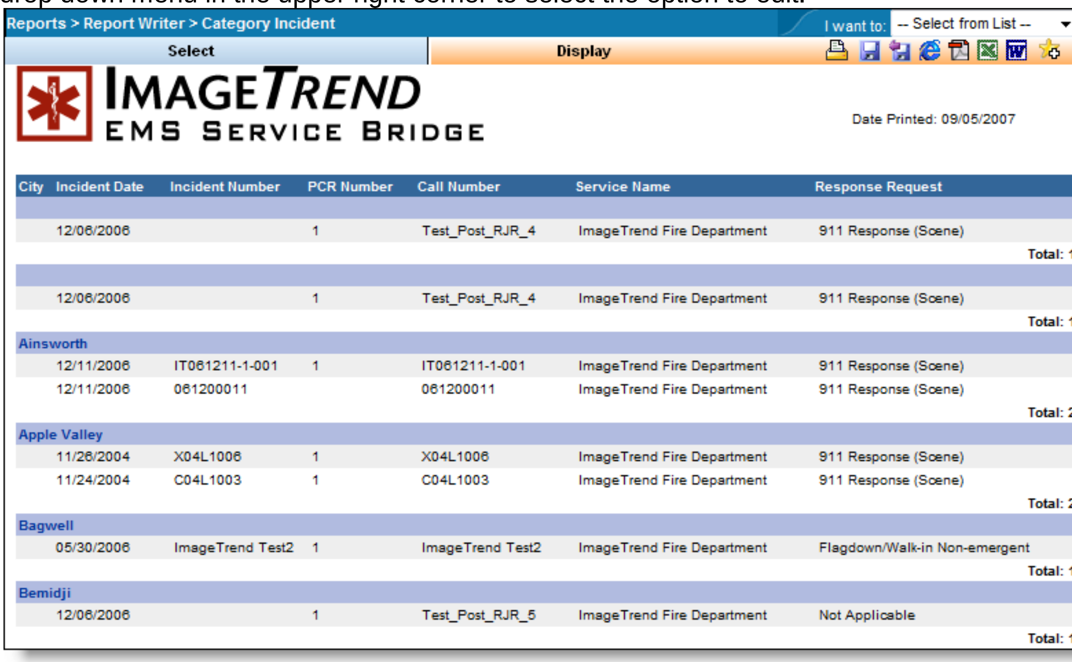
Click the *Add Sort Criteria* button to save current sort criteria and add more sort criteria for the report.

View Report Summary
Users can view a summary of information about the selected report, including data about the number of times the report has been used, its category and the dates it was created and modified.

Title:	Audit Report
Created By:	ImageTrend Admin
Created On:	08/11/04 11:49:30 AM
Last Modified By:	ImageTrend Admin
Last Modified On:	11/29/05 01:23:07 PM
Total # of Views:	137
Avg. Execution Time:	2.9 seconds
Avg. Records Returned:	505
# of Users Favorites:	0
Report Category:	Audit Report
View Permissions:	Edit Rights

Working with Completed Ad Hoc Reports

Completed reports will be displayed in the Web browser and can be worked with in a number of ways. To alter the information in the report or the criteria, use the *I want to* drop down menu in the upper right corner to select the option to edit.



City	Incident Date	Incident Number	PCR Number	Call Number	Service Name	Response Request
	12/06/2006		1	Test_Post_RJR_4	ImageTrend Fire Department	911 Response (Scene)
						Total: 1
	12/06/2006		1	Test_Post_RJR_4	ImageTrend Fire Department	911 Response (Scene)
						Total: 1
Ainsworth						
	12/11/2006	IT061211-1-001	1	IT061211-1-001	ImageTrend Fire Department	911 Response (Scene)
	12/11/2006	061200011		061200011	ImageTrend Fire Department	911 Response (Scene)
						Total: 2
Apple Valley						
	11/26/2004	X04L1006	1	X04L1006	ImageTrend Fire Department	911 Response (Scene)
	11/24/2004	C04L1003	1	C04L1003	ImageTrend Fire Department	911 Response (Scene)
						Total: 2
Bagwell						
	05/30/2006	ImageTrend Test2	1	ImageTrend Test2	ImageTrend Fire Department	Flagdown/Walk-in Non-emergent
						Total: 1
Bemidji						
	12/06/2006		1	Test_Post_RJR_5	ImageTrend Fire Department	Not Applicable
						Total: 1

To save or print the report, export the report to a new document type or add this report to the *My Favorites* category, use the appropriate buttons in the upper right corner below the *I want to* drop down menu.

Print this Report
Save this Report
Save this Report As
Export in HTML Format
Export in PDF Format
Export in Excel Format
Export in Word Format
Save to *My Favorites*

Chapter 7

IMAGETREND
EMS STATE BRIDGE

Help and Product Support

Help and Support

Before Contacting ImageTrend

Please have the following information accessible when calling ImageTrend:

- A description of your computer system.
- The name of your operating system and service pack version (if applicable).
- A description of what happened and what you were doing when the problem occurred.
- The exact wording of any error messages you see.
- Your company name and contact information.

Contacting ImageTrend

If you are unable to find the information needed to use State Bridge effectively, please consult ImageTrend in any of the following ways:

- Phone (952) 469.1589
- Toll-Free (888) 469.7789
- Fax (952) 985.5671
- Email support@imagetrend.com
- Web http://support.imagetrend.com

ImageTrend support services are available:

Monday – Friday
8:30 a.m. to 5:00 p.m. central time

Technical Support

For 24-hour technical support, ImageTrend provides online assistance through their Web site and e-mail services:

- Email support@imagetrend.com
- Web http://support.imagetrend.com