

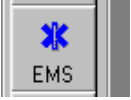
**Grant County EMS
Firehouse 5.4.98
User Manual**

Last Updated 6/24/03


Index

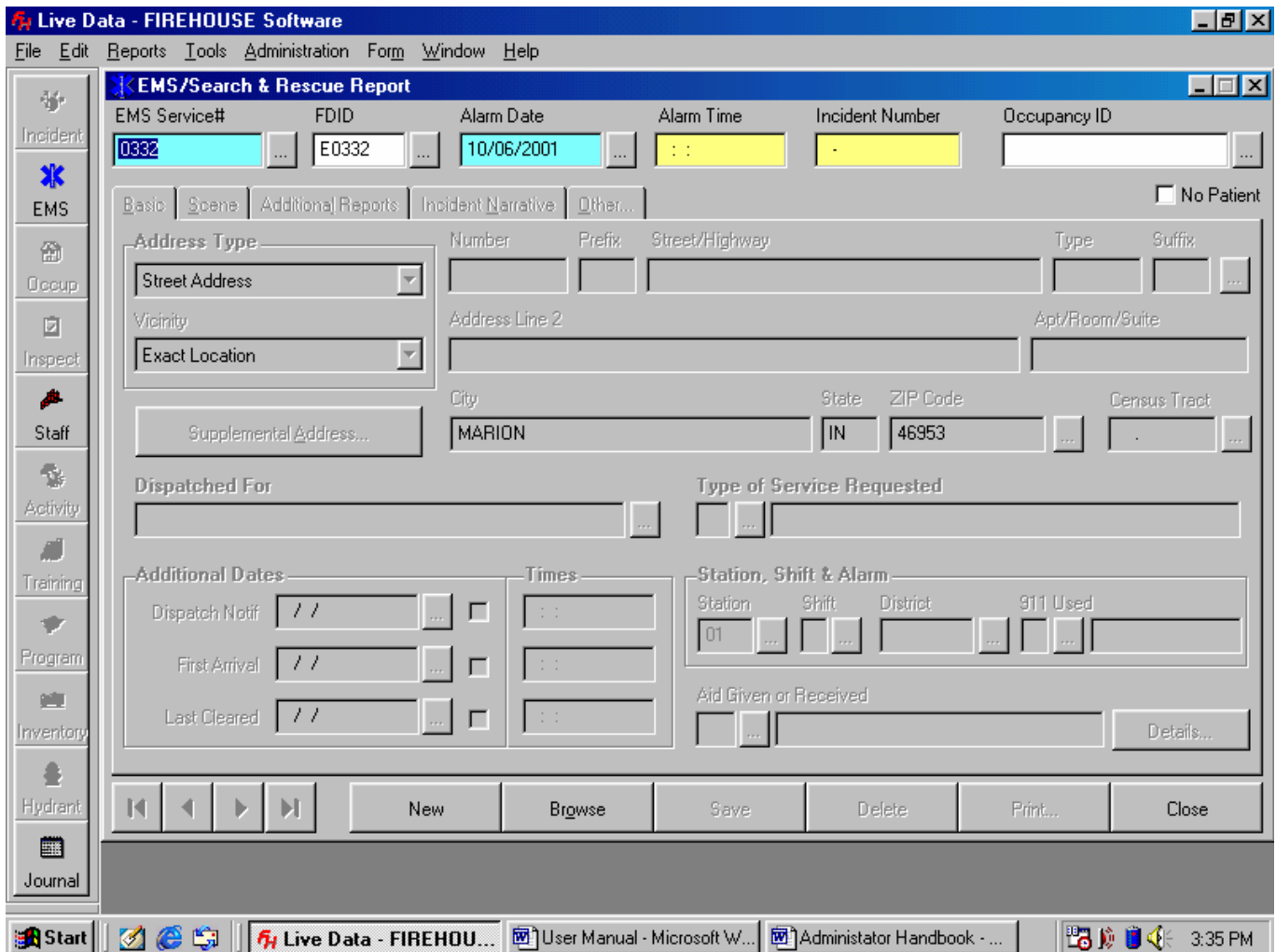
Adding Cities	21
Adding Streets.....	21
Basic Form Tab.....	2
Clinical Form Tab.....	9
Disposition & Transport Form Tab.....	13
Entering a Chart	2
Getting Started	1
Member Making Report.....	14
Officer in Charge	14
Printing charts	21
Refusals.....	18
Responding Personnel.....	16
Scene Form Tab	5
Signal 9 Runs	19

Getting Started with Firehouse

1. Login to Firehouse with your username and password. If you are unsure of your username or password, contact your unit Firehouse administrator.
2. To begin entering an incident (chart), click on the EMS button on the toolbar.  The tool bar may be located either on the top or left side of the screen.
3. You will be presented with a blank incident report screen.

Note: All fields highlighted in yellow are required fields and **MUST** be completed. When a required field is completed, it will turn light blue. If the data entered is not correct or conflicts with the validation rules for that field, the field will turn red.

Anytime you see this button  by a field, it indicates that a look up table is available. Click on the button to display the list of available options. Double click on the option you wish to select.



The screenshot shows the 'Live Data - FIREHOUSE Software' application window. The main window title is 'EMS/Search & Rescue Report'. The interface includes a menu bar (File, Edit, Reports, Tools, Administration, Form, Window, Help) and a vertical toolbar on the left with icons for Incident, EMS, Occup, Inspect, Staff, Activity, Training, Program, Inventory, Hydrant, and Journal. The main form area contains several input fields and sections:

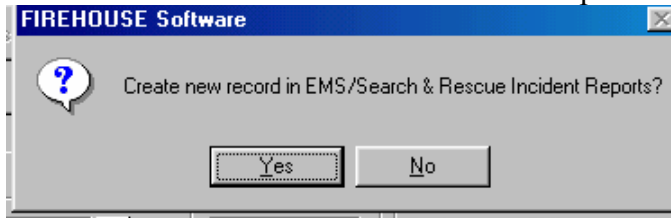
- Header Fields:** EMS Service# (0332), FDID (E0332), Alarm Date (10/06/2001), Alarm Time (highlighted in yellow), Incident Number (highlighted in yellow), and Occupancy ID.
- Address Section:** Includes dropdowns for Address Type (Street Address), Exact Location, and Vicinity. Fields for Number, Prefix, Street/Highway, Type, and Suffix are present. Address Line 2 and Apt/Room/Suite are also included.
- Location Fields:** City (MARION), State (IN), ZIP Code (46953), and Census Tract.
- Dispatched For:** A text field for the recipient of the service.
- Type of Service Requested:** A dropdown menu.
- Additional Dates:** Dispatch Notif, First Arrival, and Last Cleared, each with a date field and a checkbox.
- Times:** Three time fields for Dispatch Notif, First Arrival, and Last Cleared.
- Station, Shift & Alarm:** Fields for Station (01), Shift, District, and 911 Used.
- Aid Given or Received:** A text field and a 'Details...' button.
- Navigation:** A set of navigation buttons (Back, Forward, Home, Stop) and buttons for New, Browse, Save, Delete, Print..., and Close.

The Windows taskbar at the bottom shows the Start button, several open applications (Live Data - FIREHOUSE, User Manual - Microsoft W..., Administrator Handbook - ...), and the system clock showing 3:35 PM.

4. The EMS Service # should default to 0332. If not you can type it in. The FDID should be E0332. The Alarm Date will default to the system date of the computer. You can change the date on the form if necessary. The alarm date CANNOT be a date in the future.
5. Enter the alarm time as the time the call was received.

- The incident number **must** be a **9 digit** number. It is determined as follows:

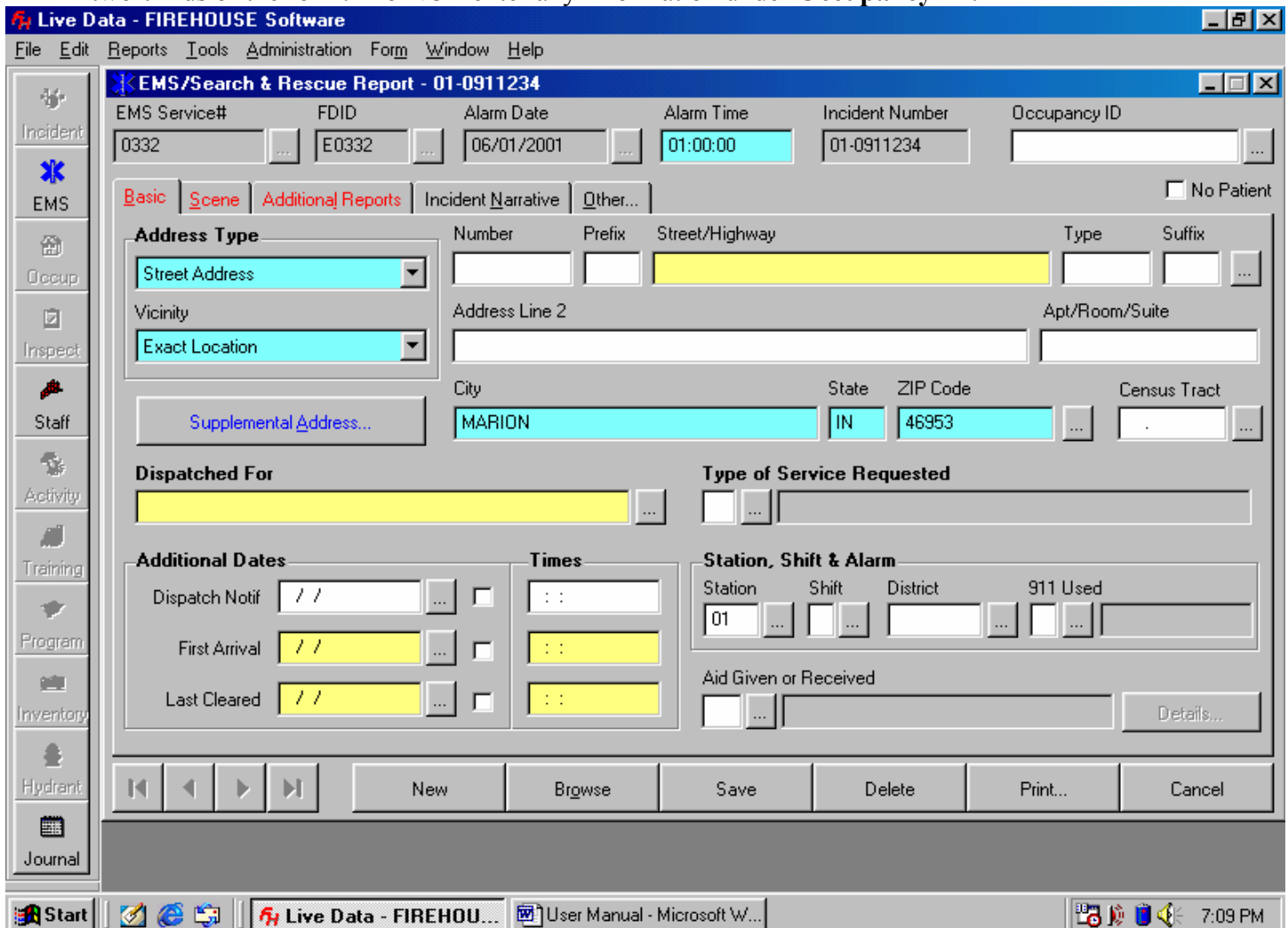
Digit	Value	Example
1-2	Current year	01 for 2001
3-4	Unit #	09 for Medic 9, 14 for Medic 14 etc.
5	Pt. Contact	0 for NO pt. contact. 1 if there IS pt. contact.
6-9	County Run#	1467, this number is assigned by the dispatch sheet
- After entering the incident number, press the tab key. You will be asked if you want to create a new record in EMS/Search & Rescue Incident Reports? Click on the Yes button.



Entering an incident report when there is patient contact

Entering data in the Basic form tab

- You will now be given a blank form to begin entering the basic scene information located in the bottom two-thirds of the form. Do NOT enter any information under **Occupancy ID**.



2. Select the **Address Type**.

Address Type	Used For
Street Address	Exact address such as a house address. Ex. 1254 S. Branson
Intersection	Intersection of two streets. Ex. N. Main & E. Anson
Rural/Directions	Ex. I-69 52 Mile Marker North bound lane

The required data fields will change dependant upon the address type selected.

Entering a street address

1. Enter the address numerals in the **Number** field.
2. Click on the lookup button to display the street listing table.

3. Scroll through the list until you find the correct street/road along with the appropriate prefix and type. Click on the street/road you want, then click the OK button. You can also double click on the selection you want. You **MUST** select a street/road from this list. You cannot type in a street not already stored in the table. If you do not find the street/road you need, please refer to the section on adding streets/roads.
4. Click on the lookup button to display the listing of cities.

5. Select the city by either highlighting your choice then clicking on OK or by double clicking on your choice. If the city you need is not listed, refer to the section on adding cities.

Entering an intersection address

1. Select the Intersection option for the **Address Type**
2. For entering the street information for both streets, follow steps 2 & 3 under **Entering a street address**
3. For entering the city, follow steps 4 & 5 under **Entering a street address**

Entering rural directions

1. Select the Rural/Directions option under **Address Type**
2. Type the appropriate information in the **Directions** field. For example “I-69 55 mile marker south bound lane.”
3. Enter the type of call under **Dispatched For** field. This field will “remember” any entries you make and add them to the look-up table.

- Enter the **Type of Service Requested**. If you know the code you can enter it directly without using the look-up table.

Code	Description
1	Scene
2	Unscheduled Interfacility Transfer
3	Scheduled Ineterfacility Transfer
4	Standby
5	Rendezvous
8	Not Applicable
9	Unknown

- Next enter the information under the **Additional Dates** and **Times**. If you click in the small white box to the left of the various date fields, the program will automatically fill the box with the **Alarm Date**.
- Enter the **Station**. This value is your unit number. (i.e. 09 for Medic 9). Enter the District location of the run (i.e. 08 for if the run is in Medic 8's area). Leave all other fields blank. Below is a sample of a completed form.

The screenshot shows the 'Live Data - FIREHOUSE Software' interface. The main window title is 'EMS/Search & Rescue Report - 01-0911234'. The form is filled with the following data:

- EMS Service#: 0332
- FDID: E0332
- Alarm Date: 06/01/2001
- Alarm Time: 01:00:00
- Incident Number: 01-0911234
- Occupancy ID: (blank)

The 'Scene' tab is selected. The address information is as follows:

- Address Type: Street Address
- Number: 123
- Prefix: N
- Street/Highway: MAIN
- Type: ST
- Suffix: (blank)
- Vicinity: Exact Location
- Address Line 2: (blank)
- Apt/Room/Suite: (blank)
- City: UPLAND
- State: IN
- ZIP Code: 46989
- Census Tract: (blank)

The 'Type of Service Requested' is '1 Scene'. The 'Dispatched For' field contains 'Fall with head injury'. The 'Additional Dates' and 'Times' are:

- Dispatch Notif: 06/01/2001 (checked)
- First Arrival: 06/01/2001 (checked)
- Last Cleared: 06/01/2001 (checked)
- Times: 01:00:00, 01:08:00, 01:45:00

The 'Station, Shift & Alarm' section shows:

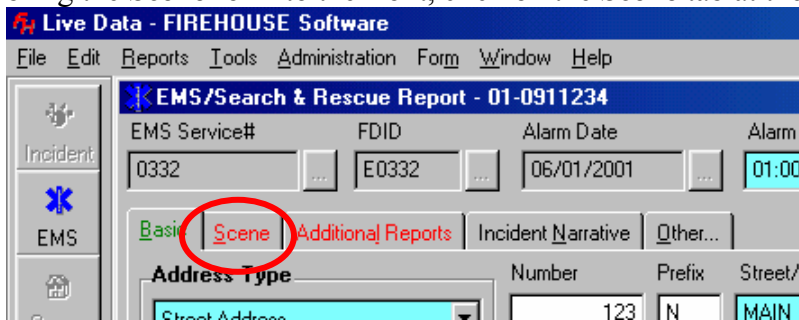
- Station: 08
- Shift: (blank)
- District: 08
- 911 Used: (blank)
- Aid Given or Received: (blank)

At the bottom, there are navigation buttons: New, Browse, Save, Delete, Print..., and Cancel. The Windows taskbar at the bottom shows the Start button, several icons, and the system tray with the time 8:56 PM.

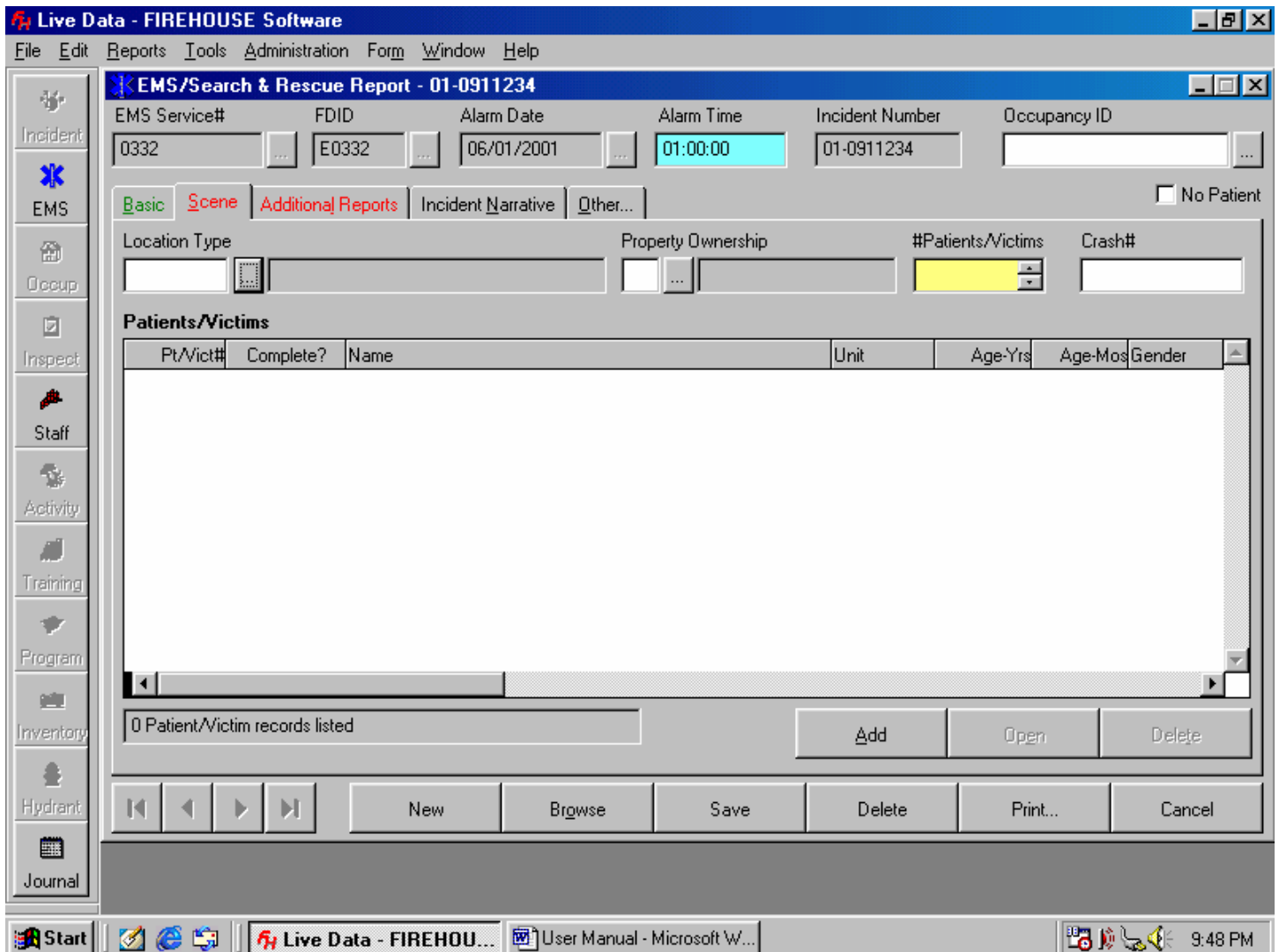
You are now ready to begin entering information into the **Scene** form.

Entering data in Scene Form

1. After entering the information on the **Basic** form, you can now enter information on the **Scene** form. To bring the **Scene** form to the front, click on the **Scene** tab at the top left.



The following screen will be displayed.



2. Enter the location type. Again you can use the lookup button or enter the code directly into the field.

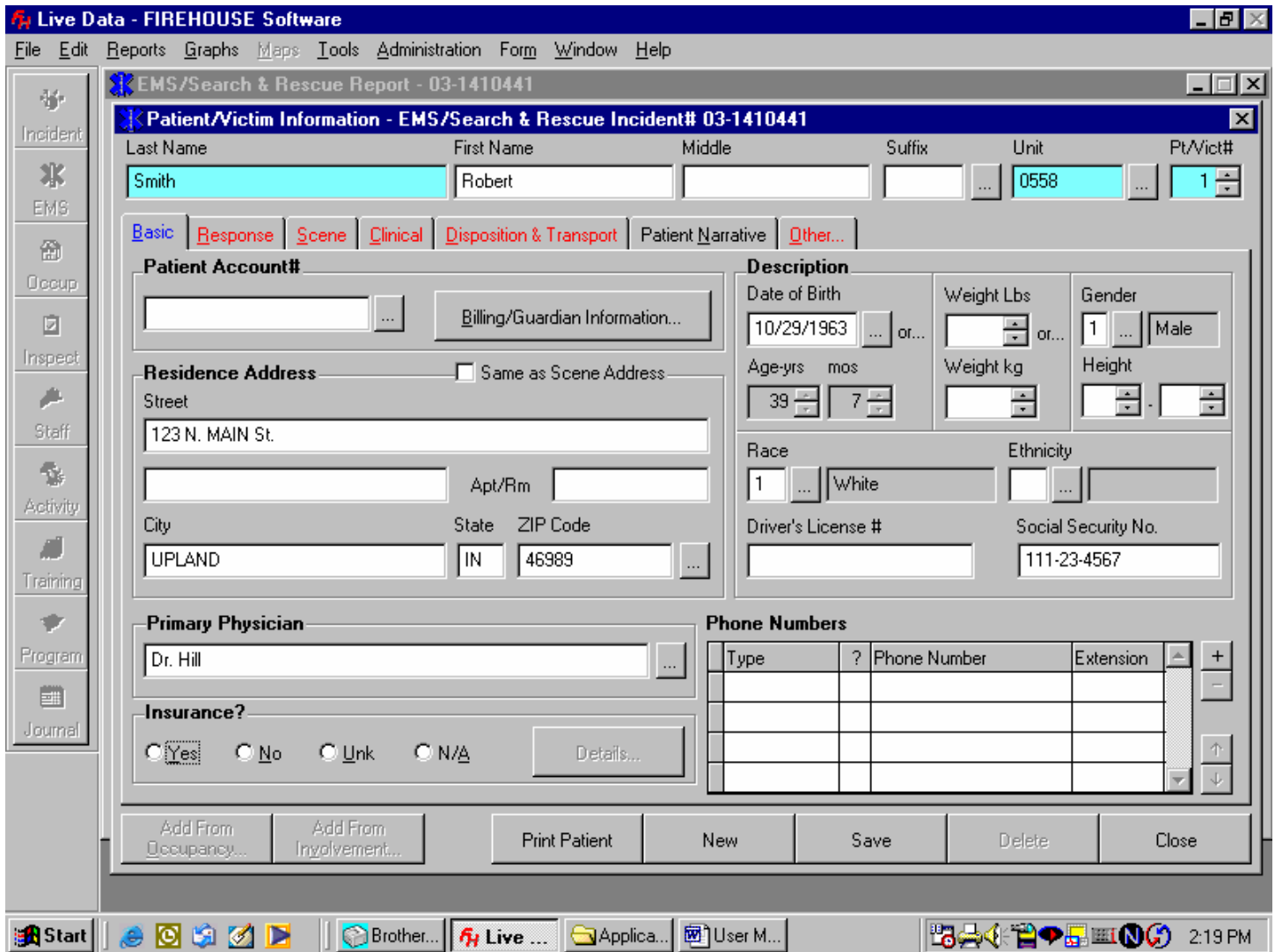
Code	Description
00	Home/Residence
01	Farm
02	Mine or Quarry
03	Industrial Site
04	Street or Highway
05	Public Building
06	Recreational Site
07	Residential Site
08	Educational Site
09	Extended Care Facility
10	Hospital or Clinic
99	Not Applicable

3. Do not enter anything in the **Property Ownership** field.
4. In the **#Patients/Victims** field enter the number of patients at the scene.
5. Click on the Add button to add patient information.

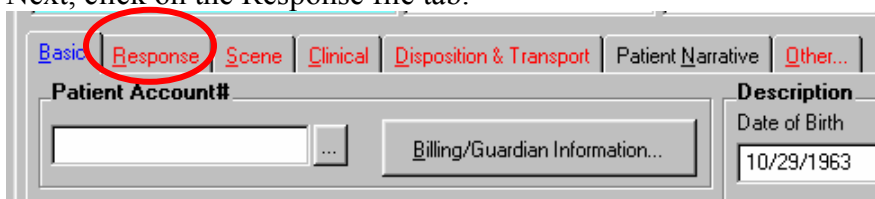
Entering Patient Information


1. Enter the patient's last name in the field **Last Name**. When you press the tab key to advance to **First Name**, a pop-up window will be displayed if there are any previously entered patients with the same last name. If you have transported the patient before, just highlight his/her name and click OK. All other patient information will be automatically completed. Double check the DOB on the patient you select.
2. In necessary enter the patient's **First Name**
3. Entering a middle name or initial will help in selecting a previously entered patient.
4. Enter the vehicle certification # in the **Unit** field. This is four digit number on the ambulance.
5. Enter the patient's address. If the address is the same as the scene, you may click on the check box and it will automatically complete the fields.
6. Next enter the patient's primary physician. This field will remember all previous entries and will compile a lookup table as data is entered.
7. Complete the fields in the **Description** area of patient information.
8. To add a phone number click on the + button to the right of the field.

Below is a sample of a completed patient information form.



9. Next, click on the Response file tab.



10. This is the screen where you enter all of your times from the dispatch slip. When entering times be sure to enter 01:00 for 1:00. Remember when you see this button , you may click on it to look up valid values for that particular field. A completed Response screen might look like this.

11. Once completing the response information, click on the Scene tab to bring that form forward.

12. Enter the appropriate information in the **Initial Observed Condition** field.
13. Tab to the **Injury or Illness** field and use the pull-down arrow to select the proper option. The option chosen will determine the required fields in the clinical section.
14. Be sure to list a **Chief Complaint** as well as complete all appropriate fields. Entering data in the **Chief Complaint** field will add the entry to a look up table for future reference.
15. Complete the **Signs & Symptoms** section. To add an entry click on the + button, then click on the button under the ?. This will display a list of possible options to enter.

Below is a sample of a completed scene form

EMS/Search & Rescue Report - 01-0911234

Patient/Victim Information - EMS/Search & Rescue Incident# 01-0911234

Last Name: Smith | First Name: Robert | Middle: | Suffix: | Unit: 0656 | Pt/Vict#: 1

Basic | Response | Scene | **Clinical** | Disposition & Transport | Patient Narrative | Other...

Patient/Victim

Initial Observed Condition: 1 | Conscious | Injury or Illness: Injury

Injury Intent/Other Factors: |

Aid Given to Patient/Victim Prior to Arrival?

Yes No Unk N/A

Scene Factors Affecting Response/EMS Care?

Yes No N/A

Human Factors Affecting Response/EMS Care?

Yes No

Safety Equipment Worn or Deployed?

Yes No Unk N/A

Chief Complaint

Head injury due to a fall

Signs & Symptoms

Code	Description
17	Injuries
06	Chest Pain

Req'd **Compl**

Vehicle Accident/Extrication...

Search/Rescue...

Add from Occupancy... | Add from Involvement... | New | Save | Delete | Close

16. Next select the Clinical tab

Basic | Response | Scene | **Clinical** | Disposition & Transport | Patient Narrative | Other...

Patient Account#

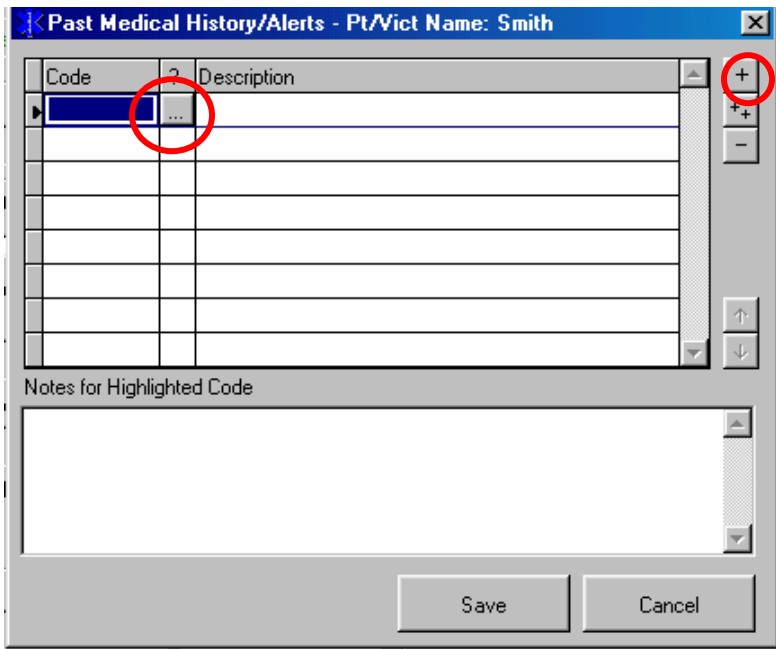
| Billing/Guardian Information...


Description

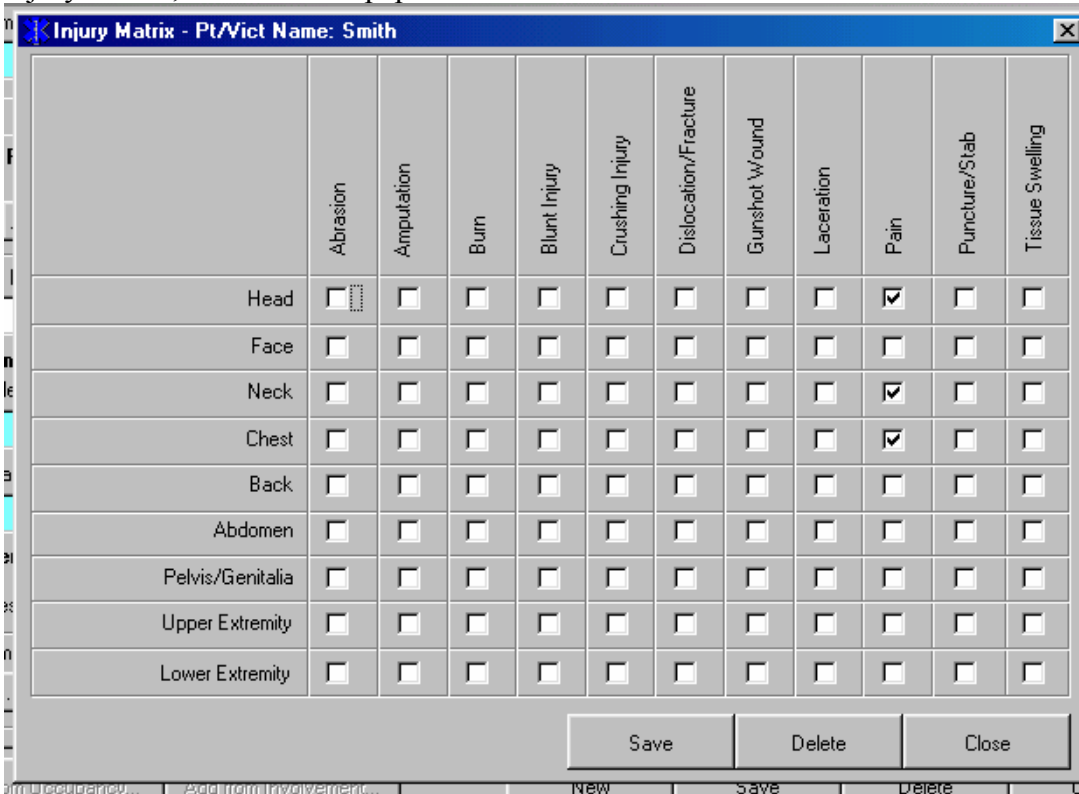
Date of Birth: 10/29/1963

17. Under the **EMS Provider Level**, enter a “D” for the **Initial** level.
18. Enter the highest level provided, “D” for EMT-D or “P” for Paramedic
NOTE: You MUST enter “P” if you had paramedic assistance.
19. Complete the onset date and time.
20. Select the appropriate options for **Provider Impression** and **Mechanism of Injury/Nature of Illness**

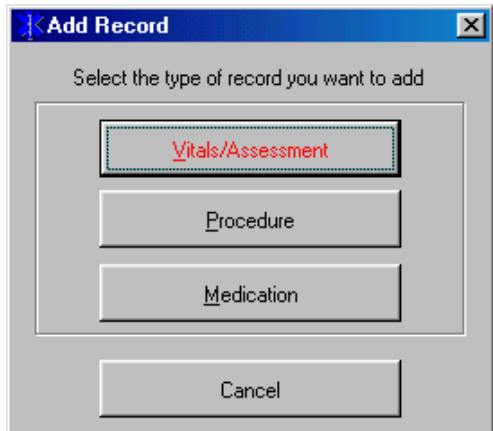
21. Click on the best option for **Past Patient History & Alerts**. If you click on the “Yes” option, a pop-up screen will open allowing you to indicate past medical history.



22. To add an entry, click on the + then the  under the ?. If you wish to enter comments about a particular entry, highlight that entry and then type in the box below.
23. After entering all of the history you **must** click on the **Save** button. When the save operation is complete the window will close.
24. If required, click on the **Injury Matrix** button (It will be red if it is required). This will display the injury matrix, similar to the paper charts.



25. Click on the appropriate boxes, indicating where the injuries are located. Click on the **Save** button to save the information. The **Cancel** button will change to **Close** once the save operation is complete. Click on the **Close** button to close the window and return to the **Clinical** screen.
26. Next you need to enter the information required under **Assessments and Treatments** button. This is the section where you enter vitals. When you click on the **Assessments and Treatments** button, a small pop-up window will appear listing several options. Use the **Procedure** button to list equipment used (i.e. oxygen, backboard, combitube, etc.) Use the **Medication** button if pt. was given **BLS** meds.



27. Click on the **Vitals/Assessment** button to display the form for entering patient vitals. Below is a sample. After completing the basic page, click on the **Secondary** tab.

EMS Patient Assessment/Vitals - Pt/Vict Name: Scheidt

Date: 07/01/2003 Time: 00:04:00 Assessment by Staff ID: 144 WELCH, EDWIN R

Basic **Secondary** Notes

General Level of Consciousness: 1 ... Alert Airway: 1 ... Patent Posture: 1 ... Supine	Breathing Respiration: 1 ... Normal Respiratory Rhythm: 1 ... Regular Respiratory Effort/Quality: 1 ... Normal	Lung Sounds Left: 02 ... Clear Right: 02 ... Clear
Circulation Pulse: 1 ... Normal Pulse Rhythm: 1 ... Regular Pulse Quality: 1 ... Normal Skin Perfusion: 1 ... Normal Capillary Refill: 0 ... secs Pitting Edema: 0 ... secs		
Bleeding Status: 1 ... None	Pupils Left: 1 ... Normal Right: 1 ... Normal	

Default Values from Previous Entry... New Save Delete Close

28. The B/P, pulse etc. are entered under the **Secondary** tab. Below is an example of a completed form.

Remember you can click on the  button to display valid options.

EMS Patient Assessment/Vitals - Pt/Vict Name: Smith

Date: 06/01/2001 Time: 01:20:00 Assessment by Staff ID: 144 WELCH, EDWIN R

Secondary | Basic | Notes

Pulse Rate: 80 Not Assessed Unknown
Respirations: 24 Not Assessed Unknown
Temperature: 88.88 Not Assessed Unknown

Blood Pressure: 160 / 90 By Palpation/Doppler Not Assessed Unknown
PaO2: 85 % Not Assessed Unknown

Skin Parameters

Appearance: 1 Normal Color: 3 Ashen Temperature: 1 Warm

Glasgow Coma Scale

Eyes Open: Open Spontaneously Unknown Motor Response: Obeys Commands Unknown Verbal Response: Oriented/Appropriate Speech Unknown

Scores Glasgow: 15 Revised Trauma: 12 **Cardiac** Rhythm Interpretation:

Default Values from Previous Entry... New Save Delete Close

29. If there needs to be additional comments directly related to the vitals, these can be made under the notes tab. After everything is entered click on the save tab.
30. After the save function is complete, click on the close tab. After clicking on the close tab the screen will look like this.

Add Record

Select the type of record you want to add

Vitals/Assessment
Procedure
Medication
Cancel

31. Click on the **Procedure** button to enter **ALL** procedures performed. For example C-spine, O2 etc.
32. Click on the **Medication** button to enter any medications given.

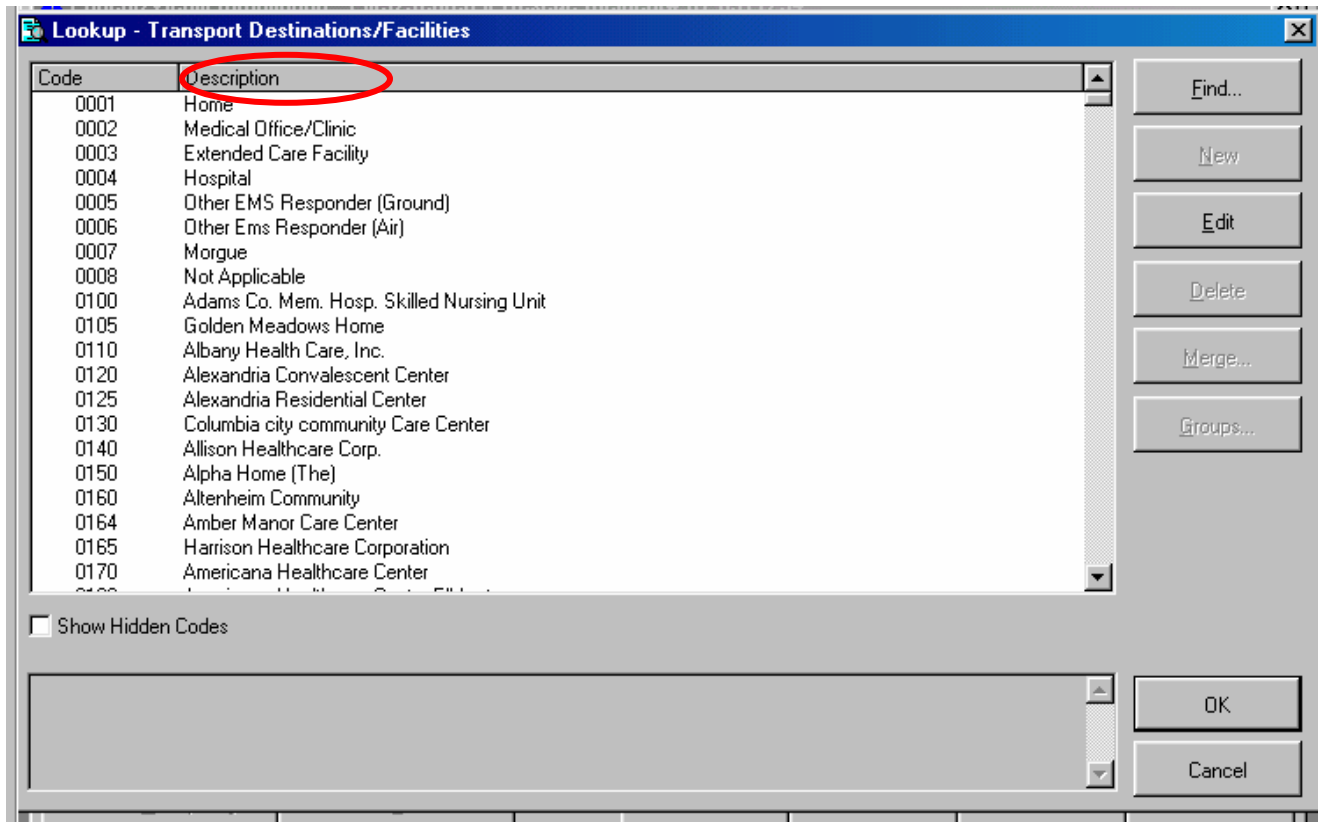
33. Next, click on the **Disposition & Transport** tab.

The screenshot shows a software window titled "Patient/Victim Information - EMS/Search & Rescue Incident# 01-0911234". At the top, there are input fields for "Last Name" (Smith), "First Name" (Robert), and "Middle". Below these are several tabs: "Basic", "Response", "Scene", "Clinical", "Disposition & Transport" (which is highlighted with a red circle), "Patient Narrative", and "Other...". Under the "Disposition & Transport" tab, there are two main sections: "Patient Disposition" with a "Disposition" dropdown and "Transport" with a "Mode of Transport" dropdown.

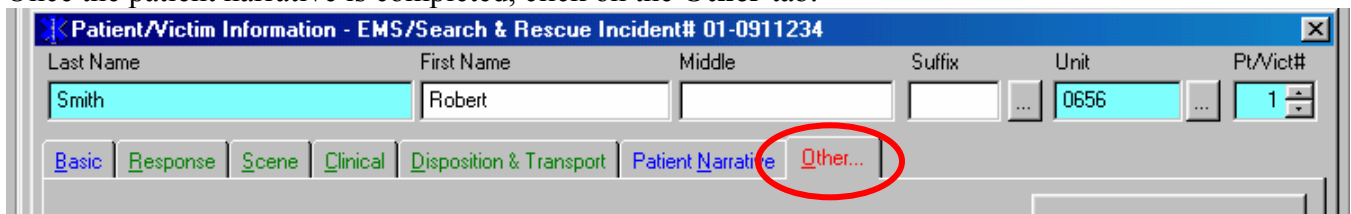
34. Below is a sample of a completed form.

The screenshot shows a completed software window titled "Patient/Victim Information - EMS/Search & Rescue Incident# 03-1410441". The "Disposition & Transport" tab is selected. The "Patient Disposition" section includes: "Disposition" (7) with a dropdown menu showing "Not Applicable or Patient Transported"; "Patient Status" (2) with a dropdown menu showing "Remained Same"; "Pulse on Transfer" (1) with a dropdown menu showing "Pulse on transfer"; "Alert Criteria" (empty); and "Advanced Directive" (empty). The "Transport" section includes: "Mode of Transport" (empty); "Initial Destination/Facility Code" (5275) with a dropdown menu showing "Marion General Hospital"; "Divered To" (empty); "Destination Determined By" (2) with a dropdown menu showing "Protocol"; "Attending Physician at Destination" (empty); and "Tiered Response" section with "Agency Tiered With" (empty). At the bottom, there are buttons for "Add From Occupancy...", "Add From Involvement...", "Print Patient", "New", "Save", "Delete", and "Close".

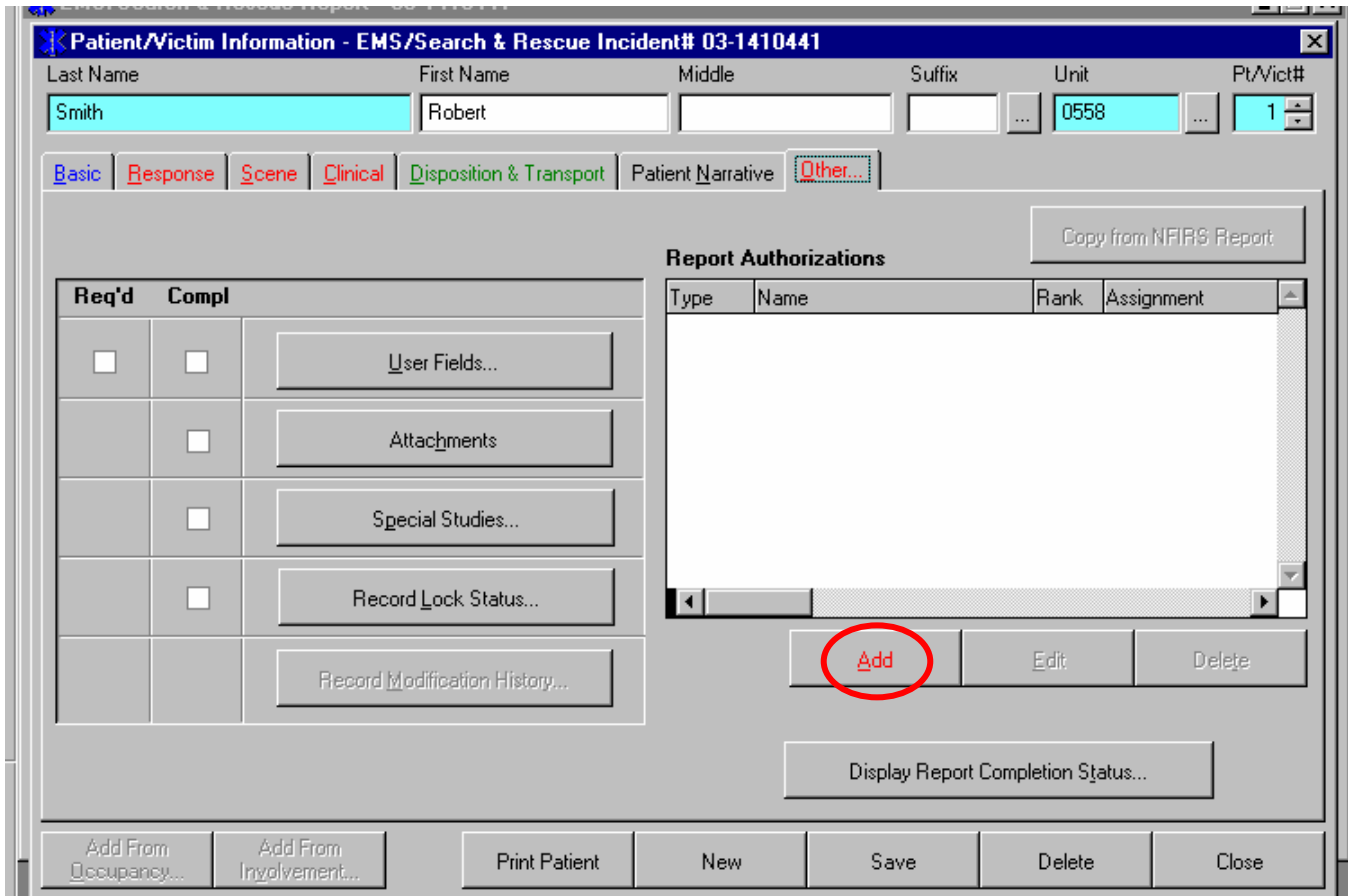
35. To enter a valid code for **Initial Destination/Facility Code** use the lookup button. When the lookup window is displayed, click on the **Description** bar to display the facility codes in alphabetical order.



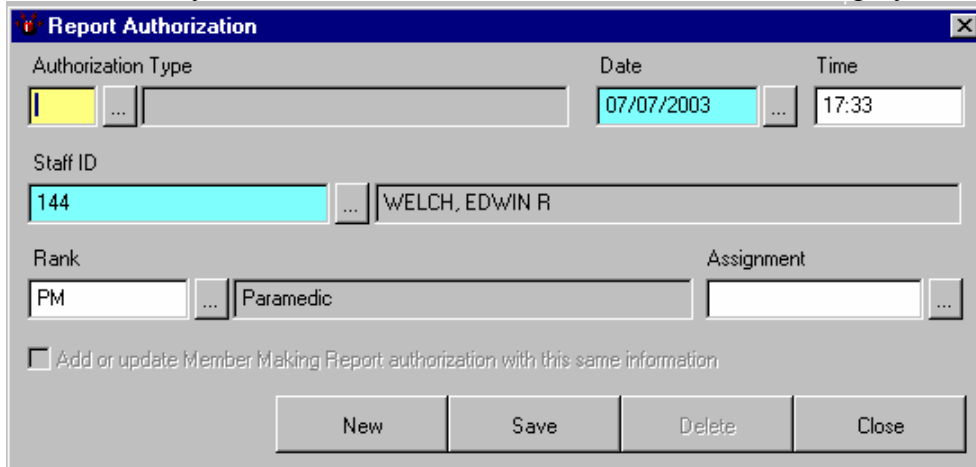
36. Scroll down to find the facility and double click to select it.
37. When all the information is completed click on the **Patient Narrative** tab to enter the narrative.
38. Once the patient narrative is completed, click on the **Other** tab.



39. You must make two entries under **Report Authorization**. One for Officer in Charge and Member Making Report.



40. To add an entry, click on the **Add** button. This window will be displayed.



41. Under **Authorization Type** enter “OC” for Officer in charge.
42. Enter the date and time of the report.
43. Select the **Staff ID** of the person making the report. This will usually be the head EMT on the run.
44. If the officer in charge is the same individual who is making the report, check the box in the lower left hand corner and an entry for member making report will be added automatically with the individual listed as officer in charge
45. Click the **Save** button to save the entry.
46. If the individual is different than officer in charge, click the **New** button to display a blank form.
47. Under **Authorization Type** enter “MM” for member making report.
48. Repeat steps 41 – 43.

49. Once the save procedure is complete, click on the **Close** button.
50. Next, click on the **Save** button at the bottom of the screen. The spell checker will check the patient narrative for misspelled words.
51. When the save operation is complete, click on the close button.
52. You will be returned to the main incident reporting screen.

Responding Personnel

To report the personnel who were on the run, follow these instructions.

1. At the main incident reporting screen, click on the **Additional Reports** tab.

The screenshot shows the 'EMS/Search & Rescue Report - 01-0911234' window. The 'Additional Reports' tab is highlighted with a red circle. The window contains the following fields and sections:

- Header Fields:** EMS Service# (0332), FDID (E0332), Alarm Date (06/01/2001), Alarm Time (01:00:00), Incident Number (01-0911234), Occupancy ID.
- Tabs:** Basic, Scenes, **Additional Reports** (circled), Incident Narrative, Other...
- Location/Property:** Location Type (00), Property Ownership (Home/Residence), #Patients/Victims (1), Crash#.
- Patients/Victims Table:**

Pt/Vict#	Complete?	Name	Unit	Age-Yrs	Age-Mos	Gender
1	Y	Smith, Robert	0656	37	7	Male

2. Click on the **Personnel & Activities..** button. The following screen will be displayed.

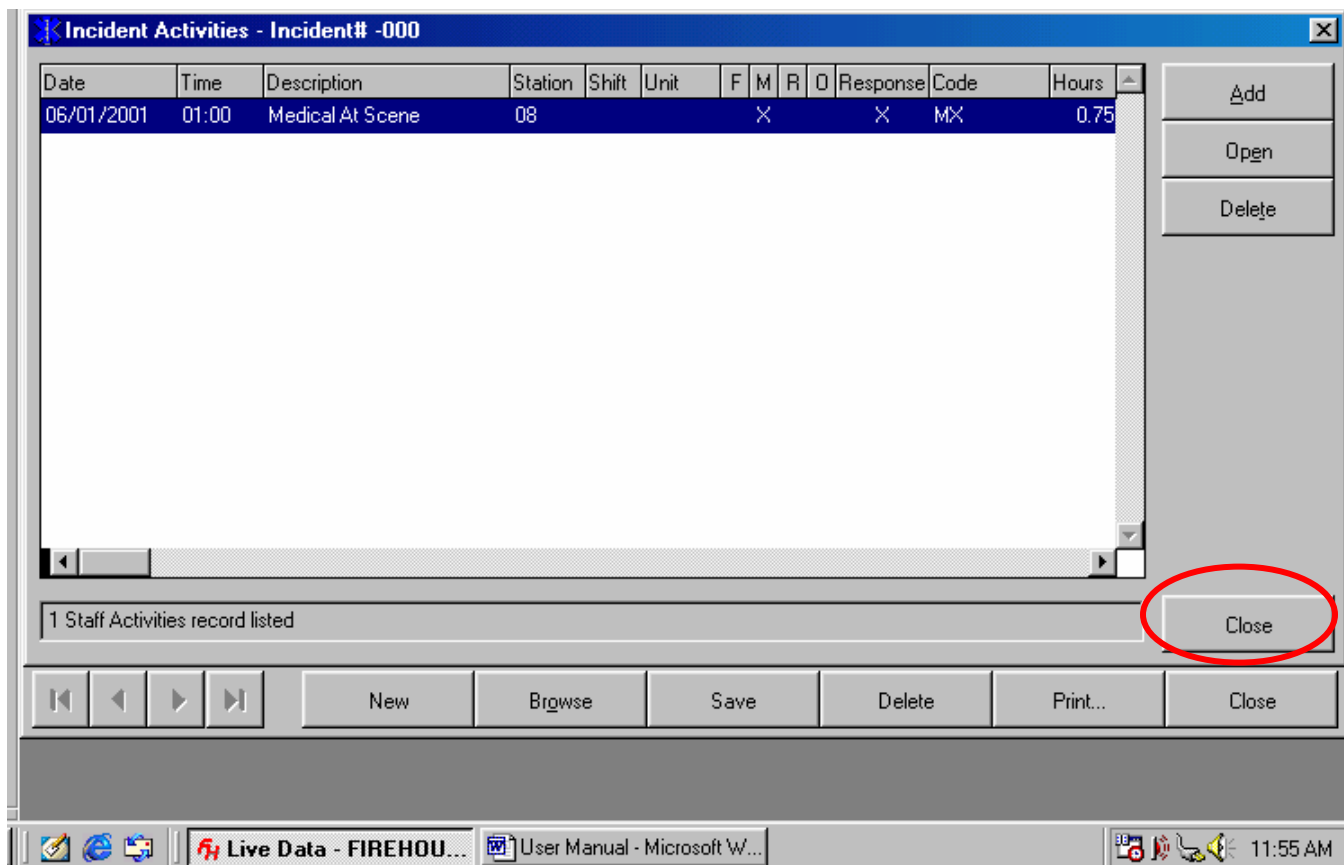
The screenshot shows the 'Staff Activity' window. The 'Basic' tab is selected. The window contains the following fields and sections:

- Header Fields:** Start Date (06/01/2001), Default Activity Code, Start Time (01:00), End Date (06/01/2001), End Time (01:45).
- Tabs:** Basic, Notes, Other...
- Activity Description:** Location.
- Default Values:** Station (08), Shift, Unit, Hours Worked (0.75), Credit Points (0.00).
- Activity Type:**
 - Fire
 - Rescue
 - Medical
 - Other
 - Attendance Required
- Incident-Related Activity...:**
 - FDID (E0332), Alarm Date (06/01/2001), Incident Number (01-0911234)
 - Count this activity as part of incident response
- Payroll Calculation:** Hours Paid (0.75), Pay Scale, Credit Both, Scale = Hr Rate.
- Participant Table:**

Participant	Code	Hours	Points	Hours Paid
- Activity Summary:**
 - Total Participants: 0
 - Total Hrs Worked: 0.00
 - Total Absent: 0
- Buttons:** Add, Add Group..., Open, Edit Group..., Delete, Save, Delete, Print..., Cancel.

3. In the **Default Activity Code** enter “MX”.
4. Click on the **Add** button add personnel to the run chart. The screen to add personnel will be displayed.

5. Enter the ID number for the first person in the **Staff ID** field or use the lookup function to select the individual from the roster.
6. Click on the **Save** button.
7. After the save function is complete, click on the **New** button to display a blank form to enter the next individual.
8. Repeat steps 5 – 6 until all personnel are listed. When everyone is listed, click on the **Close** button.
9. When you are returned to the **Staff Activity** screen, click on the **Save** button at the bottom of the screen.
10. When the save operation is complete, this screen will be displayed. Click on the **Close** button to return to the main screen.



11. When you are returned to the main screen, click on the **Save** button to save the entire incident. If there are any errors, i.e. required information missing, you will receive an error message alerting you as to what is missing. Correct those errors and save the incident.
12. After the save operation is complete with no errors, click on the **Close** button to close the form.
13. Exit Firehouse and shut down the laptop.

Entering a Chart for a Refusal

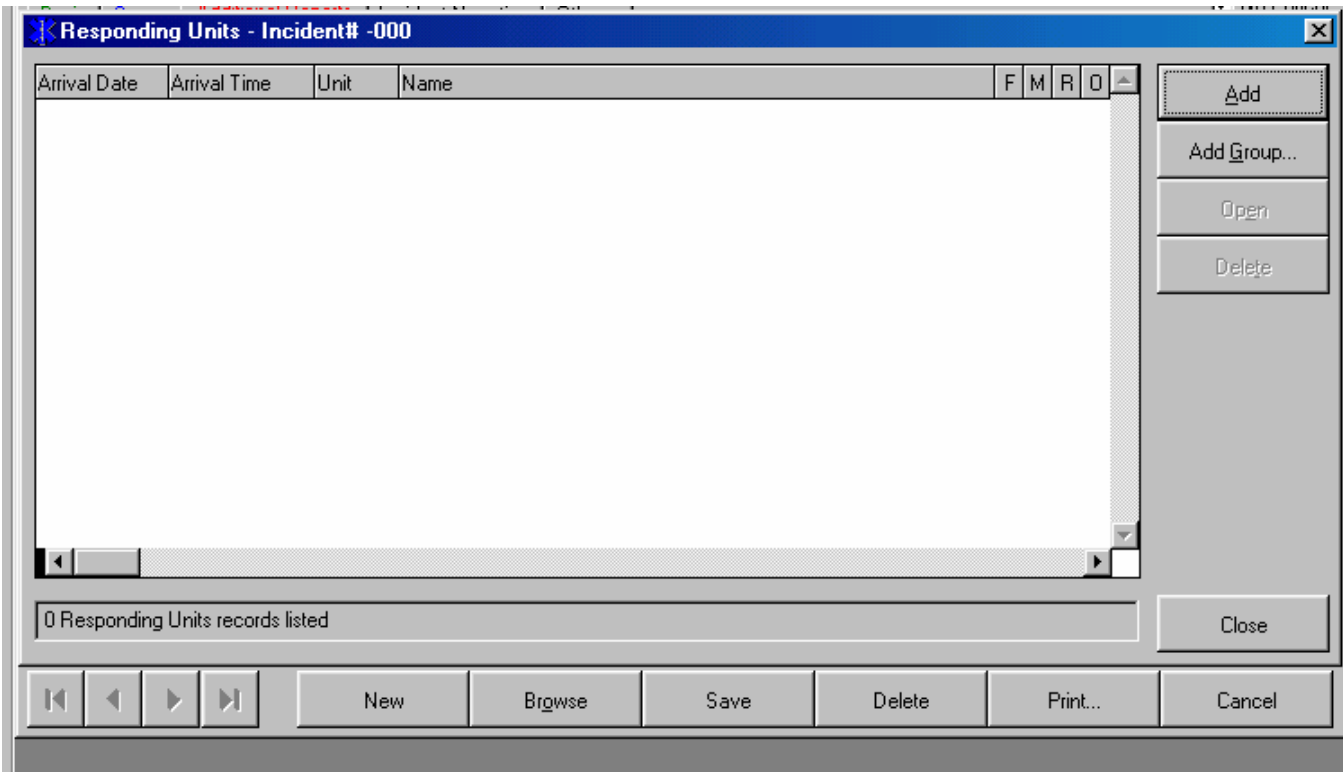
1. Follow steps 1 – 7 for starting and logging into Firehouse. (Pgs. 1-2)
2. Complete the report as you would if you were transporting the patient with the following exceptions. Complete a patient narrative documenting all that transpired including refusal information. Also complete the entries for member making report and officer in charge.
3. Under the **Response** tab you only need to complete the required date and time fields.
4. Under the **Disposition & Transport** tab for patient information, complete the form as shown below.
5. Have patient sign the refusal form provided by GCEMS.

6. Be sure to document all information.

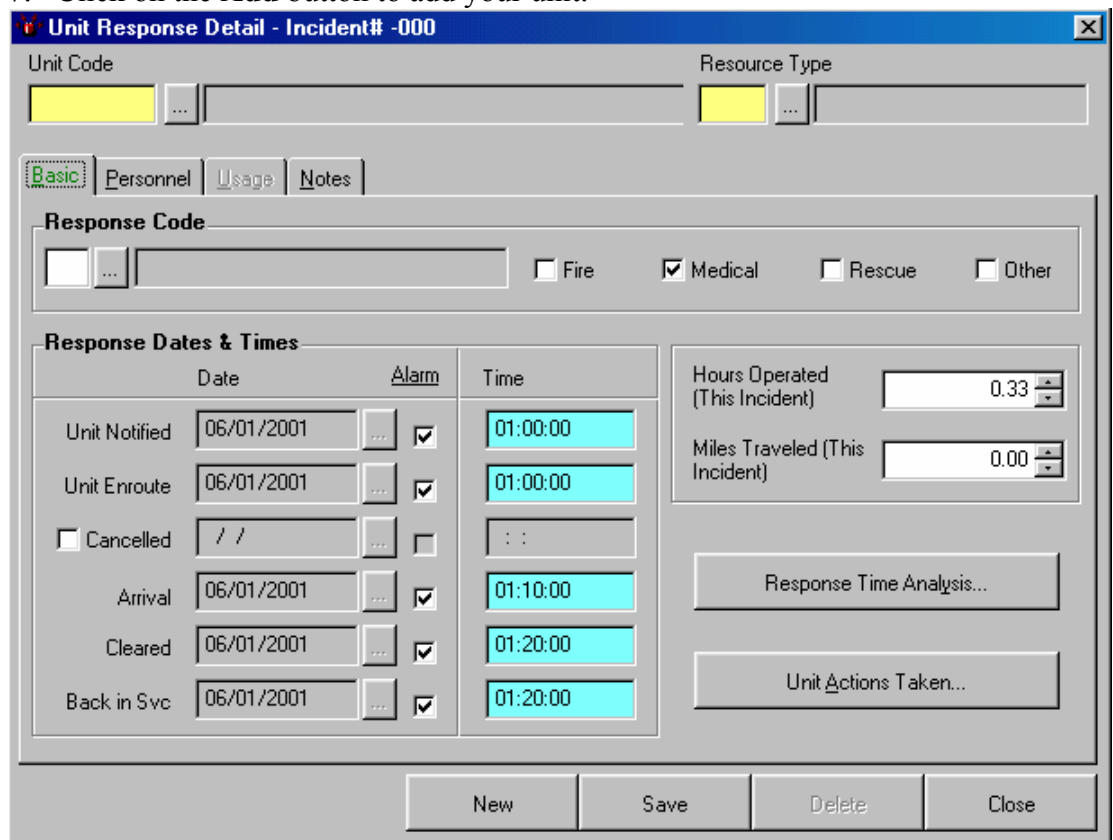
Charting a Signal 9 run with no patient contact

1. Follow steps 1 – 7 for starting and logging into Firehouse. (Pgs. 1-2)
2. Remember to use 0 as the 5th digit in the incident number. (Pgs. 2-4)
3. Follow steps 1 – 6 for completing the **Basic** tab.
4. Click on the **No Patient** box

5. Next, click on the **Additional Reports** tab.
6. Click on the **Responding Units** button. This window will be displayed.



7. Click on the **Add** button to add your unit.



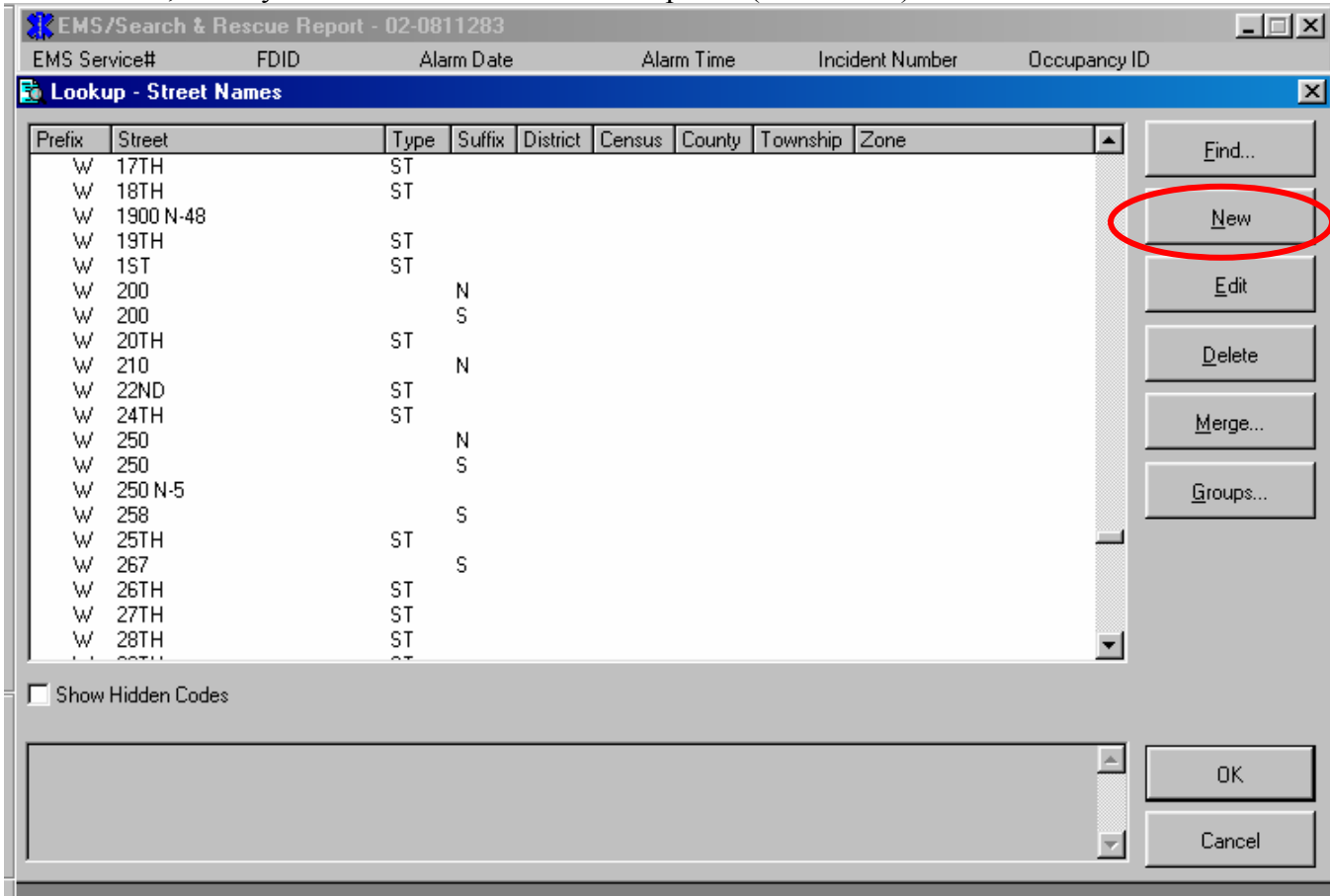
8. Enter your truck number for the **Unit Code**

9. Click on the **Save** button then the **Close** button when the save operation is complete.

- When returned to the **Responding Units** screen, click on the **Close** button. You will be returned to the **Additional Reports** form.
- Click on the **Personnel & Activities** button and follow steps 3 –13 for entering responding personnel.

Adding streets to the look up table

- If a street is not listed in the look up table, click on the new button to add it to the list. Before adding a street, be very sure that it is not listed with a prefix (i.e. N or W).



- Enter the appropriate information and then click on the save button.
- You then will be able to select it from the list.

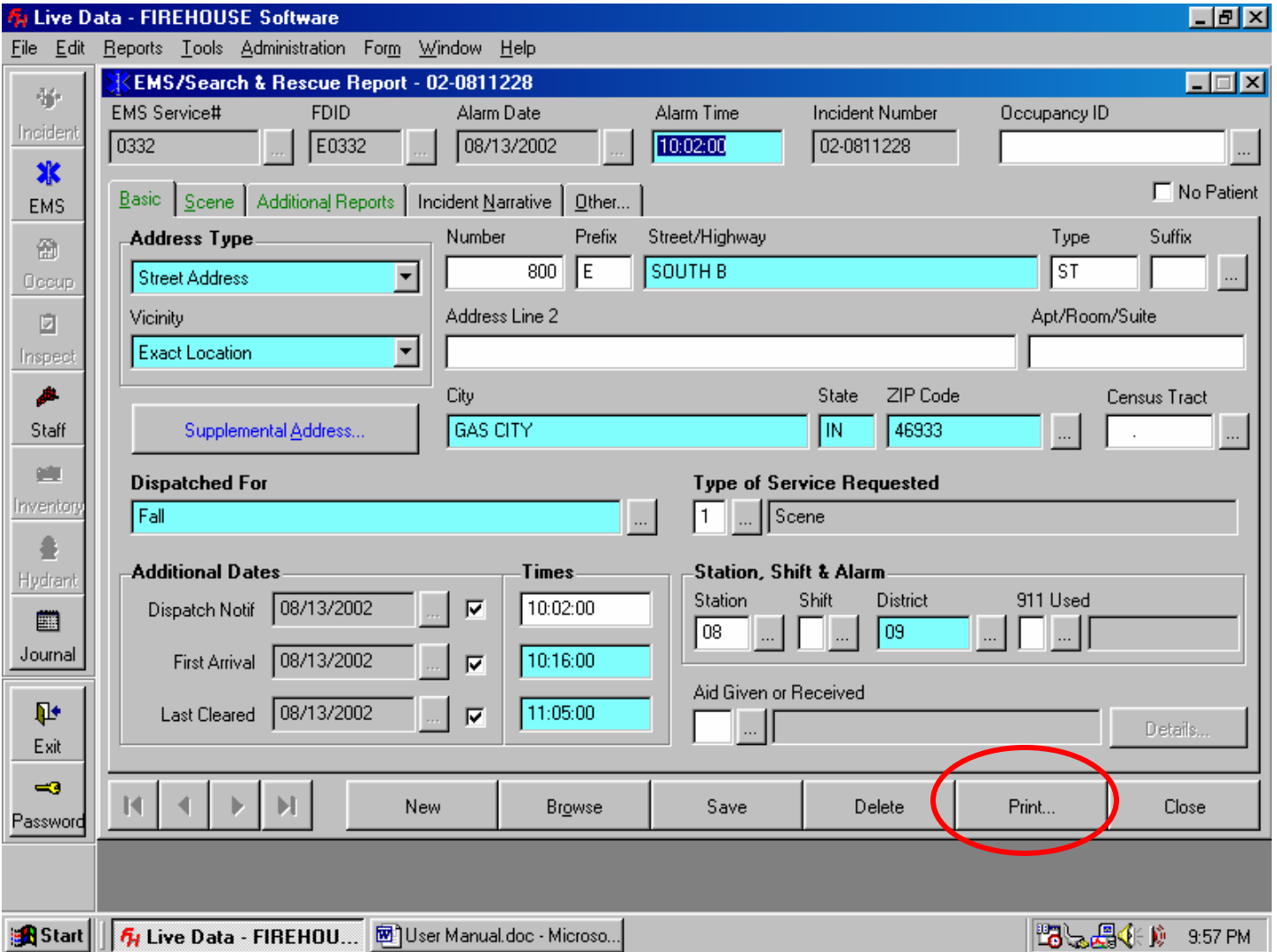
Adding a city to the lookup table

- If a city is not listed in the look up table, click on the new button to add it to the list. Before adding a city, be very sure that it is not.
- Follow the same steps for adding a street to the street lookup table.

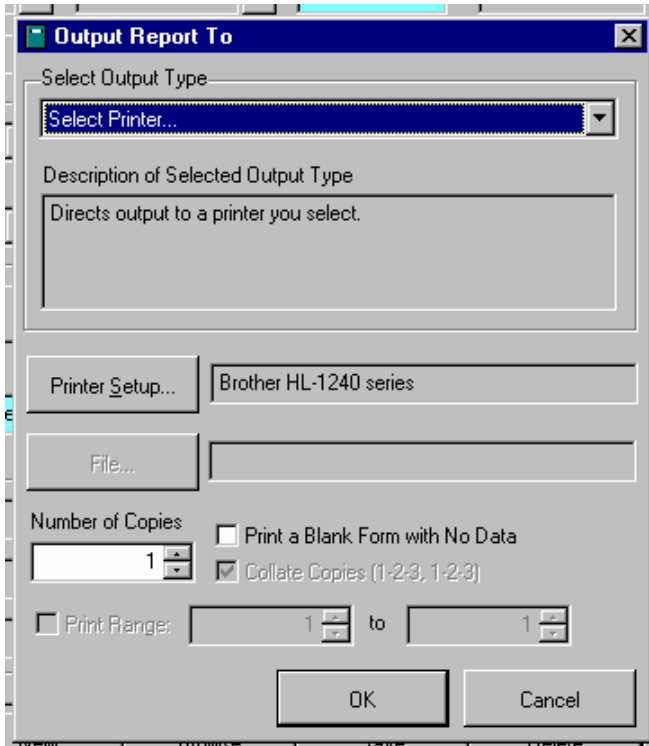
Printing a chart

Note: All charts MUST be printed (This includes signal 9 charts).

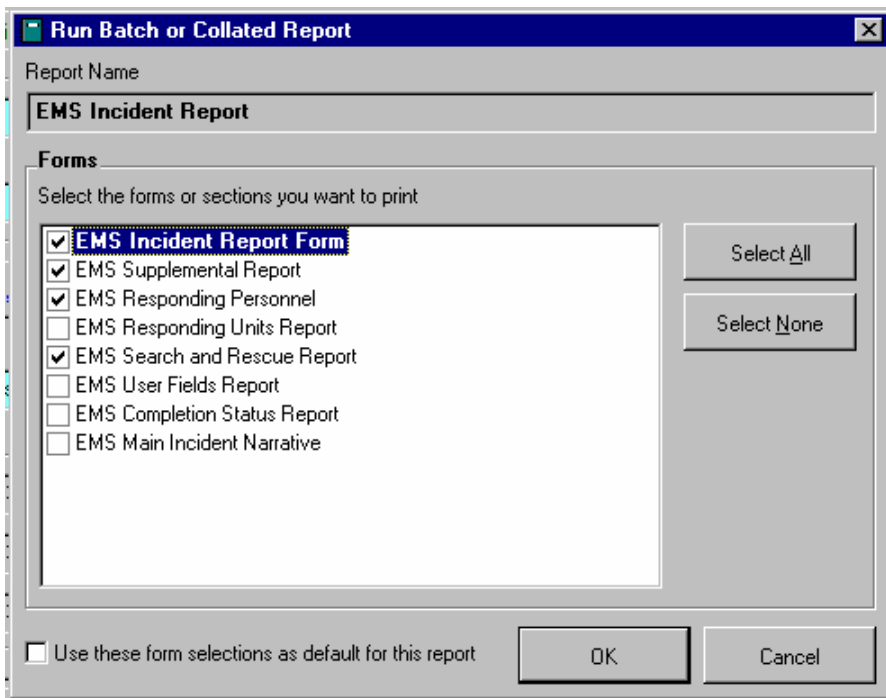
- Once the chart is completed, click the on the save button to be sure the entire chart is saved.
- Be sure the computer is connected to the printer. Then click on the print button.



This popup menu will be displayed.



3. Select the option of “Select Printer” to choose the printer you want to use.
4. Print 3 copies if you transported a patient or 2 copies if you did not or it is a signal 9 chart.
5. This menu will be displayed.



6. After clicking OK this screen will be displayed. Only the reports checked in the example should be printed. DO NOT change any information, just click on the “OK” button. **If you entered a Main**

Incident Narrative (This is not the same as the patient narrative), check the box and the Main Incident Narrative will print with the rest of the chart.

7. Sign each copy.

Chart Distribution

Marion General Hospital

1. Copy 1 to ER admitting
2. Copy 2 to the ER nurses station. Use the Right mail box located on the curved part of the counter as you enter ER
3. Copy 3 is kept by the EMS unit

Other Hospitals

1. Copy 1 goes to the ER
2. Copy 2 is kept in the unit and placed in the bottom mail box in the Ambulance Office at Marion General.
3. Copy 3 is kept by the EMS unit.