



# UNIFIED FIRE AUTHORITY

## MEMORANDUM

25-168

September 23, 2025

TO: All Personnel  
FROM: Division Chief Rob Ayres  
SUBJECT: 2025 Q4 Documentation Goals

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With the implementation of the FirstPass case review software, EMS Division now has significantly better visibility on the state of our organization's clinical and documentation performance. While our organization's clinical EMS care is generally top notch, documentation is lacking at times. Below are three documentation items that we would like to improve before the end of 2025:

1. ***Documentation of patient or next of kin phone numbers:***

50% of transported patients YTD with a phone number acquired  
Goal is 90%

- Purpose is to allow our billing agent to contact the patient with billing questions, allow SLCo to contact the patient for referrals and to allow text-message post-care survey distribution

2. ***A minimum of two (2) complete sets of vital signs assessed and documented for transported patients:***

73% of transported patients YTD have 2 complete sets of vital signs documented  
Goal is 90%

- Purpose is to clearly and accurately document the patient's condition when the crew assumed care and just before care was transferred

3. ***Documentation of Patient Insurance Information:***

2% of transported patients YTD have insurance information documented  
Goal is 90%

- Purpose is to ensure that transports are billed appropriately, in a timely manner, and to ensure that patients don't get direct bills when insurance should cover all or part of the cost of service.

Dan Biorge will begin in-person station training on these and other documentation topics starting October 1, 2025. In the meantime, all station captains should review policy [500-070 Electronic Health Records](#) with their crews. An LMS activity will also be assigned to help guide station-level training.

Please feel free to reach out to Dan Biorge in EMS Division with any questions about documentation. If you would like to set up specific documentation training, use the [EMS Training Request](#) in the support request ticketing system. This request can also be found on the LMS bulletin board.