

Monroe-Livingston Regional E-PCR Evaluation Subcommittee  
Report on EPCR Products

July 6, 2007

**Vendor Name:** EMSCharts, Inc

**Vendor Contact:** Joe Meath  
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[joe\\_meath@rochester.rr.com](mailto:joe_meath@rochester.rr.com)

**Product Website:** [www.emscharts.com](http://www.emscharts.com)

**Product:** EMSCharts, EMSCharts Mobile, EMSCharts Pocket

**Cost:** Cost - Based on 3001 to 5000 calls per year - \$320.00 per month  
(\$3644.00 per year) /PDA - \$96.00/mo/Mobile - \$128.00/mo/EKG  
interface - \$32.00/mo/Billing export - \$48.00/mo/Archiving -  
\$16.00/mo

**Operating System:** Microsoft Windows

**Gold NEMESIS Compliance**

**Total Score:** 307/ 330

**Product Summary:**

The EMSCharts product offers a wide range of functionality in a comparatively cost effective manner. The product includes a well-designed user interface both as a web-based application and as mobile computer resident software. This product includes a wide range of functionality as part of the base price and has several add on modules to accomplish tasks such as billing, archiving and mobile data entry. The company was established in 2003 and currently has numerous clients across the east coast entering thousands of charts each month. This product is being used by several agencies in the MLREMS region.

| Review Item  | Rating | Comments  |
|--|--------|---|
| <b>System</b>  |        |   |
| Installed Windows Application  | 5      | <b>Locally installed mobile software available</b>                      |
| Web-Based Application (Locally Installed vs. vendor server based)  | 5      | <b>Web based backbone</b>   |
|  |        |   |
| <b>Hardware</b>  |        |   |
| <b>Compatibility and system requirements</b>   |        |   |
| Desktop PC   | 5      | <b>Yes</b>  |
| Tablet PC  | 5      | <b>Yes</b>  |
| Pocket PC / Palm device compatible   | 5      | <b>Yes</b>  |
| Internet connection required at all times or only during data sync?  | 5      | <b>Only during data sync from mobile devices</b>                        |
| Scanner compatibility  | 5      | <b>Yes, documents can be scanned and attached to records</b>            |
| Printer compatibility  | 5      | <b>Yes, can print locally or across a network</b>                       |
| Is wireless access supported (ie verizon/sprint WWAN)  | 5      | <b>Yes</b>  |
| <b>Cost Structure</b>  |        |   |
| In-house hosting vs. company hosting   | 5      | <b>Company, Web hosted Data</b>   |
| Infrastructure Set-up Costs and On-going Costs   | 4      | <b>Relatively inexpensive as compared to other vendors</b>              |
| Initial Set-up Costs and On-going Costs  | 4      | <b>Initial costs relatively inexpensive. Mobile license is one time</b> |
| Upgrades   | 5      | <b>Included, released annually (major)</b>                              |
| Costs to interface with other EMS equipment. (cardiac monitors, etc)   | 3      | <b>Yes, but expensive</b>   |
| Customer Support Costs   | 5      | <b>Included in basic fees</b>   |
| <b>Security</b>  |        |   |
| Data Encryption  | 5      | <b>Very secure</b>  |
| Multiple access levels within software governed by secure logins (e.g. Admin, QAI, User, read-Only, Hospitals, Billing etc.) | 5      | <b>Defined by agency, very flexible</b>                                 |
| Ability to lock PCRs once completed  | 5      | <b>Yes</b>  |

|  |   |  |
|--|---|--|
| Automatic Log Out for unattended computers   | 5 | Yes  |
| Maintains audit trail of who has logged on, from where and when.                                 | 5 | Yes  |
| Allow Administrative changes only with log of user making changes.                               | 5 | Yes  |
| Allow Read Only access which prevents users from making any changes to the data.                 | 5 | Yes  |
| System administrator will have the ability to assign security levels by individual login/account | 5 | Yes  |
| Unlimited number of accounts available   | 5 | Yes  |
| Inactive accounts become unusable after a specified time period                                  | 5 | Yes  |
| Ability to change user and security access on the fly, with no need to restart program.          | 5 | Yes  |
| Tracks changes to module databases, including date, time, computer and user who make change.     | 5 | Yes  |
| Time-Tolerance Editing - Setup a time interval for which records can be modified.                | 5 | Yes  |
| <b>Software has to be compliant with:</b>  |   |  |
| HIPPA  | 5 | Yes  |
| NEMESIS (Gold/Silver)  | 5 | Gold Nemsis  |
| NYS DOH  | 5 | Yes, export already built                                  |
| <b>Data Exchange</b>   |   |  |
| Interface to Server (Data Synchronization)   | 5 | Over internet connection, seamless and easy to use         |
| Interface with CAD/Dispatch  | 3 | Some vendors, Livingston but not Monroe County             |
| Interface with other agencies (BLS/ALS/First-Responders)   | 3 | Yes, functionality seems somewhat limited                  |
| Interface with hospitals (Fax/E-mail/etc., direct sync, etc)                                     | 4 | Automatic fax, printer                                     |
| Interface with billing companies   | 5 | Interfaces with Medex Billing and numerous other softwares |
| Interface with QAI   | 5 | Robust QA/QI program integrated in product                 |
| Interface with other medical equipment?  | 5 | Zoll, Medtronic, Phillips (all at extra cost)              |

|  |   |   |
|--|---|---|
| Interface with other software products (I.e. Firehouse for NFIRS)                          | 5 | <b>NFIRS reporting, numerous exports available</b>                            |
| Ability to download entire database for additional reporting/interfaces                    | 3 | <b>Yes, at extra cost (archiving)</b>   |
| Ability to export data to meet MLREMS and NYS DOH reporting format                         | 5 | <b>Yes, already built</b>   |
| <b>Customer Support</b>  |   |   |
| Responsiveness/Availability  | 3 | <b>Not 24/7, but some availability of staff on off hours</b>                  |
| Contractual Obligations  | 3 | <b>As above</b>   |
| Upgrades (How often /How customer notified) Associated downtime?                           | 4 | <b>Major once a year, sometimes multiple minors. Customers notified prior</b> |
| <b>Disaster Recovery</b>   |   |   |
| Backup Process (On-site vs. Off-site, How often)   | 5 | <b>Robust data backup and security – primary at Univ. of Pittsburgh</b>       |
| Reliability (24/7 coverage, Communication Process)   | 5 | <b>99.9992% up time</b>   |
| Response Time Frame  | 5 | <b>Rapid response and recovery – minutes to hours</b>                         |
| Process to notify customers of system failure / downtime.                                  | 3 | <b>Phone tree, email, posting on web.</b>                                     |
| Penalty Clause for unscheduled downtime/ long duration (2 hour)                            | 5 | <b>Yes, financial penalties in contract</b>                                   |
| Ability to store data on local PC's until system back on line.                             | 5 | <b>Unlimited mobile data storage until server back functioning</b>            |
| <b>Additional Features</b>   |   |   |
| Anytime, anywhere access   | 5 | <b>Yes, or can be programmed with IP screening to limit access</b>            |
| Touch screen   | 5 | <b>Yes</b>  |
| Electronic Signature Support   | 5 | <b>Yes</b>  |
| Freehand Notepad   | 5 | <b>Yes</b>  |
| Ability to link to reference documents (protocols)   | 5 | <b>Yes</b>  |
| Customizable Forms   | 5 | <b>Yes</b>  |
| Is the data form customized by provider level? Paamedics see different screens than EMT's? | 5 | <b>Yes, by provider level</b>   |
| Ability to auto populate patient demographics from previous patient contact? Also edit?    | 5 | <b>Yes, if turned on</b>  |

|  |                |  |
|--|----------------|--|
| Ability to auto populate patient narrative from preset data points? Edit as needed per patient?  | 5              | Yes  |
| Agency ability to make data points required to be completed before PCR can be closed.  | 5              | Yes, customizable by agency  |
|  |                |  |
| <b>Ancillary Items</b>   |                |  |
| Data Storage Costs / How long is data kept   | 5              | No data erased   |
| If contract is ended, what data is provided to the customer and in what format?  | 5              | Contract states data will be presented in a mutually agreed upon format. SQL based |
|  |                |  |
| <b>Reporting Capabilities</b>  |                |  |
| General Canned Reporting Capabilities - # of reports, layout, ease of use.   | 4              | Many canned reports, easy to use interface, layout easy to read.                   |
| Custom reporting capabilities – Ad Hoc reporting system – Ease of use, available data, layout.   | 3              | All data available, user interface is decent, can be cumbersome, same layout       |
| Can reports be run automatically and emailed/posted to users?  | 5              | Yes  |
| Can reports be drilled into? (e.g. can you click on data that is interesting and drill into it, eventually ending up at individual charts if desired?) | 3              | Yes, some reports can be drilled into  |
| <b>TOTAL SCORE</b>   | <b>307/330</b> |  |

Monroe-Livingston Regional E-PCR Evaluation Subcommittee  
Report on EPCR Products

July 6, 2007

**Vendor Name:** ESO Solutions, Inc

**Vendor Contact:** Jason Bonham  
(866) 766-9471  
[jason.bonham@esosolutions.com](mailto:jason.bonham@esosolutions.com)  
Chris Dillie  
(866) 766-9471

**Product Website:** [www.esosolutions.com](http://www.esosolutions.com)

**Product:** ESO Pro v. 1.2

**Cost:** Cost - \$7995.00 base pricing for under 5000 calls per year/5000 to 12,500 calls - \$1.80 per call/12,500 to 20,000 - \$1.60 per call/Mobile Software - \$695.00 per unit (one time)

**Operating System:** Microsoft Windows

**Silver NEMESIS Compliance**

**Total Score:** 287 / 330

**Best Suited For:** All Services

**Product Summary:**

Incorporated in 2004, ESO Solutions offers a well-designed and developed product that boasts an exceptional user interface and robust reporting capabilities. The product is in use in multiple states with thousands of charts being entered into the system each month. ESO Solutions is also a billing company and offers their product as part of a package with billing services. Bought separately from billing services, the product is comparably expensive and could be difficult to afford for smaller volume agencies and BLSFR services. The lack of a QA module, although in development, could be a significant downside for agencies looking for that functionality.

| <b>Review Item</b>   | <b>Rating</b> | <b>Comments</b>   |
|--|---------------|---|
| <b>System</b>  |               |   |
| Installed Windows Application  | 5             | <b>Locally installed mobile software available</b>                      |
| Web-Based Application (Locally Installed vs. vendor server based)  | 5             | <b>Web based backbone</b>   |
|  |               |   |
| <b>Hardware</b>  |               |   |
| <b>Compatibility and system requirements</b>   |               |   |
| Desktop PC   | 5             | <b>Yes</b>  |
| Tablet PC  | 5             | <b>Yes</b>  |
| Pocket PC / Palm device compatible   | 0             | <b>No</b>   |
| Internet connection required at all times or only during data sync?  | 5             | <b>Only during data sync from mobile devices</b>                        |
| Scanner compatibility  | 5             | <b>Yes, documents can be scanned and attached to records</b>            |
| Printer compatibility  | 5             | <b>Yes, can print locally or across a network</b>                       |
| Is wireless access supported (ie verizon/sprint WWAN)  | 5             | <b>Yes</b>  |
| <b>Cost Structure</b>  |               |   |
| In-house hosting vs. company hosting   | 5             | <b>Company, Web hosted Data</b>   |
| Infrastructure Set-up Costs and On-going Costs   | 3             | <b>Moderately expensive, as compared to other product</b>               |
| Initial Set-up Costs and On-going Costs  | 3             | <b>Initial costs relatively inexpensive. Mobile license is one time</b> |
| Upgrades   | 5             | <b>Included, released annually (major)</b>                              |
| Costs to interface with other EMS equipment. (cardiac monitors, etc)   | 3             | <b>Yes, extra cost</b>  |
| Customer Support Costs   | 5             | <b>Included in basic fees</b>   |
| <b>Security</b>  |               |   |
| Data Encryption  | 5             | <b>Very secure</b>  |
| Multiple access levels within software governed by secure logins (e.g. Admin, QAI, User, read-Only, Hospitals, Billing etc.) | 5             | <b>Defined by agency, very flexible</b>                                 |
| Ability to lock PCRs once completed  | 5             | <b>Yes</b>  |

|  |   |  |
|--|---|--|
| Automatic Log Out for unattended computers   | 5 | Yes  |
| Maintains audit trail of who has logged on, from where and when.                                 | 5 | Yes  |
| Allow Administrative changes only with log of user making changes.                               | 5 | Yes  |
| Allow Read Only access which prevents users from making any changes to the data.                 | 5 | Yes  |
| System administrator will have the ability to assign security levels by individual login/account | 5 | Yes  |
| Unlimited number of accounts available   | 5 | Yes  |
| Inactive accounts become unusable after a specified time period                                  | 5 | Yes  |
| Ability to change user and security access on the fly, with no need to restart program.          | 5 | Yes  |
| Tracks changes to module databases, including date, time, computer and user who make change.     | 5 | Yes  |
| Time-Tolerance Editing - Setup a time interval for which records can be modified.                | 5 | Yes  |
| <b>Software has to be compliant with:</b>  |   |  |
| HIPPA  | 5 | Yes  |
| NEMESIS (Gold/Silver)  | 2 | Silver, Gold in August 2007                        |
| NYS DOH  | 5 | Yes  |
| <b>Data Exchange</b>   |   |  |
| Interface to Server (Data Synchronization)   | 5 | Over internet connection, seamless and easy to use |
| Interface with CAD/Dispatch  | 5 | State yes to Monroe and Livingston CAD vendors     |
| Interface with other agencies (BLS/ALS/First-Responders)   | 0 | No   |
| Interface with hospitals (Fax/E-mail/etc., direct sync, etc)                                     | 5 | Auto fax, printer, email                           |
| Interface with billing companies   | 5 | Yes, xml export or NEMESIS dataset                 |
| Interface with QAI   | 0 | No, future plans to add functionality              |
| Interface with other medical equipment?  | 5 | Zoll, Medtronic, Phillips (all at extra cost)      |



|  |   |  |
|--|---|--|
| Interface with other software products (I.e. Firehouse for NFIRS)                          | 5 | <b>NEMESIS xml export to any software</b>                          |
| Ability to download entire database for additional reporting/interfaces                    | 3 | <b>Yes, formats limited</b>  |
| Ability to export data to meet MLREMS and NYS DOH reporting format                         | 5 | <b>Yes</b>   |
| <b>Customer Support</b>  |   |  |
| Responsiveness/Availability  | 5 | <b>24/7 outage support</b>   |
| Contractual Obligations  | 5 | <b>As above</b>  |
| Upgrades (How often /How customer notified) Associated downtime?                           | 4 | <b>Quarterly upgrades</b>  |
| <b>Disaster Recovery</b>   |   |  |
| Backup Process (On-site vs. Off-site, How often)   | 5 | <b>Significant backup and both on and off site</b>                 |
| Reliability (24/7 coverage, Communication Process)   | 5 | <b>Nearly 0% unscheduled downtime due to redundant server farm</b> |
| Response Time Frame  | 5 | <b>Minutes</b>   |
| Process to notify customers of system failure / downtime.                                  | 3 | <b>Program / email</b>   |
| Penalty Clause for unscheduled downtime/ long duration (2 hour)                            | 3 | <b>Not in contract now, but will discuss</b>                       |
| Ability to store data on local PC's until system back on line.                             | 5 | <b>Unlimited mobile data storage until server back functioning</b> |
| <b>Additional Features</b>   |   |  |
| Anytime, anywhere access   | 5 | <b>Yes, or can be programmed with IP screening to limit access</b> |
| Touch screen   | 5 | <b>Yes</b>   |
| Electronic Signature Support   | 5 | <b>Yes</b>   |
| Freehand Notepad   | 5 | <b>Yes</b>   |
| Ability to link to reference documents (protocols)   | 5 | <b>Yes</b>   |
| Customizable Forms   | 3 | <b>Some but not all</b>  |
| Is the data form customized by provider level? Paamedics see different screens than EMT's? | 3 | <b>Somewhat in drop downs</b>                                      |
| Ability to auto populate patient demographics from previous patient contact? Also edit?    | 5 | <b>Yes, if turned on</b>   |

|  |                |  |
|--|----------------|--|
| Ability to auto populate patient narrative from preset data points? Edit as needed per patient?  | 0              | No   |
| Agency ability to make data points required to be completed before PCR can be closed.  | 5              | “Verification report”  |
|  |                |  |
| <b>Ancillary Items</b>   |                |  |
| Data Storage Costs / How long is data kept   | 5              | No data erased   |
| If contract is ended, what data is provided to the customer and in what format?  | 5              | Contract states data will be presented in a mutually agreed upon format. SQL based |
|  |                |  |
| <b>Reporting Capabilities</b>  |                |  |
| General Canned Reporting Capabilities - # of reports, layout, ease of use.   | 4              | Nice reporting module, easy to use and reports are laid out well                   |
| Custom reporting capabilities – Ad Hoc reporting system – Ease of use, available data, layout.   | 4              | All data available, fairly user friendly interface                                 |
| Can reports be run automatically and emailed/posted to users?  | 5              | Yes  |
| Can reports be drilled into? (e.g. can you click on data that is interesting and drill into it, eventually ending up at individual charts if desired?) | 3              | “Canned” reports yes, Ad-Hoc no  |
|  |                |  |
| <b>TOTAL SCORE</b>   | <b>287/330</b> |  |

Monroe-Livingston Regional E-PCR Evaluation Subcommittee  
Report on EPCR Products

July 6, 2007

**Vendor Name:** Med-Media, Inc

**Vendor Contact:** Richard Gurba  
(717) 919-6468 / (717) 657-8200 x2  
Mark Lamborn  
(717) 380-5333  
[mlamborn@med-media.com](mailto:mlamborn@med-media.com)

**Product Website:** [www.med-media.com](http://www.med-media.com)

**Product:** EMStat WebCur Gold - version 1.0

**Cost:** Cost - \$3,500.00 per unit - EMStat and WebCur - up to 1000 calls per year/yearly maintenance - 20% of software fee

**Operating System:** Microsoft Windows

**Gold NEMESIS Compliance**

**Total Score:** 271 / 330

**Product Summary:**

This product is in wide use across the United States, including several statewide implementations. The user interface on this product was not among the best that were reviewed, with too many check boxes rather than drop down menus and lacking flow in data entry. The product has a solid back-end reporting module and has an update coming out later this year that should improve the user interface. A lack of customization ability may make this product less attractive than others to some agencies.

| <b>Review Item</b>   | <b>Rating</b> | <b>Comments</b>   |
|--|---------------|---|
| <b>System</b>  |               |   |
| Installed Windows Application  | 5             | <b>Locally installed mobile software available</b>                      |
| Web-Based Application (Locally Installed vs. vendor server based)  | 5             | <b>Web based backbone</b>   |
|  |               |   |
| <b>Hardware</b>  |               |   |
| <b>Compatibility and system requirements</b>   |               |   |
| Desktop PC   | 5             | <b>Yes</b>  |
| Tablet PC  | 5             | <b>Yes</b>  |
| Pocket PC / Palm device compatible   | 0             | <b>No</b>   |
| Internet connection required at all times or only during data sync?  | 5             | <b>Only during data sync from mobile devices</b>                        |
| Scanner compatibility  | 5             | <b>Yes, documents can be scanned and attached to records</b>            |
| Printer compatibility  | 5             | <b>Yes, can print locally or across a network</b>                       |
| Is wireless access supported (ie verizon/sprint WWAN)  | 5             | <b>Yes</b>  |
| <b>Cost Structure</b>  |               |   |
| In-house hosting vs. company hosting   | 5             | <b>Company, Web hosted Data</b>   |
| Infrastructure Set-up Costs and On-going Costs   | 4             | <b>Relatively inexpensive as compared to other vendors</b>              |
| Initial Set-up Costs and On-going Costs  | 4             | <b>Initial costs relatively inexpensive. Mobile license is one time</b> |
| Upgrades   | 5             | <b>Included, released annually (major)</b>                              |
| Costs to interface with other EMS equipment. (cardiac monitors, etc)   | 2             | <b>Yes, unclear what they are “customer specific”</b>                   |
| Customer Support Costs   | 5             | <b>Included in basic fees</b>   |
| <b>Security</b>  |               |   |
| Data Encryption  | 5             | <b>Very secure</b>  |
| Multiple access levels within software governed by secure logins (e.g. Admin, QAI, User, read-Only, Hospitals, Billing etc.) | 5             | <b>Yes</b>  |
| Ability to lock PCRs once completed  | 5             | <b>Yes</b>  |

|  |   |   |
|--|---|---|
| Automatic Log Out for unattended computers   | 5 | Yes   |
| Maintains audit trail of who has logged on, from where and when.                                 | 5 | Yes   |
| Allow Administrative changes only with log of user making changes.                               | 5 | Yes   |
| Allow Read Only access which prevents users from making any changes to the data.                 | 5 | Yes   |
| System administrator will have the ability to assign security levels by individual login/account | 5 | Yes   |
| Unlimited number of accounts available   | 5 | Yes   |
| Inactive accounts become unusable after a specified time period                                  | 5 | Yes   |
| Ability to change user and security access on the fly, with no need to restart program.          | 5 | Yes   |
| Tracks changes to module databases, including date, time, computer and user who make change.     | 5 | Yes   |
| Time-Tolerance Editing - Setup a time interval for which records can be modified.                | 5 | Yes   |
| <b>Software has to be compliant with:</b>  |   |   |
| HIPPA  | 5 | Yes   |
| NEMESIS (Gold/Silver)  | 5 | Gold Nemsis   |
| NYS DOH  | 5 | Yes, export already built for Nassau County (under consideration) |
| <b>Data Exchange</b>   |   |   |
| Interface to Server (Data Synchronization)   | 5 | Over internet connection, easy to use                             |
| Interface with CAD/Dispatch  | 5 | Claims to interface with any CAD system                           |
| Interface with other agencies (BLS/ALS/First-Responders)   | 0 | No  |
| Interface with hospitals (Fax/E-mail/etc., direct sync, etc)                                     | 2 | Yes, unclear how it could be accomplished however                 |
| Interface with billing companies   | 5 | Interfaces with Medex Billing and able to export in xml format    |
| Interface with QAI   | 5 | QA/QI program integrated in product                               |
| Interface with other medical equipment?  | 4 | “Customer specific” have done before (all at extra cost)          |

|   |   |  |
|---|---|--|
| Interface with other software products (I.e. Firehouse for NFIRS)                           | 3 | <b>Some exports available</b>                                      |
| Ability to download entire database for additional reporting/interfaces                     | 3 | <b>Xml format</b>  |
| Ability to export data to meet MLREMS and NYS DOH reporting format                          | 5 | <b>NYS Export already built</b>                                    |
| <b>Customer Support</b>   |   |  |
| Responsiveness/Availability   | 4 | <b>Not 24/7, but some availability of staff on off hours</b>       |
| Contractual Obligations   | 4 | <b>As above</b>  |
| Upgrades (How often /How customer notified) Associated downtime?                            | 3 | <b>Unclear how often, at least once a year</b>                     |
| <b>Disaster Recovery</b>  |   |  |
| Backup Process (On-site vs. Off-site, How often)  | 5 | <b>Redundant backups</b>   |
| Reliability (24/7 coverage, Communication Process)  | 4 | <b>“High Reliability”</b>  |
| Response Time Frame   | 5 | <b>Within an hour</b>  |
| Process to notify customers of system failure / downtime.                                   | 2 | <b>Email, non-specific</b>   |
| Penalty Clause for unscheduled downtime/ long duration (2 hour)                             | 1 | <b>None, but would consider it</b>                                 |
| Ability to store data on local PC's until system back on line.                              | 5 | <b>Unlimited mobile data storage until server back functioning</b> |
| <b>Additional Features</b>  |   |  |
| Anytime, anywhere access  | 5 | <b>Yes</b>   |
| Touch screen  | 0 | <b>No, new version will have it</b>                                |
| Electronic Signature Support  | 5 | <b>Yes</b>   |
| Freehand Notepad  | 0 | <b>No</b>  |
| Ability to link to reference documents (protocols)  | 5 | <b>Yes</b>   |
| Customizable Forms  | 5 | <b>Yes</b>   |
| Is the data form customized by provider level? Paramedics see different screens than EMT's? | 0 | <b>No</b>  |
| Ability to auto populate patient demographics from previous patient contact? Also edit?     | 5 | <b>Yes</b>   |

|  |                |  |
|--|----------------|--|
| Ability to auto populate patient narrative from preset data points? Edit as needed per patient?  | 5              | Yes  |
| Agency ability to make data points required to be completed before PCR can be closed.  | 5              | Yes, customizable by agency  |
|  |                |  |
| <b>Ancillary Items</b>   |                |  |
| Data Storage Costs / How long is data kept   | 5              | No data erased   |
| If contract is ended, what data is provided to the customer and in what format?  | 5              | Provided to customer in a usable format  |
|  |                |  |
| <b>Reporting Capabilities</b>  |                |  |
| General Canned Reporting Capabilities - # of reports, layout, ease of use.   | 3              | Existing reports are simple and user interface sufficient, future version has more |
| Custom reporting capabilities – Ad Hoc reporting system – Ease of use, available data, layout.   | 3              | Less powerful than other products, new version has ability to do smart reporting   |
| Can reports be run automatically and emailed/posted to users?  | 5              | Yes  |
| Can reports be drilled into? (e.g. can you click on data that is interesting and drill into it, eventually ending up at individual charts if desired?) | 0              | No, future functionality   |
| <b>TOTAL SCORE</b>   | <b>271/330</b> |  |

Monroe-Livingston Regional E-PCR Evaluation Subcommittee  
Report on EPCR Products

July 6, 2007

**Vendor Name:** Imagetrends, Inc

**Vendor Contact:** Sean Kelly  
(888) 469-7789  
[skelly@imagetrend.com](mailto:skelly@imagetrend.com)

**Product Website:** [www.imagetrend.com](http://www.imagetrend.com)

**Product:** EMS State Bridge version 3.0

**Cost:** \$50,000.00 for system plus maintenance and additional modules

**Operating System:** Microsoft Windows

**Gold NEMESIS Compliance**

**Total Score:** 267/ 330

**Product Summary:**

Aside from cost, this product is well developed with an excellent user interface and incredible reporting capabilities. The cost however will be prohibitive for all but the largest of corporations. The product, and its features, seem to be designed for larger statewide or regional implementations.



| Review Item  | Rating | Comments   |
|--|--------|--|
| <b>System</b>  |        |  |
| Installed Windows Application  | 5      | <b>Yes</b>   |
| Web-Based Application (Locally Installed vs. vendor server based)  | 5      | <b>Web based product</b>                                     |
|  |        |  |
| <b>Hardware</b>  |        |  |
| <b>Compatibility and system requirements</b>   |        |  |
| Desktop PC   | 5      | <b>Yes</b>   |
| Tablet PC  | 5      | <b>Tablet functionality</b>                                  |
| Pocket PC / Palm device compatible   | 2      | <b>Prototype</b>   |
| Internet connection required at all times or only during data sync?  | 5      | <b>No, only during data sync</b>                             |
| Scanner compatibility  | 5      | <b>Yes, documents can be scanned and attached to records</b> |
| Printer compatibility  | 5      | <b>Yes, can print locally or across a network</b>            |
| Is wireless access supported (ie verizon/sprint WWAN)  | 5      | <b>Yes</b>   |
| <b>Cost Structure</b>  |        |  |
| In-house hosting vs. company hosting   | 5      | <b>Either</b>  |
| Infrastructure Set-up Costs and On-going Costs   | 0      | <b>Very expensive</b>  |
| Initial Set-up Costs and On-going Costs  | 0      | <b>Very expensive</b>  |
| Upgrades   | 5      | <b>Included, done twice a year</b>                           |
| Costs to interface with other EMS equipment. (cardiac monitors, etc)   | 3      | <b>Yes, but expensive</b>                                    |
| Customer Support Costs   | 5      | <b>Included in basic fees</b>                                |
| <b>Security</b>  |        |  |
| Data Encryption  | 5      | <b>Very secure</b>   |
| Multiple access levels within software governed by secure logins (e.g. Admin, QAI, User, read-Only, Hospitals, Billing etc.) | 5      | <b>Defined by agency, very flexible</b>                      |
| Ability to lock PCRs once completed  | 5      | <b>Yes</b>   |

|  |   |   |
|--|---|---|
| Automatic Log Out for unattended computers   | 5 | Yes   |
| Maintains audit trail of who has logged on, from where and when.                                 | 5 | Yes   |
| Allow Administrative changes only with log of user making changes.                               | 5 | Yes   |
| Allow Read Only access which prevents users from making any changes to the data.                 | 5 | Yes   |
| System administrator will have the ability to assign security levels by individual login/account | 5 | Yes   |
| Unlimited number of accounts available   | 5 | Yes   |
| Inactive accounts become unusable after a specified time period                                  | 5 | Yes   |
| Ability to change user and security access on the fly, with no need to restart program.          | 5 | Yes   |
| Tracks changes to module databases, including date, time, computer and user who make change.     | 5 | Yes   |
| Time-Tolerance Editing - Setup a time interval for which records can be modified.                | 5 | Yes   |
| <b>Software has to be compliant with:</b>  |   |   |
| HIPPA  | 5 | Yes   |
| NEMESIS (Gold/Silver)  | 5 | Gold Nemsis   |
| NYS DOH  | 0 | No, but will set it up for 1 <sup>st</sup> client               |
| <b>Data Exchange</b>   |   |   |
| Interface to Server (Data Synchronization)   | 5 | Seamless upload from local devices                              |
| Interface with CAD/Dispatch  | 3 | Some vendors, non-specific                                      |
| Interface with other agencies (BLS/ALS/First-Responders)   | 2 | Yes, through server (requires internet connection in the field) |
| Interface with hospitals (Fax/E-mail/etc., direct sync, etc)                                     | 2 | Print   |
| Interface with billing companies   | 5 | Can set up custom exports                                       |
| Interface with QAI   | 2 | Some QA functionality   |
| Interface with other medical equipment?  | 5 | Zoll, Medtronic, Phillips (all at extra cost)                   |

|  |   |  |
|--|---|--|
| Interface with other software products (I.e. Firehouse for NFIRS)                          | 2 | <b>Some</b>  |
| Ability to download entire database for additional reporting/interfaces                    | 3 | <b>Yes, Microsoft Access exports</b>                                 |
| Ability to export data to meet MLREMS and NYS DOH reporting format                         | 0 | <b>No, but will build</b>  |
| <b>Customer Support</b>  |   |  |
| Responsiveness/Availability  | 3 | <b>M-F 8-5. 24/7 at hosting facility for server problems</b>         |
| Contractual Obligations  | 3 | <b>As above</b>  |
| Upgrades (How often /How customer notified) Associated downtime?                           | 5 | <b>2 major, 2 minor per year</b>                                     |
| <b>Disaster Recovery</b>   |   |  |
| Backup Process (On-site vs. Off-site, How often)   | 5 | <b>High level security and redundancy</b>                            |
| Reliability (24/7 coverage, Communication Process)   | 5 | <b>99.9% reliable, 3 separate redundancies before service outage</b> |
| Response Time Frame  | 5 | <b>Within an hour</b>  |
| Process to notify customers of system failure / downtime.                                  | 5 | <b>Email/Phone</b>   |
| Penalty Clause for unscheduled downtime/ long duration (2 hour)                            | 0 | <b>No</b>  |
| Ability to store data on local PC's until system back on line.                             | 0 | <b>No</b>  |
| <b>Additional Features</b>   |   |  |
| Anytime, anywhere access   | 5 | <b>Yes</b>   |
| Touch screen   | 5 | <b>Yes</b>   |
| Electronic Signature Support   | 5 | <b>Yes</b>   |
| Freehand Notepad   | 5 | <b>Yes</b>   |
| Ability to link to reference documents (protocols)   | 5 | <b>Yes</b>   |
| Customizable Forms   | 5 | <b>Yes</b>   |
| Is the data form customized by provider level? Paamedics see different screens than EMT's? | 0 | <b>No</b>  |
| Ability to auto populate patient demographics from previous patient contact? Also edit?    | 5 | <b>Yes</b>   |

|  |                |  |
|--|----------------|--|
| Ability to auto populate patient narrative from preset data points? Edit as needed per patient?  | 5              | Yes  |
| Agency ability to make data points required to be completed before PCR can be closed.  | 2              | No, different data validation rules  |
|  |                |  |
| <b>Ancillary Items</b>   |                |  |
| Data Storage Costs / How long is data kept   | 5              | No data erased   |
| If contract is ended, what data is provided to the customer and in what format?  | 5              | All data is owned by customer and provided in a usable format at the end of the contract |
| <b>Reporting Capabilities</b>  |                |  |
| General Canned Reporting Capabilities - # of reports, layout, ease of use.   | 5              | Best reporting module evaluated  |
| Custom reporting capabilities – Ad Hoc reporting system – Ease of use, available data, layout.   | 5              | Incredible reporting module for ad-hoc data analysis                                     |
| Can reports be run automatically and emailed/posted to users?  | 5              | Yes  |
| Can reports be drilled into? (e.g. can you click on data that is interesting and drill into it, eventually ending up at individual charts if desired?) | 5              | Yes, remarkable versatility  |
| <b>TOTAL SCORE</b>   | <b>267/330</b> |  |

Monroe-Livingston Regional E-PCR Evaluation Subcommittee  
Report on EPCR Products

July 27, 2007

**Vendor Name:** RAM Software Systems

**Vendor Contact:** Dan Corey  
(800) 726-4690  
[Dan@ram-software.com](mailto:Dan@ram-software.com)

**Product Website:** [www.ram-software.com](http://www.ram-software.com)

**Product:** AIM EPCR version 4.1

**Cost:** Cost - \$2,815 per unit (EPCR and Command modules)  
Numerous other modules are available, all for additional cost.

**Operating System:** Web Based / Client Server

**Gold NEMESIS Compliance**

**Total Score:** 251 / 330

**Product Summary:**

RAM Software has been in business for over 20 years, supplying technology solutions to fire and EMS organizations. This product has a wide range of functionality in addition to just EPCR software, and may be a good option for fire-based EMS organizations, or those that manage their own billing and/or subscription programs. The product is modular with additional cost for each module, making it relatively expensive for complete functionality. The reporting structure within the base EPCR product is mediocre, however the business intelligence module expands this capability greatly.

| Review Item  | Rating | Comments   |
|--|--------|--|
| <b>System</b>  |        |  |
| Installed Windows Application  | 5      | <b>Locally installed mobile software available</b>                     |
| Web-Based Application (Locally Installed vs. vendor server based)  | 5      | <b>Either</b>  |
|  |        |  |
| <b>Hardware</b>  |        |  |
| <b>Compatibility and system requirements</b>   |        |  |
| Desktop PC   | 5      | <b>Yes</b>   |
| Tablet PC  | 5      | <b>Yes</b>   |
| Pocket PC / Palm device compatible   | 0      | <b>No</b>  |
| Internet connection required at all times or only during data sync?  | 5      | <b>Only during data sync from mobile devices</b>                       |
| Scanner compatibility  | 5      | <b>Yes, documents can be scanned and attached to records</b>           |
| Printer compatibility  | 5      | <b>Yes, can print locally or across a network</b>                      |
| Is wireless access supported (ie verizon/sprint WWAN)  | 5      | <b>Yes</b>   |
| <b>Cost Structure</b>  |        |  |
| In-house hosting vs. company hosting   | 5      | <b>Company, Web hosted Data or local server based</b>                  |
| Infrastructure Set-up Costs and On-going Costs   | 3      | <b>Moderately expensive, as compared to other product</b>              |
| Initial Set-up Costs and On-going Costs  | 2      | <b>Add-on modules are additional cost – included in other products</b> |
| Upgrades   | 5      | <b>1 major 12-18 months, 2-3 minor per year all included in cost</b>   |
| Costs to interface with other EMS equipment. (cardiac monitors, etc)   | 2      | <b>Yes, but unsure what cost will be, still working on it</b>          |
| Customer Support Costs   | 5      | <b>Included in basic fees</b>  |
| <b>Security</b>  |        |  |
| Data Encryption  | 5      | <b>Secure</b>  |
| Multiple access levels within software governed by secure logins (e.g. Admin, QAI, User, read-Only, Hospitals, Billing etc.) | 5      | <b>Yes</b>   |
| Ability to lock PCRs once completed  | 5      | <b>After mandatory fields are completed.</b>                           |

|  |   |  |
|--|---|--|
| Automatic Log Out for unattended computers   | 5 | <b>Yes, user defined</b>   |
| Maintains audit trail of who has logged on, from where and when.                                 | 0 | <b>No – But does track addendums to records</b>                              |
| Allow Administrative changes only with log of user making changes.                               | 5 | <b>Yes</b>   |
| Allow Read Only access which prevents users from making any changes to the data.                 | 5 | <b>Yes</b>   |
| System administrator will have the ability to assign security levels by individual login/account | 5 | <b>Yes</b>   |
| Unlimited number of accounts available   | 0 | <b>No</b>  |
| Inactive accounts become unusable after a specified time period                                  | 5 | <b>Yes</b>   |
| Ability to change user and security access on the fly, with no need to restart program.          | 5 | <b>Yes</b>   |
| Tracks changes to module databases, including date, time, computer and user who make change.     | 0 | <b>No</b>  |
| Time-Tolerance Editing - Setup a time interval for which records can be modified.                | 0 | <b>No</b>  |
| <b>Software has to be compliant with:</b>  |   |  |
| HIPPA  | 5 | <b>Yes</b>   |
| NEMESIS (Gold/Silver)  | 5 | <b>Gold</b>  |
| NYS DOH  | 3 | <b>No, not yet – Working on it</b>   |
| <b>Data Exchange</b>   |   |  |
| Interface to Server (Data Synchronization)   | 5 | <b>Over internet connection, seamless and easy to use</b>                    |
| Interface with CAD/Dispatch  | 5 | <b>State yes to Monroe and Livingston CAD vendors</b>                        |
| Interface with other agencies (BLS/ALS/First-Responders)   | 0 | <b>No</b>  |
| Interface with hospitals (Fax/E-mail/etc., direct sync, etc)                                     | 3 | <b>Printer, fax server on local server</b>                                   |
| Interface with billing companies   | 5 | <b>Yes, customizable</b>   |
| Interface with QAI   | 2 | <b>Some functionality with notes to users and unlock/addendums to charts</b> |
| Interface with other medical equipment?  | 2 | <b>No, not yet – working on it, Lifepak 1st</b>                              |

|  |   |  |
|--|---|--|
| Interface with other software products (I.e. Firehouse for NFIRS)                          | 5 | <b>Yes</b>   |
| Ability to download entire database for additional reporting/interfaces                    | 5 | <b>Yes, no limitations</b>   |
| Ability to export data to meet MLREMS and NYS DOH reporting format                         | 3 | <b>No – working on it</b>  |
| <b>Customer Support</b>  |   |  |
| Responsiveness/Availability  | 4 | <b>M-F 6a-6p</b>   |
| Contractual Obligations  | 0 | <b>No</b>  |
| Upgrades (How often /How customer notified) Associated downtime?                           | 5 | <b>Every 12-18 Months</b>  |
| <b>Disaster Recovery</b>   |   |  |
| Backup Process (On-site vs. Off-site, How often)   | 5 | <b>Redundant b/u for company hosted data</b>                       |
| Reliability (24/7 coverage, Communication Process)   | 5 | <b>&gt;99% uptime</b>  |
| Response Time Frame  | 4 | <b>20-30 minutes</b>   |
| Process to notify customers of system failure / downtime.                                  | 3 | <b>Email through servers</b>                                       |
| Penalty Clause for unscheduled downtime/ long duration (2 hour)                            | 5 | <b>Yes</b>   |
| Ability to store data on local PC's until system back on line.                             | 5 | <b>Unlimited mobile data storage until server back functioning</b> |
| <b>Additional Features</b>   |   |  |
| Anytime, anywhere access   | 5 | <b>Yes</b>   |
| Touch screen   | 5 | <b>Yes</b>   |
| Electronic Signature Support   | 5 | <b>Yes</b>   |
| Freehand Notepad   | 0 | <b>No</b>  |
| Ability to link to reference documents (protocols)   | 5 | <b>Yes</b>   |
| Customizable Forms   | 5 | <b>Yes</b>   |
| Is the data form customized by provider level? Paamedics see different screens than EMT's? | 0 | <b>No</b>  |
| Ability to auto populate patient demographics from previous patient contact? Also edit?    | 5 | <b>Yes</b>   |



|  |                |  |
|--|----------------|--|
| Ability to auto populate patient narrative from preset data points? Edit as needed per patient?  | 5              | Yes  |
| Agency ability to make data points required to be completed before PCR can be closed.  | 5              | Yes  |
|  |                |  |
| <b>Ancillary Items</b>   |                |  |
| Data Storage Costs / How long is data kept   | 5              | No limitations   |
| If contract is ended, what data is provided to the customer and in what format?  | 5              | Yes, data will be provided in a usable format                                  |
| <b>Reporting Capabilities</b>  |                |  |
| General Canned Reporting Capabilities - # of reports, layout, ease of use.   | 4              | Nice canned reports, well designed format                                      |
| Custom reporting capabilities – Ad Hoc reporting system – Ease of use, available data, layout.   | 2              | Business intelligence module – extra cost – allows for detailed custom reports |
| Can reports be run automatically and emailed/posted to users?  | 2              | Some   |
| Can reports be drilled into? (e.g. can you click on data that is interesting and drill into it, eventually ending up at individual charts if desired?) | 2              | Business intelligence module (extra cost) has some drill-down abilities        |
| <b>TOTAL SCORE</b>   | <b>251/330</b> |  |

Monroe-Livingston Regional E-PCR Evaluation Subcommittee  
Report on EPCR Products

July 6, 2007

**Vendor Name:** Emergency Reporting, Inc

**Vendor Contact:** Dave Adams  
(866) 773-7678  
[dave@emergencyreporting.com](mailto:dave@emergencyreporting.com)

**Product Website:** [www.emergencyreporting.com](http://www.emergencyreporting.com)

**Product:** RS version 4.0

**Cost:** Cost - \$600.00 - 17 module startup package - PCR, Apparatus maintenance, Equipment maintenance, Personal management, Training Records, Calendar, Library, Events, Inventory, Payroll, Message Center, Reports, Shifts, Daily Roster and Administration - \$300.00 per location - Defined as separate physical address - \$119.00 per month per unit fee - up to 3000 calls per year - additional calls charged per response incident cost

**Operating System:** Web based only, requires Internet Explorer 6.0 or higher

**Gold NEMESIS Compliance**

**Total Score:** 220 / 330

**Product Summary:**

This product offers a reasonably priced alternative for fire department based organizations that need an EPCR solution as well as fire reporting and administrative capabilities. The product is entirely web-based with no user-installed software, making it difficult to use in the field and more applicable to first response organizations rather than transporting services.

| <b>Review Item</b>   | <b>Rating</b> | <b>Comments</b>  |
|--|---------------|--|
| <b>System</b>  |               |  |
| Installed Windows Application  | 0             | <b>Web-based only</b>  |
| Web-Based Application (Locally Installed vs. vendor server based)  | 5             | <b>Web based product</b>                                     |
|  |               |  |
| <b>Hardware</b>  |               |  |
| <b>Compatibility and system requirements</b>   |               |  |
| Desktop PC   | 5             | <b>IE 6.0 or greater</b>                                     |
| Tablet PC  | 0             | <b>No Tablet functionality</b>                               |
| Pocket PC / Palm device compatible   | 0             | <b>No</b>  |
| Internet connection required at all times or only during data sync?  | 2             | <b>Internet required at all times</b>                        |
| Scanner compatibility  | 5             | <b>Yes, documents can be scanned and attached to records</b> |
| Printer compatibility  | 5             | <b>Yes, can print locally or across a network</b>            |
| Is wireless access supported (ie verizon/sprint WWAN)  | 5             | <b>Yes, with IE 6.0 or greater</b>                           |
| <b>Cost Structure</b>  |               |  |
| In-house hosting vs. company hosting   | 5             | <b>Either</b>  |
| Infrastructure Set-up Costs and On-going Costs   | 2             | <b>expensive</b>   |
| Initial Set-up Costs and On-going Costs  | 2             | <b>expensive</b>   |
| Upgrades   | 5             | <b>Included</b>  |
| Costs to interface with other EMS equipment. (cardiac monitors, etc)   | 3             | <b>Yes, but expensive</b>                                    |
| Customer Support Costs   | 5             | <b>Included in basic fees</b>                                |
| <b>Security</b>  |               |  |
| Data Encryption  | 5             | <b>Very secure</b>   |
| Multiple access levels within software governed by secure logins (e.g. Admin, QAI, User, read-Only, Hospitals, Billing etc.) | 5             | <b>Defined by agency, very flexible</b>                      |
| Ability to lock PCRs once completed  | 5             | <b>Yes</b>   |

|  |   |  |
|--|---|--|
| Automatic Log Out for unattended computers   | 5 | Yes  |
| Maintains audit trail of who has logged on, from where and when.                                 | 5 | Yes  |
| Allow Administrative changes only with log of user making changes.                               | 5 | Yes  |
| Allow Read Only access which prevents users from making any changes to the data.                 | 5 | Yes  |
| System administrator will have the ability to assign security levels by individual login/account | 5 | Yes  |
| Unlimited number of accounts available   | 5 | Yes  |
| Inactive accounts become unusable after a specified time period                                  | 5 | Yes  |
| Ability to change user and security access on the fly, with no need to restart program.          | 5 | Yes  |
| Tracks changes to module databases, including date, time, computer and user who make change.     | 5 | Yes  |
| Time-Tolerance Editing - Setup a time interval for which records can be modified.                | 5 | Yes  |
| <b>Software has to be compliant with:</b>  |   |  |
| HIPPA  | 5 | Yes  |
| NEMESIS (Gold/Silver)  | 3 | Silver Nemsis  |
| NYS DOH  | 0 | No, but will set it up for 1 <sup>st</sup> client                      |
| <b>Data Exchange</b>   |   |  |
| Interface to Server (Data Synchronization)   | 5 | Over internet connection, some data might be lost if connection broken |
| Interface with CAD/Dispatch  | 3 | Some vendors, non-specific   |
| Interface with other agencies (BLS/ALS/First-Responders)   | 0 | No   |
| Interface with hospitals (Fax/E-mail/etc., direct sync, etc)                                     | 4 | Automated fax  |
| Interface with billing companies   | 5 | Can set up custom exports  |
| Interface with QAI   | 0 | No   |
| Interface with other medical equipment?  | 4 | Yes (all at extra cost)  |

|  |   |   |
|--|---|---|
| Interface with other software products (I.e. Firehouse for NFIRS)                          | 5 | <b>NFIRS reporting, numerous exports available</b>                      |
| Ability to download entire database for additional reporting/interfaces                    | 3 | <b>Yes, Microsoft Access exports</b>                                    |
| Ability to export data to meet MLREMS and NYS DOH reporting format                         | 0 | <b>No, but will build</b>   |
| <b>Customer Support</b>  |   |   |
| Responsiveness/Availability  | 3 | <b>Not 24/7, but some availability of staff on off hours</b>            |
| Contractual Obligations  | 3 | <b>As above</b>   |
| Upgrades (How often /How customer notified) Associated downtime?                           | 4 | <b>Provided to customers, usually twice yearly</b>                      |
| <b>Disaster Recovery</b>   |   |   |
| Backup Process (On-site vs. Off-site, How often)   | 5 | <b>Robust data backup and security – primary at Univ. of Pittsburgh</b> |
| Reliability (24/7 coverage, Communication Process)   | 5 | <b>99.9% reliable</b>   |
| Response Time Frame  | 5 | <b>All outages have been limited to &lt;30 minutes</b>                  |
| Process to notify customers of system failure / downtime.                                  | 5 | <b>Advanced notification, or emergency notification procedures</b>      |
| Penalty Clause for unscheduled downtime/ long duration (2 hour)                            | 5 | <b>No, could be added</b>   |
| Ability to store data on local PC's until system back on line.                             | 0 | <b>No</b>   |
| <b>Additional Features</b>   |   |   |
| Anytime, anywhere access   | 5 | <b>Yes</b>  |
| Touch screen   | 0 | <b>No</b>   |
| Electronic Signature Support   | 0 | <b>No</b>   |
| Freehand Notepad   | 0 | <b>No</b>   |
| Ability to link to reference documents (protocols)   | 5 | <b>Yes</b>  |
| Customizable Forms   | 5 | <b>Yes</b>  |
| Is the data form customized by provider level? Paamedics see different screens than EMT's? | 0 | <b>No</b>   |
| Ability to auto populate patient demographics from previous patient contact? Also edit?    | 0 | <b>No</b>   |

|  |                |  |
|--|----------------|--|
| Ability to auto populate patient narrative from preset data points? Edit as needed per patient?  | 0              | No   |
| Agency ability to make data points required to be completed before PCR can be closed.  | 5              | Yes  |
|  |                |  |
| <b>Ancillary Items</b>   |                |  |
| Data Storage Costs / How long is data kept   | 5              | No data erased                                   |
| If contract is ended, what data is provided to the customer and in what format?  | 5              | Data provided to customer                        |
|  |                |  |
| <b>Reporting Capabilities</b>  |                |  |
| General Canned Reporting Capabilities - # of reports, layout, ease of use.   | 3              | Some canned reports available, simple format     |
| Custom reporting capabilities – Ad Hoc reporting system – Ease of use, available data, layout.   | 3              | Custom reporting available, format same as above |
| Can reports be run automatically and emailed/posted to users?  | 0              | No   |
| Can reports be drilled into? (e.g. can you click on data that is interesting and drill into it, eventually ending up at individual charts if desired?) | 0              | No   |
| <b>TOTAL SCORE</b>   | <b>220/330</b> |  |

Monroe-Livingston Regional E-PCR Evaluation Subcommittee  
Report on EPCR Products

July 6, 2007

**Vendor Name:** ACS Firehouse

**Vendor Contact:** Peter Eleftherakis  
(800) 921-5300/(888) 362-4446  
[peter.eleftherakis@acs-inc.com](mailto:peter.eleftherakis@acs-inc.com)

**Product Website:** [www.firehousesoftware.com/fhets/](http://www.firehousesoftware.com/fhets/)

**Product:** Firehouse Software - version 7.0

**Cost:** \$3295 base unit price/\$560.00 per unit/EMS reporting and Staff  
Manager - \$995 per module/Mobile EMS - \$2,500.00 per unit

**Operating System:** Microsoft Windows

**Gold NEMESIS Compliance**

**Total Score:** 196 / 330

**Product Summary:**

The Firehouse software package is well established in the industry as a fire incident reporting and administrative management tool. The EMS component of the software is not in service anywhere in New York currently, however it is used in other areas of the country. The product is server based rather than web based, making it less attractive to those that want anywhere, anytime access to data through the Internet. Coupled with a lack of interfaces with equipment, hospitals or other agencies, makes this product applicable to first response fire based first response organizations that are looking for fire department management software in addition to EMS reporting.

| Review Item  | Rating | Comments   |
|--|--------|--|
| <b>System</b>  |        |  |
| Installed Windows Application  | 5      | <b>Local installation</b>  |
| Web-Based Application (Locally Installed vs. vendor server based)  | 0      | <b>No Web based product</b>                                      |
|  |        |  |
| <b>Hardware</b>  |        |  |
| <b>Compatibility and system requirements</b>   |        |  |
| Desktop PC   | 5      | <b>Yes</b>   |
| Tablet PC  | 5      | <b>Yes</b>   |
| Pocket PC / Palm device compatible   | 0      | <b>No</b>  |
| Internet connection required at all times or only during data sync?  | 0      | <b>Not internet based</b>  |
| Scanner compatibility  | 5      | <b>Yes, documents can be scanned and attached to records</b>     |
| Printer compatibility  | 5      | <b>Yes, can print locally or across a network</b>                |
| Is wireless access supported (ie verizon/sprint WWAN)  | 0      | <b>No</b>  |
| <b>Cost Structure</b>  |        |  |
| In-house hosting vs. company hosting   | 5      | <b>In-House hosting of data</b>                                  |
| Infrastructure Set-up Costs and On-going Costs   | 1      | <b>Relatively expensive compared to other products</b>           |
| Initial Set-up Costs and On-going Costs  | 1      | <b>Relatively expensive compared to other products</b>           |
| Upgrades   | 5      | <b>Included, released annually</b>                               |
| Costs to interface with other EMS equipment. (cardiac monitors, etc)   | 3      | <b>Zoll only, cost indeterminate</b>                             |
| Customer Support Costs   | 2      | <b>Basic included, additional cost for premier service</b>       |
| <b>Security</b>  |        |  |
| Data Encryption  | 0      | <b>Unsure, did not reply with answer</b>                         |
| Multiple access levels within software governed by secure logins (e.g. Admin, QAI, User, read-Only, Hospitals, Billing etc.) | 4      | <b>Access levels available, not as specific as other vendors</b> |
| Ability to lock PCRs once completed  | 5      | <b>Yes</b>   |



|  |   |  |
|--|---|--|
| Automatic Log Out for unattended computers   | 0 | <b>No</b>  |
| Maintains audit trail of who has logged on, from where and when.                                 | 5 | <b>Yes</b>   |
| Allow Administrative changes only with log of user making changes.                               | 5 | <b>Yes</b>   |
| Allow Read Only access which prevents users from making any changes to the data.                 | 5 | <b>Yes, Able to lock down reports</b>  |
| System administrator will have the ability to assign security levels by individual login/account | 5 | <b>Yes</b>   |
| Unlimited number of accounts available   | 5 | <b>Yes</b>   |
| Inactive accounts become unusable after a specified time period                                  | 5 | <b>Yes</b>   |
| Ability to change user and security access on the fly, with no need to restart program.          | 5 | <b>Yes</b>   |
| Tracks changes to module databases, including date, time, computer and user who make change.     | 5 | <b>Yes</b>   |
| Time-Tolerance Editing - Setup a time interval for which records can be modified.                | 5 | <b>Yes</b>   |
| <b>Software has to be compliant with:</b>  |   |  |
| HIPPA  | 5 | <b>Yes</b>   |
| NEMSIS (Gold/Silver)   | 5 | <b>Gold Nemsis</b>   |
| NYS DOH  | 0 | <b>No New York Clients (for EMS product), therefore no NY data interface</b> |
| <b>Data Exchange</b>   |   |  |
| Interface to Server (Data Synchronization)   | 5 | <b>Direct</b>  |
| Interface with CAD/Dispatch  | 3 | <b>Some vendors, non-specific.</b>   |
| Interface with other agencies (BLS/ALS/First-Responders)   | 4 | <b>Able to interface on scene, details not available</b>                     |
| Interface with hospitals (Fax/E-mail/etc., direct sync, etc)                                     | 2 | <b>Direct printer only or fax from base later. No automation</b>             |
| Interface with billing companies   | 3 | <b>Will provide an export for additional cost</b>                            |
| Interface with QAI   | 0 | <b>No QA support in product</b>  |
| Interface with other medical equipment?  | 1 | <b>Zoll only</b>   |

|  |   |   |
|--|---|---|
| Interface with other software products (I.e. Firehouse for NFIRS)                          | 5 | <b>NFIRS reporting</b>                                      |
| Ability to download entire database for additional reporting/interfaces                    | 5 | <b>SQL database export</b>                                  |
| Ability to export data to meet MLREMS and NYS DOH reporting format                         | 0 | <b>Could be built, not currently available (? Cost)</b>     |
| <b>Customer Support</b>  |   |   |
| Responsiveness/Availability  | 3 | <b>5 days per week, 2 hour callback</b>                     |
| Contractual Obligations  | 3 | <b>As above</b>   |
| Upgrades (How often /How customer notified) Associated downtime?                           | 3 | <b>Once a year, system is new so might be more frequent</b> |
| <b>Disaster Recovery</b>   |   |   |
| Backup Process (On-site vs. Off-site, How often)   | 0 | <b>Local data</b>   |
| Reliability (24/7 coverage, Communication Process)   | 0 | <b>Local data</b>   |
| Response Time Frame  | 3 | <b>2 hours, weekdays with basic service</b>                 |
| Process to notify customers of system failure / downtime.                                  | 0 | <b>Local</b>  |
| Penalty Clause for unscheduled downtime/ long duration (2 hour)                            | 0 | <b>Local</b>  |
| Ability to store data on local PC's until system back on line.                             | 5 | <b>Local data</b>   |
| <b>Additional Features</b>   |   |   |
| Anytime, anywhere access   | 0 | <b>No</b>   |
| Touch screen   | 3 | <b>Yes, limited functionality</b>                           |
| Electronic Signature Support   | 5 | <b>Yes</b>  |
| Freehand Notepad   | 5 | <b>Yes</b>  |
| Ability to link to reference documents (protocols)   | 5 | <b>Yes</b>  |
| Customizable Forms   | 5 | <b>Yes</b>  |
| Is the data form customized by provider level? Paamedics see different screens than EMT's? | 0 | <b>No, no customization</b>                                 |
| Ability to auto populate patient demographics from previous patient contact? Also edit?    | 5 | <b>Yes, if turned on</b>                                    |

|  |                |  |
|--|----------------|--|
| Ability to auto populate patient narrative from preset data points? Edit as needed per patient?  | 5              | <b>Yes, if wanted</b>  |
| Agency ability to make data points required to be completed before PCR can be closed.  | 4              | <b>Yes, can set data rules. Seems cumbersome</b>               |
|  |                |  |
| <b>Ancillary Items</b>   |                |  |
| Data Storage Costs / How long is data kept   | 2              | Local decision   |
| If contract is ended, what data is provided to the customer and in what format?  | 5              | Data is kept locally, can be exported in SQL format            |
| <b>Reporting Capabilities</b>  |                |  |
| General Canned Reporting Capabilities - # of reports, layout, ease of use.   | 3              | Many canned reports, difficult user interface, simple layout   |
| Custom reporting capabilities – Ad Hoc reporting system – Ease of use, available data, layout.   | 3              | All data available, same difficult to use interface and layout |
| Can reports be run automatically and emailed/posted to users?  | 0              | No   |
| Can reports be drilled into? (e.g. can you click on data that is interesting and drill into it, eventually ending up at individual charts if desired?) | 0              | No   |
| <b>TOTAL SCORE</b>   | <b>196/330</b> |  |

Monroe-Livingston Regional E-PCR Evaluation Subcommittee  
Report on EPCR Products

July 6, 2007

**Vendor Name:** **Emfotec Information Systems Corp.**

**Vendor Contact:** **Ralph Parker**  
**(1800) 446 0662**  
[emfotec@rochester.rr.com](mailto:emfotec@rochester.rr.com)

**Product Website:** [www.emfotec.com](http://www.emfotec.com)

**Product:** EMS PCR.com by emfotec

**Cost:** \$850 for pt. Information manager  
One time fees - \$500 database setup / \$250 network configuration  
(Additional modules as wanted)

**Operating System:** Microsoft Windows

**Not NEMSIS Compliant** (working towards silver in 4<sup>th</sup> quarter '07)

**Total Score:** **146 / 330**

**Product Summary:**

EMFOTEC has been in business for over 10 years and is a Rochester based company. The product is simple in design, based on a Microsoft Access Database that can be customized for many additional items and reports. This system would be difficult to use for field data capture, but is useful as a tool to enter data back at the base to then be used for reporting and transmission. For BLS/FR agencies that do low EMS call volume, this product offers an inexpensive avenue for electronic transmission to OPC for submission to New York State. The software does not need a lot of IT support, for agencies with limited IT equipment, this product runs well on a single PC. The lack of a robust security backbone could be cause of concern for some agencies.

| <b>Review Item</b>   | <b>Rating</b> | <b>Comments</b>                                |
|--|---------------|--|
| <b>System</b>  |               |  |
| Installed Windows Application  | 5             | <b>Yes</b>                                     |
| Web-Based Application (Locally Installed vs. vendor server based)  | 0             | <b>No</b>                                      |
|  |               |  |
| <b>Hardware</b>  |               |  |
| <b>Compatibility and system requirements</b>   |               |  |
| Desktop PC   | 5             | <b>Yes</b>                                     |
| Tablet PC  | 0             | <b>No</b>                                      |
| Pocket PC / Palm device compatible   | 0             | <b>No</b>                                      |
| Internet connection required at all times or only during data sync?  | 5             | <b>Not needed</b>                              |
| Scanner compatibility  | 0             | <b>No</b>                                      |
| Printer compatibility  | 5             | <b>Yes</b>                                     |
| Is wireless access supported (ie verizon/sprint WWAN)  | 0             | <b>No</b>                                      |
| <b>Cost Structure</b>  |               |  |
| In-house hosting vs. company hosting   | 5             | <b>In House</b>                                |
| Infrastructure Set-up Costs and On-going Costs   | 5             | <b>Very reasonably priced</b>                  |
| Initial Set-up Costs and On-going Costs  | 5             | <b>Very reasonably priced</b>                  |
| Upgrades   | 5             | <b>Included in base price</b>                  |
| Costs to interface with other EMS equipment. (cardiac monitors, etc)   | 0             | <b>Unable to interface</b>                     |
| Customer Support Costs   |               |  |
| <b>Security</b>  |               |  |
| Data Encryption  | 2             | <b>Limited data security (access database)</b> |
| Multiple access levels within software governed by secure logins (e.g. Admin, QAI, User, read-Only, Hospitals, Billing etc.) | 0             | <b>All or none</b>                             |
| Ability to lock PCRs once completed  | 2             | <b>Front end yes, back end no</b>              |

|  |   |  |
|--|---|--|
| Automatic Log Out for unattended computers   | 0 | No   |
| Maintains audit trail of who has logged on, from where and when.                                 | 2 | Limited auditing   |
| Allow Administrative changes only with log of user making changes.                               | 0 | No   |
| Allow Read Only access which prevents users from making any changes to the data.                 | 0 | No   |
| System administrator will have the ability to assign security levels by individual login/account | 0 | No   |
| Unlimited number of accounts available   | 0 | No   |
| Inactive accounts become unusable after a specified time period                                  | 0 | No   |
| Ability to change user and security access on the fly, with no need to restart program.          | 0 | No   |
| Tracks changes to module databases, including date, time, computer and user who make change.     | 0 | No   |
| Time-Tolerance Editing - Setup a time interval for which records can be modified.                | 0 | No   |
| <b>Software has to be compliant with:</b>  |   |  |
| HIPPA  | 0 | No   |
| NEMESIS (Gold/Silver)  | 0 | None (tentative for silver compliance 4 <sup>th</sup> quarter '07) |
| NYS DOH  | 5 | Yes  |
| <b>Data Exchange</b>   |   |  |
| Interface to Server (Data Synchronization)   | 5 | Network server interface   |
| Interface with CAD/Dispatch  | 0 | No   |
| Interface with other agencies (BLS/ALS/First-Responders)   | 0 | No   |
| Interface with hospitals (Fax/E-mail/etc., direct sync, etc)                                     | 2 | Printing   |
| Interface with billing companies   | 2 | Ability to export data under discussion                            |
| Interface with QAI   | 3 | Limited QA integrated  |
| Interface with other medical equipment?  | 0 | None   |

|  |   |   |
|--|---|---|
| Interface with other software products (I.e. Firehouse for NFIRS)                          | 0 | <b>No</b>   |
| Ability to download entire database for additional reporting/interfaces                    | 5 | <b>Access or excel exports</b>                        |
| Ability to export data to meet MLREMS and NYS DOH reporting format                         | 5 | <b>Yes</b>  |
| <b>Customer Support</b>  |   |   |
| Responsiveness/Availability  | 5 | <b>Excellent local service</b>                        |
| Contractual Obligations  | 5 | <b>Yes</b>  |
| Upgrades (How often /How customer notified) Associated downtime?                           | 4 | <b>No scheduled upgrades, based on customer needs</b> |
| <b>Disaster Recovery</b>   |   |   |
| Backup Process (On-site vs. Off-site, How often)   | 0 | <b>No backup, unless done manually by agency IT</b>   |
| Reliability (24/7 coverage, Communication Process)   | 3 | <b>Based on agency needs and requests</b>             |
| Response Time Frame  | 5 | <b>Always responsive to requests, local vendor</b>    |
| Process to notify customers of system failure / downtime.                                  | 5 | <b>Phone / email</b>                                  |
| Penalty Clause for unscheduled downtime/ long duration (2 hour)                            | 0 | <b>No</b>   |
| Ability to store data on local PC's until system back on line.                             | 5 | <b>Yes</b>  |
| <b>Additional Features</b>   |   |   |
| Anytime, anywhere access   | 0 | <b>No</b>   |
| Touch screen   | 0 | <b>No</b>   |
| Handwriting Recognition  | 0 | <b>No</b>   |
| Electronic Signature Support   | 0 | <b>No</b>   |
| Freehand Notepad   | 0 | <b>No</b>   |
| Ability to link to reference documents (protocols)   | 0 | <b>No</b>   |
| Customizable Forms   | 5 | <b>Yes, very customizable</b>                         |
| Is the data form customized by provider level? Paamedics see different screens than EMT's? | 0 | <b>No</b>   |

|  |                |  |
|--|----------------|--|
| Ability to auto populate patient demographics from previous patient contact? Also edit?  | 0              | No   |
| Ability to auto populate patient narrative from preset data points? Edit as needed per patient?  | 5              | Yes  |
| Agency ability to make data points required to be completed before PCR can be closed.  | 5              | Yes  |
|  |                |  |
| <b>Ancillary Items</b>   |                |  |
| Data Storage Costs / How long is data kept   | 5              | Locally housed                                   |
| If contract is ended, what data is provided to the customer and in what format?  | 5              | Locally housed                                   |
| <b>Reporting Capabilities</b>  |                |  |
| General Canned Reporting Capabilities - # of reports, layout, ease of use.   | 3              | Some canned reports available, simple format     |
| Custom reporting capabilities – Ad Hoc reporting system – Ease of use, available data, layout.   | 3              | Custom reporting available, format same as above |
| Can reports be run automatically and emailed/posted to users?  | 0              | No   |
| Can reports be drilled into? (e.g. can you click on data that is interesting and drill into it, eventually ending up at individual charts if desired?) | 0              | No   |
| <b>TOTAL SCORE</b>   | <b>146/330</b> |  |



