

## Quality Assurance

### MFR Clinical Documentation Requirements

#### A. Objective

To provide Medical First Response (MFR) agencies and their practitioners with information on the requirements and best practices when writing a Patient Care Record (PCR) including different submission processes.

#### B. Purpose

The Medical First Response Clinical Documentation requirements have been adapted from Provincial Legislation and AHS Policy<sup>i</sup>, including;

- i. Accurate and complete documentation being a vital part of patient care.
- ii. Clinical care must take precedence over documentation.
- iii. However, *patient care is not complete until documentation is finished*.
- iv. Patient information must be protected by staff in accordance with legislation, accreditation standards, and professional responsibilities.

#### C. Guidelines

##### i. Collection of Information

- a. Ensure that all collected patient information is protected and not disclosed without permission or consent, in compliance with Alberta's Health Information Act<sup>ii</sup>
- b. For the purposes of MFR PCR documentation, patient demographics are not required.
- c. Do not fax, print, transfer or copy PCRs for non-AHS use.
- d. Ensure that patient information is not left visible or unattended in public areas. Immediately report any loss of documentation
- e. Ensure that secure record locations remain locked at all times.

## ii. Documentation of Information

### ***Practitioners shall:***

- a. Complete a PCR for patient care that occurred independent of the attending EMS crew on scene
- b. Ensure recorded information is legible, accurate, and complete
- c. Complete all required (mandatory) fields
- d. Complete a PCR for each patient
- e. Submit the PCR within 48 hours of the call
- f. Make required clinical amendments to PCRs within 14 days of a request from their agency's PCR Reviewer, another delegate of the Agency, the MFR Administration Team or a MFR Medical Director.
- g. Ensure their legal signature has been appropriately applied to all PCRs in designated places and all treatments/procedures are attributed to the crew member(s) performing them.

### ***PCR Reviewers shall:***

- a. Review, amend and return PCRs with incomplete or incorrect documentation to practitioners for clinical amendments.
- b. Amend demographic information specific to: event number, patient count, mandatory fields, dates/times, location type, call type, dispatch code and unit number/call sign
- c. Ensure PCRs to be amended by practitioner(s) are completed within 14 days
- d. Once the PCR has been reviewed and all amendments are complete, PCR Reviewer will place the PCR in "completed" status within 30 days.

## D. Storage and Retrieval of PCRs

Ensure hard-copy documents are retained or disposed of in compliance with the AHS Records Retention Schedule IM-07-01<sup>iii</sup> (Appendix I)

## E. Acceptable PCR Formats and their Benefits

The MFR Administration Team has created multiple PCR submission processes for our partner agencies.

The methods for PCR Submission include:

### i. Online PCR

- ***This is the preferred submission format***
- Located on the MFR portal at [www.AlbertaMFR.ca](http://www.AlbertaMFR.ca)
- Can be accessed on a mobile device with internet access
- Does not require manual (paper) submission to the MFR Administration Team
- Information can be captured on an MFR Memo (patch) Pad on-scene and completed on the portal shortly after completion of call
- Allows MFR Administration to collect statistics and to conduct quality assurance reviews, if needed
- Agency is not required to store paper copies per AHS' Retention Schedule when using this method. The PCR is stored on the MFR Portal server

### ii. Paper PCR

- Blank copies can be kept in response vehicle
- A copy of the paper PCR is not required to be handed over to the EMS crew on-scene, only a verbal report to the EMS crew is required.
- Will be scanned and uploaded to the MFR Portal according to the agency's internal administrative process.
- Must be secured and retained in compliance with AHS' Records Retention Schedule (Appendix I), if the paper PCR is being kept by the agency.
- Once Paper PCR has been scanned and uploaded to the MFR portal, there is no requirement to retain the paper copy of the PCR.

### iii. Export PCR from agency and upload to Portal

- Many agencies use their own electronic PCR
- The electronic PCR can be converted to PDF and bulk uploaded to the portal via the “File Exchange” *or*
- Each PCR can be uploaded individually by the practitioner. This would require the practitioner to export the PCR to PDF and then upload it to the “Complete New PCR” section of the Portal

### References

<sup>i</sup> AHS EMS, Managing Patient Care Records

<sup>ii</sup> Alberta Health Information Act

[http://www.gp.alberta.ca/1266.cfm?page=h05.cfm&leg\\_type=Acts&isbncln=9780779791293&display=html](http://www.gp.alberta.ca/1266.cfm?page=h05.cfm&leg_type=Acts&isbncln=9780779791293&display=html)

<sup>iii</sup> Alberta Health Services Records Retention Schedule

<http://www.albertahealthservices.ca/assets/info/hp/him/if-hp-him-records-retention-schedule.pdf>

### Appendix I – EMS Records Retention Schedule

Record Code	Function	Sub function	Description	Notes	Closure Rule	Total Retention	Final Disposition	Legal Reference
1255	Health Services	EMS Patient Records - Adult	Information related to the EMS patient care of adult clients not transported to AHS facilities. Includes patient care reports and computer aided dispatch records.	See 1260 Patient/Client Records - Adult for EMS patients transported to AHS facilities	Calendar year	11 years	Destroy	Hospitals Act Operation Of Approved Hospital Regulation Alberta Regulation 247/90
1256	Health Services	EMS Patient Records - Minor	Information related to the EMS patient care of minor clients not transported to AHS facilities. Includes patient care reports and computer aided dispatch records.	See 1262 Patient/Client Records - Minor for EMS patients transported to AHS facilities	Calendar year	30 years	Destroy	Hospitals Act Operation Of Approved Hospital Regulation Alberta Regulation 247/90

## Abbreviations

**AHS** Alberta Health Services  
**AHS EMS** Alberta Health Services Emergency Medical Services  
**EMS** Emergency Medical Services  
**MFR** Alberta Medical First Response Program  
**MFRs** Individuals who are Medical First Responders  
**PCR(s)** Patient Care Report

## Definitions

**MFR Agency (Agencies)** Organizations providing Medical First Response  
**MFR Portal** is the website through which Alberta MFR communicates. [www.AlbertaMFR.ca](http://www.AlbertaMFR.ca)  
**PCR Reviewer** is an individual assigned to review PCRs for the agency  
**PDF** is the format used by Adobe Acrobat to create an un-editable document

## Version Control

Date	Action	Rationale
May 17, 2018	<ul style="list-style-type: none"><li>• Formatting</li><li>• Wording</li></ul>	Document review & update

  

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