

# Emergency Medical Services

## Electronic Patient Care Record (ePCR) Update

- Late Spring 2018: Contract signed
- July 9, 2018: First meeting between EMS and ESO technical staff to create implementation project timeline.
- July 2018: Trittech CAD interface configured
- July – August 2018: Meet with stakeholders for system configuration (Clinical and Billing). Stakeholders include EMS Billing, OMD, EMS CE and CTECC/CTM.
- September-October 2018: Configurations for ESO application completed. Billing interface to ZOLL RescuNet Billing mapped and tested.



November 5, 2018

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- October 23, 2018: Super User Training completed. 35 EMS providers are trained on the use of the ESO application. These providers will use the ESO solution as the primary ePCR solution moving forward. This group will also provide field training support during the system rollout.
- Late October 2018: Continued testing of the ESO application by EMS administrators.
- November 5, 2018: Begin a “soft” go-Live in the field.
  - The purpose is to allow our field providers to use the application and provide feedback on usability and identify any issues.
  - This feedback allows the ESO administrators to make configuration changes and improve usability prior to a system-wide rollout.
  - This also allows our billing staff to understand the changes that they will experience in there domain.



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- November 5, 2018: Deploy new hardware as part of the “Soft” go-live. EMS is testing Dell Rugged Extreme 7214 as a potential replacement for Panasonic CF19 Toughbooks, which are end of life.
- November – December, 2018. Monitor the system for unexpected behavior. Make needed configuration changes based on feedback or issues that occur.
- December 20, 2018. Lock the ESO system and implement strict change control.
- January 24-30, 2019. System-Wide education for EMS staff.
- February 4, 2019. System Go-Live.

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