

Station Captain ESO Workflow:

1. Log on to www.esosuite.net via a web browser
 - a. Links are available on station computer desktop and through the UFA website employees tab
 - b. Note that Incident Reporting does not have a “mobile application” like the electronic health record (EHR). Tablets or computers must have a WiFi connection to complete the “Incident” report.
2. Select the red icon along the top tab titled “Incidents”
3. Navigate to the filters button on the top right corner of the page and select the following filters:
 - a. Choose the relevant date range. We recommend using “last 30 days” to ensure that any incidents from recent shifts are visible.
 - b. Select “Incident Status” and choose “Draft” and “Locked”
 - i. This list should be the full list of calls that the selected unit responded to during the selected time period
 - ii. Incidents in this list shall be completed before going off shift per UFA policy
 - iii. Any incident report in “locked” status is complete
 - iv. Any incident report in “draft” status is incomplete
 - c. Add a new filter, select “Station” as the next filter and choose your station and/or any stations that you are responsible for managing.
 - d. Utilize additional filters as necessary to identify any calls that you may be responsible for completing

Notes:

Incident – Actions Taken: In almost all situations, this should be “provide advanced life support (ALS).” The only times that “provide BLS” should be chosen is for a true BLS unit (Event EMT, for example). Add up to 3 actions taken. Because all of our units are ALS and our license is for ALS 911 service, we are providing ALS service when we respond regardless of the actual nature of the patient’s injury. Selection of this field does not affect billing rates or billing status. Everything on the Incident Report is for NFIRS state and national reporting only, not for billing or patient care purposes. Note also that actions taken is located in both the basic and the unit reports tabs. Each unit who responds to an incident needs to identify at least one specific action taken.

* If you do not see a medical incident that you responded on in the list above, it is probably because the responsible EMT/AEMT/Paramedic has not yet completed the EHR for that incident. Follow up with the individual responsible for completing that report and once it is locked and synced, the NFIRS draft will be available to complete.