



**Traumasoft is committed to supporting
our EMS community through this crisis.**

Traumasoft's COVID-19 Response Measures

In order to help our customers collect vital information on the COVID-19 threat, Traumasoft has added several new features to various modules throughout the system. This guide will outline what these features are, as well as how to use them. Once customers start to gather data, we will also work to create new reports in the Reporting module to extract the data collected by these features.

There are three areas in which you have the ability to collect this vital information:

- **EMPLOYEE PORTAL - LOGIN**
 - The first data collection point is when your employees log in. They will be asked a short series of questions before being able to punch in. (*Please contact Traumasoft to turn on this feature)
- **BUSINESS DEVELOPMENT & DISPATCH MODULES**
 - The second data collection point is Business Development and Dispatch in which the user will enter data collected from the patient prior to physical contact with your staff
- **EPCR MODULE**
 - The third data collection is within the EPCR when the response team has physical contact with the patient.

EMPLOYEE PORTAL- LOGIN

In addition to collecting information about possible exposure to COVID-19 for patients, we are adding an optional questionnaire on login to collect information from Employees to determine any possible infection of the virus. If enabled, each employee will be required to fill out the form prior to punching in for their shift. NOTE: You will need to contact Traumasoft to enable this form.

The following questions will be asked to the employee:

COVID-19 Questionnaire

Employee: Ward, Colt Shift: 4111 : 2020-03-20 : 10:00-22:00 Vehicle: 4111

Are you experiencing any of the following?

Cough Yes No

Shortness Of Breath Yes No

Fever Yes No

Flu-Like Symptoms Yes No

Other Yes No

What is your Current Temperature? (Use Degree Fahrenheit)

Temperature

Have you been fit tested for an N95 Mask within the last year?

Yes No

Submit

If the employee enters a temperature above 99.5 degrees or higher and/or answers 'Yes' to any of the symptom questions, an alert will be sent via email to the appropriate HR and all Global Admins. The temperature threshold can be configured by Traumasoft to a different value. We also have config options to not send the email on 'Yes' answers, and to disable the N95 Mask question if needed.

Once the form has been built and pushed to everyone, we will start work on a report to pull data from the submissions. A notification will be sent to our weekly update email list with information on when the report will be available.

BUSINESS DEVELOPMENT MODULE

We have added a new field in Business Development and CAD to allow companies to ask if a patient is a possible COVID-19 patient. The following is an instruction on how to enable and use this functionality.

1. To enable the new 'Possible COVID-19 Patient' field, go to **System Mgt > Dispatch Configs > BD Config > Supplemental Fields** tab.
2. You will see two groups of selections:
 - a. **Trip Assistant Supplemental Fields:** Shows any supplemental fields and allows you to enable and (optionally) require the field on the Trip Assistant intake form.
 - b. **Trip Scheduler Supplemental Fields:** Shows any supplemental fields and allows you to enable and (optionally) require the field on the Trip Scheduler intake form.
 - c. If enabled on either form, the field will show on Incoming Pool 'View' and will also push into CAD when the request is accepted.
3. Make your selections to enable / require the field on whichever forms you want to collect it on in Business Development, then click **Submit** at the bottom.
4. Currently there is only one supplemental field available (Possible COVID-19 Patient?) but we have built this in a way that additional questions can be added by Traumasoft at a later time as needed.

The screenshot shows the 'BD Config' interface with a navigation bar at the top containing tabs: General, Trip Assistant, Trip List, Email Content (TA/Trip Brokerage), Trip Calendar, Notifications (Global), Incoming Pool, Requested Services, and Hold Reasons. Below this is a secondary navigation bar with tabs: Trip Brokerage, Facility Groups, Hospital Dashboard, External, Trip Scheduler, Outsourced, Reports, and Supplemental Fields. The 'Supplemental Fields' tab is active, displaying two columns of configuration options.

Trip Assistant Supplemental Fields			Trip Scheduler Supplemental Fields		
Field	Enabled	Required	Field	Enabled	Required
Possible COVID-19 Patient?:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Possible COVID-19 Patient?:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Submit

If the field is enabled on the Trip Assistant intake form, it will show at the bottom of the form in a new section called 'Additional Info'.

Schedule Trip

Patient Information

* LAIRD, JEREMY
(last name, first name)
SSN
Primary Diagnosis
Weight: lbs
Height: in

Pickup Location

* CHRISTUS SPOHN HOSPITAL ALICE
 Patient Address Residence
* 2500 EAST MAIN STREET
Select Department ...
Room
Apt/Suite
* ALICE TX 78332
(361) 661-8015

Dropoff Location

ALHAMBRA HOSPITAL
 Patient Address Residence TBD
100 S RAYMOND AVE.
Select Department ...
Apt/Suite/Room
ALHAMBRA CA 91105
626-570-1606
MD First Name:
MD Phone:
Return Date Return Time

Pickup Time / Appointment Time

* Pickup: 03/20/2020 * 23:14
Apt: Date Time

Escort Information

Number of Escorts:
Escort Type:

Insurance & Trip Details

Admitted Date:
Medicare:
Medicaid:
Medi-Cal:
Private Insurance:
Number of Stairs:
Requested By:
* 234234234

Is LogistiCare Trip: Yes No
Is Bed Confined at Time of Transport: Yes No
In your professional opinion, does the patient named above require stretcher transportation at the time of transport? Yes No *
Is this patient ambulatory, either by himself/herself or with the use of a cane, walker or crutches? Yes No
Can this patient be safely transported unattended by wheelchair, van or by car? Yes No

Options: Round Trip One Way Oxygen 2
 Yes No Unknown Wide Wheelchair
Is Patient PPS? Yes No Unknown Bariatric Stretcher
* Call Type: Basic Life Support
Immediate
 IV #
 Cardiac Monitor
LOS: Yes No
Is this patient receiving Part A benefits at your facility? Yes No

Reason For Transport: Select One...

Comments

Dispatch Comments

Additional Info

* Possible COVID-19 Patient? Yes No

Similar to Trip Assistant, if enabled in Trip Scheduler, the field will show at the bottom in the new section called Additional Info.

Trip Scheduler

- Home
- Schedule Trip**
- Trips List
- Calendar
- Contact
- Profile

TRAUMAsoft

Schedule Trip

Patient

DOB SSN

Height in Weight lbs

Requester

Requester Phone

Pickup Time: ASAP Scheduled

Appt. Time:

Type of Service

Chief Complaint

Number of Stairs

Options: Round Trip One Way

Oxygen Restraints Monitor Ventilator IV

Notes / Comments / Other Equipment

Pickup Facility

Address

Apt/Room/Suite #

City State

Zip Phone

Dropoff Facility

Address

Apt/Room/Suite #

City State

Zip Phone

Medicare

Medicaid

Insurance

Insurance Preauth

Additional Info:

Possible COVID-19 Patient? Yes No

DISPATCH MODULE

Regardless of whether you utilize Traumasoft's Business Development tools, the new COVID-19 question can be used in the CAD module to collect this information. We have added a new section to the 'Misc' tab on CAD Call Properties called 'CAD Supplemental Fields'.

1. To fill this out on any CAD leg, edit the trip leg (or make a new one) and go to the Misc tab.
2. While in Edit Mode on the leg (click Enable Editing if the leg is locked), click the Add button on the CAD Supplemental Fields table.
3. Choose the field from the Add dropdown (currently the only option is 'Possible COVID-19 Patient'), then choose a value and click OK.
4. Once you have added the supplemental field, click Save in the bottom-right corner of the Call Properties window – the supplemental field will not save if you do not save the trip after adding.

The screenshot displays the Traumasoft CAD module interface. At the top, there are sections for 'Customer' and 'Trip Information'. The 'Customer' section includes fields for Name (LAIRD, JEREMY), SSN, DOB, Age, and Sex, along with a 'Clear' button and an 'Edit' button. The 'Trip Information' section includes Leg Date (03/20/2020), Trip # (009-A), Run #, Unit, and Vehicle. Below these are navigation tabs: Dispatch, Medical, Billing, Notes, Attachments, Forms, History, PCS, Contacts, Misc, and CMS_1500. The 'Misc' tab is selected, and the 'Cad Action' button is visible. The main content area is divided into two sections: 'Billing Supplemental Fields' and 'CAD Supplemental Fields'. Both sections have a table with columns for 'Name' and 'Value / Description', and an 'Add' button on the right. The 'CAD Supplemental Fields' section is currently active, and a modal dialog titled 'Add CAD Supplemental Field' is open. This dialog has a dropdown menu with 'Possible COVID-19 Patient?' selected, radio buttons for 'Yes' (selected) and 'No', and 'OK' and 'Cancel' buttons at the bottom. The 'Add' button in the 'CAD Supplemental Fields' table is highlighted with a red box, and the modal dialog is also outlined in red.

EPCR MODULE

Traumasoft has implemented new NEMESIS elements for collecting information about recent travel to help identify possible COVID-19 patients. The new fields are located on the Patient page of the EPCR under Medical History. Currently the fields are not being submitted to any state/county repositories, but as soon as those entities are able to collect the data, we will enable sending of it in the NEMESIS XML.

The screenshot displays a web form with three main sections:

- Recent Travel:** A dropdown menu with a 'Cancel Selection' button. Below it are six buttons: 'No', 'Unknown', 'Yes' (highlighted in blue), 'Refused', 'Unresponsive', and 'Unable to Complete'.
- Travel Locations:** A text input field with a dropdown arrow and the text 'Enter Value:'. The field contains the text 'Indonesia'.
- Recent Exposure to Infectious Disease:** A dropdown menu with a 'Cancel Selection' button. Below it are six buttons: 'No' (highlighted in blue), 'Unknown', 'Yes', 'Refused', 'Unresponsive', and 'Unable to Complete'.

Additionally, three options have been added to the Providers Primary Impression and Providers Secondary Impression fields for COVID-19:

- COVID-19 - Confirmed by testing
- COVID-19 - Exposure to confirmed patient
- COVID-19 - Suspected – No Known Exposure

We also advise each agency to remind crews that if they are required to transport to an alternate location (non-hospital, clinic, etc..) because they are being diverted due to the COVID-19 crisis, ensure that they are documenting well within the Narrative to justify billing to the alternate location per CMS guidelines.

As always, please feel free to reach out to Traumasoft Support if you have any questions.

Remember, if you would like the employee data collection point turned on, please contact Traumasoft Support.