ImageTrend Elite User Training

GMR Clinical Informatics Team

ImageTrend Usage Overview

- 1- Login
- 2- Set your crew and call sign
- 3- Start new CAD incident with correct data
- 4- Complete the chart, validation of 100
- 5- Post and mark as finished
- 6- Repeat steps 3-5 as needed

Choosing a System

- ♦ OEM iPads are equipped with two versions of ImageTrend
- ♦ Ground Field is used to start a chart and chart offline
- ♦ Ground Web is used to review posted charts, requires internet
- ♦ For initial login, select Ground Field

Ground Field

Ground Web

Air Elite Field

Air Elite Web

Username

♦ Are you a GMR employee?
  - ♦ **Use your employee ID number**
  - ♦ Example- 260XXXXX or 116XXX

♦ Are you a non-GMR employee (network provider)?
  - ♦ **Use your first initial (capitalized), full last name and 8 digit date of birth**
  - ♦ Example- Jsmith01251990

♦ Username will not change throughout deployment

♦ Even if you see the red "x", continue to attempt to login- the system will not recognize you until you have logged in

Username

Initial Password- GMR Employees

♦ Are you a GMR employee with access to ImageTrend at your home operation?

  ♦ Utilize your existing ImageTrend password

  ♦ Don't know your password? Use the "Forgot your password" link- check spam or mimecast!

Initial Password- non-GMR Employees

♦ For your first login, the password will be the same as your username with a ! after it
  - ♦ Example- Jsmith01251990!

♦ If you are successful in accessing the system, ImageTrend will force a password reset

♦ "Existing Password" will still be username with ! after it

♦ Ensure new password follows ImageTrend password rules

Reset Password

Your account requires a password reset, please enter a new password

Minimum password length of 8 characters.
Must have a numeric character.
Must have a an uppercase character.
Must have a special character.
Cannot match any of the last 12 password(s) you have used.
Password cannot be the same as the username.

Existing Password: Jsmith01251990!

New Password:

Confirm Password:

Save

Login Troubleshooting

- The majority of the time, incorrect passwords are user error
- Double check you have a stable internet connection!
- Double check which letters are capitalized or not
- Double check if Caps-lock is on
- After 5 incorrect attempts, ImageTrend will lock you out
  - Must be unlocked by Supervisor level or higher
- Non-GMR employee? Ensure you are using an e-mail that will receive ImageTrend password reset links
  - Some corporate systems block ImageTrend e-mails or similar
- Still can't get in? Contact GMR ImageTrend Support

Elite Field- Operation Select

An Agency Selector box will appear once you have successfully logged in if you have access to more than one agency.

Unsure of what system to select- ASK! Deployments are labeled by State and Type (ex. HCA)

If you are not in the correct agency, you will not be able to find your FEMA placard # (call sign)

Agency Selector

You are signed in. Please select an agency below to continue.

24G-H-Milton-FL

Continue ➡

Agency Selector

You are signed in. Please select an agency below to continue.

24G-HCA-Milton-FL

Continue ➡

Elite Field- Home Screen

Elite Field- Crew Menu

♦ Selections in this menu will auto-fill in charts you create and help filter data for you to select

♦ Click "+Add" to add crew members from your agency to your crew

♦ Previous crew members may be present when you first login, simply click "x Remove" and select the crew members to remove

Elite Field- Crew Menu

- ♦ Select the personnel on your crew, ensure their level is correct

- ♦ Role assignments are dynamic based on the chart and is best completed within each individual chart, not in this menu

  - ♦ Every chart requires minimum a "Driver/Pilot-Response" and Primary Patient Caregiver-At Scene

  - ♦ Transport charts will also need the transport versions of these roles

Crew

Crew Member

Level

Role(s)

Driver/Pilot-Response
Driver/Pilot-Transport
Primary Patient Caregiver-At Scene
Primary Patient Caregiver-Transport
Other Patient Caregiver-At Scene
Other Patient Caregiver-Transport

Elite Field- Crew Menu

Crew ✕

Crew Member

Other EMS or Public Safety, Agency
at Scene (999999other_ems)

Other Healthcare, Professional
(999999other_healthcare)

Role(s)

☰

OK

♦ "Other EMS or Public Safety, Agency at Scene" and "Other Healthcare, Professional" are used to indicate providers not in our system

Level

Find value...

Physician

Respiratory Therapist

Other Healthcare Professional

EMT-IV

Student

Certified Ambulance Attendant

♦ The "Level" list is comprehensive but limited by state validation criteria

♦ "Student" level is available to capture students, interns or observers

Elite Field- Unit and Medical Device Menu

Unit & Shift

Medical Device

♦ You can also select your vehicle and call sign by clicking on the ambulance icon

♦ For ease of data flow, you can select the cardiac monitor you will be working with by clicking on the monitor icon
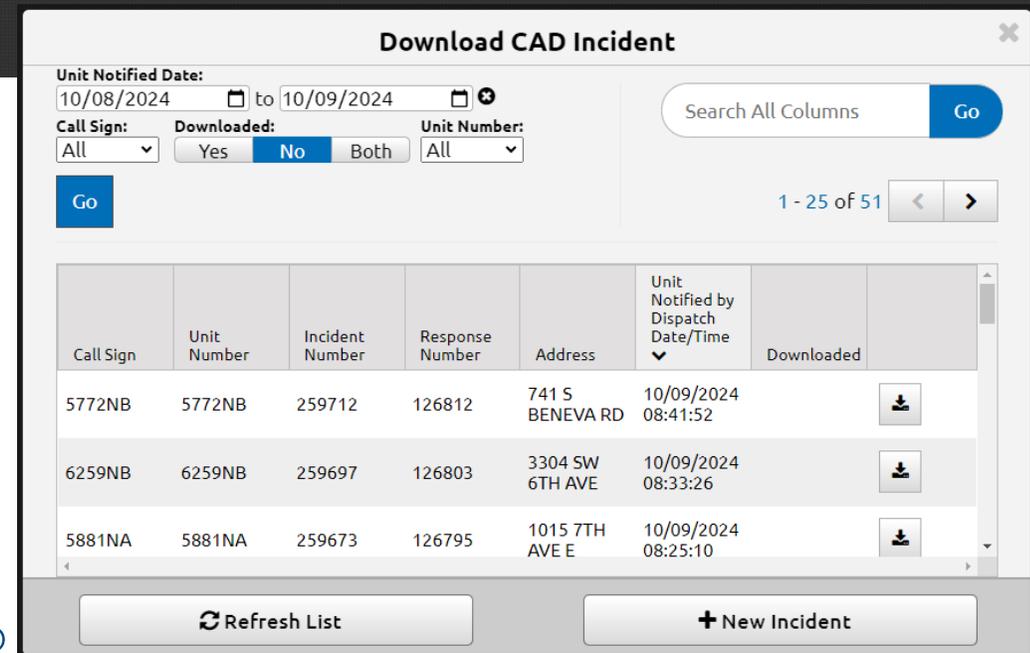
Elite Field- Adding a New Incident
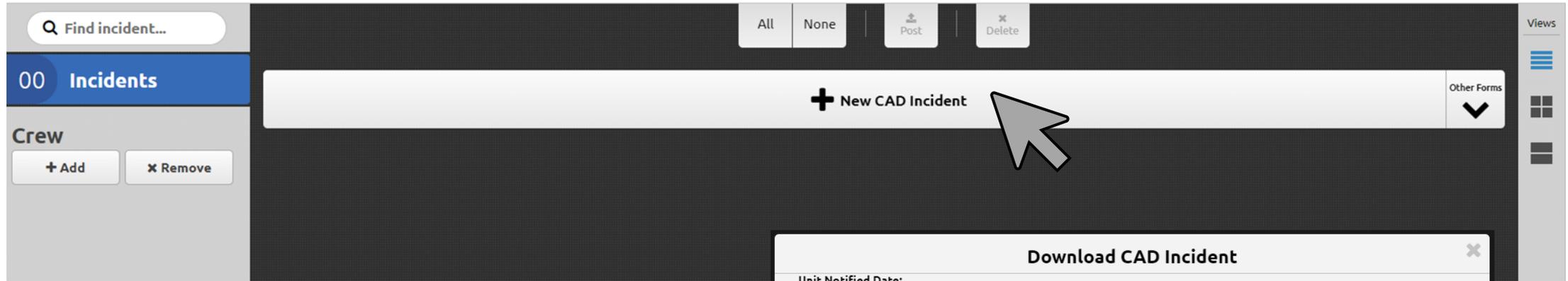
Select "+ New CAD Incident" to start a chart. The "Download CAD Incident" window will appear and data will populate if you have a stable internet connection

You can sort incidents by date, call sign/unit number (FEMA placard). If you cannot find your data, change "Downloaded:" to "Both". Click the download button on the right side to add CAD data to your chart.

Elite Field- Adding a New Incident without Internet

- ♦ If you do not have a stable internet connection, you will not be able to add CAD data immediately

- ♦ Click the "+ New Incident" button on the bottom right to start a blank chart without CAD

- ♦ CAD data can be added in later when a stable internet connection is available

Elite Field- Action Bar

- If you began a chart without CAD data, click the CAD icon while inside the chart once connected to stable internet

- Ensure your data is correct based on Call Sign, Unit Number and Date

- Once the correct data is selected, click the download button on the right side of the screen to add to chart

- This will also work to refresh CAD data

Elite Field- Menu Panel

◆ The Menu Panel is where you will find Attachments, Addendums, Delete and Lock (in Web) functions.

◆ Crews can DELETE a chart at any time prior to it being "Posted".

◆ Deleted charts are gone forever- please be sure you are deleting the right chart for the right reason

◆ Attachments and addendums may be added in Web after a chart is "Posted"
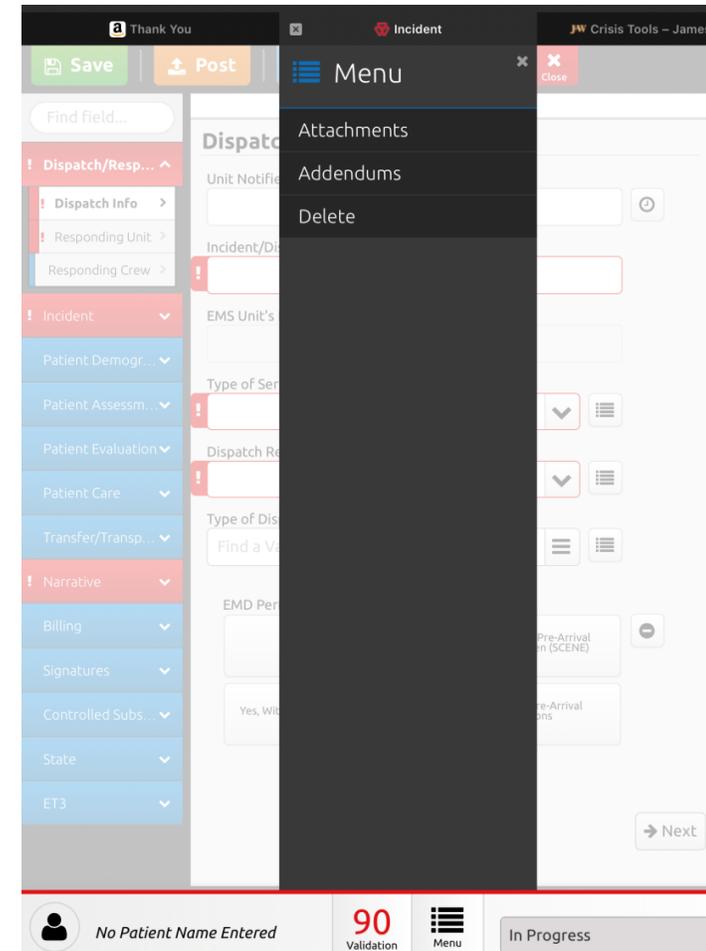
Elite Field- Adding Attachments
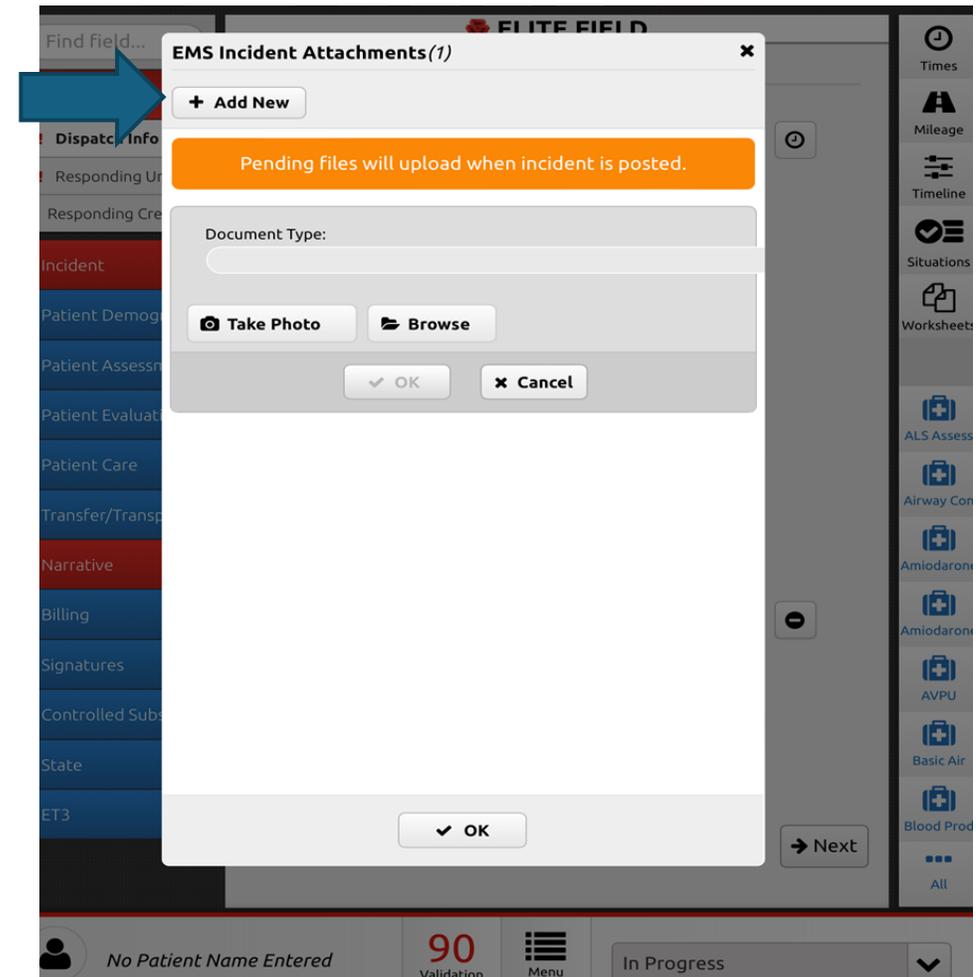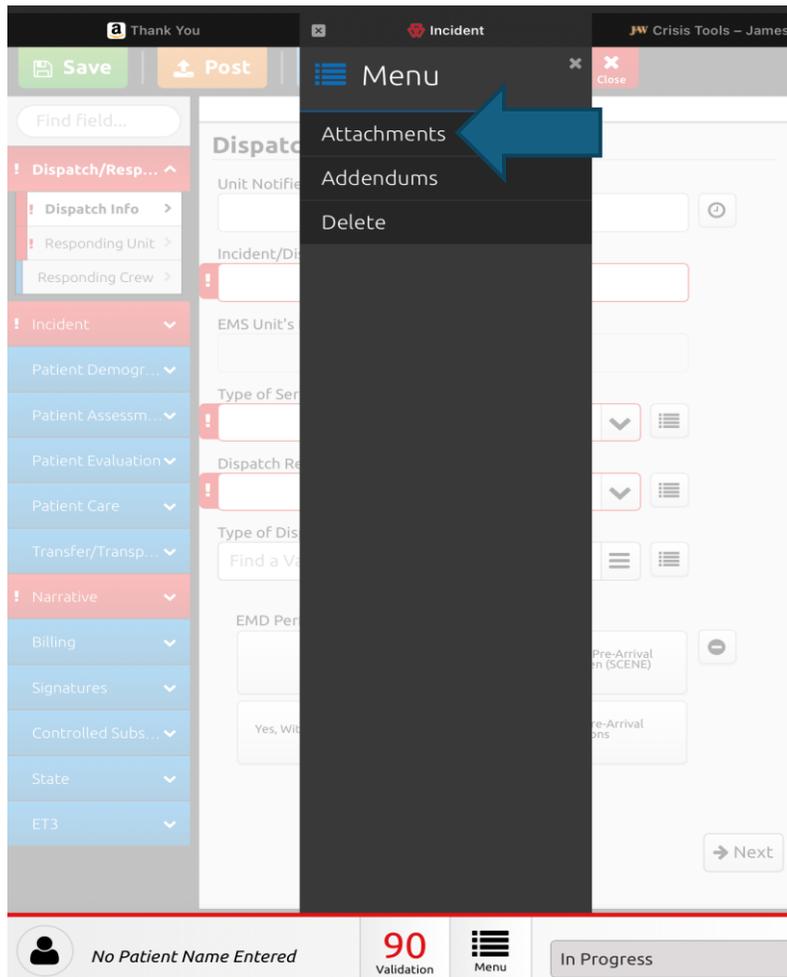
Elite Field- Validation

- ◆ Validation score is located next to the menu button at the bottom of the screen
- ◆ Score comes from points assigned to specific elements of a chart
- ◆ Incidents should be at a score of 100 upon completion
- ◆ Click on the score itself to see which errors are yet to be completed in the chart

Clicking on the arrow button to the right of the rule will take you directly to the field in question

Red issues are "errors" and generally must be completed before the chart can be marked as finished

Gold issues are "warnings" and should be considered before marking the chart as finished

If you are having issues with one validation rule, put this error code in your Kayako ticket

! Valid...

25 — **Additional Response Mode Descriptors should be recorded.** Additional Response Mode Descriptors should be re...

20 — C... c...

50 — Crew Member completing this report Crew Member completing this report is required (Error: 1068)

30 — **Dispatch Reason is mandatory.** Dispatch Reason is mandatory. (Error: 984)

20 — **EMS Unit Call Sign is mandatory.** EMS Unit Call Sign is mandatory. (Error: 590)

0 — **Receiving Facility Signature (Copy)** Receiving Facility Signature missing on a transported patient (Warning: 1278)
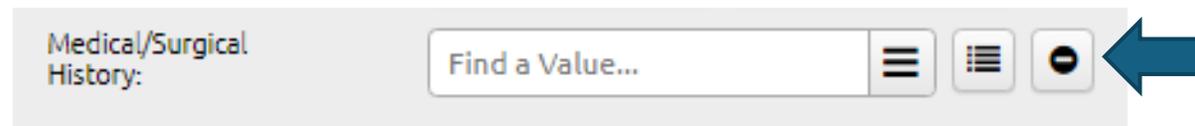
-454
Validation

Elite Field- Pertinent Negatives

♦ Pertinent Negatives (PN) allow you to complete your documentation without providing FALSE or INCORRECT information. PN will allow you to address and resolve validation rule items.

Elite Field- Pertinent Negatives

♦ To access the PN options, look for the PN icon next to the field in question

♦ Click the icon and the options for that field will display
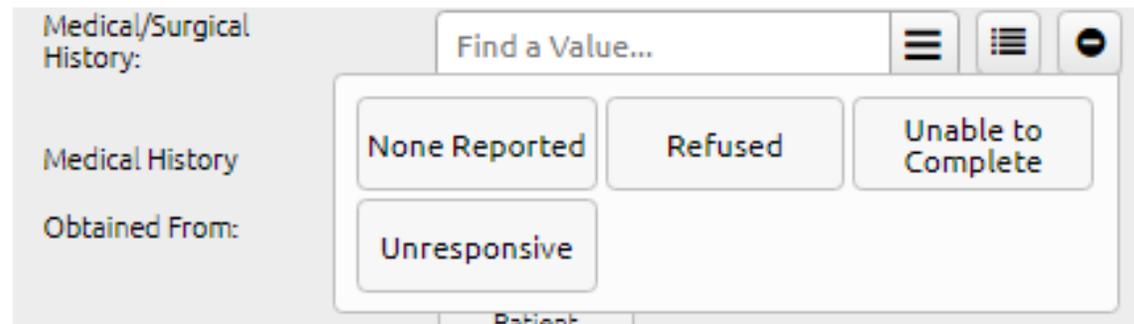
♦ Note: not every field has a PN option

Elite Field- Patient Demographics

♦ If you do not know the patient's name or if the patient refuses to provide it, use the PN fields. If you are provided a trauma alias, use that for the name of the patient and put the patient's suspected name in the narrative.

♦ *PN use for first and last name is dependent on state validation criteria- some states may have to use John/Jane Doe

Pertinent Negative Example

| First Name: | ! | Unknown | ⊖ |
| Last Name: | ! | Unknown | ⊖ |

Trauma Alias Example

| First Name: | Trauma | ⊖ |
| Last Name: | Susan | ⊖ |

Elite Field- Patient Demographics

♦ Field delivery of a newborn or immediate transport of one should be documented as such if no name is available

Elite Field- Patient Demographics

- Numerous state NEMSIS 3.5 rules do not allow for PN use with patient age
- If you are unable to obtain definitive age or DOB, the patient's age should be estimated
- Certain NEMSIS 3.5 rules also prevent ages over 110

Elite Field- Times

♦ Most times will come from the CAD

♦ Patient times (time of contact and movement) will need to be entered manually

Response Times

PSAP Call Date/Time:
08/05/2018   17:09:50

Dispatch Notified Date/Time:
08/05/2018   17:10:59

Unit Dispatch Date/Time:
08/05/2018   17:11:20

Enroute Date/Time:
08/05/2018   17:20:00

Arrived on Scene Date/Time:
08/05/2018   17:30:00

Arrival At Overhead Landing Zone:
08/05/2018   17:55:00

Arrived at Patient Date/Time:
08/05/2018   17:57:00

Prep Complete Date/Time:
08/05/2018   18:15:00

Elite Field- Disposition

♦ NEMSIS 3.5 requires completion of four disposition fields

- ♦ Unit Disposition
- ♦ Patient Evaluation/Care
- ♦ Crew Disposition
- ♦ Transport Disposition

♦ The selections you make in these fields will determine the rest of the required elements in the chart

Elite Field- Unit Disposition

♦ Options here are straightforward and will dictate selections throughout the rest of this page

Elite Field- Patient Evaluation/Care

♦ Options here also straightforward

♦ Two different refusal type selections

♦ "Patient Support Services Provided"- for standby use

Elite Field- Crew Disposition

♦ Definition of each choice are below

♦ Depending on prior selections, some options may not be available

Crew Disposition:

Initiated and Continued Primary Care

Initiated Primary Care and Transferred to Another EMS Crew

Provided Care Supporting Primary EMS Crew

Assumed Primary Care from Another EMS Crew

Incident Support Services Provided (Including Standby)

Back in Service, No Care/Support Services Required

INITIATED AND CONTINUED PRIMARY CARE:
This crew began primary care for this patient with no previous care provided on-scene and did not transfer the care to another unit. Generally, this will be a one-unit response where there is only one crew on the responding unit and no other crew or unit was present. If multiple units from the same agency respond to an incident as an organized response and local rules do not require each unit to do a separate report, then this value would apply to the "agency" response of multiple units under one report. For transfers, "Primary Care" is considered to begin once crew receives responsibility for the patient and any care provided by the sending facility does not qualify as previous care for this value.

INITIATED PRIMARY CARE AND TRANSFERRED TO ANOTHER EMS CREW:
This crew began primary care for this patient with no previous care provided on scene and then transferred the care to another unit.

PROVIDED CARE SUPPORTING PRIMARY EMS CREW:
Another crew started and continued primary care and this unit provided patient care supporting the primary crew's care. For example, first responders arrived at the same time or later than the transport crew and helped provide care, but were not the primary crew in charge of patient care.

ASSUMED PRIMARY CARE FROM ANOTHER EMS CREW:
This crew assumed primary care of a patient that was initiated by another EMS Crew. This would commonly be used by an ALS intercept unit arriving and taking over primary care from a BLS unit.

INCIDENT SUPPORT SERVICES PROVIDED (INCLUDING STANDBY):
This crew/unit provided non-patient care support services to an incident in general or to another unit/crew that is providing patient care. Support services could include extrication, carrying bags or equipment, helping move a patient, standby for police or a fire or fire rehab services where no one rose to the level of a patient.

BACK IN SERVICE, NO CARE OR SUPPORT SERVICES REQUIRED:
This crew/unit is immediately back in service as there was no patient care or support services required of the crew/unit at the incident. This would primarily apply if no patient was found or if unit was cancelled on scene.

BACK IN SERVICE, CARE OR SUPPORT SERVICES REFUSED:
This crew/unit is back in service after patient care or support services were refused despite being offered. No care or support services should be provided; however, an evaluation may have occurred prior to refusal of any care.

NOT VALUE
NOT APPLICABLE: The unit was cancelled prior to arrival on scene per the Unit Disposition, therefore this Crew Incident Disposition is Not Applicable.

Elite Field- Unit Disposition

Transport Disposition:

- ♦ Options here are typical values
- ♦ Only one option for patient refusals
- ♦ Depending on prior selections, some options may not be available

Transport by This EMS Unit (This Crew Only)

Transport by This EMS Unit, with a Member of Another Crew

Transport by Another EMS Unit

Transport by Another EMS Unit, with a Member of This Crew

Patient Refused Transport

Non-Patient Transport (Not Otherwise Listed)

No Transport

Dispositions- Cancellation No Patient Found

Dispositions- Cancelled Prior to Arrival/Enroute

Dispositions- Cancelled on Scene

Dispositions- Patient Refused Medical Aid

With patient assessment/vitals, etc.

Without patient assessment/vitals, etc.

Dispositions- No Transport/Other Ambulance

Dispositions- Standby

Unit Disposition:

Patient Contact Made	Cancelled on Scene	Cancelled Prior to Arrival at Scene
No Patient Contact	No Patient Found	**Non-Patient Incident (Not Otherwise Listed)**

Patient Evaluation/Care:

Patient Support Services Provided

Crew Disposition:

Incident Support Services Provided (Including Standby)	Back in Service, No Care/Support Services Required
Back in Service, Care/ Support Services Refused	

Transport Disposition:

Not Applicable ✕

Elite Field- Preset Values

♦ Two preset selections are available to speed the documentation of cancelled enroute and cancelled on scene calls

♦ They are located on the Dispatch Info page in the Dispatch/Response Menu

♦ Additonal presets may be added depending on deployment needs
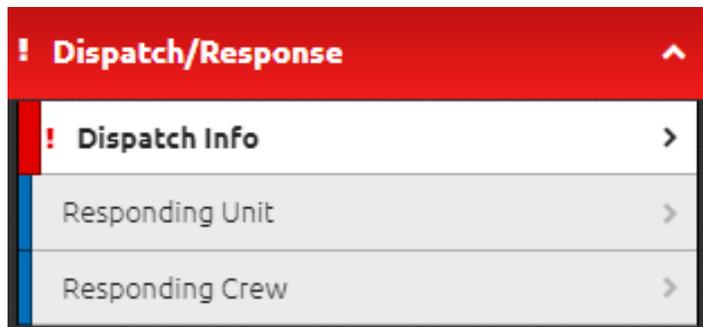
Preset Value - Cancelled Enroute

Preset Value - Cancelled on Scene

Preset Value - OEM DMORT

Elite Field- Timeline

♦ The Timeline is a chronological view of everything that has occurred on the call, including times, Power Tools, signatures and Worksheets

♦ <u>Any edits to a Power Tool or Situation Tool must be done in the Timeline. This is where you will chart your interventions, assessment and vital signs</u>

♦ Each time you select a Power Tool or complete a Worksheet a new entry is created

♦ The Timeline should be reviewed before posting to make sure all times are correct

Elite Field- Timeline

♦ Click on the right arrow to edit the entry

♦ Entries with validation errors will be in RED

♦ Entries with validation warnings will be GOLD

Elite Field- Power Tools

- ◆ Power Tools are a focused entry point for clinical documentation.

- ◆ Data collection and reporting comes from within the Power Tools
  - ◆ NEMSIS, State Requirements, Clinical QA

- ◆ Only 1 (ONE) attempt per Power Tool
  - ◆ 2 IV attempts should be documented with two different IV-Access Power Tools
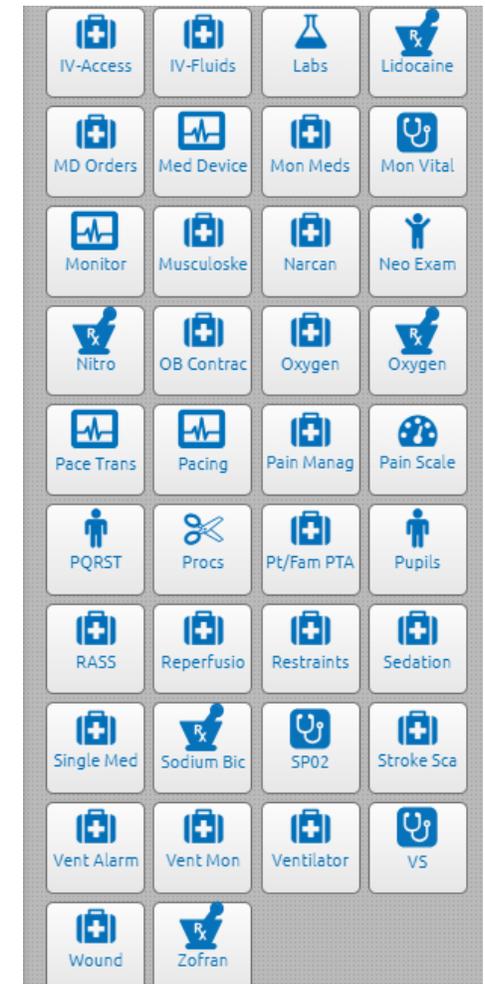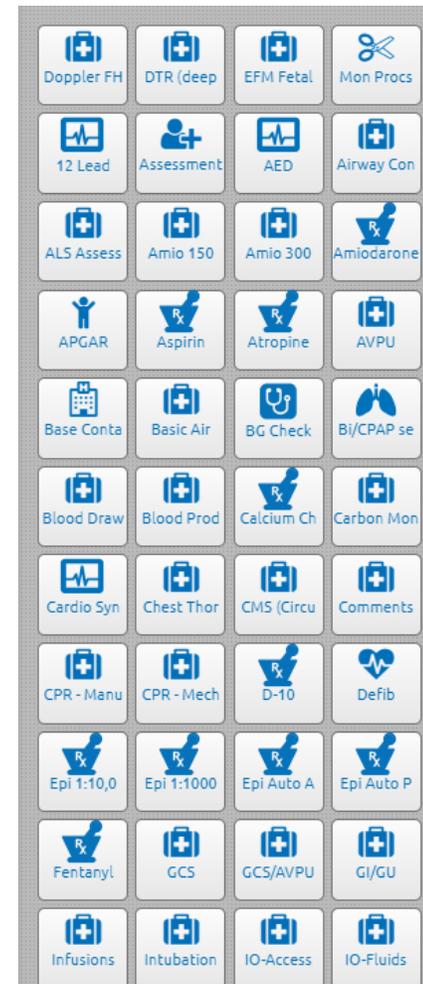
Elite Field- Assessments

♦ ALS Assessments are a non-clinical Power Tool used whenever an ALS provider is present on a call.

   ♦ Must document which ALS provider completed the procedure and what their role is

ALS Assess

♦ Assessment Power Tool is used for clinical findings during a physical exam and subsequent re-assessments

   ♦ Every time you re-assess due to a change in condition, an Assessment Power Tool should be completed

Assessment

Elite Field- Assessments

♦ You can use "Tag Normals" or "Tag Not Done" to select multiple anatomic sites or systems at once

Elite Field- Assessments

Free text box for extra details

♦ NP Tag mode is used to document things you looked for but didn't find during your assessment
  ♦ Digits, Extremities, Heart Sounds

Elite Field- Read Only Tabs

- ◆ Neither Medications nor Procedures can be edited in Read Only

- ◆ Validation Errors may redirect here, but you must edit the specified field in the Timeline

Elite Field- Refusal Worksheet

- When a refusal disposition is selected, the refusal worksheet will populate
- Complete all fields on the refusal form
- Capture the patient/proxy/guardian's signature
- Both crew members sign as witnesses

Times

Mileage

Timeline

Situations

JotPad

Power Tools

Medical

Refusal

All

Elite Field- Refusal Worksheet

♦ Once you've selected the proper patient evaluation/care box, ensure the proper crew and transport dispositions are selected

Elite Field- Refusal Worksheet

Elite Field- Refusal Worksheet

Elite Field- Refusal Worksheet

Elite Field- Posting an Incident

- Charts "live" on the device they are written on until they are "Posted" to the ImageTrend cloud
  - You can post as many times as you want and will be prompted to override existing data, replacing it with the new data you've completed

- When an incident is posted, it will appear on Elite Web
  - Charts can be edited and finished in Elite Web, but not generated

- You will need an internet connection to post

- When you finish the chart, mark the incident as finished when posting!

- POST EARLY, POST OFTEN!
  - Charts can be posted without being finished

This incident has already been posted.

Posting this incident again may overwrite changes made. Are you sure you want to post?

Cancel   Post

Post this Incident

You are about to post this incident. Check "Mark as Finished on Post" if you would like to mark this incident as Finished. Marking the incident as Finished means you are done entering all of the incident data.

☐ Mark EMS Incident as Finished on Post

Post   Cancel

✖ Transfer of Care - No Beds

Elite Field- Posting an Incident

- ♦ To verify all charts are posted and finished, look for the Cloud icon and the green circle with checkmark on your tablet home page

- ♦ Not sure if your chart is posted or marked as finished?

- ♦ Log in to Elite Web and search for it!
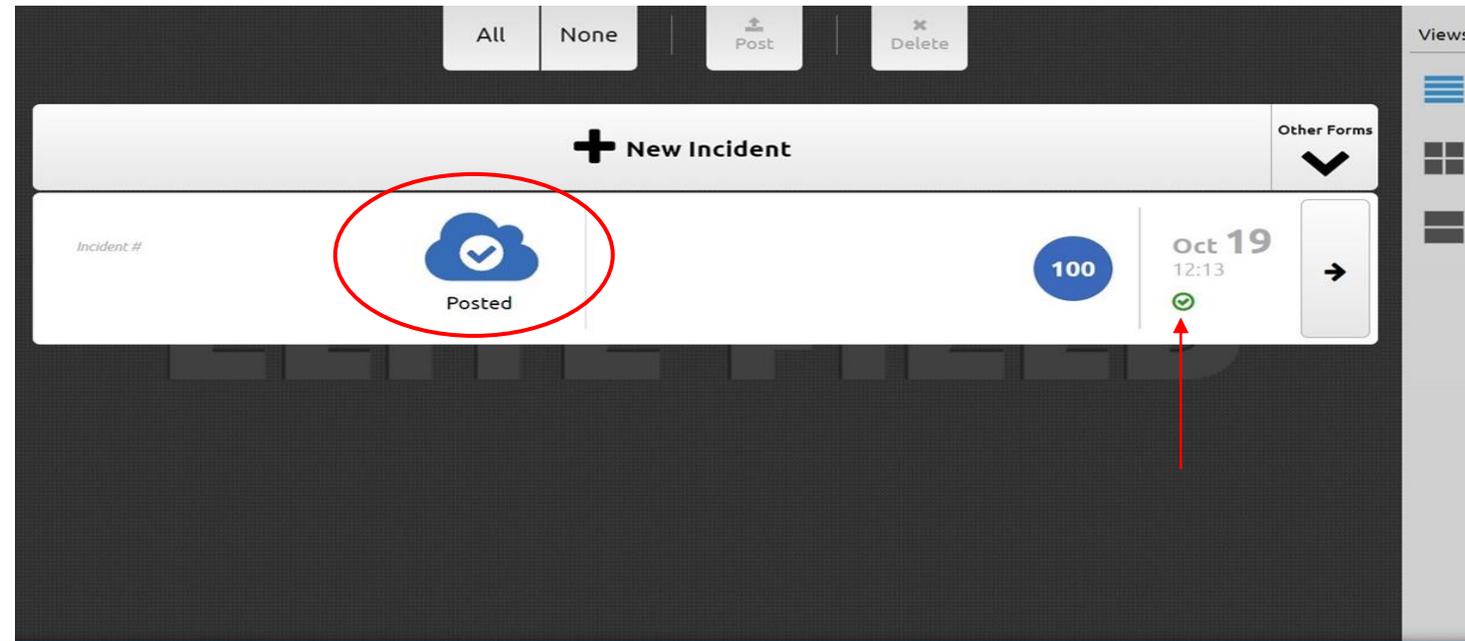
Elite Field- Posting Reminder

♦ A reminder will pop up when users enter the home screen with unposted charts on it
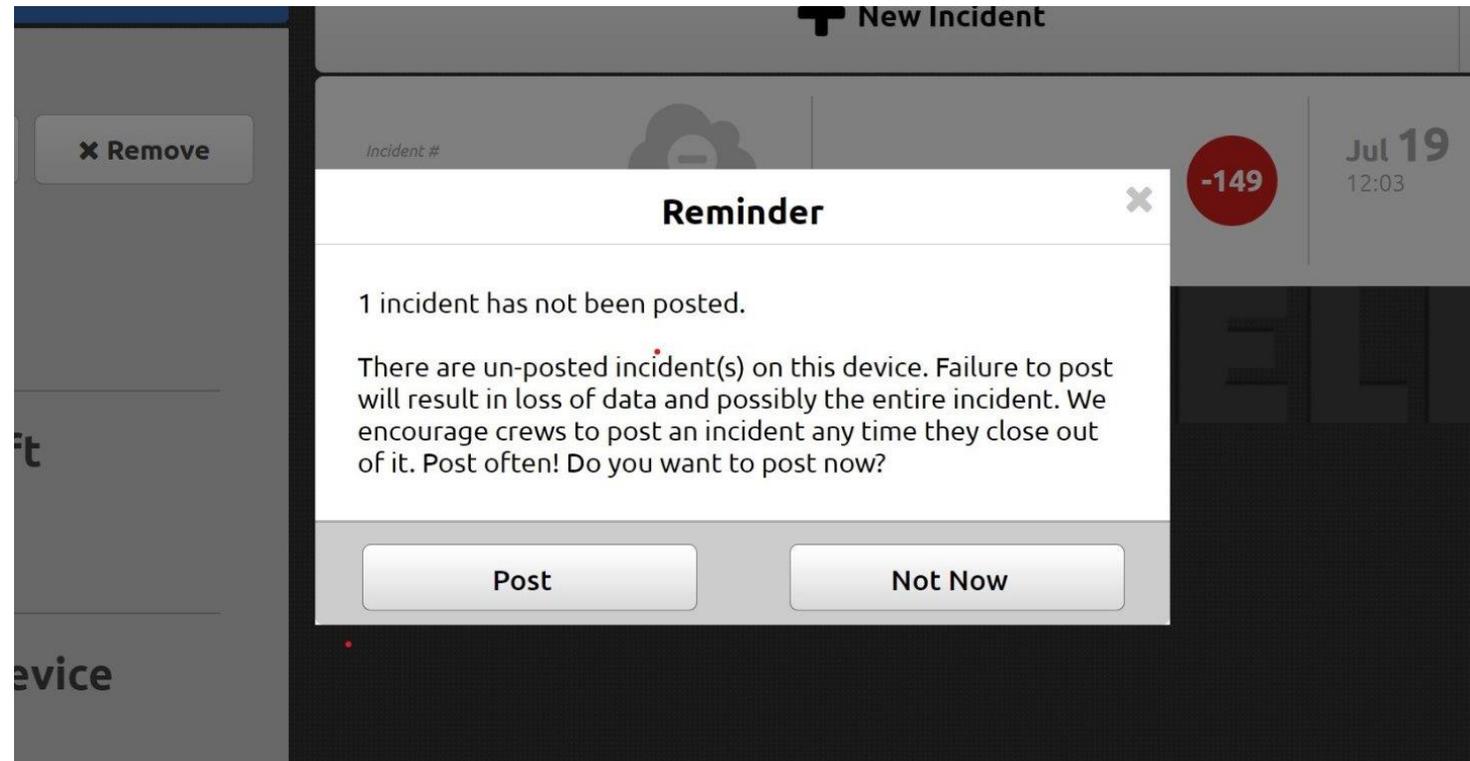
Elite Web- Overview

♦ Used for working on posted charts

♦ Finishing incomplete posted charts

♦ Adding addendums to finished or posted charts

♦ Adding attachments to finished or posted charts

Elite Web- Incident Tab

♦ To access your posted charts, click the Incidents tab, then "View Existing EMS"

Elite Web- Incident Tab

♦ To access your posted charts, click the Incidents tab, then "View Existing EMS"

EMS Incident List

Starts With ⌄ | Search All Columns | Go

View: ★ EMS Incident List (Main) ⌄   Refresh: Every 5 Minutes ⌄

Unit Notified Date:
Between ⌄ | 09/25/2024 📅 to 10/09/2024 📅 ✕

Incident Status:
Equal ⌄ | All ⌄

Validity:
>= ⌄ | ____

Patient Initials:
Starts With ⌄ | ____   Go | Reset Filters ⌄

Bulk Actions ⌄   ☐ Select All Records (26)   Results Per Page 25 ⌄   1 - 25 of 26   ‹ ›

Locked	NEMSIS Version	Validity	Status	Unit Notified by Dispatch Date/Time ⌄	Incident Number	Response Number	Call Sign	Incident Address	Destination Name					
🔒	3.5	100	Exported (3.5)	10/09/2024 02:35:00	259344	126744	5976NA	1870 PISGAH DR	Pardee UNC Health Care	📎	✉	⊙	🖨	⬈
🔒	3.5	100	Exported (3.5)	10/08/2024 19:50:00	258961	126699	5976NA	1604 DIXIE LN	Pardee UNC Health Care	📎	✉	⊙	🖨	⬈

Locked charts will have a padlock and generally cannot be unlocked.

Click here to open the chart in editable form

Troubleshooting

- Validation Rules
  - Once closed call rules are satisfied, post your chart and continue working! Post before closing the chart, after a signature is obtained or the CAD is updated, too.
    - This will ensure you can see the chart in Web and a copy of it will be retained
    - Can't post? Closed call rules are not satisfied, click on the validation score and complete rules
  - Clicking on rules will generally lead you where you need to go
    - If you are led to "read only" sections ➤ Timeline

- Visibility Rules
  - Changing disposition to "see" fields either required and blank or completed inappropriately
    - Ex. Cancelled time hidden by visibility rules ➤ change disposition to cancelled and delete time, then change disposition back

- "I can't find my chart"
  - Did you post it? If not ➤ Field Incident Cloud
  - Did you download an incorrect CAD? ➤ Elite Web, search by crew member completing this chart and replace CAD with correct data set
  - Did you post without any CAD at all? ➤ Elite Web, search by unit number or crew member completing this chart and remove date/time from search criteria
  - If the chart was never started- it will not be available in Field or Web and associated CAD data will show that it has not been downloaded