

## Better Operational Efficiencies with Electronic Patient Care Reporting



*All EMS agencies can use electronic patient care reporting to eliminate inefficient paper processes, increase manpower efficiency, meet HIPAA requirements, and increase billing collection rates.*

### The inefficient paper patient care report

Paper patient care reports cost organizations much more than just the cost of the form. The documentation process, from first mark to filing, is riddled with inefficiencies. There are many areas where the traditional process of documentation costs organizations much more than first expected.

Let's face it. Reading other people's handwriting is never an infallible process. Try reading the handwriting of someone that just saved a person's life in the middle of the night and is now trying to scribble out what he or she did at 3 a.m. under extreme circumstances. The legibility of this documentation quickly becomes a concern. Deciphering patient demographics, billing information, vitals, procedures, and medications would require someone skilled in the art of decoding hieroglyphics.

Pre-hospital care documentation provides important information for organizations. This data can help improve patient care, allow for service reimbursements, and reduce exposure to litigation. When the data collected is inaccurate or incomplete, there can be serious ramifications.

Many agencies have personnel that are solely responsible for filing and cataloging completed documentation. Quite often, off site storage is leased and reports are stored for upwards of seven years. The time it takes to maintain the filing system and the real-estate to store the files can cost agencies quite a bit of money. Additionally, the paper-filing system leads to a number of HIPAA concerns if proper procedures are not in place to control access to the files.

One of the huge benefits any organization can realize from accurate documentation is being able to process the data that has been collected. This data can provide agencies with performance metrics, information about quality of care, data that can help justify grants or funding, and in many cases it can provide a competitive edge to help them expand their organization. However, if this data is not readily available, the process of transcribing the data from the paper reports can be time consuming and often results in unreliable and inaccurate data. Additionally, the billing department needs access to this data typically in a different format. This results in redundant efforts in data conversion.

These inefficiencies can be eliminated with the implementation of an electronic patient care reporting system. And many benefits can be realized once an ePCR system is in place at your organization.

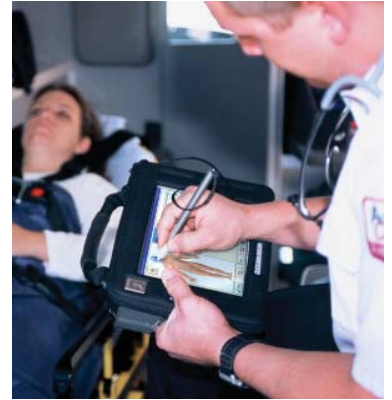


## What should you look for in an electronic patient care reporting solution?

When choosing an ePCR solution, there are a number of criteria you should use to ensure the system will be able to run optimally within your organization.

- **Ease of customization**

Nothing can be more frustrating than buying a software package and realizing that any changes to the system require custom development or a timely process that can either cost money or delay the implementation of the system. Because of this, it is important to choose a solution that provides you with the ability to configure and customize the system to meet the requirements of your business, work within your established protocols, and provide a solution that is “out-of-the-box”. Custom solutions, while sometimes necessary, should be avoided to help “future-proof” your system in order to receive and implement timely updates from the software vendor.



- **Ease of use**

The best solutions will fail if adoption by the people using it takes months of training and realignment of key personnel. A good solution should be easy to use by your crews. Many of your personnel will be somewhat reluctant to abandon pen and paper and move to a computerized solution. Because of this, it is absolutely necessary that the system is intuitive and can be used with minimal training. This will reduce the amount of time to train existing and new employees, and should result in a quick implementation of the ePCR system.

- **Integration to your medical devices**

A chain is only as strong as its weakest link. If one of the goals of an ePCR solution is to run more efficiently, it should be expected that the data from your medical devices be able to integrate with your ePCR solution. This includes being able to electronically attach ECGs from your defibrillators, bring in the key data from your monitors into the patient care report (such as vitals and events) and store those permanently within the ePCR.

- **Flexible reporting**

Many facilities will require a paper copy of the run report. Over time, this may be eliminated when hospitals and other healthcare facilities begin to adopt better electronic means of getting the data, but today you must be able to provide your facilities with the data they need. A good ePCR solution will not only allow printing of the PCR in the field, but should allow the ability to automatically fax or email this data to any healthcare facility.

## State-of-the-art electronic field data collection

RescueNet TabletPCR offers an ePCR solution that can meet the needs of your organization today and in the future. TabletPCR is the latest reincarnation of an ePCR solution that has been in the industry for over 10 years. The original incarnation started in the days of DOS-based mobile terminals and was sold by a company called Westech. Over the years this system evolved into a product called EMS Pro. Due to the vision provided by ZOLL Medical Corporation, the acquisition of this technology and the visionaries that created it helped push this ePCR solution to the next level. TabletPCR and its predecessors have been sold to over 200 EMS organizations representing one of the largest installed-bases of an ePCR solution.

TabletPCR offers a number of benefits to organizations that adopt this ePCR solution:

- **Windows-based**

TabletPCR supports laptops, tablets, and desktop computing systems providing flexible input and display options. Our typical installations are on ruggedized Tablets provided by Panasonic (the Toughbook CF-18) and Walkabout Computers (the Hammerhead XRT). These solutions offer durable options for our customers and work well with TabletPCR.

- **Integration with Defibrillators**

TabletPCR offers complete integration with the ZOLL M Series and Physio LifePak 12 monitors. This integration provides the ability to automatically input vitals and events into the PCR directly from the monitor. Additionally, this offers customers the ability to electronically store ECGs with the ePCR.

- **Customizable**

TabletPCR is one of the only solutions that offers extreme flexibility via customization to our customers. Customers have the ability to change labels on buttons, customize lists, add fields, and configure screens. This customization allows our customers to implement a solution that is easily adopted by their crews. Additionally, it is available "out-of-the-box" reducing hidden fees and charges related to customizing the application.

- **Reliability**

As with any software, the longevity of a solution typically leads to stability and reliability. With over ten years of experience with ePCR solutions, TabletPCR offers a solution that meets the needs and requirements of the EMS industry.



*RescueNet TabletPCR is the first field data solution that combines proven, reliable technology with the most easy-to-use interface in the industry. It brings the latest ideas and technology in usability to the electronic field data experience.*

## User interface designed for experts, by experts

A poorly designed user interface can result in long learning curves for the users, inaccurate data being collected, and many frustrations. Because of this, ZOLL Data Systems focused on providing a world-class user interface in TabletPCR. This interface was designed with a few criteria in mind:

- The ability to use it with little or no training
- The ability to customize it easily in order to meet requirements of our customers

To accomplish this, we brought in experts to assist in the design of the system. The following mechanisms were used in designing TabletPCR's user interface:

- **Usability labs**

These provided ZOLL Data Systems with the ability to observe users on the system in order to understand what areas needed to be simplified, and which operations were tedious for users. Users with no training were brought in and asked to document various scenarios. The results from these lab tests led to many changes in our initial design to optimize the experience for our customers.

- **Designed for touch-screen (stylus or finger) and keyboard input**

We realize that everyone's choice of hardware will vary. There will be customers that like stylus (pen) based systems, others that prefer touch-screens, and those that will only use the system on a desktop or a laptop. Because of this, we designed an interface that can be used optimally on any of these platforms.

- **Any screen accessible within two taps/clicks**

It can be frustrating to be buried in an application and not remember how you got there or from whence you came. We designed the user interface with the goal of being able to access any screen within two clicks. This provides a system that is both logical and intuitive.

- **Pick-Lists, buttons labels, and other elements can be easily customized to meet the needs of your organization**

Customization is key. We realize this and designed the system accordingly. In addition to this, we realize that reducing the amount of typing or writing will increase the accuracy of documentation. Most fields in the system can be completed by selecting an item from a list. This greatly speeds the time the documentation takes, and reduces errors in data entry.

- **Intuitive design requires little training for medics and EMTs**

With everything above, the end result is a system that is easily adopted by your personnel. The results are quickly tangible, and once the system is configured, the process of going live is a breeze.

### **Integration with other business processes brings even more benefits**

RescueNet TabletPCR is a member of the RescueNet family. What does this mean? In short, ZOLL Data Systems understands the needs of EMS organizations. We have offerings that cover every aspect of the operation. From the second the call comes in, we have solutions that drive the success of your organization.

#### **RescueNet Crew Scheduler**

RescueNet Crew Scheduler solves the problem of tedious and manual crew staffing processes and adds the capability to accommodate complex shift patterns with constrained business rules. RescueNet Crew Scheduler is unique in its ability to accommodate user specific scheduling patterns, management goals and employee needs.

#### **RescueNet Dispatch**

User-friendly RescueNet Dispatch is state-of-the-art, intelligent, computer aided EMS dispatch software that makes your entire operation more competitive. Whether you're fielding emergency calls or scheduling routine pickups for ground or air transports, RescueNet Dispatch's tight, leading-edge architecture brings unmatched efficiency to each area of your EMS operation.

#### **RescueNet Nomad**

RescueNet Nomad is an extension of RescueNet Dispatch. This provides a solution for Ambulances that eliminates the radio chatter between dispatchers and vehicles. When a call is dispatched, the information is automatically sent to RescueNet Nomad running on a mobile computer mounted in the front of the ambulance. From the Nomad system, crews are able to easily record the various time stamps, see an interactive map of where they are and the route that leads to their destination, and dispatch is able to track the location of their vehicles in real-time.

#### **RescueNet TabletPCR**

Taking you to the next level of EMS data management, RescueNet TabletPCR uses smart technology to help you keep on top of the critical details that can make or break your day-to-day operations. You can tailor this superbly flexible system to meet your current needs, and then use its in-depth analysis of the wealth of data you collect to take your business into the future.

#### **RescueNet Billing**

RescueNet Billing automates billing, monitors claims for errors, and speeds up receivable turnaround times, helping you to maximize your cash flow. RescueNet Billing shares a common database with RescueNet Dispatch, so the information collected by your call takers and dispatchers is immediately available to your billers, eliminating time-consuming and error-prone duplicate data entry.

### **About ZOLL Data Systems**

ZOLL Data Systems of Broomfield, Colorado, develops, markets, and sells the RescueNet suite-computer-aided dispatch, billing, field data collection, and mobile data software for the emergency medical services (EMS) market. RescueNet is the only fully integrated EMS information management system that allows EMS organizations to manage critical information for maximum performance.

For more information, visit [www.zolldata.com](http://www.zolldata.com) or call 800.474.4489.