



Background:

The ImageTrend ELITE™ electronic patient care record is the primary means of documentation for EMS providers in the State of Maryland. ImageTrend has a plan to maintain the ELITE site in operational form and an expected response timeframe per its contract with MIEMSS. However, we recognize the need for a MIEMSS-directed contingency plan in the event of ImageTrend ELITE downtime in order to provide guidance on documentation to our Maryland EMS providers.

Goal:

Establish contingency procedures in the event of an ImageTrend ELITE outage.

Approach:

A tiered approach has been advocated by the workgroup with downtime procedures for brief (< 24 hours) vs. extended (> 24 hours) outage events.

Notification: MIEMSS will contact ImageTrend to ascertain the projected ELITE downtime and send out email notification of an outage to the jurisdictions as soon as possible.

Brief Outage (<24 hours): Documentation using ELITE Field and store these patient care reports on the local computer or laptop until the ELITE system has been restored.

- a. A copy of the completed MIEMSS-approved short form shall be given to the hospital for all patients transported during an ELITE outage.
- b. The ELITE Field report should be posted as soon as possible after restoration of ELITE system.
- c. A copy of the short form should be retained until the ELITE Field report has been posted.
- d. If the local computer storage for ELITE Field reports is exceeded, and ELITE Field will not accept additional reports, the full ELITE PCR should be completed with data from the short form when the system is restored.

Extended Outage (>24 hours): If ELITE Field is still operational and available, it is preferred to document patient care in ELITE Field. Otherwise, documentation should be completed on the MIEMSS-approved Short Form. The documentation must be complete and legible.

- a. A copy of the completed short form shall be given to the hospital for all patients transported during an ELITE outage.
- b. Fire companies or jurisdictions should retain a legible copy of the short form using a HIPAA-compliant process until the ELITE system is restored.
- c. Fire companies or jurisdiction shall scan the short form and attach it to the ELITE report. An incident number should populate in ELITE for all calls during the outage once the CAD to ELITE feed has been restored. If the CAD feed is not restored, call data may be entered into ELITE manually, followed by attachment of the short form via scanning.

Prolonged Electrical Outage: Documentation during a prolonged, widespread, electrical outage (>48 hours) will consist of a completed MIEMSS-approved Short Form.

- a. The short form must be retained by the fire company or jurisdiction in HIPAA-compliant manner until it has been scanned into ELITE, upon restoration of electrical power and the ELITE system (see 3a-c above).