



INTER-OFFICE MEMORANDUM

PRINCE GEORGE'S COUNTY, MARYLAND

September 9, 2009

TO: All Certified EMS Providers

FROM: Dennis C. Wood, Major, Emergency Medical Services

RE: Intermedix TripTix© Electronic Patient Care Reporting System
and Training Program

Prince George's County Fire/EMS Department has entered into a contract with ADPI/Intermedix for emergency transportation fee billing and electronic patient care reporting (ePCR). This system will replace our current eMAIS ePCR system provided by MIEMSS. TripTix© will enhance our provider work environment and performance in the following ways:

- Mobile Tablet PC – EMS Transport Units are issued a Toughbook CF-19 tablet PC that can be brought to the patient's side and patient care data can be entered into the system immediately.
- Web Based Interface – Other Units can complete their required reports using any Mozilla Firefox web browser.
- CAD Interface – Providers will be able to use CAD information that is generated by Public Safety Communications by automatically transferring the data between systems.
- Patient Look Ups – Providers will be able to look up patients that have had previous encounters with PGFD units. Their personal information will be on file and can be transferred to the current incident record. Providers will only need to verify the information, rather than enter it again.
- Improved System Management and Quality Assurance Tools – EMS System Management will be able to track trends and recommend improvements based on data provided in near real-time.

The ALS Transport Units implemented this system on August 3, 2009. This period allowed the Department to address a number of operational issues before continuing the implementation to all remaining EMS providers. The scheduled implementation for all remaining providers is October 1, 2009.

All EMS Providers affiliated with the Prince George's County Fire/EMS Department or its Volunteer Corporations are required to attend one 4-hour User Training session prior to October 1, 2009.

Training Options

Training sessions supported by ADPI/Intermedix trainers is scheduled from Saturday, September 12th – Thursday, September 24th, 2009. In addition, station level training using trainers developed in the Train the Trainer sessions may also be used to meet the training requirement. Requests to support station level training can be forwarded to the EMS Office.

All documentation for completed training must include the provider's name and MIEMSS Provider ID Number and must be submitted to the EMS Office upon completion.

Any questions about the ePCR system or the training can be directed to the EMS Office at (301) 583-1860 or pgfdtriptix@co.pg.md.us.

User Training Sessions

4-hour User Training Session will be held to familiarize all EMS Providers with the operation of mobile and web-based TripTix© ePCR system, along with the associated Toughbook CF-19 Tablet PC. **All personnel must register for the course by contacting the EMS Office at 301-583-1860.**

Career Personnel: All providers, regardless of rank, are expected to attend one (1) 4-hour User Training session as a condition of maintaining their affiliation and certification within Prince George's County. This training is considered "additional training as ordered by the Fire Chief" per Section 7.22 of the Collective Bargaining Agreement. Therefore, it must be attended while off-duty.

Volunteer Personnel: Volunteer personnel are required to attend one (1) 4-hour User Training session as a condition of maintaining their affiliation and certification in Prince George's County.

Web Based Exercise: Personnel that are unable to attend User Training in person, may participate in the training by Web Based Exercise (WebEx). Please leave at least 20 minutes to complete the registration process prior to the course.

To register for WebEx Training:

1. Go to <https://intermedix.webex.com>
2. Click on TRAINING CENTER tab
3. Click on UPCOMING tab
4. Select the proper session and click on "register"
5. Complete the form, please use your MIEMSS Provider ID Number
6. You will receive an e-mail link with further instructions.

Scheduled TripTix© User Training Sessions

Saturday, September 12 (B Shift)	
Time	0900 hours
Locations	Fire Services Building – Training Room Station 812 – Training Room

Sunday, September 13 (C Shift)	
Time	0900 hours
Locations	Fire Services Building – Training Room Station 812 – Training Room

Monday, September 14 (D Shift)	
Time	0800 hours
Locations	Fire Services Building – Training Room Station 812 – Training Room Fire/EMS Training Academy

Tuesday, September 15 (A Shift)	
Time	0800 hours
Locations	Fire Services Building – Training Room Station 812 – Training Room Fire/EMS Training Academy
Time	1600 hours
Locations	Fire Services Building – Training Room Station 812 – Training Room Fire/EMS Training Academy

Wednesday, September 16 (B Shift)	
Time	0800 hours
Locations	Fire Services Building – Training Room Station 812 – Training Room Fire/EMS Training Academy
Time	1900 hours
Locations	Fire Services Building – Training Room Station 812 – Training Room

Thursday, September 17 (C Shift)	
Time	1600 hours
Locations	Fire Services Building – Training Room Station 812 – Training Room Fire/EMS Training Academy

Scheduled TripTix© User Training Sessions (continued)

Friday, September 18 (D Shift)	
Time	0800 hours
Locations	Fire Services Building – Training Room Station 812 – Training Room Fire/EMS Training Academy

Saturday, September 19 (A Shift)	
Time	0900 hours
Locations	Fire Services Building – Training Room Station 812 – Training Room Fire/EMS Training Academy

Monday, September 21 (C Shift)	
Time	0800 hours
Locations	Fire Services Building – Training Room Station 812 – Training Room Fire/EMS Training Academy

Tuesday, September 22 (D Shift)	
Time	1600 hours
Locations	Fire Services Building – Training Room Station 812 – Training Room Fire/EMS Training Academy

Wednesday, September 23 (A Shift)	
Time	0800 hours
Locations	Fire Services Building – Training Room Station 812 – Training Room Fire/EMS Training Academy

Thursday, September 24 (B Shift)	
Time	0800 hours
Locations	Fire Services Building – Training Room Station 812 – Training Room Fire/EMS Training Academy

Tuesday, September 29 (C Shift)	
Time	1900 hours
Locations	Fire Services Building – Training Room

TripTix© Train-the-Trainer Sessions

In addition to the 4-hour User Training, an additional 4-hour Train-the-Trainer Course is required to qualify trainers. In-person participation is required for the Train the Trainer Sessions. All sessions will be held at the Fire Services Building – Training Room. User Training is a prerequisite to attend the Train the Trainer Sessions. All personnel must register for the course by contacting the EMS Office at 301-583-1860 and provide the date they attended the User Training for verification purposes.

Career Personnel: All EMS Supervisors are expected to attend.
 EOC Battalions – Each Battalion should select several trainers
 Off-duty compensation will be provided in accordance with the Section 10.2 of the Collective Bargaining Agreement.

Volunteer Personnel: Each Corporation should identify and send a primary and alternate trainer to this training. Additional trainers will be allowed space permitting.

Saturday, September 12	
Time	1300 hours
Location	Fire Services Building – Training Room

Sunday, September 13	
Time	1300 hours
Location	Fire Services Building – Training Room

Monday, September 14	
Time	1900 hours
Location	Fire Services Building – Training Room

Thursday, September 17	
Time	1900 hours
Location	Fire Services Building – Training Room

Monday, September 21	
Time	1900 hours
Location	Fire Services Building – Training Room

Wednesday, September 23	
Time	1900 hours
Location	Fire Services Building – Training Room