



UNIFIED FIRE AUTHORITY

MEMORANDUM

24-176

December 17, 2024

TO: All Personnel

FROM: Division Chief Ayres

SUBJECT: ESO Configuration Updates

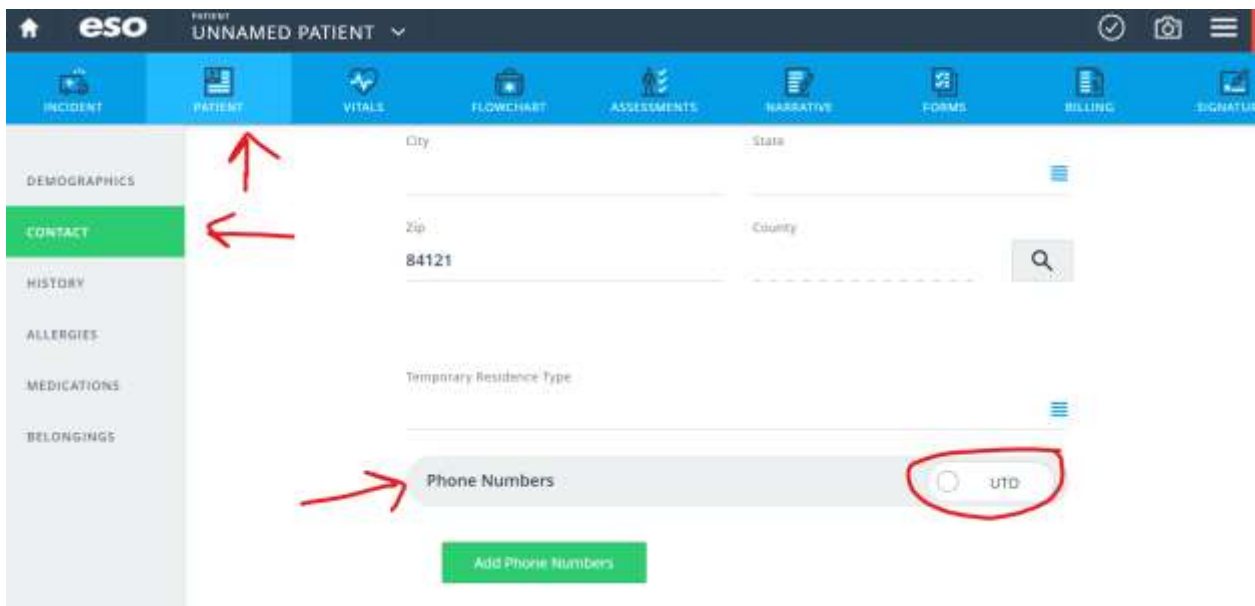
The following validation requirements will be active in the Electronic Health Record, **effective Jan 1, 2025**. A validation requirement means that you will not be able to lock the report without entering the information or using the “UTO” (Unable to Obtain) feature if available. UTO should only be used in the case of being truly unable to obtain the information and the reason should be documented in the narrative.

Please begin to acquire this information prior to the Jan 1 validation requirement so that gathering the information becomes a habit.

1. Required “next of kin” information for all patients under age 18. Juvenile/pediatric patients do not have the legal capacity to sign for transport or scene release unless they are legally emancipated. See UFA Protocols [Scene Release of Patients](#), [General Transport Criteria](#) and [UFA Policy 500-070 Electronic Health Records](#).

The screenshot displays the ESO patient record interface for an unnamed patient. The top navigation bar includes icons for INCIDENT, PATIENT, VITALS, FLOWCHART, ASSESSMENTS, NARRATIVE, FORMS, BILLING, and SIGNATURES. The left sidebar contains menu items: PAYMENT, CONTACT, DETAILS, MEDICAL NECESSITY, TRANSPORT, WORK RELATED, NEXT OF KIN (highlighted in green), and CONSUMABLES. The main content area shows the 'Next of Kin' section with a header 'Next of Kin' (highlighted in grey) and a red arrow pointing to it. Below the header, there are fields for 'Relationship to the Patient' (Spouse, Child/Dependent, Other), 'First Name', 'Middle Name', and 'Last Name'. A 'Phone Numbers' section is visible at the bottom with an 'Add Phone Numbers' button.

2. Phone number for transported patients. Phone numbers are critical for several reasons. One such reason is for UFA’s billing agent to contact the patient (or patient’s legal representative) to confirm insurance information, especially if this information is inaccurate or not acquired by providers on scene. See [UFA Policy 500-070 Electronic Health Records](#).



Please feel free to reach out to [Dan Biorge](#) or [Brooke Burton](#) in EMS Division with any questions about these documentation requirements. If you feel that any EMS protocols are unclear or should be amended, please use the Fresh Services [EMS Protocol Error or Update Request service item](#) which can be found in the service item catalog at support.unifiedfire.org.