



State of Maryland

**Maryland
Institute for
Emergency Medical
Services Systems**

653 West Pratt Street
Baltimore, Maryland
21201-1536

Lawrence J. Hogan, Jr.
Governor

Donald L. DeVries, Jr., Esq.
Chairman
Emergency Medical
Services Board

Kevin G. Seaman, MD, FACEP
Executive Director

410-706-5074
FAX 410-706-4768

MEMO

TO: eMEDS Services, EMS Medical Directors, Commercial Officials
and Highest EMS Officials

FROM: Richard Alcorta, MD FACEP
State EMS Medical Director

Date: April 7, 2015

RE: Liability and Documentation Exposure

MIEMSS has just completed an audit of the current eMEDS® automatic locking and initiation of the document track changes functions set by each of the eMEDS® services across Maryland. It was alarming to discover that over 130 (45%) services allow eMEDS® reports to stay "In Progress" indefinitely. What this means for the EMS Operational Program is that changes can be made to an eMEDS® "In Progress" report months or years from the actual initiation of the report. By instituting the automatic lock function, an "In Progress" report will at least prevent changes without authorization by a supervisor. Until this file is either marked as completed/ submitted (when the track changes function is implemented) or locked, there will not be any way to demonstrate what or who made those changes. This may bring the reliability and integrity of your eMEDS® documentation into question.

As a reminder, the *Maryland Medical Protocols for EMS Providers* states:

"A Patient Care Report (PCR) will be completed and delivered to the receiving facility as soon as possible, ideally upon transfer of care. If this is not immediately possible, providers must provide documentation of the patient's prehospital care on a template and in a format provided or approved by MIEMSS for inclusion in the patient care record before leaving the receiving facility, then deliver the completed PCR within 24 hours after transfer of care in compliance with COMAR 30.03.04.04"

This means that in order for a report to be "completed", two things need to happen. The file must be marked as "Completed/Submitted" and needs to be locked.

MIEMSS strongly recommends that each eMEDS® service review their current settings and suggest that the "automatic lock" for reports be set to 2 days (48 hours) after the incident date. Two days was selected because the eMEDS® software day starts at 00:00. This allows for EMS providers to have a full 24 hours to complete their report. 48 hours was selected as the recommended lock time. This means, that the system will review all calls in a given service and will lock the report two days later. This allows more than enough time for a report to be completed by a provider. With the initiation of the "completed/ Submitted" selection the track changes function will be instituted thus documenting any modifications to the eMEDS® report.

MIEMSS recommends that you review your current control settings and institute the recommended automatic locking setting. These controls can be found under your service's setup tab, under the Service Settings and Resources section. For further information please contact the eMEDS Support line at (410) 706-3669 or via e-mail at emedss-support@miemss.org.