



Advisory 16-11 Unknown Patients

To: All Providers

From: Jeremy T. Cushman, MD, MS, EMT-P *JT Cushman*
Regional Medical Director

Date: November 14, 2016

EMS Providers are constantly faced with patients in extremis or only limited demographic information is available to allow for immediate patient registration at the receiving hospital. Whenever possible, a best attempt should be made to collect complete demographic information as this allows the receiving hospitals to find past medical records that can improve care. Both major hospital systems have a means to expedite the registration process by assigning the patient an alias in their electronic charting system. In order for the EMS record to be included in the hospital record, the demographics must be compared before the information can be uploaded. This process can create an unnecessary delay in the availability of vital EMS data.

To facilitate the connection of EMS with hospital records, we ask that EMS providers begin documenting the hospital's Medical Record Number (MRN) in your ePCR in the field prescribed by your EMS agency. Below you will find screen shots from the ePCR vendors used within the region and an example of a hospital face sheet and hospital patient label (Figures 1-5) to assist you in placing the hospital MRN in the correct field on your ePCR. Although policies on supplying face sheets to EMS vary from hospital to hospital, all hospitals will be able to provide you with a MRN.

From time to time, we will have patients with no known demographic information. It is imperative that the hospital be provided with any information that you have that may assist in the patient's identification such as the location at which you picked up the patient. Agencies operating in the regional emsCharts commands may utilize the Unknown Patient and Unknown Address features in these instances (Figure 6). Although the features vary from ePCR vendor, please be diligent in the documentation of unknown patients and do not document data that is known to be inaccurate to bypass data validation rules such as putting today's date as a date of birth because the patient is unable to communicate it to you.

With any questions, please do not hesitate to contact this office.

web www.mlrems.org
phone (585) 463-2900
fax (585) 473-3516

office
44 Celebration Drive, Suite 2100
Rochester, NY 14620

mailing
601 Elmwood Avenue, Box 655
Rochester, NY 14642



Figure 1: The MRN Number can be located on either the hospital face sheet or a hospital label.

10/12/16
02:12PM
VSTR

STRONG HEALTH - VISIT RECORD
*** OUTPATIENT EMERGENCY DEPT *** MRN: 318-42-42

-----PATIENT INFORMATION-----

Patient Name: ZZ, KNOXVILLE I DOB: 01/01/99 Age: 117Y Sex: I
UNKNOWN
UNKNOWN, ZZ 99999 SSN:
Hm/Oth Ph#: 999-999-9999 County: UNK/NONE
Call?: Y Mail?: Y Marital Status: UNKNOWN
Emp Status: UNKNOWN Spouse:
Employer: Mom: Dad:
Wk Ph#: Religion:
Patient Email: Church:
Email Declined Dt: OB/GYN:
PCP: PROVIDER, UNKNOWN MD
NONE
NONE, ZZ 99999



Figure 2: In the MEDS ePCR platform, the MRN should be placed in the Hospital Visit Number field.

VITAL SIGNS
NO VITALS TO DISPLAY.

PHYSICAL FINDINGS
WEIGHT: 80 KG, 176.4 LBS

TREATMENTS
NO TREATMENTS DOCUMENTED

ADMISSION COMPLETION
CONDITION OF PATIENT AT DESTINATION: UNCHANGED
HOSPITAL VISIT NUMBER: MRN 123456789

PCR ID: 201612120216210001 DEVICE: PRINTED: 10/12/2016 10:58:42

Figure 3: In the emsCharts ePCR platform, the MRN should be placed in the Receiving Comments.

TEST Chart Times (EST)

Patient Record ID: 35915743 Incident Number: CAD: Onset:

General **Referring** **Receiving** **Patients**

Base: Main Station Type: Hosp EMS Other
Unit: BLS Unit 01 First Responder Other Type: Select Other Type
Response: Priority 1 Location: Name: Location: Mode: Lights / Sirens
EMD: Yes, Pre-Arrival Instr. County: Requester: Scene Grid: Mode: Lights / Sirens
Type of Svc.: Scene Dispatched As: Not Recorded Outcome: Amb. Transport Code: Mass Casualty: Not Recorded Vehc. Grid: Comment: MRN 3184242
1) Patient Name Unknown

Received: Dsp Notified: 06/11/2015 08:55
Dispatched: 06/11/2015 08:55
Acknowledged: 06/11/2015 08:55
EnRoute: 06/11/2015 08:55
On Scene: 06/11/2015 08:55
At Pt: 06/11/2015 08:55
Arrive Rec: Transfer Care Dest: Available: 06/11/2015 08:55
Completed: 06/11/2015 08:55
Extricated: Edit Times

Cancel Changes Next >>

web phone fax
www.mlrems.org
(585) 463-2900
(585) 473-3516

office
44 Celebration Drive, Suite 2100
Rochester, NY 14620

mailing
601 Elmwood Avenue, Box 655
Rochester, NY 14642



Figure 4: In the ESO ePCR platform, the MRN should be placed in the Trauma Registry Field.

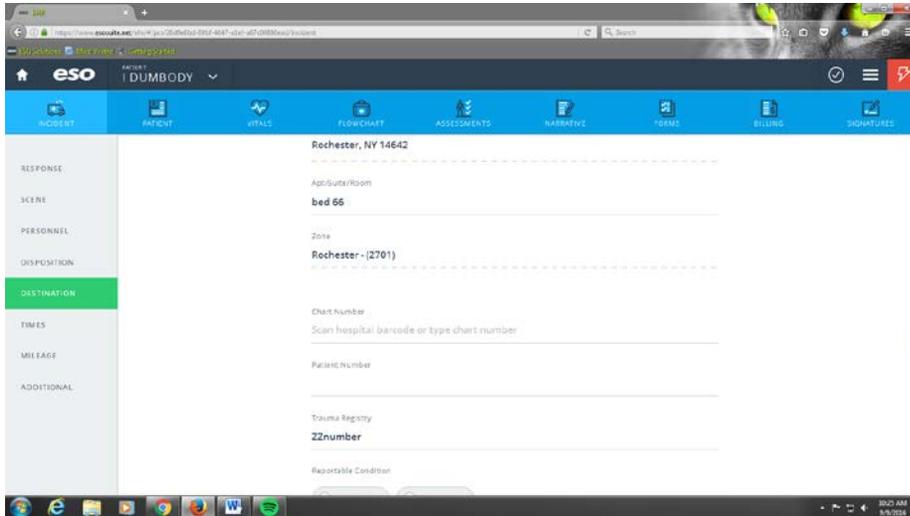


Figure 5: In the Zoll ePCR platform, the MRN should be placed in the Destination Medical Record field.

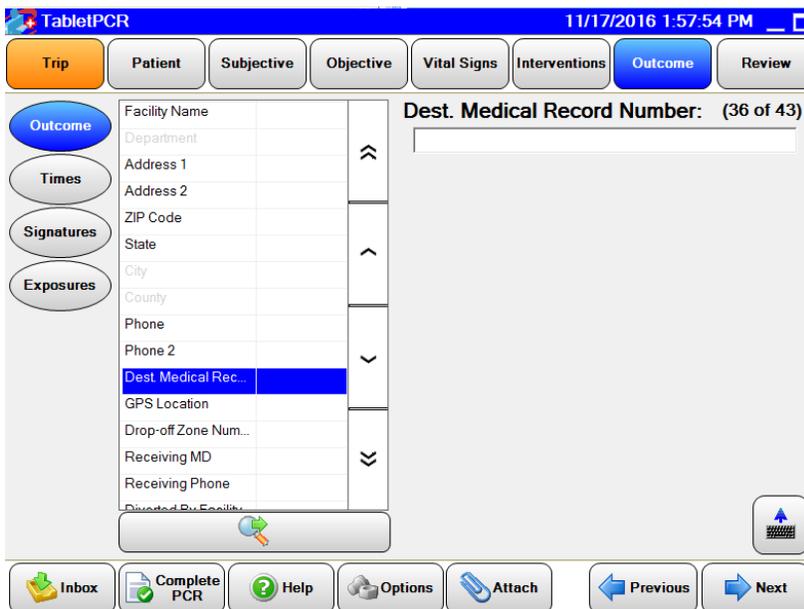




Figure 6: For agencies in the Monroe-Livingston Region using emsCharts, please use the Unknown Patient feature on the patient page instead of free texting John Doe.

web www.mlrems.org
phone (585) 463-2900
fax (585) 473-3516

office
44 Celebration Drive, Suite 2100
Rochester, NY 14620

mailing
601 Elmwood Avenue, Box 655
Rochester, NY 14642