

## **ImageTrend Overview**

- Replacing Zoll ePCR and FireRMS platforms
- Preset values and visibility rules allow reports to be filled out quicker
- Send reports to NWFD and viceversa
- Elite Field- ePCR
- Elite- QA, Fire, public assist and EMS reports (Similar to FireRMS)

Program Icons are on ePCRS and all station Desktops

## **How to Login**

- Single Sign-On
  - Full email address and password- same as desktop computer/email
- Anyone on the crew can log in and complete report

## **Elite Field (ePCRs)**

### **CAD/Posting/Transfers**

- If download wrong incident- click CAD button and download correct one. Incidents can be pulled numerous times from cloud.
- If CAD down/no populated info
  - Start new ePCR and ensure address is documented
  - Once CAD feed/data comes back online
    - Open your report with data you've collected
    - Transfers- Download correct CAD incident
    - Look for "Posted" on screen, tells its off device and can access from any device
- Transfers
  - Click Download transfer and select correct unit. Click download
  - Uploading transfers
    - Select agency. If sending to GRFD unit-> Yes transfer and delete
    - If Sending to Northwest unit- > No, transfer and keep

### **How to Complete ePCR Reports**

- Get Validation score to 100
  - If on Elite Field- "Post" and mark as Finished
  - If on Elite- Close and Mark as finished

## **Elite (Fire, Public Assist, EMS NFIRS report)**

### **Navigation: Fire Incident List:**

- Utilize filters at the top of the report for quick searches
- Progress of report/supplemental information of report listed as a second line under dispatch information (first line)
- Arrow (->) button to open up full report versus LD button (truck image) to open up specific unit for narrative documentation (utilized for multi-unit/multi agency response)

### Basic Report Documentation:

-Only one person documents in the main body of the report at one time. If multiple documenters (one working on the body, one writing the apparatus narrative) the first "save" will overwrite the other and documentation will be lost. (Green banner will populate when you enter the report advising someone is already working withing the body of the report)

- For multiple users/apparatus: navigate through the (1.) Incident list then (2.) apparatus tab to document individual truck narratives vs navigating through the main body of the report.
- Multiple people can chart at once if utilizing the apparatus tab on the incident list (main body documentation concurrently with multiple apparatus narratives)

-Document top to bottom, do not jump ahead or jump around screen, don't fill out extra data, only document what is in red. If over documentation happens, errors will occur, inaccurate panels will hide/expose, and exportation of data will get messed up if there is extra (incorrect) information.

Should error occur:

- Options: (a) utilize menu button, located in the bottom center of the screen, to delete modules or (b) go through line by line checking for errors. Do not (X) Close report or select "Close Without Finishing." This will not solve the problem, only convolute data including CAD!

-Basic section -> Details

- Change NFIRS coding to reflect accurate data for *Incident Type Found* and *Primary Action Taken*. It does not need to reflect the initial dispatch information from CAD; **needs** to reflect accurate information of what unit responded to and actions taken on scene.

How to Complete Fire/Public Assist/NFIRS EMS reports

- Get validation score to 100.
- Click Close and "finish"

### Proper Auto/Mutual Aid Documentation:

-Crossing district/city lines does not determine if auto/mutual aid was provided/received. An auto/mutual aid resource must be on scene with GRFD unit to qualify for aid provided/received.

- "Fire" and "Structure Fire" panel does *not* populate in red and is **not required** when auto aid is **given**.
- "Fire" and "Structure Fire" panel *does* populate in red and is **required** when auto aid is **received** or aid is **none**.
  - a. "Fire" and "Structure Fire" panels should be filled out by the IC BC on scene.

Auto/Mutual Aid given- Aid Given Department's Incident Number:

-Basic section -> Details

- When auto/mutual aid is provided the chief officer/company officer is required to obtain "Aid Given Department's Incident Number."
- Incident number obtained from: CAD -> Event -> Case Numbers (C number) NOT Event ID (N number)

Documentation NFIRS/EMS calls (including Auto/Mutual Aid Calls):

-Suppression truck does documentation

- PM unit is only responsible for the EPCR report
- Document "See EPCR" for PM units: GRFD/NWFD/TFD

-No DACHARTE in NFIRS

-Suppression truck documents INI

- Person Involved panel -> Add button (utilize for as many INI's needed)

**CQI (Captain/Acting Captain Review)**

Captain Reviews:

For EMS Calls: Elite- Incidents-> CQI-> ePCR QA

- Reviewer status -> *In progress* (answer questions/add comments)
- Reviewer status -> *Completed* -> Save (top left) -> change *unlocked* to *locked* (top middle) -> Incident Status (above reviewer name) -> *Captain Review Complete*
- If report needs crew editing
  - Reviewer status -> *Needs Crew Attention* -> Save (top left); will auto send back to the crews ("send back to CQI review") -> do not lock incident -> Incident Status (above reviewer name) -> *Needs Crew Attention*

\*\*\*Save before switching between incidents\*\*\*

For Fires/Public Assist/others: View existing Fire incident and select call.

- Review report to ensure 100 and change status at bottom to "Captain Review Complete"
- Big fire (Inspector responds): CQI will be completed by BC/FLS

Reach out to [Imagetrend@grfdaz.gov](mailto:Imagetrend@grfdaz.gov), and/or EMS Captains with any issues or questions