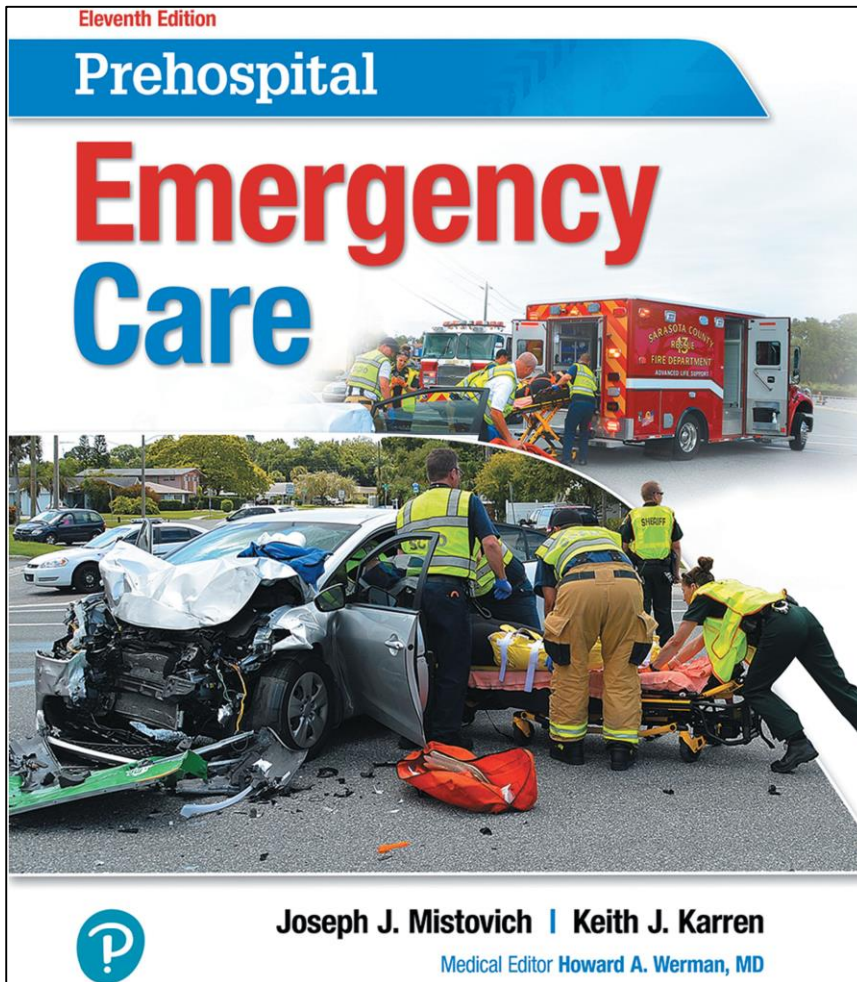


# Prehospital: Emergency Care

Eleventh Edition



## Chapter 4

### Documentation



# Introduction

- Documentation of information about EMS calls serve several purposes.
- The record of care provided is called a patient care report (PCR).
- Thorough, accurate documentation is a critical EMT skill.



# Functions of the PCR (1 of 3)

1. Continuity of medical care
  - Emergency department (ED) personnel will reference the PCR.
2. Administrative uses
  - Billing and insurance reimbursement
  - Statistical information for future planning



# Functions of the PCR (2 of 3)

## 3. Legal document

- The patient may be a crime victim.
- Protection in the event of a civil lawsuit.

**Figure 4-1** Documentation has a variety of important uses.



# Functions of the PCR (3 of 3)

## 4. Education and research

- PCRs can be a rich source of data to allow research on many issues.

## 5. Continuous Quality Improvement

- CQI is an essential process in all EMS systems.



# Collection of Data in PCRs (1 of 13)

- All documentation must be careful and thorough.
- There are paper and electronic PCRs.

**Figure 4-3 (a)** Information can be entered on a computerized form from a laptop computer.



(a)



# Figure 4-2 Beaver Township Fire/EMS, Beaver Township, Ohio: Prehospital Care Report

**BEAVER TOWNSHIP FIRE/EMS - EMS Patient Care Report** NEMISIS • 2013

NAME: \_\_\_\_\_ SEX: M F ? DAY: \_\_\_\_\_ TRIP #: \_\_\_\_\_  
 HOME ADDRESS: \_\_\_\_\_ DATE: \_\_\_\_\_ CAD #: \_\_\_\_\_  
 CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_  
 PHONE: \_\_\_\_\_ SSN: \_\_\_\_\_  
 DR: \_\_\_\_\_  
 AGE: \_\_\_\_\_  
 RACE:  WHITE  WHITEHISP  BLACK  BLACKHISP  NATV. AMRGN  ASIAN  
 CODE STATUS:  DNR-CC  DNR-CCA  LIVING WILL  OTHER  FULL CODE  
 LOCATION OF CALL: \_\_\_\_\_  
 RECEIVING FACILITY: \_\_\_\_\_  
 REASON FOR FACILITY:  PTFAMILY  PT PHYSICIAN  LAW ENF.  MANAGED CARE  
 MOST APPROP./CLOSEST  ON-LINE  SPECIALTY  PROTOCOL

VITAL SIGNS				CREW NAME	LEVEL	STATE #
TIME	ON SCENE	ENROUTE 1	ENROUTE 2	ENROUTE 3	1)	(DRV)
B/P					2)	
PULSE					3)	
RESP					4)	
SpO2					5)	
ECG					6)	
ETCO2						
SKIN COLOR:	TEMP:	CONDITION:		IV THERAPY		
PUPILS				ATTEMPTS: SUCCESS: <input type="checkbox"/> YES <input type="checkbox"/> NO		
LUNGS				LOCATION: SIZE:		
GCS E: Y: M: TOTAL:	E: V: M: TOTAL:			SOLUTION: <input type="checkbox"/> NS <input type="checkbox"/> 1% <input type="checkbox"/> 50% <input type="checkbox"/> 10% <input type="checkbox"/> OTHER:		
<input type="checkbox"/> MONITOR <input type="checkbox"/> 12 LEAD <input type="checkbox"/> TRANSM	BGL 1:	BGL 2:	<input type="checkbox"/> KVO <input type="checkbox"/> BOLUS <input type="checkbox"/> SALINE LOCK			
MED. HX. HEART: <input type="checkbox"/> MI <input type="checkbox"/> ANGINA <input type="checkbox"/> A-FIB <input type="checkbox"/> PACEMAKER <input type="checkbox"/> CHF <input type="checkbox"/> SYNCOPED				CONDITION: <input type="checkbox"/> IMPROVED <input type="checkbox"/> WORSENER <input type="checkbox"/> UNCHANGED		
BREATHING: <input type="checkbox"/> ASTHMA <input type="checkbox"/> COPD <input type="checkbox"/> BRONCHITIS <input type="checkbox"/> EMPHYSEMA				COMPLICATION:		
DIABETES: <input type="checkbox"/> IDDM <input type="checkbox"/> NIDDM CEREbroVASCULAR: <input type="checkbox"/> HTN <input type="checkbox"/> CVA <input type="checkbox"/> TIA				INTUBATION INFORMATION		
<input type="checkbox"/> SEIZURE <input type="checkbox"/> CANCER: _____ <input type="checkbox"/> PSYCH <input type="checkbox"/> GI <input type="checkbox"/> OB/GYN				ATTEMPTS: SUCCESS: <input type="checkbox"/> YES <input type="checkbox"/> NO		
<input type="checkbox"/> RECENT SURGERY: _____ <input type="checkbox"/> OTHER:				SIZE: <input type="checkbox"/> ORAL <input type="checkbox"/> NASAL <input type="checkbox"/> DIGITAL		
MEDICATIONS:				mm @ TEETH: TIME:		
ALLERGIES:				CONFIRM: <input type="checkbox"/> AUSCULT <input type="checkbox"/> ETCO2 <input type="checkbox"/> COLORMET <input type="checkbox"/> ETT DETEC		
PRIMARY EMT IMPRESSION:				CONDITION: <input type="checkbox"/> IMPROVED <input type="checkbox"/> WORSENER <input type="checkbox"/> UNCHANGED		
SECONDARY EMT IMPRESSION:				COMPLICATION:		
CHIEF COMPLAINT:				CARDIAC ARREST INFORMATION		
HX OF CC:				CPR BEGUN: <input type="checkbox"/> BYSTANDER <input type="checkbox"/> 1st RESPONDER <input type="checkbox"/> EMS		
				TIME: AED: Y N		
				TIME TERMINATION: RDSG:		
				ON LINE PHYSICIAN:		
				CONDITION: <input type="checkbox"/> IMPROVED <input type="checkbox"/> WORSENER <input type="checkbox"/> UNCHANGED		
				COMPLICATION:		



# Figure 4-3 (c) A Toughpad with Human Figure and EMS Information on Screen



(c)





# Collection of Data in PCRs (2 of 13)

- Two basic rules of PCRs
  1. If it wasn't written down, it wasn't done.
  2. If it wasn't done, don't write it down.

**Figure 4-4** A smart phone may have an app for direct data entry that is then transferred to a central database.



# Collection of Data in PCRs (3 of 13)

- US DOT Minimum data set
  - Established by the U.S. Department of Transportation (DOT)
  - Collection of standardized information allows meaningful comparison and analysis for the improvement of EMS care, nationally



# Collection of Data in PCRs (4 of 13)

1. Patient Information of Minimum Data Set
  - Chief complaint
  - Level of responsiveness
  - Blood pressure
  - Skin perfusion
  - Skin color, temperature, condition
  - Pulse rate
  - Respiratory rate and effort
  - Patient demographics



# Collection of Data in PCRs (5 of 13)

## 2. Administrative Information of Minimum Data Set

- Time incident was reported
- Time EMS unit was notified
- Time of arrival at patient
- Time unit left the scene
- Time unit arrived at destination
- Time care was transferred



# Collection of Data in PCRs (6 of 13)

- PCRs usually have these sections:
  - Administrative information
  - Patient demographic and other data
  - Vital signs
  - Patient narrative
  - Treatment



# Collection of Data in PCRs (7 of 13)

- Other Sections of PCR
  1. Administrative information (or run data)
    - EMS unit number and run or call number
    - Names certification levels of crew
    - Address of call location



# Collection of Data in PCRs (8 of 13)

- Other Sections of PCR
  2. Patient demographic and other data
    - Patient's name, age, sex, race, birth date
    - Patient's home address
    - Insurance and billing information
    - Location patient was found
    - Care given before EMTs' arrival



# Collection of Data in PCRs (9 of 13)

- Other Sections of PCR

- 3. Vital signs

- At least two sets of vital signs are needed.
    - Record the patient's position when vitals were obtained.
    - Document the time vitals were obtained.





# Collection of Data in PCRs (10 of 13)

- Other Sections of PCR

4. Patient narrative

- Information from the physical exam and pertinent scene information
- Includes the chief complaint, patient's history, and physical exam findings.
- Select proper medical terms and spell them correctly.



# Collection of Data in PCRs (11 of 13)

- Other Sections of PCR

- 4. Patient narrative

- Objective information is verifiable or measurable.
    - Subjective information is based on perceptions or opinions.
    - Pertinent negatives are signs and symptoms that might be expected, but which are not found.



# Collection of Data in PCRs (12 of 13)

- Other Sections of PCR

- 5. Treatment

- Detail treatment in chronological order.
    - Document the time of each treatment.
    - Document the patient's response to each treatment.



# Collection of Data in PCR's (13 of 13)

- Use of accurate and synchronized clocks
  - Dispatch, vehicle, and EMT timekeeping devices must all agree with one another.
  - Needed for accurate documentation of medical care.
  - Needed for administrative and legal purposes.



# Medical Abbreviations (1 of 2)

- Use only universally accepted abbreviations, or those approved by your EMS system.
- You will be mastering medical terminology and abbreviations your entire career.
- Refer to Table 4-1 & 4-2.



# Medical Abbreviations (2 of 2)

- A 48-year-old man is alert and oriented with a chief complaint of severe chest pain and trouble breathing. He took two nitro without relief today, he is prescribed Lasix twice daily. He has no known allergies.
- A48 y/o MPt A & Ox3, c/o CP and SOB. Took 2 NTG s<sup>-</sup> relief and Rx Lasix BID. NKA.



# Legal Concerns (1 of 5)

- Legal Concerns Include

1. Confidentiality

- The PCR contains information that is confidential and which cannot be shared with unauthorized individuals.
- Release of information is governed by HIPAA.



# Legal Concerns (2 of 5)

- Legal Concerns Include

- 2. Distribution

- Specific instances in which PCR information can be distributed include:
      - To relevant health care providers (ED)
      - CQI, medical oversight, billing
      - Police, when needed for a investigation
      - Upon subpoena





# Legal Concerns (3 of 5)

- Legal Concerns Include

- 3. Refusal of Treatment

- Legal issues arise when a patient refuses care.
    - Establish patient mental capacity and contact medical direction.
    - Persuade the patient to accept care.
    - Inform patient of consequences of refusing care.



# Legal Concerns (4 of 5)

- Legal Concerns Include

- 3. Refusal of Treatment

- Document the following information:

- If the patient refused any or all assessment and the treatment offered
      - The patient's mental status in making the decision
      - Have patient and witness sign form



# Figure 4-5 Beaver Township Fire/EMS, Beaver Township, Ohio: Patient Refusal Section on Prehospital Report

## Acknowledgement of Refusal of Treatment and/or Transport

I, THE UNDERSIGNED, HAVE BEEN ADVISED THAT MEDICAL ASSISTANCE ON MY BEHALF IS NECESSARY AND THAT REFUSAL OF SAID ASSISTANCE AND TRANSPORT TO AN EMERGENCY DEPARTMENT MAY RESULT IN DEATH OR MAY IMPAIR MY HEALTH; NEVERTHELESS, I REFUSE TO ACCEPT TRANSPORT AND/OR TREATMENT AND ASSUME ALL RISKS AND CONSEQUENCES OF MY DECISION AND RELEASE BEAVER TOWNSHIP FIRE/EMS, AND BEAVER TOWNSHIP ITSELF AND ALL IT'S EMPLOYEES AND VOLUNTEERS FROM ANY LIABILITY FROM MY DECISION.

I ALSO ACKNOWLEDGE THAT I HAVE RECEIED A COPY OF THE BEAVER TOWNSHIP EMS "NOTICE OF PRIVACY PRATICES". A COPY OF THIS FORM IS AS VALID AS THE ORIGINAL.

Pt Refuses Treatment:     ALL             PARTIAL (list tx. that was refused) \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

PRINT NAME: \_\_\_\_\_ NPP GIVEN  YES     NO

RELATIONSHIP: \_\_\_\_\_ IF NO NPP, WHY? \_\_\_\_\_



# Legal Concerns (5 of 5)

- Legal Concerns Include

4. Falsification of PCR information

- Falsification compromises patient care.
- Can lead to loss of licensure and, possibly, criminal charges.
- Mistakes or omissions must be correctly fixed as soon as possible.

The ~~left~~<sup>Jim</sup> right pupil was fixed and dilated



# Special Situations (1 of 3)

- Legal Concerns Include

- 5. Transfer of care

- Used when it is not possible to complete the full PCR and obtain signatures before leaving the facility.
    - A type a special transfer-of-care form may be used.
    - A full PCR must still be submitted as soon as possible.



# Special Situations (2 of 3)

- Legal Concerns Include
  6. Multiple-casualty incidents
    - Triage tags can be used to communicate basic patient information.



# Special Situations (3 of 3)

- Legal Concerns Include

- 7. Special Reports

- Suspected child or elder abuse
    - Possible infectious disease exposure
    - Injury to the EMS provider
    - Situations requiring additional documentation or notification of other agencies



# Alternative Documentation Methods (1 of 5)

- Several formats for narrative documentation are represented by mnemonics.
  - SOAP
  - CHART
  - CHEATED





# Alternative Documentation Methods (2 of 5)

- SOAP
  - **S**ubjective
  - **O**bjective
  - **A**ssessment
  - **P**lan



# Alternative Documentation Methods (3 of 5)

- SOAPIE is a variation of SOAP
  - **S**ubjective
  - **O**bjective
  - **A**ssessment
  - **P**lan
  - **I**ntervention
  - **E**valuation



# Alternative Documentation Methods (4 of 5)

- CHART
  - **C**hief complaint
  - **H**istory (includes **SAMPLE**)
  - **A**ssessment
  - **R**x (treatment)
  - **T**ransport



# Alternative Documentation Methods (5 of 5)

- **CHEATED**
  - **C**hief complaint
  - **H**istory
  - **E**xam
  - **A**ssessment
  - **T**reatment
  - **E**valuation
  - **D**isposition



# Lesson Summary

- PCR's serve several purposes for the EMS system and Emergency Department.
- Good documentation should be accurate, concise, complete, and clear.
- Exercise cautiously in special reporting situations.
- Never falsify a report, and correct mistakes promptly.

