ZOLL | DATA SYSTEMS

FAQ

Converting From RescueNet® ePCR to ZOLL® emsCharts®

Frequently Asked Questions

Is ZOLL emsCharts a cloud-based version of RescueNet ePCR?

ZOLL emsCharts is a best-in-class, cloud-based, patient-care reporting solution that was built for today's environment, workflows, and technologies. Rather than retrofitting old technology, ZOLL Data Systems has developed a modern user interface that is easy to learn and use, and lets users focus on patients, not paperwork. Updates are automatically pushed to users in the background (typically monthly) so that your software is always current with the latest features, compliance requirements, and advanced security.

What are the ZOLL Data Systems roles and responsibilities for the conversion?

For this conversion, ZOLL Data Systems will provide administrative training and education to assist customers with the set-up and configuration of your ZOLL emsCharts account. Our goal is to empower you with the knowledge and skills you need to be successful in managing the application and fully utilizing its capabilities to your best advantage. We will also provide project management services to assist in meeting your goals and deadlines. Materials and web-based training are designed to streamline crew onboarding.

What are the customer's roles and responsibilities for the conversion?

As the customer, your primary responsibility is to dedicate time and attention to the project so that we can partner with you to ensure success. We recommend providing a dedicated point person who will be responsible for directing the project from your side, in addition to two to three other individuals who will serve as administrators for ZOLL emsCharts.

Plan to also appoint a representative from billing, operations, and clinical departments to participate in meetings and project kick-off. This cross-functional team ensures that we account for your organization's workflows and any edge conditions we need to address in your configuration.

We advise training multiple people as administrators so that you have back-ups and smooth transfer of responsibilities in the event of an unanticipated absence or personnel changes in your agency. We generally utilize a train the trainer approach for training end users. This allows your end users to be trained with your company's vernacular and process in place. We strongly encourage customers to allow for adequate training time for all end users to ensure success during go-live. This involves doing formal training sessions, as well as practice charts. Crews that do practice charts are far better prepared for go-live day, as they have heightened awareness and cognitive understanding of the process. Advance preparation and education pay dividends in the form of confident users and fewer issues during go-live.

While conversion requires a significant amount of front-end decision making to set up and configure the software based on your service operations and edge conditions, once you are up and running, the day-to-day maintenance day is minimal.

What IT expertise does my organization need in order to manage the conversion from our side?

Your IT representative will need to have access to and familiarity with the RescueNet ePCR software and the ability to pull data and information from this platform. We strongly recommend that you perform a full back-up of your RescueNet software prior to starting the conversion to ZOLL emsCharts.

What happens to my data? Should I transfer all my legacy data to the cloud?

Data must be extracted out of RescueNet ePCR in a NEMSIS v3 format. ZOLL will work with your team to train you on how to generate the export, but this process can be quite lengthy and time-consuming. ZOLL may assist in setting up and configuring the import utility that can be used to transfer files into ZOLL emsCharts. The files that will be transferred include PCRs and attachments, and these records will be searchable in ZOLL emsCharts. Please note that the data transfer is primarily to allow users to retain and search for historical records and is not intended to be used for reporting, trending, or analytics purposes.

Will my database be backed up in case I need to retrieve missed records?

It is recommended that you fully back up your database if you are in an enterprise or hosted environment.

Can I access my data?

You can access your data that is generated in ZOLL emsCharts through the Analytics platform, as well as through built-in standard and custom reports. You cannot access the SQL database directly. There is also a utility to download XML PCR data from the system called Remote Downloader. If you use a third-party database or utilities, this may be an option. Please note that imported data from RescueNet ePCR may not have all of the discrete data in every field, so you should use caution when referencing historical data in reporting and analytics

How are software upgrades handled?

ZOLL emsCharts is updated regularly and automatically. Releases are typically available every month, and users receive email and system notifications when updates are coming, as well as when the updates are complete. Monthly releases are usually performed without requiring any system downtime, but occasionally maintenance updates are performed which may require some system downtime. These maintenance updates are scheduled not more frequently than quarterly and will be communicated several weeks in advance of the event.

How long does it take to convert to ZOLL emsCharts?

Setting up a new account involves configuration, training, testing, end-user training, and acceptance. Typically, the process takes approximately 6-8 weeks on average, including 16-20 hours for administrators.

Week 0	Project kick-off
Week 1	First meeting with implementation specialist
Week 2	Import master configuration
	CAD configuration
	Complete administrative training Part 1
Week 3	Complete administrative training Part 2
	Add users and finalize configuration
	Configure additional modules and install Windows
	Complete CAD mappings
	Complete billing integration
Week 4	Test carts and train the trainer
Week 5	Train crew members
Week 6	Train crew members
Week 7	Train crew members
Week 8	Go-live
Week 9	Complete post-go-live training
Week 10	Complete post-go-live NEMSIS validation

Can I set up custom configurations in ZOLL emsCharts?

As with most ZOLL products, ZOLL emsCharts conforms to the way you work and is highly configurable. Like RescueNet ePCR, the solution is a NEMSIS-based system. However, because ZOLL emsCharts is also cloud-based, it offers the advantage of rapidly updating and deploying the software for all services and users automatically — while continuously enhancing the application over time for the best user experience. Customizing the software from an operational and clinical perspective is possible in many of the fields and pages. For example, many fields can be displayed or hidden, and users can control the picklist options. Users also can build completely customized data validation (closed call rules), custom reports, and analytic dashboards and reports. While the software permits customization in most areas, there are some distinct exceptions for good reason. Due to the nature of NEMSIS, there are certain fields by which we maintain system level control over configuration. Assessments, procedures, and a few other fields are solely based in NEMSIS to preserve consistency and compliance within those areas.

How much training will my team require?

Administrators require approximately 16 hours of training and practice time. Crew users require approximately 2-4 hours of training and practice time.

What happens to my ePCR if I'm interrupted mid-process (e.g., by another call, etc.)?

If you are in the ZOLL emsCharts for Windows application, updates are saved automatically as you work. If you are in the web application, simply tab to the next field or select the next page and your work will be automatically saved for you as you go.

Peace of Mind and Personalized Support

Converting to new software involves many considerations, and we want you to feel confident that you've made the right decision. To make your path to the cloud as seamless and worry-free as possible, we've created the Ascend program to provide personalized support every step of the way. Contact us to learn more.

To learn more, please call us or visit our website:
800-231-8573 | www.zolldata.com