# WV PreMIS Frequently Ask Questions (FAQs)

1. **Once the system is implemented, how soon after the patient encounter must the completed patient care record be received by WV PreMIS?**

   The Patient Care Record must be completed and transmitted to WV PreMIS within 24 hours of the patient encounter.

2. **Where is the record stored after it is transmitted to WV PreMIS and is it secure?**

   The record is stored on the central server and meets all security and HIPPA guidelines. The record is the property of the agency and can only be accessed by the specific agency and the WVOEMS Medical Direction System for medical review and quality assurance. Access to the record at the agency level is granted by password protected security levels. WVOEMS will not provide copies of the records to third parties or for legal purposes.

3. **What are the costs to the EMS agency to utilize the WV PreMIS system?**

   The ability to utilize the internet based PreMIS system is provided to all licensed EMS agencies free of charge. The only requirement to utilize the internet based system is a computer with internet access. No special software is required. Computers and hardware are the responsibility of the agency.

4. **What if my agency wants to purchase and utilize a commercial patient care record software program? Is that permitted?**

   Yes. BUT it is the responsibility of the agency to assure that the vendor meets all requirements established by WV OEMS. Agencies should be very cautious before purchasing any particular vendor's product or software until the agency is certain that the specific vendor product has met the WV requirements. Commercial vendor products must be certified as NEMSIS Gold or NEMSIS compliant WV Data Set certified AND the vendor must have actually installed and configured their software at the specific agency where it is to be used. This specific configuration must be tested, approved, and certified as WV Compliant before it can be utilized by an agency in WV. WV OEMS will NOT be responsible or permit vendor products to be utilized simply because an agency has already purchased a product.

**5.** **Which method should my agency use to generate a patient care record and submit the data to WV PreMIS?**

EMS agencies will have two (2) methods by which they can participate and provide data to the WV PreMIS System. All agencies must use one of these two options. The two options available are described below and an agency's ultimate decision on which method to use is dependant on many factors. WV OEMS recommends that agencies utilize the internet based PreMIS system because it provides immediate validation of data elements and automatically checks the record for data errors. Updates to the system are also provided automatically.

*Option 1* – EMS personnel will enter the patient care record directly into the WV PreMIS system via a secure internet connection from any computer with an internet connection. This entry is password protected and encrypted. It requires no special hardware or software on the user's computer. EMS personnel can use any computer connected to the internet including computers at hospital emergency departments or their EMS headquarters or EMS stations.

*Option 2* – An EMS agency may elect to purchase, on their own, a commercial vendor software and then upload the record to the WV PreMIS system. If this option is used the agency is responsible for all costs related to the purchase, installation, configuration, and maintenance of the software. These type of solutions often require specific software be installed on each computer and often require a licensing fee. While this solution may offer more features than the internet based PreMIS Collection System, squads must insure that the software meets all WV requirements and has been fully tested for the specific agency installation and configuration. The vendor must also assure that the solution will print a WV OEMS Patient Care Record which matches the WV PreMIS Run Sheet. The vendor based system must also assure that a patient care record is uploaded and received by WV PreMIS within 24 hours of the patient encounter.

**6.** **Are there any special requirements which commercial vendor software must meet?**

Yes. Any vendor software product utilized in WV must be capable of generating a printed patient care record which matches the WV PreMIS print out in format and style. The vendor product must also be designed and configured to insure that the agency is able to complete and transmit the completed record to WV PreMIS within 24 hours of

the patient encounter. No vendor will be approved without demonstrating their product can meet these special requirements.

**7. Does the PreMIS system have built in billing software included?**

No. There is no specific billing software included in the PreMIS system. Data elements needed for billing purposes including insurance information is collected by the system, however, agencies are responsible for any specific billing linkages or billing software. WV OEMS will not provide any type of billing program or software. There are future plans to develop a download of information for billing purposes by a standardized XML format. Agencies will be responsible for developing their own program to receive that download. This feature will not be available in the initial implementation of the system.

**8. How will this system be implemented in West Virginia?**

The implementation of this system in WV will be carried out in an organized fashion and information and timelines will be provided to all agencies outlining the process. Agencies should not attempt to push or rush the timelines. Attempting to speed up the process or take short cuts prior to the organized implementation plan will only cause delays and potentially cost the agency time and money. The best way for agencies to prepare for this process is by gathering and providing the information on personnel and services required to populate the Credentialing Information System (CIS) component of the system. No agency will be able to begin using the system until this information is loaded and the specific WV policies and procedures established. Please be patient. You will be given all the information and instructions necessary to allow transition of your agency into this system.

**9. When will the system be functional and ready for use by WV EMS agencies?**

WV OEMS is currently working with the EMSPIC in North Carolina to develop the exact process and mechanisms for implementation in West Virginia. Since North Carolina has extensive expertise in rolling out the system on a statewide basis, we are following their advice and guidance. This includes central system setup and loading of key credentialing and operational data into the system. We are also developing the implementation plan which includes training both users and OEMS system administrators. While the precise timeline is not yet complete, it is anticipated that it will take 2-3 months to configure the system with the Credentialing Information System (CIS) data before any agencies can begin to use the system. The CIS component is the data base which is used to collect and track agency and personnel

credentials within the system. There will be some testing of the system with a few agencies to assure functionality in the system. EMS agencies will then be phased into the PreMIS system on an agency by agency basis.

**10.  How will technical support be provided after the system is operational?**

Once the system is operational, technical support will be provided by EMSPIC. Prior to the implementation in WV please do not call EMSPIC requesting support or information. They will not have all of the WV information until the system is active and we have worked out all the specific details with them. All information will be provided at the appropriate time.

**11.  When will agencies stop using the paper run sheets?**

All EMS agencies should continue to use the paper WV OEMS Run Sheets until such time as OEMS has approved your agency to begin using the system. Again, jumping the gun, or attempting to work outside the process will only result in delays and problems. The specific switch date from the paper form to the electronic system is variable for each agency as they are phased into the system. WV OEMS is coordinating with WV EMS TSN to assure that adequate numbers of paper run sheets will be available to agencies until the transition is complete.

**12.  How will I learn how to use the system?**

West Virginia will utilize the same training system that North Carolina has used successfully to train its EMS personnel in using the system. This training includes both classroom group training sessions as well as internet based training courses. It will be important that EMS personnel are trained and comfortable using the system prior to implementation in a specific agency.

**13.  Once the PreMIS system is implemented how will I leave a copy of the patient care record at the hospital?**

If an internet computer is available at the receiving hospital, the EMS crew can complete the record before leaving the hospital and then print a copy of the record and leave it at the facility. If the record is not completed until after the crew has returned to their station, then a copy of the record can be faxed to the facility. Electronic methods to provide this record to the hospital are being explored, but will not be available during the initial implementation of the system.

14. **Will the system have features which will help with quality improvement and medical review processes?**

Absolutely. One of the many advantages of the PreMIS system is the ability to utilize the data for quality improvement and medical review. The EMS Tool Kits are a key part of the system. The system also allows data elements to be compared between similar agencies or personnel.

15. **Will my agency be able to adapt to an electronic patient care record?**

The PreMIS system has been implemented and operational in North Carolina on a statewide basis for almost two years. It is also currently being implemented in South Carolina as well. It has worked well in all types of agencies from very rural to urban settings.

16. **Can my agency modify or add features to the PreMIS system?**

While it is understood that the system may not include all features that some agencies may desire, WV is implementing the basic system first to transition all agencies to an electronic system. It does provide a good system for patient care documentation, data collection, and quality assurance management. Modifications and new features will not be considered or added until the system is fully functional and operational for a period of time.

**DOs and DON'Ts of PreMIS**

- **DO** take the time to study the information provided by WV OEMS and the FAQs.
- **DO** gather all preliminary information requested by WV OEMS to assist in populating the Credentialing Information System (CIS).
- **DO** be cautious if considering a commercial software program and be certain and confirm that the vendor product is fully WV certified and compliant before purchase.
- **DO NOT** be in a hurry to buy software or implement the system.
- **DO NOT** begin entering data until the system is ready, it has been tested and certified, and you are approved by WV OEMS to do so.
- **DO NOT** stop using the paper run sheet until the data system is confirmed, tested, and proven to be working and approved by WV OEMS.