**Policy:**

The complete EMS documentation associated with service delivery and patient care shall be electronically recorded into a Patient Care Report (PCR) within 24 hours of the completion of the EMS event, with an EMS Data Score at/or below the state average.

**Definition:**

EMS documentation of a Patient Care Report (PCR) is based on the appropriate and complete documentation of the EMS data elements as required and defined within the North Carolina College of Emergency Physician's EMS Standards. Since each EMS event and/or patient scenario is unique, only the data elements relevant to that EMS event and/or patient scenario should be completed.

The EMS Data Score is calculated on each EMS PCR as it is electronically processed into the North Carolina Office of EMS Repository Data Quality Scores are provided within the Repository. The best possible scores is a 100 and with each missing data element a point is deducted from thr data quality score.

A complete Patient Care Report (PCR) must contain the following information (as it relates to each EMS event and/or patient):

- Service delivery and crew information regarding the EMS Agency's response
- Dispatch information regarding the dispatch complaint, and EMD card number
- Patient care provided prior to EMS arrival
- Patient assessment as required by each specific complaint based protocol
- Past medical history, medications, allergies, and DNR/MOST status
- Trauma and cardiac arrest information if relevant to the EMS event or patient
- All times related to the event
- All procedures and their associated time
- All medications administered with their associated time
- Disposition and/or transport information
- Communication with medical control
- Appropriate signatures (written and/or electronic)

**Purpose:**

The purpose of this policy is to:

- Promote timely and complete EMS documentation.
- Promote quality documentation that can be used to evaluate and improve EMS service delivery, personnel performance, and patient care to the county's citizens.
- Promote quality documentation that will decrease EMS legal and risk management liability.
- Provide a means for continuous evaluation to assure policy compliance.

**Procedure:**

The following procedures shall be implemented to assure policy compliance:

1. All patient encounters, which result in an evaluation, must have an EMS Patient Care Report (PCR) completed and documented.

2. The EMS Patient Care Report (PCR) shall be completed as soon as possible after the time of the patient encounter.

3. Verbal patient report, paper transition of care/ written hand-off report, PCR copy, or ePCR transmission of patient care is provided to hospital personnel at time of transition of care.

4. The PCR must be electronically submitted to the Repository within 24 hours of the EMS event or patient encounter's completion. The EMS data quality feedback provided at the time of the electronic submission should be reviewed and when possible, any identified errors will be corrected within each PCR. Each PCR may be electronically resubmitted as many times as needed.

5. The North Carolina OEMS Repository uses errors and warnings as data validity checks to ensure complete and high-quality data during the collection, reporting and submission process. Errors will cause records to fail submission, while warnings will result in point deductions from the EMS Data Quality Score. In case of failed submissions, the agency must try to resolve the reason for the failure as soon as possible. The EMS Data Quality Scores for the EMS system, EMS agency and the individual EMS personnel will be reviewed regularly within the EMS System Peer Review Committee. The EMS Data Quality Scores for the EMS System, EMS Agency, and individual EMS personnel will be reviewed regularly within the EMS System Peer Review Committee.

6. Agencies that are required to submit data elements to the North Carolina Office of EMS should only use vendors that have achieved National Medical Services Information System (NEMSIS) compliance for the current version of elements. The current version of elements that OEMS accepts can be found at https://oems.nc.gov/data.