



UNIFIED FIRE AUTHORITY

MEMORANDUM

25-026

February 20, 2025

TO: All Personnel

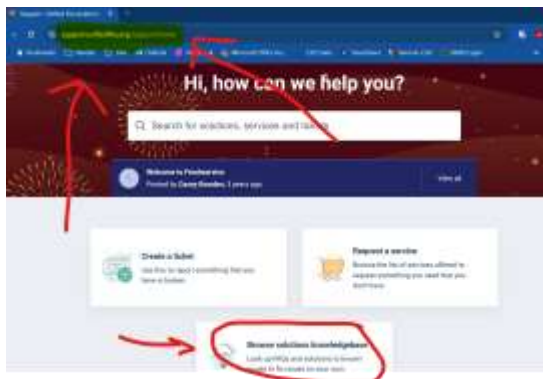
FROM: Division Chief Ayres

SUBJECT: NarcBox Updated Guidance & Initial Lessons Learned

Following are several updated procedures and lessons learned from our first month on the new NarcBox controlled substance security system. EMS Division realizes that some of the following items may conflict with what was discussed during initial training.

Additional updated direction can be found in the recently updated 550-20 Controlled Substance Tracking Guideline. We expect an updated 550-080 Controlled Substance Medication policy to be released shortly and we will continue to update both the tracking guideline and the policy as we learn more about this new program and identify additional guidance needs.

Step-by-step instructions, Frequently Asked Questions and troubleshooting steps can be found in the solutions center of Fresh Services



1. Individuals should manage their own PIN number including resetting a forgotten PIN
 - a. Go to [Narcbox.com](https://narcbox.com) --> go to login in top right of screen (two stacked lines) --> on the landing page of login, there is a button that says, “Reset Your NarcBox Access PIN?”
2. Recording of a usage should occur *as soon after the usage as reasonably possible*. EMS Division highly recommends recording the usage **BEFORE leaving the hospital** (or scene if a heavy apparatus is clearing). Do not wait to get back to the station. Whenever possible, an individual should not be in possession of an open vial of a controlled substance, a syringe with a controlled substance in it, or an un-sealed controlled

substance pouch by him or herself. The one expected exception to this guidance is when a patient is attended by one Paramedic in the back of an ambulance during transport.

3. When switching from a frontline apparatus to a reserve or back:
 - a. Check the pouch out of the vehicle you are leaving
 - b. Check the pouch in to the vehicle you are moving into
 - c. Close and lock the safe
 - d. Sync the safe
 - ** Remember to bring the red tags (don't leave them in a vehicle that is no longer frontline).
 - ** The check in/check out process should rarely be used other than when switching apparatus.

4. Most errors and problems can be solved by:
 - a. Syncing the safe
 - b. Resetting the safe
 - c. If neither of these steps works, contact EMS Division on-call (385)275-5776 and complete a NarcBox Support ticket

5. In the first 3 weeks since NarcBox implementation, controlled substance use has increased by approximately 30 percent over the same time period in 2024. This has caused unanticipated challenges with ensuring adequate medication stocks in certain apparatus. EMS Division is actively working to update pouch loads to ensure medications are available and the appropriate automated alerts are set.
 - a. "Spare" safes have been installed on the wall of each Battalion Chief office and contain 2 pouches (one red for heavy apparatus and one blue for ambulances). If a crew needs an immediate re-stock, you can go to the closest BC station and check one of the spare pouches into your apparatus safe using the process identified above for checking out/checking in a pouch. If you do this, please send a text message to the EMS on-call phone to let us know.
 - i. Crews at these stations are expected to audit both pouches before 0900 every 48 hours. (see #7 below).
 - b. It is possible for crews to move medications from one pouch to another if one apparatus at a station gets low on medication vials. If this is necessary, call the EMS on-call phone as there are certain limitations to this transfer process.

6. If you get an error message that the medication or pouch is not contained in the safe, use the following steps to troubleshoot/resolve the issue:
 - a. Sync the safe
 - b. Check the pouch in to the safe
 - c. Proceed with your audit or usage transaction
 - d. Contact EMS Division on-call and create a NarcBox Support Ticket if this does not solve the problem

7. If you are holding over at shift change or working a 72 or 96 hour shift, the DEA still requires that an audit be performed on the medication pouch at the time of the regular shift change. There is a 2 hour "courtesy" window before an alert of a missed shift change audit is sent to EMS Division staff. Please complete your shift change audit prior to 0900. This requirement will be reflected in future updates to the controlled substances policy.
 - a. Remember that shift change transactions should be conducted "face-to-face" whenever possible. If a face-to-face shift change ***is not possible***, two crewmembers should "audit" the safe.