



April 24, 2018

North Dakota Licensed Ambulance Services,

As many of you know, the North Dakota Department of Health, Division of Emergency Medical Systems (DEMS) is in the process of transitioning to a new electronic Patient Care Report (ePCR) software vendor for ambulance services across the state to utilize.

The DEMS and the North Dakota Office of Management and Budget published a Request for Proposal (RFP), reviewed vendor proposals and selected ESO Solutions. The Division is excited about this new partnership and is actively engaged in implementation efforts.

The new platform with ESO Solutions has a tentative go-live date of July 1, 2018. **On June 30, 2018, the contract with Intermedix will expire, along with the platform and any access to ePCR reports you have on record through WebCur.** In the event of unforeseen circumstances during the implementation process, the go-live date of July 1, 2018, may get pushed back to a later date but discontinuance of the Intermedix platform will not. We have attached instructions explaining how to download your data from Intermedix. **This must be done before June 30, 2018.**

It is **strongly recommended** each ambulance service ensures they have backed up and secured agency ePCRs outside of WebCur or have printed copies for reference after July 1, 2018, should the need arise. If the go-live date of July 1, 2018, does in-fact get pushed back to a later date, each agency will be responsible for producing their own paper PCRs until ESO Solutions is live. **The state will not have any copies of any agency ePCRs, nor will they collect them between June 30, 2018, and the go-live date.** This will be the responsibility of the ambulance service.

The state will be purchasing this new software so each agency will have access to the web version of ESO Solutions. The web version will be at no cost to the agencies. Further customizations and additional optional add-on's such as the mobile application of this software will be available at the expense of the ambulance service through direct purchases from ESO Solutions. If an ambulance service desires further customization, they will need to set this up directly with ESO Solutions. The decision to customize does not have to be made by June 30, 2018, like the web version does.

Coinciding with these changes will be a transition to the NEMSIS 3 reporting standards. Ambulance services should be aware that NEMSIS 3 has a variety of additional required fields and selection options within fields. Additional information to help agencies with the NEMSIS 3 transition will be coming in the near future.

The DEMS will host a live orientation of the ESO Solutions software on **Tuesday, May 8, 2018, from 7:00 p.m. to 9:00 p.m. CDT.** This live overview is not intended as a detailed user training, but simply a brief orientation. A Q&A period will be held for participants to ask any questions that arise. This orientation may be viewed by a number of methods:

Video Conference (preferred): If you are able to reserve the conference room at your nearest hospital to utilize their BTWAN video conferencing equipment, you are encouraged to do so. This provides the best interaction for the question and answer portion of the orientation. Once you have reserved the meeting space, please notify the DEMS with the location from which you plan to participate, and the site will be scheduled for connection to the orientation.

Webstream: The orientation can be viewed online at this link:

<https://www.youtube.com/watch?v=gH28REWLfrc> *This will only allow you to view the webcast, but not to ask questions.* When the Q&A period is reached, a teleconference line will be given for viewers to call in with questions. Callers will be placed into a queue, and questions will be taken in the order in which they were received. The webstream is approximately 30 seconds behind real-time. You will need to mute the webcast audio and listen by phone while you are utilizing the teleconference line.

Please call the North Dakota Department of Health at 701-328-1331 for assistance with any technical issues.

The DEMS highly recommends a representative from your agency attends this live orientation. It will be recorded and available in the archives on our Division website for those who are interested but unable to attend.

As the go-live date draws near, a detailed user training presented by ESO Solutions will take place via web conference for each ambulance agency to attend. More information on this user training is to come later.

Each agency is asked to respond via Survey Monkey on whether or not your ambulance service is planning to switch to or continue to use ESO Solutions. ESO Solutions will be contacting those services that are planning to use their existing software in the implementation process. Please take the time to respond to this survey by **Monday, April 30, 2018**. Our office will be contacting ambulance services that do not respond. The link to the survey is:
<https://www.surveymonkey.com/r/EMSDBSurvey>

The DEMS thanks you in advance for your patience and understanding as this transition is being implemented. Please reach out to our office if questions or concerns arise.

Sincerely,



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How to Back Up Your Data

This info page will help guide you to backup copies of your EMS Run Reports from MedMedia WebCur (EMStat) if you wish. **Please remember**: Our contract with MedMedia ends **June 30, 2018** so you will not be able to log into your WebCur account after that date and all your data (run reports) will be gone and unrecoverable.

When you log into your account, you will see something like this (below), where you can put in your Start and End dates to generate all the run reports in the date range you specified.

Suggestion: If your service does a lot of runs per year, it may be faster to search every 4 to 6 months instead of an entire year.

Icon Key	
<input checked="" type="checkbox"/> Closed for Q.A.	<input checked="" type="checkbox"/> Reviewed by Supervisor/Manager
<input checked="" type="checkbox"/> Requires Provider's Acknowledgement	<input checked="" type="checkbox"/> Manager Review Requested
<input checked="" type="checkbox"/> Reviewed by Medical Director	<input checked="" type="checkbox"/> Medical Director Review Requested

Check all PCRs Uncheck all PCRs - Select Operation -

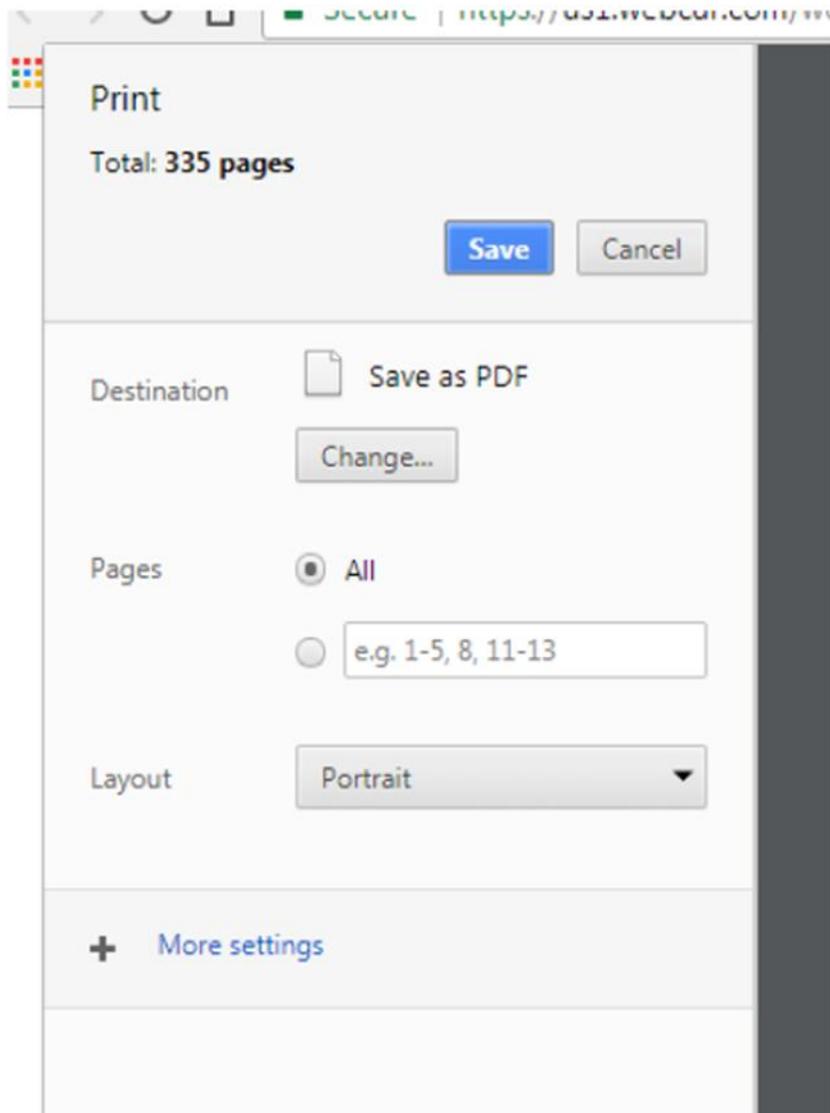
Once you put in your date range and click the “Run Report” button, all the runs will generate below.

Click the button that says, “Check all PCRs” then in the drop-down box to the right, select “Print Selected PCRs w/Billing Info”

Once you do this, you may receive a pop-up box asking if you are sure you want to print all those PCR’s you selected. Click “OK”

The system will then begin populating all the PCRs for that date range. Once they are all done loading (in pdf form), and depending on your viewer, instead of Printing, you can select the Save button. When you do this, you can create a folder on your computer, name the file and then click Save. Your pdf viewer may be different than mine, so you may have to play around with your settings to be able to save the files instead of printing.

You may also try to click “Change” under printer Designation and then choose “Save as PDF”



If you have further questions or concerns with backing up your data please contact Ryan Dreher, IT/HAN Coordinator at 701-328-1103.