

**MARYLAND
INSTITUTE FOR
EMERGENCY
MEDICAL
SERVICES
SYSTEMS**



**EMAIS User Manual
Version 3.0**

The Maryland Institute for Emergency Medical Services Systems
653 W. Pratt Street
Baltimore, MD 21201-1536
Telephone 410-706-7798

Introduction

Welcome to EMAIS, the system for licensed EMS providers who are required to submit patient encounter data. The EMAIS system is entirely web-based; there is no special software to install. All you need to operate the program is a computer with Internet access and web browser such as Internet Explorer.

What should I read?

The whole manual, ideally. Really! There's good stuff in here that will help you understand the system. **For a quick start, be sure to read the next three paragraphs and then the Overview of EMAIS.** Then just remember that you can come back to reference the "Using the System" when you encounter various situations within the system.

What is in this manual?

This manual is intended to be a guide for operating the EMAIS system. It will explain general use concepts and provide details on how various screens function.

The EMAIS system was designed to be straightforward and easy to use: generally, you simply enter the requested data in the appropriate fields and click the [Continue] button. Some screens, however, have added functionality. This manual will explain the conventions and steps used by those screens.

This manual does not contain an explanation of every single screen or the meaning of the requested data. Online help is available for that purpose. While in the program you can click [Help] to obtain definitions and explanations of a specific field.

Please note that the program's actual screens may vary slightly from the ones in this manual, since updates and enhancements are added from time to time.

Contents

- **Introduction** – provides general information about this manual, its contents, and its organization.
- **System Requirements** – provides specifications for a computer that will be using the EMAIS system.
- **Overview of EMAIS** – provides a description of how you will be using the system.
- **Using the System** – The instructions provide details on how to use the system, with sample screens that illustrate the various techniques used by the system.
- **Report Generation** – provides an explanation of various reports that can be generated using the system.



System Requirements

Recommended specifications

A machine using the following specifications or faster will be able to operate the EMAIS program with normal performance expectation. Faster machines will work even better.

1 GHz Pentium III processor or higher
256 MB RAM
Windows XP
Internet Explorer 5 or higher (fully updated)
DSL 192K internet connection or faster (Dial-up will also work)

Minimum Specifications

A machine of the following specifications is capable of operating the EMAIS program, but will likely perform slower than normal.

450 MHz Pentium II
128 MB RAM
Windows 98 SE or higher
Internet Explorer 5 or higher (fully updated)
Dial-up 56K Internet connection



Overview of EMAIS

The overall concept of EMAIS is quite simple: You will use the system to enter data about your incident.

Using a computer connected to the Internet and a web browser, you will log into the system and follow the prompts to complete all the information requested. When you're done, all the relevant information about your incident is stored in the EMAIS system.

The main steps to complete an EMAIS record are:

1. **Access the MIEMSS website** www.miemss.org
2. **Click on [Provider Login]**
3. **Log in** (Type your [Login ID] and password.)
4. **Click on [Access EMAIS]**
5. **Click on [Add a New Report]** and complete all the information requested.
6. **Make changes and corrections as necessary** while entering data (review any screen as needed).
7. **Click on one of the "Save" buttons.** (Changes made to the report after this step will be saved as an amendment to the report.)

In an ideal world, you will simply sit down at a computer located in the hospital emergency department, and enter all the data and submit your report. Of course, real life may well interfere with that goal:

- You may be in the middle of filling out a screen when you receive another call.
- The power might go out or your Internet connection might go down while you are entering data.
- You may not have all the needed information at hand.
- You may realize that you've entered information incorrectly earlier.

The EMAIS system is structured to account for such events. You can leave the system at any time and return later to complete an incident report. Previously entered data will not be lost.



System Features:

- **Online Help.**
A [Help] button is located at the top of every screen. The help files are designed to provide information about the requested data and other general questions.
- **The system is “smart.”**
The system will present you with questions that are relevant only to the data you’ve provided. This means that the number of items and the screens you need to fill out will depend on the details of the incident.
- **Multiple Patient Data Sharing**
The system will display and require you to fill out appropriate information for **each** patient. Once you complete the first patient’s report, the system will prompt you to complete the information for the next patient and allow you the option of copying the dispatch, response, and call time data.
- **Review any screen that you have completed.**
Simply click on the [Navigate] button at the top of each form and select the screen you would like to review.
- **Only you can change a record.**
A record may be changed by only the provider who entered it. The EMAIS system recognizes you by your password; therefore, you should NEVER give your password to another provider.
- **The system has built-in time-out security.**
If the program remains idle for a period of 5 minutes, you will receive a message indicating your session is about to time-out. If you fail to respond to the message, your session will terminate and you will need to log into the system to complete your report. Previously entered data will not be lost.
- **The system uses POP-UP windows**
If you have a pop-up blocker or ad-blocker installed on your system, you will probably need to disable it while using the EMAIS system.
- **The system allows providers to generate their own reports.**
The system allows individual providers to generate a report that summarizes his/her EMS activities. The report feature allows you to determine the reporting time period. Providers that function in more than one jurisdiction can develop a report of their activities specific to each jurisdiction.

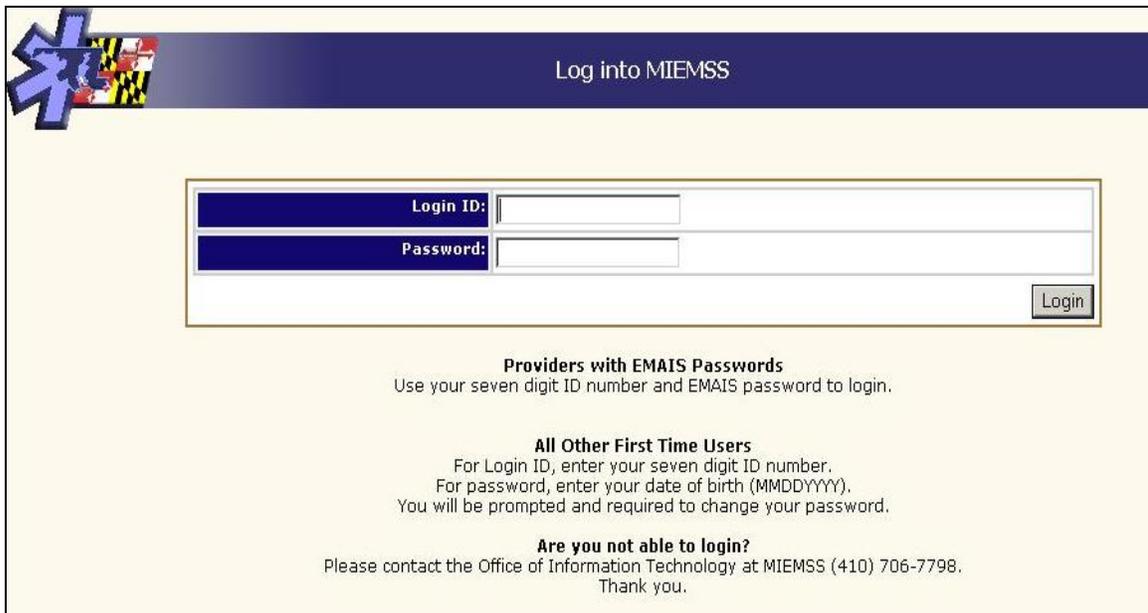


Using the system

Accessing EMAIS Universal Login System (ULS)

In order to use the EMAIS system, you will need a Login ID and password. Your Login ID is the 7-digit Provider ID number located on your State certification card. Your password is created by you the first time you enter the system. Once you have a password you may change it at any time. Remember, you should never share your password with anyone.

To enter an EMAIS report, access the internet from your computer and log on to the MIEMSS website (www.MIEMSS.org). From the MIEMSS website click on [Provider Login] and you will be directed to the [Login to MIEMSS] screen.



Log into MIEMSS

Login ID:

Password:

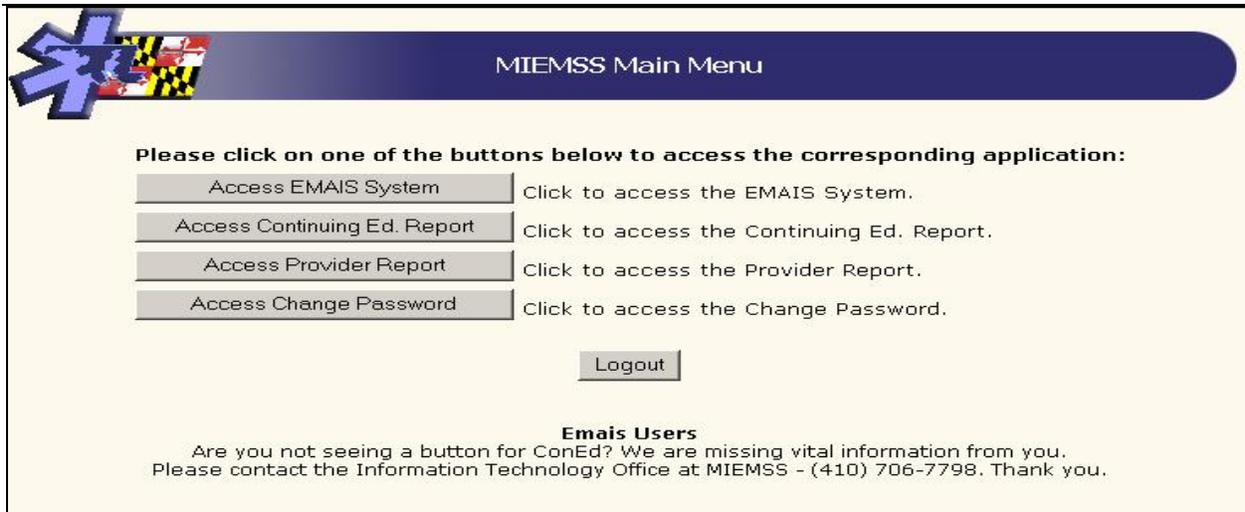
Login

Providers with EMAIS Passwords
Use your seven digit ID number and EMAIS password to login.

All Other First Time Users
For Login ID, enter your seven digit ID number.
For password, enter your date of birth (MMDDYYYY).
You will be prompted and required to change your password.

Are you not able to login?
Please contact the Office of Information Technology at MIEMSS (410) 706-7798.
Thank you.

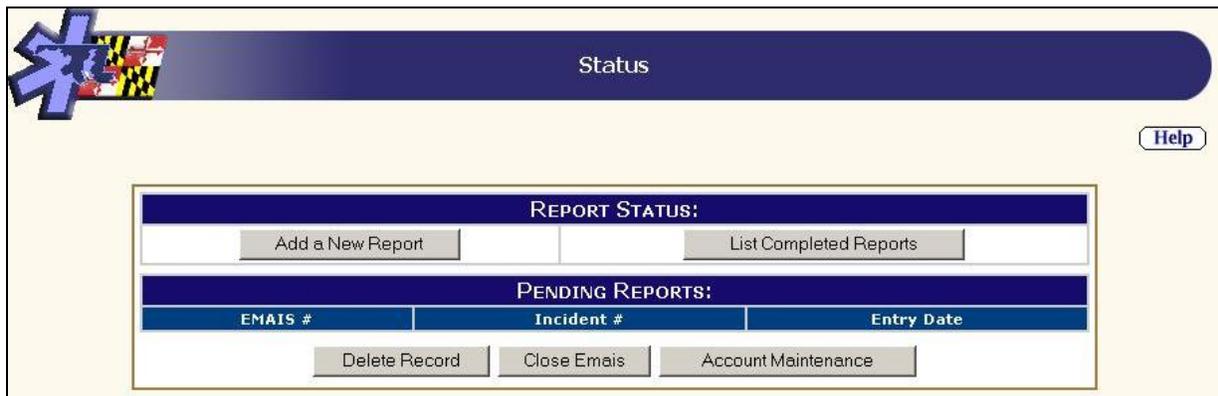
Type your Login ID and password into the appropriate locations and click the [Login] button. If you enter a wrong Login ID and/or password combination, you will receive a message and will have an opportunity to try again. Once you have successfully entered your Login ID and password you will be directed to the [MIEMSS Main Menu].



The [MIEMSS Main Menu] allows the user to access an application (e.g. EMAIS or Continuing Education information) by clicking on the specific button. Exiting an application will return the user to the MIEMSS Main Menu screen where they can either select another application or logout of the system. Note – users will automatically be logged out after five minutes of non-activity. To enter an EMAIS report, simply click on [Access EMAIS System].

The Status Screen

After clicking on [Access EMAIS System] you will see the [Status] Screen. This is how the screen will appear the first time you log in.



From this screen you may select the following options:

- [Add a New Report]** Click to begin a new incident report.
- [List Completed Reports]** Click to see a list of reports you have previously completed.
- Pending Reports** Select an EMAIS # to complete a pending report.
- [Delete Record]** Click to delete a duplicate record. (You will be asked to enter the EMAIS number for the record you wish to delete.)
- [Close EMAIS]** Click to Return to Main Menu.
- [Account Maintenance]** Click to change your password.

If you have previously entered the system and have any reports that you have not completed (referred to as “Pending Reports”), the screen will appear as follows:



The screenshot shows a web interface titled "Status". At the top left is a logo with a blue asterisk and a Maryland state flag. A "Help" button is in the top right. Below the title bar is a section titled "REPORT STATUS:" with two buttons: "Add a New Report" and "List Completed Reports". Underneath is a section titled "PENDING REPORTS:" containing a table with three columns: "EMAIS #", "Incident #", and "Entry Date". The table lists two entries with EMAIS numbers 00054923 and 00054922, both dated 9/7/2005. At the bottom of the table are three buttons: "Delete Record", "Close Emails", and "Account Maintenance".

EMAIS #	Incident #	Entry Date
00054923		9/7/2005 10:16:32 AM
00054922		9/7/2005 10:16:19 AM

Note the two EMAIS entries under the heading “Pending Reports.” These are reports that have been started, but have not been completed and submitted as official. You can see that the reports are sorted chronologically by entry date with the most recent report starting at the top and the oldest report being at the bottom. Click on any of the blue EMAIS numbers to resume entering the report data (this user would click on 00054923 to edit that report).

TIP: Upon resuming a report, remember that you can use the [Navigate] link at the top of each page to navigate to any previously completed page for that report.

Adding a New Report

Selecting the [Add a New Report] button will bring up the first data entry screen.

- Provide the information requested in each field.
- **All fields marked with an * are required.** All required fields must be completed before the [Continue] button will function. If a required field is left blank and the [Continue] button is pressed, a message will be displayed stating “You have left a required field blank,” and your cursor will automatically move to the blank field.

The system uses standard conventions for data entry.

- Use TAB to move from field to field.
- Use the mouse to select any field.
- Use the mouse to click on drop-downs to select items from lists or enter the first letter of the item to view alphabetically. Continue entering the first letter of the item until your selection appears.

[Continue] Click this button once you have completed all the data for the screen. All required items must be appropriately filled out before this button works.

[Quit] Click this button if you need to exit the system. You will be taken to the Status Screen. You will automatically return to the screen you [Quit] from upon resuming your report later.



Multiple Entry Fields

The Response Information screen provides an example of situations where you will need to provide multiple entries for a field. Note the highlighted areas below.

To select the unit that you responded on, you must first select the “Jurisdiction of Responding Unit.” After selecting the jurisdiction, the system will provide you with the companies for that jurisdiction in the company drop down list. Select your company, and the system will give you a list for the unit numbers assigned to that company that.

Each provider on your unit will be identified using this section of the Response Information Screen.

- Enter a 7-digit Provider ID #, then click the [Add] button.
- If you entered a valid number, the provider’s certification level and name will automatically be filled in and a new line will appear to allow more entries to be made.
- Press the [Delete] button if you want to remove a provider from the list.

Response Information

EMAIS# 00054924 [Navigate] [Help]

Location Type: * Location Name:

Response Level to Scene: * Lights and Sirens Station Response #:

Jurisdiction of Responding Unit: * Company Name: * Unit #: *

Type of Unit: * Ambulance Unit Equipped As: *

Patient Contact? * Yes No

Provider Certification #:	Certification Level:	Name:	Driver?*	In Charge Of Care?*
<input type="text"/>				

ENTER THE FOLLOWING PROVIDER CERTIFICATION NUMBERS(S) FOR ANY NON-EMS PERSONNEL:

9999993 = Registered Nurse	9999996 = Other Health Care Professional	9999999 = Observer/Ride Along
9999994 = Other Nurse	9999997 = Student/Intern	
9999995 = Physician	9999998 = Driver	

[Quit] [Continue]

To list personnel who do not have a 7-digit provider ID #, select the pre-defined code that best describes the provider and enter the individual's name in the space provided.

Provider Certification #:	Certification Level:	Name:	Driver?	In Charge Of Care?	
9999998	Driver		<input type="radio"/>	<input type="radio"/>	Delete
<input type="text" value="9999999"/>					Add

- You must designate one of the providers as the “Driver” and one as the provider “In Charge of Care.” If you are the only provider on a unit, such as a first responder or chase vehicle, you must be both “Driver” and “In Charge of Care.”
- You may use the [Add] button as many times as necessary until all personnel have been listed.

Provider Certification #:	Certification Level:	Name:	Driver?	In Charge Of Care?	
9999998	Driver	Driver	<input checked="" type="radio"/>	<input type="radio"/>	Delete
9999999	Observer/Ride Along	Mr. Smith	<input type="radio"/>	<input type="radio"/>	Delete
9999993	Registered Nurse	Nurse Betty	<input type="radio"/>	<input checked="" type="radio"/>	Delete
<input type="text"/>					Add



Hidden Fields

Screens may have data entry elements that appear only when specific items are selected. Note the highlighted sections below:

Patient address same as incident, defaulted to “Yes.”

The screenshot shows the 'Patient Contact' form with the following visible fields and options:

- EMAIS # 0000370
- Time Arrived at Patient Side: * [12] : [30] # Patients Seen by this Unit: * [1] # Patients Transported by this Unit: * [1]
- PATIENT INFORMATION section:
- Patient's Name (F/M/L): * [Full] [N] [Smith] SSN: [] - [] - []
- Parent/Guardian (F/M/L): [] Phone #: [] - [] - []
- Patient Address Same As Incident Address? Yes No Unknown
- DOB: [11] / [05] / [1981] Age: * [22] Units for Age: * [Years] Gender: * [Male]
- EMS DNR ORDER? *
 - No DNR Order
 - Option B DNR Order Presented
 - Option A DNR Order Presented
- Race/Ethnicity: (Select all that apply)
 - HISPANIC/LATINO? *
 - Yes No Unknown
 - american indian/alaska native
 - asian
 - black/african american
 - native hawaiian/other pacific islander
 - white
 - other
 - unknown

If “No” is selected, additional data entry fields appear.

The screenshot shows the 'Patient Contact' form with the following visible fields and options:

- EMAIS # 0000370
- Time Arrived at Patient Side: * [12] : [30] # Patients Seen by this Unit: * [1] # Patients Transported by this Unit: * [1]
- PATIENT INFORMATION section:
- Patient's Name (F/M/L): * [Full] [N] [Smith] SSN: [] - [] - []
- Parent/Guardian (F/M/L): [] Phone #: [] - [] - []
- Patient Address Same As Incident Address? Yes No Unknown
- Street #: [] Street Name: []
- City: [] State: [MD (Maryland)] Zip: []
- DOB: [11] / [05] / [1981] Age: * [22] Units for Age: * [Years] Gender: * [Male]
- EMS DNR ORDER? *
 - No DNR Order
 - Option B DNR Order Presented
 - Option A DNR Order Presented
- DNR ORDER TYPE: *
 - Form
 - Bracelet
- Race/Ethnicity: (Select all that apply)
 - HISPANIC/LATINO? *
 - Yes No Unknown
 - american indian/alaska native
 - asian
 - black/african american
 - native hawaiian/other pacific islander
 - white
 - other
 - unknown

CAUTION: Data in hidden fields will be erased if you hide the fields again.

In the example above, the data such as “Street #” and “Street Name” will be lost if you hide the fields again by clicking the “Yes” option to indicate that the patient’s address IS the same as the incident address.



Pop-Up Fields

On certain screens, selecting a specific item will cause a new screen to pop-up. Enter the requested information. For example, selecting “Yes” at the Signs and Symptoms Present field will cause this pop-up screen to appear.

Simply check off all appropriate items and click [Okay] to return to the “Patient Contact Screen.”

CAUTION: Closing the pop-up window by pressing the [X] will close the window **WITHOUT** saving any data. You must scroll down and press the [OKAY] button to save the data.



Patient's Medication Field

One of the items on the Patient Contact screen requires that you provide a list of current medications. Selecting “Yes” in the highlighted area, will initiate a screen that allows you to search through a list of over 3,700 prescription and over-the-counter medications.



The screenshot shows a web interface titled "Patient Contact Continued". At the top left is a logo with a blue asterisk and a Maryland state flag. The title "Patient Contact Continued" is centered in a dark blue bar. Below the bar, the text "EMAIS# 00000370" is displayed. To the right are "Navigate" and "Help" buttons. The main content area contains several radio button options:

- Loss of Consciousness Prior to Arrival? Yes No Unknown
- Signs/Symptoms Present: * Yes No Unknown
- Pre-existing Conditions: * Yes No Unknown
- Medic Alert I.D.: Yes No
- Current Medications: * Yes No Unknown

The search screen shown below will allow you to quickly identify the medications relevant to your incident.

1. Enter the first few letters of the medication, three letters works well.
2. Click the [Search] button.
3. Medications with that three letter combination will appear.
4. Check off the ones you want.
5. Click the [Select] button to include them in the report (***IMPORTANT STEP***).
6. Repeat steps 1 -5 as needed until you have all desired medications included.
7. Click [Okay].

Example:

Below is an example of the way the screen will appear if the letters “asa” are entered and the [Search] button has been pressed:

https://www.miemss.org - Select Medications - Microsoft Internet Explorer provided by MIE...

SELECT MEDICATIONS

Please enter a comma-separated list of possible medication names.
You can enter partial names, including middle-of-the-word.

asa

Medications found:

<input type="checkbox"/> Asacol	<input type="checkbox"/> Basagel	<input type="checkbox"/> Darvon W/ Asa	<input type="checkbox"/> Darvon-N W/ Asa
<input type="checkbox"/> Nasacort	<input type="checkbox"/> Nasalcrom	<input type="checkbox"/> Nasalide	<input type="checkbox"/> Nasarel
<input type="checkbox"/> Neopasalate	<input type="checkbox"/> Parasal	<input type="checkbox"/> Parasal Sodium	<input type="checkbox"/> Pentasa
<input type="checkbox"/> Rowasa	<input type="checkbox"/> Sulfasalazine	<input type="checkbox"/> Vincasar Pfs	

If the medication you wish to submit was not found above, enter its name
in the text below, then hit "Enter."

Medications Selected:

Done Internet

If a patient’s medication is not found in dictionary enter that medication in the box that is labeled “If the medication you wish to submit was not found above, enter its name in the text below, then hit ‘Enter’”.

Simply check off the boxes that correspond to the medications that you wish to select as shown above, then click the [Select] button.

CAUTION: *Be sure to press the [Select] button once you have checked the medications. If you press only [OKAY], the screen will close, but the checked items will NOT have been saved for inclusion in the report.*



Once you press select, the screen will update and allow you to do a new search. See below:

The screenshot shows a web browser window titled "SELECT MEDICATIONS" from the URL "https://www.miemss.org". The page contains a search form with the following elements:

- A search input field with a "Search" button.
- A section titled "Medications found:" displaying "No Medications Currently Listed" and a "Select" button.
- A text input field with the instruction "If the medication you wish to submit was not found above, enter its name in the text below, then hit 'Enter.'" and an "Enter" button.
- A section titled "Medications Selected:" listing "Asacol", "Tylenol", and "Synthroid", each with a "delete" button.
- An "Okay" button at the bottom of the form area.

- You can repeat the searches as many times as you want, selecting additional medications as needed.
- If you accidentally add a medication that you did not intend, simply click [**Delete**] and it will be removed from the list.

Search tips:

- Enter only a part of the medication you are looking for; the system will display all medications that have that text in the name.
- To find multiple medications at the same time, simply separate each one by a comma. For example search for “tin, hyd, chl” will find any medications with any of those text snippets in them.



ALS and BLS Medical Procedures Screens

The ALS and BLS Medical Procedures Screens give you a choice of procedures that you may select based on the patient care provided.

- Each button opens the appropriate data entry screen.
- Once a procedure screen has been completed, click the [Continue] button and you will be returned to the Medical Procedures Screen.
- Select only those screens that are appropriate for your patient care.
- When all procedures have been documented, click the [Continue] button to move to the next appropriate screen.

ALS Medical Procedures

EMAIS# 00122138

Navigate Help

Resp Management	IV Therapy	Splint/Immobilization	Glucometer
Cardiac Management	Medications	OB Care	Wound Management
ET/NT Intubation			NDT

Resuscitation Terminated? Yes No

Patient Refused Care? Yes No

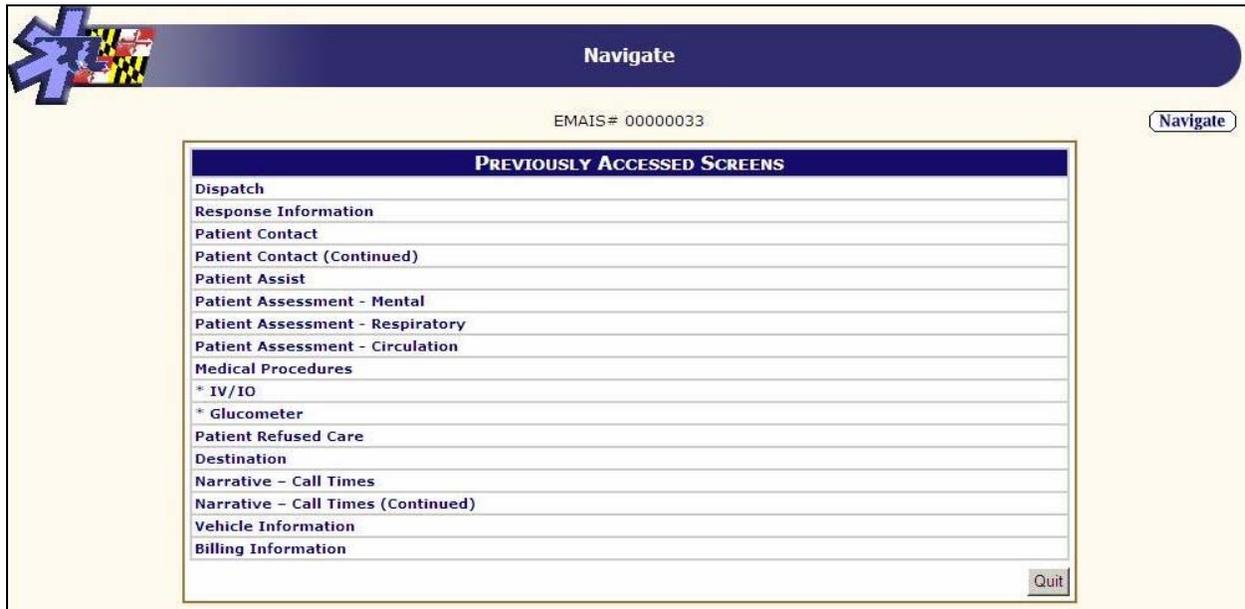
Quit Continue

- If patient care was initiated in the field and was then terminated in the field before transport, choose yes for “Resuscitation Terminated”, otherwise leave it defaulted to “No”.
- If the patient refuses care, you should still document and Medical Procedures you have completed and then select “Yes”.

To move past this screen, click the [Continue] button.

Navigate Screen

Other than Pop-Up Screens, each screen has a [Navigate] button at the top. Clicking the [Navigate] button will take you to the Navigate screen that contains a list of all screens completed to this point. This screen will allow you to easily return to any previous screen for this report. Once you return to a screen you may edit any field.



- The screens are listed in the order that they appear in the data entry process.
- Only screens that you have completed appear.

CAUTION: Clicking on the [Navigate] button on any screen will exit the current screen **WITHOUT** saving any changes you may have made. Changes that have previously been saved will remain saved.

HELP! I'm stuck at a screen

You may find yourself at a screen that is not relevant for the encounter you had. It is possible you accidentally clicked on a wrong option and have ended up at a screen that you cannot exit. Perhaps you receive a message telling you “**required data is missing,**” but NONE of the data is relevant for your case.

Solution:

- If you are stuck in a Pop-Up window, simply click [X], located in the upper right corner of the window. If you close a pop-up window with the [X] button, any items selected or data entered will be lost.
- If you are stuck in a screen, simply click the [Navigate] button, select the last screen you completed, and continue from that point.
- If you accidentally close the EMAIS program, simply log-in, select the report you were completing and resume data entry.



The Vehicle Information Screen

The “Vehicle Information Screen” allows the user to enter the mileage for various segments of the EMS call. If your company does not wish to capture this information electronically, simply skip this section and continue to the “Billing Information Screen.” There are no required fields on the Vehicle Information Screen.

Vehicle Information

EMAIS# 00000298 Navigate Help

MILEAGE FOR THIS CALL:

Beginning Odometer Reading:

On-Scene Odometer Reading:

Patient Destination Odometer Reading:

Ending Odometer Reading:

Total:

Quit Continue

The Billing Information Screen

The “Billing Information Screen” is the last screen you will encounter. If your company does not bill, simply skip this section and save the report using one of the options discussed below. There are no required fields on the billing screen.

Billing Information

EMAIS# 00000092 Navigate Help

INSURANCE INFORMATION:

	Primary	Secondary	
Company:	<input type="text"/>	<input type="text"/>	Worker's Comp? <input type="radio"/> Yes <input type="radio"/> No
Policy #:	<input type="text"/>	<input type="text"/>	
Group #:	<input type="text"/>	<input type="text"/>	
Insured's Name:	<input type="text"/>	<input type="text"/>	
Relationship to Patient:	<input type="text"/>	<input type="text"/>	

Medicare # : Reason for Transport:

Medicaid # :

EMPLOYER INFORMATION:

Employer: Telephone: () -

Street # Street Name

Address:

City/Town: State: MD (Maryland)

Zip Code:

Saving, Submitting, Printing

There are three options for saving your EMAIS Data.

[Save Pending Report]

Click this button if you have completed the report, but you are not ready to submit it as final. You will be able to return to this report later and make changes or corrections, as needed.

[Save & Print Pending Report]

Same as the [Save Pending Report] button, plus you will be able to print the report.

[Save & Print Official Report]

Click this button if you have completed the report and you are confident that everything is correct and accurate. Once you click this button, any changes or corrections to the report will be time and date stamped. The original and appended data will always be available. Only the provider who completed the report may make changes. Supervisors and Administrators may be able to review the file, but they cannot make changes to the data.

Multiple Patients

If you entered more than one "patients seen" on the patient contact screen, you will receive the following prompt:



The EMAIS program will automatically create a new report. Data entered on the Dispatch, Response and Narrative Call Times Screens will be copied to the new report to avoid re-entering data.

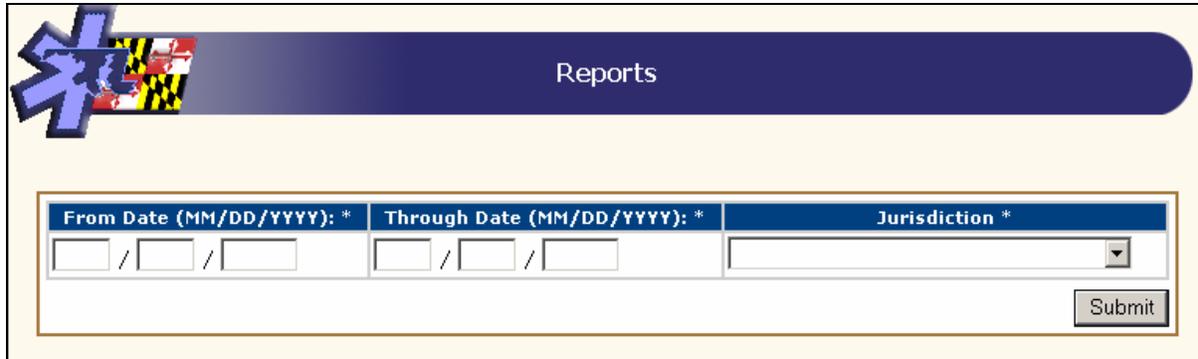
The system will automatically create a new report for you and automatically duplicate all relevant items in the report.



REPORT GENERATION

Individual Provider Reports

The Individual Provider Report allows the EMS provider to generate a statistical summary of his/her activities for a specific time period. If a provider functions in more than one jurisdiction he/she can generate a report of their activities specific to each jurisdiction. To generate an Individual Provider Report, click on the [Access Provider Report] button.



The screenshot shows a web interface for generating reports. At the top, there is a dark blue header with a logo on the left and the word "Reports" in the center. Below the header is a form with three input fields: "From Date (MM/DD/YYYY): *", "Through Date (MM/DD/YYYY): *", and "Jurisdiction *". Each date field contains a placeholder " / " and a small calendar icon. The "Jurisdiction" field is a dropdown menu. A "Submit" button is located at the bottom right of the form.

Enter the date range for the report and select a jurisdiction. Click on the [Submit] button to generate the report. Reports can be printed in the same manner as any Word document.

EMAIS CONTACT

Questions Regarding the EMAIS program should be directed to the MIEMSS, Information Technology Department at (410) 706-7798.